

Printed Pages – 3

[ 2 ]

Or

Explain the transaction theory of communication process.  
State the elements of communication process.

**A-6006**

**Unit-II**

**M. B. A./M. B. A. (MM) (Second Semester)**  
**Examination, Sept. 2016**

2. Discuss the common barriers to effective communication.  
Give suggestion to remove them.

Or

What do you mean by Non-verbal Communication?  
Discuss different types of Non-verbal Communication.

http://www.rdvvonline.com

**Unit-III**

3. What is listening? Listening is the most important skill a manager should possess. Comment.

Or

What is importance of Interview? Discuss different types of Interview.

**Unit-IV**

4. Mr. Yashwant Singh is an M.B.A. with marketing specialisation. He wants to apply for the post of management trainee at one of leading company P. K.

(New & Old Course)

**MANAGERIAL COMMUNICATION**

*Paper : MS/MM/MR/126*

*Time Allowed : Three hours*

*Maximum Marks : 70 New Course*  
*85 Old Course*

*Note : All questions are compulsory. All questions carry equal marks.*

**Unit-I**

1. Communication is essential for a business concern as blood and breathing for life. Do you agree. Explain.

**A-6006**

**PTO**

**A-6006**

Ltd. Mumbai. Draft an application and prepare a resume for Mr. Yashwant Singh covering all essentials of a good resume.

**Or**

What traits of candidates are evaluated by the penalists of a group discussion? How does a candidate become the leader of the discussion in a group. Explain the purpose of group discussion?

**Unit-V**

5. A premier house keeping company delivered a refrigerator to a customer. She now finds complaints in the refrigerator. Draft a complaint letter. Also write a factful reply from premier company as you cant make any adjustments.

**Or**

What are the functions of a report? State some general principles which may help a report writer to produce a clear and accurate report?

<http://www.rdvvonline.com>

**Whatsapp @ 9300930012**

**Your old paper & get 10/-**

**पुराने पेपर्स भेजे और 10 रुपये पायें |**

**Paytm or Google Pay**