



**THE OPEN UNIVERSITY OF SRI LANKA
 MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE
 MANAGEMENT PROGRAMME
 FINAL EXAMINATION- 2021
 HRP 342- COMMUNICATION & INTERPERSONAL SKILLS
 DURATION – THREE (03) HOURS**

TIME: 14.05.2022

DATE:

1.30 P.M to 4.30 P.M.

INSTRUCTIONS

Answer Question Number One (01) and three (03) other questions.

01. 'Language differences, idioms, accents and a lack of non-verbal cues often cause barriers in communication (Karra,2020). Critically analyze this statement with examples. (25 Marks)
02. "Effective communication, based on appropriate mixture of formal and informal methods brings about set of positive outcomes in an organization, thus improving its performance" Using examples, discuss the relevance of the statement especially for a Human Resource manager in an organization. (25 Marks)
03. "Segment the Audience" is one of the important factors for persuasive presentations (Duarte,2012). Do you agree with this statement ? Explain with examples. (25 Marks)
04. (a) Craft a set of strategies to enhance the interpersonal skills of a newly recruited business promotions team in your Company/organization. (10 marks)
 (b)"Success in one's career depends on a combination of Interpersonal skills and Hard skills". Elucidate your point of view. (15 marks)
 (Total : 25 Marks)
05. "Some argue that Social media has a negative impact on our social skills and interactions with peers". Using examples and relating to your own experience, explain the relevance of this given statement. (25 Marks)

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