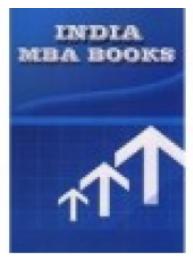
# **Business Communication Skills**



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**Short Description M D U UNIVERSITY Business Communication Skills** 

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Format: BOOK

Pub. Date: NEW EDITION APPLICABLE FOR Current EXAM

**Publisher: MEHTA SOLUTIONS** 

**Edition Description: 2021-22** 

**RATING OF BOOK: EXCELLENT** 

#### ABOUT THE BOOK

### FROM THE PUBLISHER

If you find yourself getting fed up and frustrated with other M D U UNIVERSITY book solutions now mehta solutions brings top solutions for M D U UNIVERSITY Business Communication Skills REPORT book contains previous year solved papers plus faculty important questions and answers specially for M D U UNIVERSITY.questions and answers are specially design specially for M D U UNIVERSITY students.

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Business Communication Skills

### **UNIT-I**

Business communication: Definition, Nature, Process and classification of communication; Importance of communication in management; barriers to communication, overcoming barriers to communication, effective

communication; contemporary issues in communication.

## **UNIT-II**

Communication skills: Listening skills- Listening process, types of listening, barriers to listening, improving listening abilities; presentation skills; communication skills for interviews and Group discussions; Basic

interviewing skills- Board room Interview preparation, Expressive behavior, Techniques for removing anxiety, fear and inhibitions.

# **UNIT-III**

Nonverbal communication: Body language, Kinesic communication, proxemic communication, haptic communication, paralinguistic communication, Chromatic communication, chronomatic communication,;

Business etiquettes- introduction, etiquettes, exchanging

business cards, shaking hands, e mail etiquettes, telephone etiquettes, telemarketing etiquettes, elevator, dressing and grooming etiquettes, dining etiquettes.

# **UNIT-IV**

Written communication: Report writing-process of report writing, structures of business reports, business letter components and layout, types of letters; memos, notices and circulars; agenda and minutes of meeting, preparing curriculum vitae.

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