I Semester M.Com. Examination, January/February 2019
(CBCS)
COMMERCE
Paper – 1.7 : SC : Communication Skills

Time : 3 Hours
Max. Marks : 70

**Instruction :** Attempt all Sections.

**SECTION – A**

1. Answer any **seven** sub-questions. Each sub-question carries **two** marks. \((7 \times 2 = 14)\)
   a) Define communication.
   b) What is a business report ?
   c) Mention any four media for written communication.
   d) Name any four visual aids used for communication.
   e) What is forming in a team development ?
   f) What is a communication gap ?
   g) Give two benefits of empathic listening.
   h) Mention the contents of a good resume.
   i) What is body language ?
   j) What is gesture ?

**SECTION – B**

Answer any **four** questions. Each question carries **5** marks. \((4 \times 5 = 20)\)

2. Briefly explain objectives of business communication.
3. Explain the importance of creativity in communication.
4. Write a “Resume” to apply for an accountant position.
5. Explain the features of a good team work.
6. What are the causes for poor listening ?
7. Draft an office circular to staff informing to attend a computer training program.
SECTION – C

Answer any three of the following. Each question carries twelve marks. \((3\times12=36)\)

8. Explain the process and importance of communication.

9. What are barriers in communication? Explain various types of barriers in communication.

10. Write a short note on:
   a) E-Mail messages
   b) Body language
   c) Public speaking.

11. What are negotiation styles? Explain the strategies and tactics of negotiating.

12. What are the different types of listening? Explain the benefits of listening.