

VTU MODEL QUESTION PAPER - CBCS SCHEME

USN:

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20MBA16

First Semester MBA Degree Examination,...../.....2021 Managerial Communication

Time: 3 hrs.
Marks: 100

Max

Note: 1. Answer Any Four Questions from Q.No.1 to Q.No. 7.

2. Question No. 8 is Compulsory.

1. a. Define communication. (03Marks)
b. Explain the various negotiation strategies. (07Marks)
c. Discuss the 3X3 writing process of business communication. (10Marks)
2. a. What is interview? (03Marks)
b. Explain the factors effecting media choices. (07Marks)
c. "Nonverbal communication speaks louder than words". Comment. (10Marks)
3. a. What is online presentation? (03Marks)
b. "Pen is mightier than sword". Explain the statement, elaborating the strengths of written communication. (07Marks)
c. Discuss in detail the process of communication. (10Marks)
4. a. What is conflict? (03Marks)
b. Describe the different types of visual used for business presentation. (07Marks)
c. Write a complaint letter to the sales manager of M/S Ramoji Electronics Ltd., Delhi from M/S Suresh Electronics, Agra about received damaged electronics goods. (10Marks)
5. a. What is listening? (03Marks)
b. Elaborate on the barriers in effective communication. (7Marks)
c. Write a job application letter to the Personnel Manager, Jai Jawan Company, Nashik in response to an advertisement in 'Bhuvan' daily newspaper for the post of Welfare Officer. (10Marks)
6. a. What is a case? (03Marks)
b. Explain the different formal communication channels in an organization. (7Marks)
c. Your college wishes to setup a new computer lab & needs to buy 50 computers. Write a letter of enquiry to Saraswathi Computers enquiring price & other details. (10Marks)
7. a. What is interview? (03Marks)
b. Discuss the types of reports. (07Marks)
c. Elaborate on the 10 steps in pitching. (10Marks)

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Christian Drosten



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