

BUSINESS COMMUNICATION

QUESTION BANK

Q.I Short notes:

1. Merits and demerits of oral/ verbal/ face to face communication.
2. Non- verbal communication
3. Significance of Business communication
4. Vertical/ horizontal communication
5. Grapevine
6. Communication process
7. Importance of blogs/ internet/ Social networking sites.
8. E-mail
9. Moodle
10. Upward /downward communication

Q.II. Answer the following in detail.

1. Listening strategies.
2. Significance of Corporate Social responsibility.
3. Physical/ psychological/ language (semantic) / cultural barriers to communication.
4. Importance of business ethics.
5. Types of listening.
6. What are the ways to improve listening.