**UNIT-I**

1. Define communication.
2. What is internal Communication?
3. Define External Communication.
4. List out the objectives of communication.
5. What is meant by Media of Communication?
6. Explain the significance of written communication.
7. What are the different forms of written communication?
8. What are the different forms of Oral communication?
9. What is visual communication?
10. List out the limitation of oral communication.
11. What are the various channels of communication?
12. What are the objectives of downward communication?
13. What are the importance of upward communication?
14. What do you understand by grapevine?
15. What are the merits and demerits of horizontal communication?
16. What are the merits and importance of vertical communication?
17. What are the main barriers to organizational communication?
18. Discuss the psychological barriers to effective communication?
19. What is meant by Status- Consciousness?
20. How does language act as a barrier to effective communication?

**UNIT-II**

1. Write one feature of a concise business letter?
2. When is a business letter complete?
3. What does a considerate business letter take into consideration?
4. How can we achieve clarity in a business letter?
5. What does concreteness mean in a business letter?
6. Write the need for writing effective business letters.
7. What are the elements of business letter?
8. Discuss the layout of the business letter.
9. What are the basic feature of Application Letter?
10. Difference between Bio -data,CV and Resume.
11. What are the uses of sales promotion letter?
12. What are the objectives of sales promotion letter?
13. Discuss the characteristics of the promotion letter?

**UNIT-III**

1. What is non-verbal communication?
2. What are the types of non – verbal communication?
3. What are the importance of Non-verbal communication?
4. What do you mean by visual communication?
5. What is meant by Para- linguistic?
6. What is dyadic communication?
7. Define listening.
8. List the Barriers to listening.
9. Who are active listeners?
10. Who are passive listners?
11. What makes an active listener?
12. What are the barriers to active listening?
13. Write down the tips for effective listening?
14. What is meant by "Effective Communication"?
15. What are the Seven C's of Effective Communication?
16. Explain "Brevity is the soul of wit". Comment on this in the context of Effective Communication.
17. How can Completeness be achieved in communication?
18. Explain the Four S's of Communication
19. What is meant by Communication Barriers? How and why do they occur?
20. What can be done to overcome the Barriers to Communication?
21. "The responsibility for the Success of Communication always depends on the Superiors and not the Subordinates." Comment.
22. Discuss the Semantic Barriers to Communication.
23. What are the Cross Cultural Barriers to Communication?
24. Communication is most often distorted by Noise. Explain.
25. "The individual factors of a person act as Barriers to Communication." Is this statement true? How?
26. What are the Conventional Modes of Communication?
27. What are the factors influencing the Choice of a particular medium of Communication?
28. Explain the media of mass communication.
29. Choice of the medium influences the perceptions of the receiver and intentions of the sender. Comment.
30. Internet, if wisely used, can become the most powerful tool of mass communication as well as personal communication. Explain.

**UNIT-IV**

1. How would you define a report?
2. Why is a written report preferred to an oral report?
3. What is a performance report?
4. Mention four important characteristics of a good report.
5. Difference between informative report and analytical report.
6. Explain the importance of making a report reader- oriented?
7. Outline the steps to be taken while preparing a report?
8. How many ways can a report be organized?
9. What purpose is served by the letter of transmittal?
10. What information is usually provided on the title page of a report?
11. What information is contained in the introduction to a report?
12. Discuss any two features of good press report.
13. What qualities should the headline of a press report possess?
14. Mention any three important uses of market reports.
15. What is meant by lead of a press report?
16. What are the functions of the press report?
17. What are Academic Reports? How do they differ from Business Reports?
18. What is a Synopsis?
19. Give the format of an Academic Project Report.
20. What is the role of Project Guides?
21. What is Research Design?
22. What needs more importance: the preparation of the report or its presentation? Explain and Justify

**UNIT-V**

1. What is agenda?
2. Why is it important to circulate agenda among the members in advance?
3. Define minutes?
4. How does agenda help in regulating the proceedings of a meeting?
5. How are minutes of resolution differ from minutes of narration?
6. Why is it important to sign every page of the minutes book?
7. List the types of minute.
8. Difference between agenda and minute.
9. List out the factors considered in drafting minute.
10. What is group discussion?
11. How does Group Discussion differ from a Debate?
12. What to do in a GD?
13. Why is a group discussion an important activity at college level?
14. What are the importance of GD?
15. Explain the characteristics of successful GD.
16. Discuss the key points for GD.
17. Discuss the types of GD.
18. How does a candidate become a leader of the discussion in a group?
19. What traits of candidates are evaluated by the panelists of a group discussion? Elaborate your answer with examples.
20. Comment on the importance of body language for being successful at a Group Discussion.
21. Public Speaking requires special skills. Comment.
22. What is Audience Analysis? How does it help the speaker?
23. There are numerous activities involved in preparing for a Public Speech. Enumerate those activities.
24. What can be done to overcome Stage Fear?
25. State the guidelines for effective Public Speaking.
26. How should a speaker handle questions of the Audience?
27. What is the relevance of Meetings in a Business Organisation?
28. Give the guidelines for preparation of a meeting.
29. What is the difference between Conferences and Meetings?
30. What are the guidelines for conducting a conference or seminar?
31. Meetings are an integral tool of interactive communication. Comment. 6. Discuss the various written documents related to meetings.