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Question Paper Code : BS2005

M.B.A. DEGREE EXAMINATION, AUGUST/SEPTEMBER 2017.

First Semester

DBA 1605 - COMMUNICATION SKILLS

(Common to M.C.A. Second Semester)

(Regulations 2007/2009)

Time: Three hours

Maximum: 100 marks

Answer ALL questions,

PART A — $(10 \times 2 = 20 \text{ marks})$

- Define business communication.
- State any two barriers of business communication.
- What is feedback?
- 4. What is selective attention?
- What are memos?
- 6. What are the major contents of the minutes of a meeting?
- 7. How would you ensure cohesion in a technical report?
- 8. What are the major rules to be followed in paragraph writing?
- 9. What is an appraisal report?
- State the importance of an effective proposal for the successful implementation of a project.

PART B — $(5 \times 16 = 80 \text{ marks})$

(a) What are the different forms of business communication? Explain.

Ohr

(b) Describe in detail the different factors that facilitating communication.

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Yicheng Fang

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Table of Contents Mba Entrance Exam Model Question Paper Anna University

- 1. Understanding the eBook Mba Entrance Exam Model Question Paper Anna University
 - The Rise of Digital Reading Mba Entrance Exam Model Question Paper Anna University
 - Advantages of eBooks Over Traditional Books
- 2. Identifying Mba Entrance Exam Model Question Paper Anna University
 - $\circ \ Exploring \ Different \ Genres$
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
- 3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Mba Entrance Exam Model Question Paper Anna University
 - User-Friendly Interface

- 4. Exploring eBook Recommendations from Mba Entrance Exam Model Question Paper Anna University
 - Personalized Recommendations
 - Mba Entrance Exam Model Question Paper Anna University User Reviews and Ratings
 - Mba Entrance Exam Model Question Paper Anna University and Bestseller Lists
- 5. Accessing Mba Entrance Exam Model Question Paper Anna University Free and Paid eBooks
 - Mba Entrance Exam Model Question Paper Anna University Public Domain eBooks
 - Mba Entrance Exam Model Question Paper Anna University eBook Subscription Services
 - Mba Entrance Exam Model Question Paper Anna University Budget-Friendly Options
- 6. Navigating Mba Entrance Exam Model Question Paper Anna University eBook Formats
 - o ePub, PDF, MOBI, and More
 - Mba Entrance Exam Model Question Paper Anna University Compatibility with Devices
 - Mba Entrance Exam Model Question Paper Anna University Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Mba Entrance Exam Model Question Paper Anna University
 - Highlighting and Note-Taking Mba Entrance Exam Model Question Paper Anna University
 - Interactive Elements Mba Entrance Exam Model Question Paper Anna University
- 8. Staying Engaged with Mba Entrance Exam Model Question Paper Anna University
 - o Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Mba Entrance Exam Model Question Paper Anna University
- 9. Balancing eBooks and Physical Books Mba Entrance Exam Model Question Paper Anna University
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Mba Entrance Exam Model Question Paper Anna University
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Mba Entrance Exam Model Question Paper Anna University
 - Setting Reading Goals Mba Entrance Exam Model Question Paper Anna University
 - Carving Out Dedicated Reading Time

- 12. Sourcing Reliable Information of Mba Entrance Exam Model Question Paper Anna University
 - Fact-Checking eBook Content of Mba Entrance Exam Model Question Paper Anna University
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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