

SKIT COLLEGE -KD 64

SUB – BUSINESS COMMUNICATION
DEPARTMENT]

[BCA

BBA- SEM

3rd sem

(ASSI. LECT.-RADHA VISHNOI)

Questions – Business Communication (BCA 1st Sem)

1. Define *Business Communication*. Explain its importance in modern organizations.
2. What are the *principles of effective communication*? Explain with examples.
3. Discuss the *process of communication* with a neat diagram.
4. Explain different *types of communication* (formal, informal, verbal, non-verbal, written, oral).
5. What are the *barriers to communication*? How can they be overcome?
6. Explain the role of *listening* in effective communication.
7. What is *non-verbal communication*? Discuss its types and significance.
8. Difference between *oral communication* and *written communication*. Give advantages and disadvantages.
9. What is a *business letter*? Explain its essential features.
10. Write a short note on *official correspondence* (letters, memos, notices, circulars).
11. Define *report writing*. What are the essentials of a good business report?
12. Explain the role of *technology* in modern business communication (emails, video conferencing, social media).
13. What is *grapevine communication*? Discuss its merits and demerits.
14. Explain the concept of *communication skills* required for business professionals.
15. Write short notes on (any two):
 - a) Feedback in communication
 - b) Characteristics of good communication
 - c) Formal vs. informal communication
 - d) Business etiquette

ANSWER-1-

Definition:

Business Communication is the process of sharing information, ideas, facts, and opinions within an organization or between organizations to achieve business objectives.

In simple terms, it is **communication in a business context** with the purpose of promoting products, services, or building strong professional relationships.

Importance of Business Communication in Modern Organizations

1. **Smooth Flow of Information** – Ensures accurate and timely exchange of ideas between employees, managers, and stakeholders.
2. **Decision-Making** – Effective communication provides relevant information, which helps managers and employees take correct decisions.
3. **Coordination** – Brings different departments (marketing, finance, HR, IT, etc.) together to work towards common goals.
4. **Employee Motivation & Morale** – Open communication helps employees feel valued, motivated, and engaged in their work.
5. **Customer Relationship** – Builds trust with customers through clear communication in service, support, and marketing.
6. **Conflict Resolution** – Misunderstandings are reduced when communication is transparent, leading to a healthy workplace.
7. **Enhances Productivity** – Clear instructions and feedback reduce errors, saving time and resources.
8. **Adaptation to Technology** – Modern organizations use emails, video conferencing, and instant messaging, making communication faster and global.

ANSWER-2-

Definition:

Effective communication means conveying the right message to the right person at the right time in a clear and understandable way.

To make communication effective, certain guiding principles should be followed. These are often called the “**7 Cs of Communication.**”

Principles of Effective Communication (7 Cs)

1. **Clarity**

- The message should be clear and easily understandable.
- *Example:* Instead of saying “*Submit it soon,*” say “*Submit the project report by Friday, 5 PM.*”

2. **Conciseness**

- Communicate briefly without unnecessary details.
- *Example:* Instead of “*We would like to inform you that your application has been received by our office today,*” write “*Your application was received today.*”

3. **Completeness**

- The message should contain all necessary information.
- *Example:* While giving meeting details, include *time, date, venue, and agenda.*

4. **Concreteness**

- Use specific facts and figures, not vague statements.
- *Example:* Instead of “*Sales improved a lot,*” say “*Sales increased by 25% in the last quarter.*”

5. **Courtesy**

- Be polite, respectful, and positive.
- *Example:* Instead of “*You failed to reply,*” say “*We would appreciate your reply at the earliest.*”

6. **Correctness**

- Use proper grammar, spelling, facts, and accurate data.
- *Example:* Writing “*The meeting is on Monday, 10 Oct*” instead of wrongly mentioning the date.

7. **Consideration**

- Keep in mind the receiver’s background, knowledge, and needs.
- *Example:* While writing to a non-technical client, avoid heavy technical jargon.

ANSWER-3-

Definition:

The communication process refers to the steps involved in transferring a message from the sender to the receiver and ensuring that it is understood correctly.

