

THE OPEN UNIVERSITY OF SRI LANKA  
MASTER OF BUSINESS ADMINISTRATION IN HUMAN RESOURCE  
MANAGEMENT  
FINAL EXAMINATION – 2025  
HRPA342/MSPA342/ MCP2252–COMMUNICATION AND INTERPERSONAL  
SKILLS  
DURATION: 03 HOURS



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Date: 8<sup>th</sup> JUNE 2025

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

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

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1. Unlike technical skills, soft skills such as communication, leadership, and creative thinking remain relevant over time in the business world. Discuss the importance of soft skills in professional success, providing examples to support your answer.  
(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. “Listening is often regarded as one of the most important communication skills for professionals. Do you agree with this statement? Explain your answer with appropriate examples  
(25 marks)
4. Persuasive communication involves connecting with the audience through logic, emotion, and delivery. Critically explain how professionals can effectively use these elements to influence others.  
(25 marks)
5. Hayes (2002) highlights interpersonal skills as goal-directed behaviours essential for achieving workplace outcomes and distinguishing effective managers. Do you agree that interpersonal competence is a key determinant of managerial success? Justify your answer with examples from your own organizational experience.  
(25 marks)

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