

# F.Y.BMS (1<sup>st</sup> Term) Effective communication

## CYLINDER

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**N.B. : Attempt any four questions.**

- Q.1** What do you mean by the word 'communication' Attempt a definition of communication. Explain the process of communication with the help of a model.
- Q.2** What do you understand by Verbal & Non-verbal communication .  
Write a detailed note on 'Body language'.
- Q.3** What is the need of Formal channels of communication in an organization. Explain the advantages and disadvantages of Upward & Downward communication.
- Q.4** Differentiale between a Report & a Business Letter. Write down the sequence of a Report & Business Letter.
- Q.5** What are the 7'c's of communication ? Briefly explain objectives of communication.
- Q.6** What are the Barrier to communication ? Explain 5 barriers detail with examples .
- Q.7 Write short notes on -**
- a) Grapevine
  - b) Listening
  - c) Oral Communication
  - d) Written communication.

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