

SHRIMATHI DEVKUNVAR NANALAL BHATT VAISHNAV COLLEGE FOR WOMEN
(AUTONOMOUS)

(Affiliated to the University of Madras and Re-accredited with 'A+' Grade by NAAC)
Chromepet, Chennai — 600 044.

M.A. (HRM) END SEMESTER EXAMINATIONS NOVEMBER - 2023

SEMESTER - I

20PHRCT1004 - Communication Skills for Managers

Total Duration : 2 Hrs. 30 Mins.

Total Marks : 60

Section B

Answer any **SIX** questions ($6 \times 5 = 30$ Marks)

1. Write the meaning and importance of communication.
2. As a secretary of a company, write a letter to the stakeholders, calling them to attend general body meeting.
3. Define Advertisement and explain its attributes.
4. Draft a Memorandum announcing appointment of the Manager in your Company.
5. What are the five types of approach in business letters?
6. Write short notes on agenda.
7. Enumerate the tips for effective listening.
8. What are the points that will help in negotiations?

Section C

I - Answer any **TWO** questions ($2 \times 10 = 20$ Marks)

9. What is a circular letter? state in which circumstances it is drafted.
10. Explain the features of a good presentation.
11. Draft the minutes of a meeting of Tata Steels, Chennai, at which the following decisions were taken: a) foreign export b) Appointment of General manager c) Diamond jubilee celebration d) any other business matters.
12. Discuss the method of resolving conflict through negotiations.

II - Compulsory question ($1 \times 10 = 10$ Marks)

13. Draft your own curriculum vitae to apply for the post of HR.
