

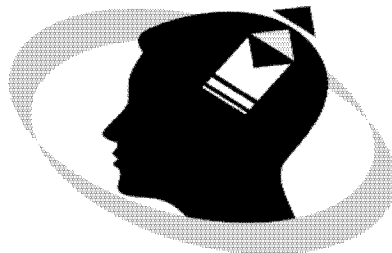
CA - INTER COURSE MATERIAL

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**DISCOVER MATERIAL ON BUSINESS
COMMUNICATION**

(COVERS PAST EXAM QUESTION PAPERS UPTO MAY – 2019)



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13. ESSENTIALS OF COMMUNICATION

PART 1: DESCRIPTIVE QUESTIONS

1. There are certain barriers to effective communication. "Explain and state the role of the following types of barriers and its effects on the communication. [N18 (O) 5M]
 - i) Filtering and
 - ii) Cultural Barriers
2. What are the merits of grapevine phenomenon in communication? Explain [N18 (O) 4M]
3. What important factors should be considered to make oral communication effective? [M17 (O) 4M, M14 (O) 5M]
4. What are the major causes of inter-departmental communication problems? Explain giving suitable examples. [M17 (O) 4M]
5. Explain the socio-psychological barriers of communication in relation to an organization. [N16 (O) 4M, N14 (O) 4M]
6. Explain clearly the different types of grapevine chains in an informal communication. [N16 (O) 5M]
7. Explain the term 'Paralanguage' relating to non-verbal communication. [M16 (O) 4M]
8. Point out the factors which lead to grapevine communication. [M15 (O) 5M, M14 (O) 4M]
9. State reasons for selecting the oral mode of communication instead of the written mode of communication. [N15 (O) 5M, M13 (O) 4M]
10. What do you understand by the "Semantic Barriers" to the communication? [N14 (O) 4M]
11. Prepare the detailed checklist for composing business message in an organization [N14 (O) 5M]

PART 2: DEFINITIONS

12. Proxemics [N15 (O) 2M]
13. Haptics [N15 (O) 2M]

PART 3: OBJECTIVE QUESTIONS

14. Discuss the types of grapevine chains which facilitates the communication [M19 (O) 2M]
15. What are the demerits of grapevine phenomenon ? [M19 (O) 2M]

2.INTERPERSONAL COMMUNICATION SKILLS

PART 1: DESCRIPTIVE QUESTIONS

1. What is Emotional Intelligence? Discuss the social competence associated with the Emotional Intelligence. [N18 (O) 4M]
2. What functions are performed by interpersonal communication? Discuss briefly. [M18 (O) 4M]
3. Discuss any four qualities of a critical thinker [M18 (O) 4M]
4. State the importance of 'Active Listening' in the business communication skills. [M18 (O) 4M]
5. Negotiation is said to be an art of finding a mutually acceptable agreement between parties. What are the various approaches through which the process of negotiation can be made acceptable? [N17 (O) 5M]
6. Explain the principles of interpersonal communication with reference to [N17 (O) 4M]
 - i) situational context
 - ii) cultural context
7. What is meant by "Emotional Intelligence" and "Emotional Quotient"? State any six social competencies associated with Emotional Intelligence. [N16 (O) 4M]
8. Why is the ' Active Listening' important for an individual? State the guidelines for ' Active Listening'. [N16 (O) 4M]

9. Explain the functions of interpersonal communication. [M16 (O) 4M]
10. Explain the basic principles of interpersonal communication. [N15 (O) 4M]

PART 2: PRACTICAL QUESTIONS

11. Hearing is through ears and listening is by mind. If one does not learn how to listen, a great deal of matters that people are trying to tell you would be missed. [M19 (O) 4M]

Explain the guidelines for "Active Listening"

