

BUSINESS COMMUNICATION



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Short Description

BUSINESS COMMUNICATION

case study

Description

Multiple choices:

1. _____ is an essential function of Business Organizations:

1. Information
2. Communication
3. Power
4. None of the above

2. Physiological Barriers of listening are:

- 1. Hearing impairment**
- 2. Physical conditions**
- 3. Prejudices**
- 4. All of the above**

3. Which presentation tend to make you speak more quickly than usual:

- 4. Electronic**
- 5. Oral**
- 6. Both 'a' and 'b'**
- 7. None of the above**

4. What is the main function of Business Communication:

- 5. Sincerity**
- 6. Positive language**
- 7. Persuasion**
- 8. Ethical standard**

5. The responsibilities of the office manager in a firm that produces electronics spares is:

- 6. Everything in the office runs efficiently**
- 7. Furniture and other equipment in the office is adequate**
- 8. Processing all the incoming official mail and responding to some**

9. All of the above

6. Labov's Storytelling Model based on:

7. Communication through speech

8. Language learning

9. Group Discussions

10. None of the above

7. Diagonal Communication is basically the:

8. Communication across boundaries

9. Communication between the CEO and the managers

10. Communication through body language

11. Communication within a department

8. How to make Oral Communication Effective?

9. By Clarity

10. By Brevity

11. By Right words

12. All of the above

9. Direct Eye contact of more than 10 seconds can create:

10. Discomfort & Anxiety

11. Emotional relationship between listeners and speakers

12. Excitement

13. None of the above

10. Encoding means:

11. Transmission

12. Perception

13. Ideation

14. None of the above

Part Two:

1. Define Communication. How can you classify Communication?

2. Explain 'Space Language'.

3. Differentiate between good listeners and bad listeners.

4. What are the different types of Business Reports?

5. What is Synopsis?

1. What should Mr. Sharma have done to avoid the misunderstanding?

2. Discuss the main features involved in this case.

3. Suppose you are working as an operator in a call centre in India and receiving calls from Americans and Londoners. How would you handle such calls?

4. Do you agree with the view such abusive happenings on the telephone do not have any impact on business?

- 1. What is meant by Communication Barriers? How and why do they occur?
What can be done to overcome the Barriers to Communication?**
- 2. Define and explain the term Negotiation and also briefly explain the phases of Negotiation.**

Details

- 1. Case study solved answers**
- 2. pdf/word**
- 3. Fully Solved with answers**