

St. Philomena's College (Autonomous), Mysore
PG Department of English
Question Bank (Revised Curriculum 2018 onwards)
Second Year- Third Semester (2019 -21 Batch)

Title: BUSINESS COMMUNICATION AND SOFT SKILLS QP Code: 96204

Sl. No	Unit	Question Text (Short Note)	Marks
1	1	Communication skills	5
2	1	Soft skills	5
3	1	Kinesics	5
4	1	Paralanguage	5
5	1	Facial expressions	5
6	1	Proxemics	5
7	1	Business communication	5
8	1	Nonverbal communication	5
9	1	Mode of dress	5
10	2	Listening skills	5
11	2	Active listening	5
12	2	Negotiation	5
13	2	Interpersonal Skills	5
14	2	Conflict management	5
15	2	Interviews	5
16	2	Responding to criticism	5
17	3	Minutes	5
18	3	Agenda	5
19	3	Group discussion	5
20	3	Brainstorming	5
21	4	Business letters	5
22	4	Routine letter	5
23	4	Pleasant letter	5
24	4	Unpleasant letter	5

Answer the following

25	1	Examine the importance of Business communication.	15
26	1	Elaborate on the barriers to communication.	15
27	1	Explain the barriers to communication.	15
28	1	Effective business communication is essential in creating and keeping a positive business- Elucidate.	15
29	1	Discuss the important ideas that will help make group business communication more effective.	15
30	1	Bring out the vital difference between verbal and nonverbal communication.	15
31	1	Elaborate the importance of communication skills.	15

32	1	What is the importance of Business Communication?	15
33	1	Explain in detail the process of communication, its hurdles and obstacles.	15
34	1	Compare and contrast verbal and non-verbal communication.	15
35	1	Elucidate the importance of verbal communication.	15
36	1	Describe the components of nonverbal communication.	15
37	1	Explain in detail the various components of nonverbal Communication.	15
38	1	Bring out the characteristics and components of non-verbal Communication.	15
39	1	Explain the salient features of non-verbal communication.	15
40	2	Listening is a human activity through which the process of communication takes place- Discuss.	15
41	2	Mastery of communication in English depends on acquisition of listening comprehension- Illustrate.	15
42	2	Explain the importance of developing listening skills.	15
43	2	Bring out the prerequisites and rules to develop proper listening habits.	15
44	2	Explain the different types of listening skills.	15
45	2	Give an account on the strategies to improve listening skills.	15
46	2	Explain the approaches to listening.	15
47	2	Explain the importance of listening and the barriers to effective listening.	15
48	2	Bring out the ways in which an individual deals with criticism.	15
49	2	Write a detailed note on the process of conducting an interview.	15
50	2	Explain the steps involved in planning the interview.	15
51	2	Analyze the process of the conduct in negotiation.	15
52	2	What is an interview? Explain the different kinds of Interviews.	15
53	2	What are the different approaches of negotiation?	15
54	2	What are interpersonal skills and state their importance?	15
55	2	Elaborate the need for building interpersonal skills.	15
56	2	What are the guidelines to be followed by both the interviewer and the respondent?	15
57	2	Elaborate the importance of negotiation in conflict situation.	15
58	2	Explain the preparatory steps involved in reaching success in Negotiation.	15
59	2	Explain the stages involved in conducting the interview.	15
60	2	Elaborate the guidelines that can be of help in responding to Criticism.	15
61	2	Illustrate the different patterns/styles in negotiation.	15

62	3	What are the parameters to have an effective group communication and meeting?	15
63	3	Bring out the importance of group discussion.	15
64	3	Discuss the steps involved in Group- decision making.	15
65	3	Discuss the factors that influence effective group discussion.	15
66	3	Discuss the essential factors for the success of meetings	15
67	3	How do you plan for an effective and successful meeting?	15
68	3	Discuss the important parameters in group discussion	15
69	3	Elaborate the planning process for a successful and effective meeting.	15
70	3	Elucidate the characteristics of an effective meeting.	15
71	3	What are the aspects of Group communication and the approaches to Group decision making?	15
72	3	What is the objective of making speeches or presentations? Explain with examples.	15
73	3	Discuss the various patterns of a presentation.	15
74	3	Discuss the steps involved in organizing and presenting a speech.	15
75	3	Explain the different kinds of presentations.	15
76	3	Explain in detail the various ways of organizing and presenting a speech.	15
77	3	Explain the different kinds of presentations.	15
78	3	Write down ten steps for preparing a great speech.	15
79	4	Draft an application letter for employment with details of CV or resume.	15
80	4	Elaborate the different formats of a business letter and its component parts.	15
81	4	Explain the fundamental principles of Business Letters.	15
82	4	Draft an application for the position of Asst. Professor. Enclose a resume.	15
83	4	Elucidate on the common format of a cover letter and its different types.	15
84	4	Draft a letter of application requesting the principal for granting four days of leave.	15
85	4	Apply for the post of General Manager in a reputed company with an application and enclose a resume.	15
86	4	Bring out the salient features of pleasant and unpleasant letters and their constituent elements.	15
87	4	Write an unsolicited letter of application with details of resume for the post of a lecturer in a reputed college.	15

