

**Subject : Communication and Organizational Behaviour**

Day : Thursday  
Date : 09/06/2016



Time : 10.00 A.M. TO 1.00 P.M.  
Max Marks : 80 Total Pages : 1

**N.B.:**

- 1) Attempt any **FOUR** questions from Section-I and any **TWO** questions from Section-II.
- 2) Figures to the **RIGHT** indicate full marks.
- 3) Both the sections should be written in the **SAME** answer book.

**SECTION-I**

- Q.1** “An effective communication is the essence of modern day business”. Justify by citing examples. (12)
- Q.2** Why do people resist to change? Suggest strategies to overcome resistance to change, by citing examples. (12)
- Q.3** Explain Do’s and Don’t of an interview technique with illustrations. (12)
- Q.4** What are the various bottlenecks to effective ‘communication’? How can they be overcome? (12)
- Q.5** “Report writing is a skill, process & an art”. Explain fully with examples. (12)
- Q.6** Outline the profile of a manager of a software consultancy firm operating in a metro city of your choice. (12)
- Q.7** Write short notes on any **TWO** of the following: (12)
- a) Listening skills
  - b) Group dynamics
  - c) Perception process.

**SECTION-II**

- Q.8** Write essay on “Effective leadership in today’s global world.” (16)
- Q.9** Develop a complete ‘Motivation package’ for sales representatives of a company marketing a new brand of laptop recently launched in India. (16)
- Q.10** Draft an effective public speech within the limits of 500 words for any one of the following situations: (16)
- a) Teachers’ day celebration at your institute.
  - b) Chairman’s speech on the occasion of your company’s annual day function.

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