3.GROUP DYNAMICS**PART 1: DESCRIPTIVE QUESTIONS**

1. Write short notes on: [M19 (O) 4M]
- i) Group think ii) Persuasion
2. What do you mean by consensus building in a group? Briefly explain the efforts taken by mediators and facilitators in the consensus building process. [N16 (O) 5M]
3. What are the characteristics of group personality? [N15 (O) 4M]
4. State the types of groups in an organization which play an important role in solving the difficult problems in an organization. [M15 (O) 4M]

PART 2: PRACTICAL QUESTIONS

5. Consensus means overwhelming agreement, but in reaching the consensus one has to go through a process of orientation." Discuss and explain the process for building consensus. [N18 (O) 4M]
6. "In business organisations various types of groups are formed." In this context discuss various types of groups. [M18 (O) 5M]
7. "Once the process of consensus building has begun, mediators try to assist the parties in their efforts to generate a creative resolution of differences". Examine this statement and also state in brief the process which should be followed by mediators to resolve the differences between the parties. [N14 (O) 4M]

4.COMMUNICATION ETHICS**PART 1: DESCRIPTIVE QUESTIONS**

1. Write short note on the following: [N17 (O) 2M]
- a) The caux round table (CRT) b) Euphemisms
2. What are the factors influencing ethical communication? Explain them [N17 (O) 2M]
3. Advantages of Ethical Communication. [M17 (O) 2M]
4. Explain the factors that influence Ethical Communication. [M16 (O) 4M]

PART 2: OBJECTIVE QUESTIONS

5. Rumors and gossips are synonymous [M15 (O) 2M]
6. Lying breaks down the trust between individuals. [M15 (O) 2M]

5.CORPORATE CULTURE**PART 1: DESCRIPTIVE QUESTIONS**

1. "A key element in any communication activity is the values of the organization." What do you understand by term "Organizational values"? [M19 (O) 4M]
2. Explain the elements that can be used to influence an organizational culture [N17 (O) 4M]
3. What is meant by corporate culture? Enumerate the important elements of corporate culture? [M17 (O) 5M]
4. State the reasons for 'resistance to change' in an organization. [M15 (O) 4M]

5. Explain the key elements involved in the innovation frame work of an organization. [N14 (O) 4M]

6.COMMUNICATION IN BUSINESS ENVIRONMENT

PART 1: DESCRIPTIVE QUESTIONS

1. The Press Release should be written in a journalistic style. Comment on the statement highlighting guidelines for drafting a Press Release. [M16 (O) 4M]
2. Write short notes on: [M15 (O) 4M]
- (i) The Press Communique ii) The Press Notes

PART 2: PRACTICAL QUESTIONS

3. PRQ Ltd. wants hold its annual general meeting on 15th September, 2016 draft a notice for calling annual general meeting of its share holder to discuss the matters relating to ordinary business. [M16 (O) 4M]
4. Draft a notice for conveying the Board of Directors Meeting of M/s. Grow more limited where the agenda is to consider buyback of company's equity share capital to an extent of 5% of its issued share capital and also where Mr. Anand Is to be co- opted as an additional director. [N15 (O) 4M]

7.LEGAL DEED

PART 1: DESCRIPTIVE QUESTIONS

1. Ram prasad is a retired and due to his ill health he lives with his nephew at Delhi he has a house at delhi which he wants to gift to his nephew. draft gift deed for ram Prasad [N17 (O) 4M]
2. What is a Power of Attorney? Draft a power of Attorney to execute a Sale Deed. [M17 (O) 4M]
3. What is an affidavit? Draft an affidavit certifying that SF Ltd does not have any tax dues to the central government. [N16 (O) 4M]
- 4.
- a) What is an indemnity bond?
- b) Mr. Ajay Sinha has not received a dividend warrant of Rs. 1500 for 150 shares of XYZ Ltd. Draft an indemnity bond, to be given to the company, for seeking release of dividend. [M16 (O) 4M]
5. Draft a 'Power of Attorney' by an assessee authorizing a professional to appear before the Income Tax Authorities in respect of the pending taxation matter. [N14 (O) 4M]

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THE END