



SANTHIGIRI

COLLEGE OF COMPUTER SCIENCES

Affiliated to MG University and Approved by AICTE

Business Communication

ADD-SC-03

Time :1 hr

Marks:20

Date: 11/02/2020

(Answer all Questions)

(1*20=20)

1. What are listening skills
2. Define telephone etiquette
3. Define E-mail etiquette
4. What is business ethics
5. What is Personality?
6. What is the importance of team building?
7. Types of leadership Style?
8. Explain attitude
9. What do you mean by goal setting
10. Benefits of democratic leadership
11. Define etiquette in society
12. Methods to manage the emotions
13. What is smart goals
14. How to write reviews
15. What refers to the amount of space that individuals naturally maintain between each other?
16. What is short term goal
17. What is long term goal
18. What is medium term goal
19. How to identify life time goal
20. Define attitude in a society

Parakkal

