



Question Bank

434S1A - Soft Skills I – Executive Communication

PART A – 1 MARK QUESTIONS

1. Define communication.
2. What is dyadic communication?
3. State any one principle of effective communication.
4. What is a communication barrier?
5. Name one mode of face-to-face communication.
6. What is written communication?
7. Define feedback in communication.
8. State one factor influencing communication effectiveness.
9. What is visual communication?
10. What is meant by non-verbal communication?
11. What is a business letter?
12. Define an enquiry letter.
13. State one purpose of a mind map.
14. What is proofreading?
15. Define a claim letter.
16. What is meant by a personalized letter?
17. What is a resume?
18. Give one example of a sales promotion letter.
19. What is audience analysis?
20. What is a quotation letter?
21. Define a formal report.
22. What is an appendix?
23. Define technical report.
24. What is an executive summary?
25. State one feature of a long report.
26. What are business proposals?
27. Define data exhibits.
28. What is a research report?
29. What is meant by findings in a report?
30. What is an informal report?
31. What is an agenda?
32. Define minutes of meeting.
33. What is a resolution?
34. What is a seminar?
35. Define debate.
36. What is meant by fluency?
37. What is group discussion?



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38. What is an interview?
39. What is oral presentation?
40. Define listening.
41. What is body language?
42. Define posture.
43. What is a visual aid?
44. State one type of chart used in presentations.
45. What is eye contact?
46. What is paralanguage?
47. What is personal appearance?
48. What is kinesics?
49. Define gesture.
50. What is a diagram?

PART B – 5 MARK QUESTIONS (50 Questions)

1. Explain the importance of communication in management.
2. Analyse any five common barriers to communication with examples.
3. Apply the principles of effective communication to an organizational situation.
4. Compare verbal and non-verbal communication.
5. Explain dyadic communication with workplace examples.
6. Analyse factors affecting communication effectiveness in teams.
7. Differentiate between formal and informal communication.
8. Examine the role of feedback in effective communication.
9. Illustrate face-to-face communication advantages.
10. Apply communication skills to resolve a workplace conflict.
11. Write a short note on audience anticipation in business messages.
12. Explain the steps in planning a business letter.
13. Analyse components of an effective enquiry letter.
14. Apply the principles of clarity and conciseness in letter writing.
15. Explain the structure of a sales promotion letter with an example.
16. Discuss the role of mind maps in message organization.
17. Compare personalized and standardized business letters.
18. Write a brief analysis of claim and complaint letters.
19. Explain the importance of proofreading in business communication.
20. Distinguish between quotation letter and tender invitation letter.
21. Explain the components of a formal business report.
22. Analyse the structure of a technical report.
23. Compare long and short reports with examples.
24. Explain the purpose of including exhibits in reports.
25. Apply the steps of writing an informal report.
26. Analyse the qualities of a good business proposal.
27. Discuss the role of appendices in business reports.
28. Explain how data visualization aids report clarity.



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29. Compare research reports and business proposals.
30. Outline the stages involved in writing a business proposal.
31. Explain how to prepare an agenda for a meeting.
32. Analyse the procedure for conducting conferences.
33. Examine the process of drafting minutes.
34. Explain the role of presentation skills in business communication.
35. Apply strategies to improve fluency in public speaking.
36. Discuss the differences between debates and group discussions.
37. Analyse the components of effective oral presentations.
38. Explain the process of regulating speech in seminars.
39. Discuss interview etiquette with examples.
40. Examine listening barriers and how to overcome them.
41. Explain the role of body language in business communication.
42. Analyse how posture affects professional impression.
43. Evaluate the use of charts and diagrams in presentations.
44. Apply visual aids to enhance message clarity.
45. Explain the types of non-verbal cues.
46. Analyse cultural differences in non-verbal communication.
47. Discuss the importance of personal appearance in communication.
48. Explain the concept of proxemics with examples.
49. Compare visual and audio-visual communication tools.
50. Analyse how non-verbal signals complement verbal communication.

PART C – 10 MARK QUESTIONS (50 Questions)

1. Evaluate the significance of communication in organizational success with real cases.
2. Critically analyze major communication barriers and propose solutions.
3. Create a communication model for managerial decision-making.
4. Evaluate the role of interpersonal communication in team effectiveness.
5. Develop a plan to improve organizational communication flow.
6. Analyse modes of communication and recommend the best method in different business situations.
7. Create a framework for effective dyadic communication in the workplace.
8. Evaluate non-verbal communication impacts on leadership presence.
9. Create a communication policy for a company facing internal conflicts.
10. Compare modern and traditional communication systems and evaluate their effectiveness.
11. Develop a complete set of letters for enquiry, quotation, and order placement.
12. Evaluate the importance of audience analysis in business writing.
13. Create a sales promotion letter for a new product.
14. Analyse the effectiveness of complaint handling through written communication.
15. Draft a complete job application with a resume for a management trainee role.



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16. Evaluate clarity, tone, and conciseness in corporate letters with examples.
17. Create a mind-map-based plan for writing a proposal letter.
18. Analyse multiple business letters and critique their structure.
19. Design a communication strategy using standard letters for customer retention.
20. Evaluate the proofreading process and propose improvements.
21. Create a sample structure for a detailed research report.
22. Evaluate formal vs informal reports and recommend when to use each.
23. Design a technical report for a new IT system implementation.
24. Critically analyse the components of business proposals.
25. Create a visual exhibit set (charts, tables) for a sample business report.
26. Evaluate the role of reports in managerial decision-making.
27. Develop a business proposal for launching a new service.
28. Analyse report-writing challenges and propose solutions.
29. Evaluate the effectiveness of appendices in improving report usability.
30. Create a complete short report on a business problem of your choice.
31. Create a detailed agenda, minutes, and resolutions for a mock meeting.
32. Evaluate the role of conferences in managerial communication.
33. Design a training module for presentation skills.
34. Critically analyse factors affecting effective group discussions.
35. Demonstrate through example the process of conducting an interview.
36. Evaluate strategies to overcome anxiety in public speaking.
37. Create a speech draft for a corporate event.
38. Analyse the importance of listening in leadership communication.
39. Develop a plan for conducting a large-scale seminar.
40. Evaluate the role of debates in improving analytical thinking.
41. Critically analyse how non-verbal cues influence business negotiations.
42. Create a training module on body language for managers.
43. Evaluate visual aids in enhancing presentation impact.
44. Design an audio-visual presentation for a business report.
45. Compare cross-cultural non-verbal communication patterns.
46. Analyse the effectiveness of posture, gesture, and facial expression in communication.
47. Create a guidebook on non-verbal communication for MBA students.
48. Evaluate the impact of visual communication on audience retention.
49. Develop a complete set of charts and diagrams for a given business topic.
50. Analyse and critique a speaker's non-verbal communication in a real scenario.