

CS 01

Roll No. _____

Total No. Of Printed Pages: 2

Total No. Of Questions: 6

Maximum Marks: 60

Duration (hrs): 3hrs

Communication Skills.

Note:

1. Attempt any 4 Questions
2. Each question is for 15 marks

Q1 What are the Non – Linear Models of Communication. Explain any one of the following Models-

1. Murphy's Model
2. Lessiker, Petitt and Flatley Model

Q2 Henry Mintzberg said that managers need effective communication skills to perform three interrelated roles. Explain the three roles

Q3 As a General Manager of XYZ company, you are worried that employees are wasting their time in net surfing and chatting. Issue a memo to advise the employees to exercise restraint

Q4 You are the Regional Sales Manager of ABC Corporation. After analysing quarterly sales reports for your region you notice that a particular area has been performing poorly for a few months. On investigation you find that the Area Manager who is an old employee of the organisation has been displaying a laid back attitude and is found lacking in discipline. This is setting a wrong precedent for other managers in that area. On closer observation it becomes clearer that the real issue is motivational. The employee feels he has not been rewarded for his dedication and service to the organisation. The organisation has a strict but fair performance appraisal system. How will you resolve the situation?

Q5 You are the Zonal Head of GrowMoney Bank. Its time for the six monthly review.

a) Prepare an agenda for the review meeting to be sent through a Memo to all participants.

b) Explain the following non verbal cues you observe during the meeting-

- 1) Anisha is leaning backwards with her arms crossed
- 2) Rahul is sitting in the American leg cross position and leaning forward
- 3) Reena is smiling and resting her chin lightly on her hand

4) Shaurya is sitting back and stroking his chin

Q6 From the pointing gesture in the following picture identify the inclusive and exclusive body gestures. Give reasons for your answer

