

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 - NOV'2024

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. How can communication be made more effective?
2. Define communication. Explain the different methods of communication.
3. Prepare an advertisement for a payroll job.
4. What is meant by testimonial? Why is it important?
5. Prepare a sample checklist for compiling reports.
6. Write short notes on minutes of meeting.
7. What is email? While communicating through email, what is email etiquette to follow.
8. How to make negotiations successful?

Section C

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

9. Prepare your own curriculum vita for a sales executive job.
10. Show a structure of formal and informal reports.
11. Suggest a few tips for effective presentation skills.
12. State and discuss the 7 steps negotiating process with examples.

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

13. Describe the types of communication on the basis of organisational structure.
