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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 × 2 = 20 marks)

1. Define business communication.
2. State any two barriers of business communication.
3. What is feedback?
4. What is selective attention?
5. 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?
10. State the importance of an effective proposal for the successful implementation of a project.

PART B — (5 × 16 = 80 marks)

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

Or

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

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**James Hasik, Stacey Rudnick, Ryan
Hackney**



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Table of Contents Mba Question Papers With Answers

1. Understanding the eBook Mba Question Papers With Answers
 - The Rise of Digital Reading Mba Question Papers With Answers
 - Advantages of eBooks Over Traditional Books
2. Identifying Mba Question Papers With Answers
 - 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 Question Papers With Answers
 - User-Friendly Interface
4. Exploring eBook Recommendations from Mba Question Papers With Answers
 - Personalized Recommendations
 - Mba Question Papers With Answers User Reviews and Ratings
 - Mba Question Papers With Answers and Bestseller Lists
5. Accessing Mba Question Papers With Answers Free and Paid eBooks
 - Mba Question Papers With Answers Public Domain eBooks
 - Mba Question Papers With Answers eBook Subscription Services
 - Mba Question Papers With Answers Budget-Friendly Options
6. Navigating Mba Question Papers With Answers eBook Formats

- ePub, PDF, MOBI, and More
 - Mba Question Papers With Answers Compatibility with Devices
 - Mba Question Papers With Answers Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Mba Question Papers With Answers
 - Highlighting and Note-Taking Mba Question Papers With Answers
 - Interactive Elements Mba Question Papers With Answers
 8. Staying Engaged with Mba Question Papers With Answers
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Mba Question Papers With Answers
 9. Balancing eBooks and Physical Books Mba Question Papers With Answers
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Mba Question Papers With Answers
 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
 11. Cultivating a Reading Routine Mba Question Papers With Answers
 - Setting Reading Goals Mba Question Papers With Answers
 - Carving Out Dedicated Reading Time
 12. Sourcing Reliable Information of Mba Question Papers With Answers
 - Fact-Checking eBook Content of Mba Question Papers With Answers
 - 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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