

THE OPEN UNIVERSITY OF SRI LANKA
MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE
MANAGEMENT
FINAL EXAMINATION – 2024
HRPA342/MSPA342/ MCP2252–COMMUNICATION AND INTERPERSONAL
SKILLS
DURATION: 03 HOURS



Date: 4 AUGUST 2024

Time: 1.30 p.m. to 4.30 p.m.

INSTRUCTIONS: Answer Question One (01) and Three (03) Other Questions

1. How do the 4 Cs (Communication, Collaboration, Critical Thinking, and Creativity) enhance professional success in today's competitive landscape? Critically explain this statement by using examples. (25 marks)
2. In what ways do Purpose-Driven Corporate Communications influence relationships with stakeholders and achieve corporate goals? Provide examples to support your analysis. (25 marks)
3. "Hard skills may get you in the door, but soft skills will help you succeed". Critically evaluate this statement with some examples. (25 marks)
4. How do effective communication and persuasion empower leaders to inspire action and achieve their goal? Explain. (25 marks)
5. As a consultant for a leading supermarket chain explain the common barriers to effective communication in the workplace, and how they can be overcome to improve organizational efficiency and collaboration. (25 marks)

- All copyright reserved-