

Business CommunicationAssignment 1 - Unit 1 & 2

Q1] MCQ

1. B. Raj always uses the default oral mode of communication to explain the processes.
2. C. Employees with same status.
3. C. Upward communication.
4. A. Jargon.
5. A. Time and distance.
6. A. consensus.
7. B. The interviewer may steer the conversation into politics and economics. Try to avoid over answering.
8. B. Minutes.
9. D. Agenda.
10. B. Flip Chart.

Q2A] For interview what preparation have to be done by candidates.

Ans.] In an interview, the whole personality along with information & knowledge of a candidate is assessed. Therefore, candidate has to do the following preparation:

→ Physical:- Candidate has to be formally dressed and properly groomed. Candidate also has to take care of his/her posture and how they carry themselves. Candidate should showcase good etiquettes like greeting properly, not making much noise, not offering to shake hands unless offered etc.

→ Mental:- Candidate should revise concerned subjects & update the knowledge. They should be aware of current happenings in the world & hence should be aware. Also, candidate should be well aware about company.

→ Psychological:- Candidate should exhibit honesty and openness. They should be well prepared & ~~not shy~~ should not appear to be bargaining when discussing salary. Must have clarity of purpose and determination to know his/her prospects in organisations.

→ Self Evaluation: Knowledge of one's strength & weakness is a very good advantage and a great contributor to self confidence.

Q2 B) Note on Business etiquettes

Ans. Business etiquettes are extremely important..

It's about presenting yourself with the kind of polish that shows you can be taken seriously.

It is also being comfortable around people.

Some etiquettes to follow are

- To treat each person with respect no matter what their position & be pleasant to everyone.
- Appreciating people that will lead to boost in morale and improve work quality.
- Apologizing when stepping on toes.
- Being formally dressed & well groomed.
- Never to make anyone late either for an event or a meeting.
- Making sure your employees too follow a good etiquette.

There are many more tips but the basic agenda is to present yourself properly as it determines the success of your business and career.

Q2 C) Note on

1) Unconscious body language: They are of biological origin, acquired habit and cultural customs.

- Biological: Certain body shapes, skin colour, & features cause persons to have some kinds of gestures, expressions and posture.
- Habitual: Some movements adapted as habit.
- Cultural: Customs like not sitting cross legged or not looking straight in eye of a senior.

(iv) conscious body language: Movements that are deliberately used to gain control over one's posture, movements and voice modulation. It can be used in -

- Appearance
- facial expressions
- eye contact
- smile
- Posture
- Gestures
- clothing & Accessories
- Energy
- Time
- Space distance

Q2D) "for participation in group discussion one should require balance of speaking & listening skills."

Ans. Discussion is a method to develop one's creative approaches to knowledge. It's important to listen to others because that helps in deducing and believing to contribute positively. It also helps to learn to speak own points to others with more clarity.

It's more of a process of reflective thinking, thought and opinion. It is reflective because one's thinking and opinion depends on what others think and what others express.

One of the salient features is interaction & hence it's necessary that there is balance of speaking & listening skills.

Q3)

Company

- 4.01 Appointment of Mr. ABC as Deputy Manager
- 4.02 Appointment of Bankers.
- 4.03 allotment of 600 Equity shares to Mr. XX
- 4.04 Announcement of new branch opening

Q4) 1. The problem is a conflict. The bank is in a conflict to whether view the incident as violation of rules or consider the consequences of the action.

2. Bank managers acted purely on basis of the written policy of the bank. I not take other things into consideration.

3. While it must be argued that rules according to policy was followed as the heroic actions took place after the bank norms to be followed.

4. I would recommend Mr. Janardhan should be rewarded than punished as this was a special case.