F.Y.Bcom (B/I) 1st Sem Effective communication

Time :2 hrs. Oct-2005 RASPBERRY Max. Marks : 60

Note : All Questions are compulsory.

Q. 1 Explain the terms Encoding, Decoding, Message, Channel & feedback.

Draw a Communication - Model to explain the process of Communication. **15**

OR

Q.1 What is Non-Verbal Communication. Write a detailed note on body language.

Q.2 What are the Barriers to Communication. Explain any five in detail. **15**

OR

Q.2 i) What are the objectives of Communication.

ii) What are the 7' Cs of Communication.

Q.3 i) Draft a letter to M/s. Mistry, Engineer & Co. firmly requesting payment of bill of Rs. 3,000/- for goods bought some months ago. Make it clear that unless the bill is paid within a week legal action might be the only solution. **15**

ii) Parts of a business letter.

OR

Q.3 **Write short note on : (Any 2)**

a) Listening b) Report writing

c) Grapevine Informal communication d) Oral Communication

Q.4 Compare Oral & Written Communication with advantages & disadvantages. **15**

OR

Q.4 What is effective listening. What are the different barriers involved in effective listening.

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