

**Unit-I-Introduction to Business Communication, Relationship between Communication, Morale & Productivity**

1. "Communication is the life blood of any business organisation." Elucidate. (2016-S)
2. Define 'Communication' and explain the process of communication. (2016-S)
3. What is listening? Describe the qualities of a good listener (2016-S)
4. What is Business Communication? Describe the importance of communication in modern business world. (2016)
5. Discuss the relationship between communication morale productivity and objectives. (2016)
6. What do you mean by communication? Explain its importance in the modern business world. (2015)
7. "Information overload is a bad as information gap." Comment. (2015)
8. What are the qualities of Good listener? (2014)
9. What are the essentials of Good communication? (2014)
10. Define Business Communication and explain its nature and scope. (2013)
11. Explain the relationship between Communication, Morale and Productivity with suitable examples. (2013)

**Unit-II-Barriers of Business Communication, Types of Business Communication**

1. Discuss the physical and psychological barriers to business communication. (2016-S)
2. Write Short note on the following: (2016-S)
  - a. Formal Communication
  - b. Non-verbal Communication
3. Explain difference: (2016)
  - a. Formal and Informal Communication
  - b. Downward and Upward Communication
4. Discuss obstacles of communication and also discuss remedies of removing these (2016)
5. What is meant by you of Interpersonal Communication? Explain its advantages in Business. (2016)
6. What do you mean by formal and informal communication? Describe their merits and demerits. (2015)
7. Explain the barriers of communications and give suitable suggestions to remove them. (2015)
8. It is correct that feedback is essential in improving communication. Explain. (2015)
9. Differentiate between Interpersonal and Intrapersonal Communication. (2014)
10. How is individual communication different from group communication? (2014)
11. What the barriers to communication? How will you overcome these barriers? (2013)
12. Differentiate between : (2013)
  - a. Formal communication and Informal Communication
  - b. Verbal Communication and Non Verbal Communication

**Unit-III-Communication Mediums in Business**

1. What do you mean by 'Telecommunication'? Explain its importance in Business Organisation. (2016-S)
2. Explain various steps to be taken for a report presentation. (2016-S)
3. What do you understand by Proposals and Agreements? Explain its advantages and disadvantages. (2016)
4. Write short note on the following (2016)
  - a. Telecommunication
  - b. Negotiation
  - c. Forms of organization oriented
5. Differentiate between (2015)
  - a). Proposals and agreements
  - b) Memo and Reports.
6. Draft these ( Any Three): (2015)
  - a. Report
  - b. Memo
  - c. Notice
  - d. Forms
7. Differentiate between Memo and Reports. (2014)
8. What is Negotiation? Explain its significance in Business Communication. (2014)
9. Write Short Notes on: (2014)
  - a). Directives
  - b). Agreements
10. What are business reports? State the main points to be considered while drafting a business report. (2013)
11. List out the essentials of a good business letter. (2013)
12. Write short notes on: (2013)
  - c. Brochures
  - d. Manuals