



INSTITUTE OF ACTUARIAL
& QUANTITATIVE STUDIES

Subject: Business communication

Chapter: Unit 1

Category: Practice question 1

Chapter 1

1. Discuss the elements of communication process.
2. Discuss the impact of poor communication in organisations.
3. If both the Sender and receiver take care to overcome all possible barriers, is perfect communication possible?
4. Define communication. Explain in brief with the help of a flow chart the real life communication model.
5. How to make communication effective in organisations?

Chapter 2

1. Why is good communication essential for effective management?
2. Is it impossible to discuss organization structure without discussing about the communication system in the organization?
3. Is it always possible to manage and control grapevine communication?
4. Write a brief on different types of vertical communication and how to improve vertical communication in organisations.
5. Explain the 6 defensive and supportive communication patterns identified by Gibb.
6. State the different methods used by corporates to communicate.

Chapter 3

1. What is listening?
2. Explain the process of listening
3. Why it is important to have good listening skills?
4. Write a note on types of listening
5. What are the barriers to effective listening?
6. Why is feedback an important part of the communication process? How can you make sure that your feedback will have the right kind of impact on the receiver and is acted upon?

Chapter 4

1. Suppose you are the team leader in a project team. How would you use non-verbal signals to motivate your team and increase your influence?
2. Is it easier to convey thoughts and emotions through verbal communication or through non-verbal language?
3. Write a brief on the following types of non-verbal communication:
 - i. Kinesics
 - ii. Proxemics
 - iii. Chronemics