



INSTITUTE OF ACTUARIAL  
& QUANTITATIVE STUDIES

**Subject:** Business communication

**Chapter:** Unit 3 & 4

**Category:** Assignment 2

### Unit 3

1. Explain the writing stage in the process of business writing.
2. What are the few principles used to control the tone of the writing to connect with the audience?
3. What is a business letter? What should be the structure of a business letter?
4. Explain internal correspondence and its types in short.
5. Define report and what is the purpose of writing a report and state its key characteristics.
6. Write a short note on formal reports.
7. List down the advantages and disadvantages of E-mail.
8. List down the advantages and disadvantages of Instant messaging.

### Unit 4

1. What are causes of conflict at workplace?
2. Write a brief on Thomas Kilman's 5 models of conflict resolution.
3. How should one approach a conflict?
4. Brief on 2 types of Positional negotiation.
5. Suggest a few ways in which one should deal with a deadlock.
6. The negotiation process.
7. What are the 4 simple steps for a proper handshake.
8. List down points one must remember in order to maintain a good conduct at the workplace.
9. Write a short note on the inductive format of Case study analysis.
10. Write a short note on the 2 types of cases.