

UNIVERSITY CENTRE FOR DISTANCE LEARNING (UCDL)
CHAUDHARY DEVI LAL UNIVERSITY, SIRSA
(From the Academic Session 2019-20)

MBA 1st Semester

SUBJECT: COMMUNICATION SKILLS (OE-101)

Max. Marks: 15

Assignment – 1

Note: Attempt five questions in all. First question is compulsory. All questions carry equal marks.

1. Write short note on the following:
 - a) Inter Culture Communication
 - b) Interview
 - c) Psychological barriers to communication
 - d) Correlation between action and communication
 - e) Empathic listening
 - f) Difference between listening and hearing

Unit - I

2. What do you understand by communication? Explain its process and importance in a business organization.

Or

Write short notes on:

- i) Role of critical thinking
- ii) Role of inter-cultural communication

Unit - II

3. Define communication flow. What are the differences between upward and downward communication?

Or

Discuss the importance of inter-personal communication and barriers involved in inter-personal communication.

Unit - III

4. What are the basic business documents? How do they add in formal business communication?

Or

Write a note on barriers to effective listening. Offer some suggestions for removing those barriers.

Unit - IV

5. Discuss different types of interviews, describing clearly the purposes for which they are held.

Or

In what way would you prepare yourself if called for a job interview? Discuss the desirable qualities because of which a candidate may be successful at an interview.

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Assignment – 2

Note: Attempt five questions in all. First question is compulsory. All questions carry equal marks.

1. Write short note on the following:
 - a) Para-language
 - b) Intra-personal communication
 - c) Ethnocentrism
 - d) Grapevine
 - e) Informal Communication
 - f) Eye Contact

Unit - I

2. Write short notes on:
 - i) Purpose of professional communication
 - ii) Emotions in communication

Or

What is the role of creative thinking in communication? How do you develop creative thinking?

Unit - II

3. Write a note on semantic and psychological barriers to communication. Explain how such barriers can be overcome?

Or

What is non-verbal communication? Discuss the relationship between verbal and non-verbal communication. Explain the various aspects of Kinesics with suitable examples.

Unit - III

4. Describe the process and types of listening.

Or

What are the set of basic communication skills that form the foundation of more advanced communication skills?

Unit - IV

5. What are the essentials of communication in an interview? Explain giving suitable examples.

Or

What is job interview? Discuss the process and stages of job interview in detail.