

(2)

Unit-II

2. What is Informal Communication ? Explain the advantages and disadvantages of informal communication.

OR

Write short notes on the following :

- (a) Informal Communication
(b) Grapevine

Unit-III

3. What are the barriers to communication ? Explain how to overcome those barriers.

OR

What is Listening ? Discuss the principles of effective listening.

Unit-IV

4. Explain the principles and structure of a business letter with an example.

OR

Discuss the report writing. Explain the important principles of writing a report ?

(3)

Unit-V

5. What is a Good Resume ? Explain the components of an effective resume.

OR

Write short notes on the following :

- (a) Presentation skills
 - (b) Interview skills
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