88	4	Draft a letter of application in response to an advertisement for the post of Relationship executive in a reputed bank.	15
89	4	Discuss the different formats of a business letter and elaborate on its constituent parts.	15
90	4	Discuss the fundamental principles of letter writing.	15
91	4	Draft a covering letter of communication for the position of Accounts Assistant, enclosing a CV.	15
92	4	What are the characteristics of the routine and pleasant letters?	15
93	4	Explain in detail the structure and layout of a business letter.	15
94	4	Work is worship.	15
95	4	Honesty is the best policy.	15
96	4	If winter comes can spring be far behind.	15
97	4	Money is a good servant, but a bad master.	15
98	4	No crown without thorns.	15
99	4	God helps those who help themselves.	15
100	4	Time and tide wait for none.	15
101	4	No gains without pain.	15
102	4	Hope for the best and prepare for the worst.	15
103	4	Fortune favours the brave.	15
104	4	A journey of a thousand miles begins with a single step.	15
105	4	To err is human; but to forgive is divine.	15
106	4	A rolling stone gathers no moss.	15
107	4	A friend in need is a friend indeed.	15
108	4	Where there is a will there is a way.	15
109	4	A bird in hand is worth two in the bush.	15

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St. Philomena's College (Autonomous) Mysore
III Semester Final Examination : November- 2019

Subject: OPEN ELECTIVE

Title: Business Communication And Soft Skills

Time: 3 Hours

Max Marks: 70

PART – A

Choose the correct answer from the given options and rewrite the sentence: 10×1=10

1. a. While **speaking** to someone, our body movements like movement of hands, facial expressions, the way we sit or stand convey a lot about our mental state. What is this communication termed as?
 - i) **Verbal** communication
 - ii) Non – verbal communication
 - iii) **Horizontal** communication
 - iv) Informal communication.
- b. **When is it advisable** to use oral communication?
 - i) **When** feedback is not immediately needed
 - ii) **When** it is necessary to convey a large amount of data
 - iii) **When** immediate feedback is necessary
 - iv) **When** the sender shares a comfortable relationship with the receiver.
- c. **Which of these** does not communicate non-verbal cues?
 - i) **anger**
 - ii) happiness
 - iii) ideas
 - iv) distrust
- d. **Which of the following** is a hypothetical question?
 - i) **If you knew** you couldn't do the work, why did you take up the responsibility?
 - ii) **Are you satisfied** with my leadership?
 - iii) **If I were** to introduce five days in a week, do you think the staff would be happy?
 - iv) **Why are you** always late to the office?
- e. A win – win approach to negotiation is adopted when the negotiating partners.
 - i) Want to hurt each other
 - ii) Are willing to consider each other's needs.
 - iii) Are desperate to find an acceptable solution.
 - iv) Want to buy each other's trust.
- f. In an interview the best way of inquiring if the candidate is married or not, is by asking him/her
 - i) Are you married?
 - ii) Tell me something about your family.
 - iii) For how long have you been married?
 - iv) How many children do you have?

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- g. You are being introduced to a member of the opposite sex, who is extremely attractive at a party. Proxemics suggests that you maintain a distance of
 i) One foot ii) 2-3 feet iii) 4-6 feet iv) more than 10 feet.
- h. You talk to your grandma about your latest crush on the guy/girl in your college. She listens carefully so that she can advise you and discuss the pros and cons. Her listening can be termed as
 i) Discriminative listening ii) Comprehensive listening
 iii) Active listening iv) Critical listening.
- i. A speech that is delivered at the spur of the moment is known as
 i) Extempore ii) Extemporaneous iii) Based on a manuscript iv) Based on memory
- j. A letter that is cluttered ____ the reader.
 i) amuses ii) bemuses iii) defuses iv) refuses

PART -B

Answer ONE of the following:

1×15=15

2. Bring out the vital difference between the verbal and non-verbal communication.
3. Elaborate the importance of communication skills.
4. Explain the salient features of non-verbal communication.

PART -C

Answer ONE of the following:

1×15=15

5. Explain the importance of listening and the barriers to effective listening.
6. Elaborate the need for building people skills.
7. What are the guidelines to be followed by both the interviewer and the respondent?

PART -D

Answer ONE of the following:

1×15=15

8. Explain in detail the various ways of organizing and presenting a speech.
9. How do you plan for an effective and successful meeting?
10. Elaborate the importance of Negotiation in conflict situation.

PART -E

Answer ONE of the following:

1×15=15

11. Draft an application letter for employment with details of C.V or resume.
12. Elaborate the different formats of a business letter as well as its component parts.
13. Write a paragraph on Two of the following topics:
 - a) No man is an island
 - b) Water conservation
 - c) My favourite teacher
 - d) Forgiveness is the noblest revenge.
