

(109)

SEAT No. _____

No. of Printed Pages : 2

SARDAR PATEL UNIVERSITY

M.S.W. H.R. EXAMINATION, II SEMESTER

PA02CSHR25 COMMUNICATION SKILLS FOR MANAGERS

DAY: THURSDAY

TIME: 2 to 5 PM

DATE: 01/11/18

TOTAL MARKS:

70

Note: All the questions are compulsory to attend.

Q.1 Multiple Choice Questions
[10]

- 1] Downward Communication flows from _____ to _____.
 - a] Upper to Lower
 - b] Lower to Upper
 - c] Horizontal
 - d] Diagonal
- 2] Horizontal Communication takes place between _____.
 - a] Superior to Subordinate
 - b] Subordinate to Superior
 - c] Employees with same status
 - d] None of these
- 3] The following is (are) non-verbal Communication.
 - a] Facial Expression
 - b] Appearance
 - c] Posture
 - d] All of the above
- 4] The word communication is derived from Communis which means _____.
 - a] Common
 - b] Community
 - c] Message
 - d] Oral Speech
- 5] Generally, a shorter report is considered to be as _____.
 - a] 1 to 5 pages
 - b] 3 to 5 pages
 - c] 4 to 5 pages
 - d] Two Paragraph
- 6] Both encoding and decoding of message are influenced by our emotions.
 - a] True
 - b] False
- 7] _____ is the first enemy of Communication.
 - a] Noise
 - b] Clarity
 - c] Politeness
 - d] Completeness

(1)

(P.T.O.)

8] Business Letter should be concise.

a] True

b] False

9] A sender is the person who transmits a message.

a] True

b] False

10] From the below which is not the 7c's Communication?

a] Clear

b] Concise

c] Concrete

d] Co join

Q.2 Define Communication. Explain its role, purpose and importance in detail.
[15]

OR

Q.2 Explain Communication Skills for managers.

Q.3 Explain 7 c's of Communication in detail.

[15]

OR

Q.3 Write a detail note on: 1] Interview Techniques

2] Negotiation

Q.4 Explain Process of Communication in detail.

[15]

OR

Q.4 Write a detail note on: Report Writing.

Q.5 Write Short Notes on: (Any Two)
[15]

1] Barriers to Communication

2] Minutes and its Process

3] Format of a letter

4] Agenda

