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Total number of printed pages : 01

**MBA**  
**MGT208**

## **2<sup>ND</sup> SEMESTER REGULAR/BACK EXAMINATION, 2015-16**

### **MANAGERIAL COMMUNICATION & PRACTICES**

**QUESTION CODE : W 558**

**Max marks : 70**

**Time : 3 Hours**

*Answer Question No.1 which is compulsory and any five from the rest.*

*[The figures in the right hand margin indicate marks]*

- Q.1 Answer the following questions : **2x10**
- (a) What is the difference between formal persuasion and informal persuasion ?
  - (b) Define intercultural communication.
  - (c) List the fundamental skills that are essential for successful intercultural negotiations.
  - (d) Who should use chronological CVs ? Why do employers like it ?
  - (e) What do you mean by solicited job application letters ?
  - (f) What are the disadvantages of electronic mail ?
  - (g) What are minutes ?
  - (h) Briefly state GD mistakes.
  - (i) What is panel interview ? is it same as group interview ?
  - (j) List four effective time management principles.
- Q.2 a) "Visuals add to effective oral presentations". **5**  
b) What role does body language play in making oral presentation effective ? **5**
- Q.3 Distinguish between distributive and integrative bargaining. **10**
- Q.4 As a Secretary of an NGO that engages itself in the animal protection activities, draft an e-mail to be sent across urging people to come forward and join hands in the noble cause. **10**
- Q.5 Your company has recently established a medical Centre on its premises. Draft a circular to be sent to all employees of the organization informing them about the medical facilities and the timings of the Centre. **10**
- Q.6 As the Secretary of the cultural society of your college draft an agenda for the second meeting and prepare the minutes of the meeting. Invent the details. **10**
- Q.7 Discuss the important soft skills which are essential for professionals. **10**
- Q.8 Describe briefly what employers look for during an employment interview. List the tasks you need to complete to prepare for a successful job interview. **10**