



INSTITUTE OF ACTUARIAL
& QUANTITATIVE STUDIES

Subject: Business communication

Chapter: Unit 4

Category: Practice question 4

Chapter 1

1. How does conflict act as a barrier for effective communication? How can one proactively use communication techniques to resolve conflict?
2. Does culture impact conflict situations?
3. What are the different causes of conflict?
4. Describe the Conflict process.

Chapter 2

1. What is a negotiation? State the features of negotiation.
2. What are the principles of effective negotiation?
3. Write a brief on negotiation tactics.

Chapter 3

1. What are the do's and don'ts for men and women in personal appearance.
2. List down a few general etiquette of business card exchange.
3. List down points one must remember in order to maintain a good conduct at the workplace

Chapter 4

1. What are the 2 main types of cases?
2. What are the 4 different approaches for case study analysis?
3. Write a short note on the inductive format of Case study analysis.