



INSTITUTE OF ACTUARIAL
& QUANTITATIVE STUDIES

Subject: Business communication

Chapter: Unit 2

Category: Practice question 2

Chapter 1

1. List down the steps to master the art of Public speaking and explain each in brief.
2. What is difference between a business presentation and public speaking.
3. Discuss the various approaches used by the speaker to motivate the audience.

Chapter 2

1. How can one understand the mindset of the audience?
2. Explain the different types of presentations.
3. How to make your presentation effective?

Chapter 3

1. What strategies could be suggested to someone who finds it difficult to communicate with stranger?
2. Distinguish between interpersonal and intrapersonal communication.
3. Brief on:
 - i. William Schutz 3 interpersonal needs.
 - ii. Johari window
4. List and explain the 3 ego states identified by Berne
5. What are the different styles of communication? Explain each with an example.

Chapter 4

1. List down a few barriers to effective cross cultural communication.
2. Brief on Trompenaars and Hampden-Turner' proposed four corporate cultural models.
3. Define:
 - i. Enculturation
 - ii. Acculturation
 - iii. Cultural intelligence
4. Define Iceberg metaphor

Chapter 5

1. List some do's and don'ts of interview.
2. What are the different factors taken into consideration while group discussion?
3. Define resume and CV. Difference between Resume and CV.
4. What is a group discussion? Explain the different types of group discussion.
5. How to ace an interview?