

CLASS: BCA-SEMESTER-I

BUSINESS COMMUNICATION SKILLS

I. INTRODUCTION TO COMMUNICATION

1. What is business communication?
2. What is the process of business communication?
3. State the functions of communication.
4. What are the barriers of business communication?
5. How can one overcome the barriers to communication .
6. What is communication cycle?
7. What is the role of business communication in the business world?
8. Why has communication skill become important in today's business world?
9. What is internal and external communication?

II. TYPES OF COMMUNICATION

10. What is formal communication?
11. What is written communication?
12. What is oral communication?
13. What are the limitations of written communication?
14. What are the limitations of oral communication?
15. What are the limitations of face-to face communication?
16. What is informal communication?
17. What is verbal communication?
18. What is non-verbal communication
19. What are the features of good report writing?
20. How can you make a good resume?
21. What is notice, agenda, meeting minutes, report?
22. What is a memorandum?
23. What is a sales letter? What are its good features?
24. How can the job application be made effective?
25. What are the different types of layouts of the letter

III. BUSINESS LETTERS

26. Why are business letters needed?
27. Explain the planning and layout of the business letters.
28. What are the types of business letters?
29. What are the features of a complaint letter?
30. What are the features of a circular letter?

IV. ORAL COMMUNICATION

31. Why is effective communication essential in the business world?

32. What precautions should a speaker take while delivering a speech?
33. What is group discussion? What are its applications in the business world?
34. What is an interview?
35. Explain the types of interview?
36. What is grapevine?
37. How is body language used as a means of communication?
38. What is lateral communication?
39. What is upward communication?
40. Write on essential conditions of the environment of the business organization to have a sound communication.
41. What are the principles of good listening?
42. What is the role of the information technology in the business communication?