

POST GRADUATE DIPLOMA IN DISASTER MANAGEMENT (CBCS-2018 COURSE)  
P.G.D.D.M. Sem-I : WINTER- 2022  
SUBJECT : BUSINESS COMMUNICATION

Day : Thursday

Time : 10:00 AM-12:00 PM

Date : 15-12-2022

W-19473-2022

Max. Marks : 40

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**N.B.:**

- 1) All questions are **COMPULSORY**.
  - 2) Figures to the right indicate **FULL** marks.
  - 3) Draw neat labelled diagrams **WHEREVER** necessary.
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**Q.1** Write Long Answers:

- a) Explain barriers of communication with suitable examples. (10)
- b) Essentials of Oral Communication. (10)

**Q.2** Write short notes on **ANY FOUR:** (20)

- a) Principles of good listening
- b) Staff- Relatives communication
- c) Meetings
- d) Need of Business letters
- e) Grapevine

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