Process of Communication

1. **Sender (Communicator):**
The person who originates the message.
Example: A manager writing an email to employees.
 2. **Message:**
The information, idea, or thought to be communicated.
Example: "Meeting is scheduled at 10 AM tomorrow."
 3. **Encoding:**
The process of converting the message into suitable words, symbols, or gestures.
Example: Writing the meeting details in an email.
 4. **Channel (Medium):**
The medium through which the message is transmitted.
Example: Email, phone call, face-to-face, memo.
 5. **Receiver:**
The person or group who receives the message.
Example: Employees reading the manager's email.
 6. **Decoding:**
The process by which the receiver interprets and understands the message.
Example: Employees read and understand the meeting details.
 7. **Feedback:**
The response from the receiver to the sender to confirm understanding.
Example: Employees reply, "Noted, we'll attend."
 8. **Noise (Barrier):**
Any disturbance that distorts or interferes with communication.
Example: Poor internet connection, unclear language, distractions.
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Diagram of Communication Process

Sender → Encoding → Message → Channel → Receiver → Decoding → Feedback

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Noise (Barrier)

Conclusion:

The communication process is a continuous cycle. For effective communication, both sender and receiver must understand each other clearly, minimize noise, and ensure proper feedback.

ANSWER-4-

A Communication can be classified into different types based on formality and mode of expression.

1. Formal Communication

- Communication that follows the official chain of command in an organization.
 - It is structured, documented, and official in nature.
 - *Example:* Orders, circulars, reports, notices, official letters.
 - Advantages: Clear, authentic, and accountable.
 - Disadvantage: Time-consuming and rigid.
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2. Informal Communication

- Communication that does not follow official channels. It is casual, friendly, and personal.
 - Also known as grapevine communication.
 - *Example:* Friendly talks, gossip among colleagues, WhatsApp chats.
 - Advantages: Quick and flexible.
 - Disadvantage: May spread rumors and lack accuracy.
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3. Verbal Communication

- Communication using spoken or written words.
- It can be oral or written.
- *Example:* Speeches, meetings, letters, emails.
- Advantages: Easy to understand, direct.

- Disadvantage: Misunderstanding may occur if language is unclear.
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4. Non-Verbal Communication

- Communication without words; expressed through body language, gestures, expressions, tone, symbols, or visuals.
 - *Example:* Smiling, handshakes, nodding, traffic signs, facial expressions.
 - Advantages: Universal, adds more meaning to words.
 - Disadvantage: Can be misinterpreted.
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5. Written Communication

- A form of verbal communication expressed in writing.
 - *Example:* Business letters, emails, reports, memos.
 - Advantages: Permanent record, formal, clear.
 - Disadvantage: Slower, lacks immediate feedback.
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6. Oral Communication

- A form of verbal communication expressed through speech.
 - *Example:* Face-to-face meetings, phone calls, video conferences, interviews.
 - Advantages: Quick, personal, and allows instant feedback.
 - Disadvantage: No permanent record can be easily forgotten.
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Conclusion:

Each type of communication has its own role in business. Formal communication ensures order, while informal maintains relationships. Verbal and non-verbal modes complement each other, and both written and oral communication are essential for smooth functioning in organizations.

ANSWER-5-

Definition:

Barriers to communication are obstacles that prevent the **sender's message** from being properly received and understood by the **receiver**. They create misunderstanding, delay, and inefficiency in business communication.

Barriers to Communication

1. Physical Barriers

- Related to environment or surroundings.
- *Examples:* Noise, poor lighting, distance, weak internet/phone connection.

2. Language Barriers

- When the sender and receiver use different languages, accents, or jargon.
- *Example:* Technical terms not understood by non-technical employees.

3. Psychological Barriers

- Emotions, attitudes, and mental state affect communication.
- *Examples:* Anger, stress, lack of trust, low confidence.

4. Organizational Barriers

- Problems caused by structure, hierarchy, or rules of the organization.
- *Examples:* Too many levels of approval, rigid formal channels.

5. Cultural Barriers

- Differences in values, customs, and social norms.
- *Example:* A gesture acceptable in one culture may be offensive in another.

6. Perceptual Barriers

- When sender and receiver interpret the same message differently.
- *Example:* A manager's strict tone may be seen as rude, though it was meant as urgent.

7. Information Overload

- Too much information at once confuses the receiver.
- *Example:* Long emails with unnecessary details.

Overcoming Barriers

1. **Ensure clarity** – Use simple, clear, and direct language.

2. **Active listening** – Pay attention, avoid interruptions, and confirm understanding.
 3. **Use feedback** – Encourage receivers to respond or ask questions.
 4. **Minimize noise & distractions** – Communicate in a calm, suitable environment.
 5. **Cultural sensitivity** – Respect cultural differences and adapt accordingly.
 6. **Simplify organizational structure** – Reduce unnecessary levels of communication.
 7. **Use proper medium** – Choose email, face-to-face, or phone depending on urgency and context.
 8. **Emotional control** – Stay calm, polite, and professional while communicating.
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Conclusion:

Barriers are natural in any communication process, but with clarity, feedback, empathy, and the right medium, they can be minimized to ensure **effective business communication**.

ANSWER-6-

Definition:

Listening is the process of **receiving, understanding, and interpreting spoken messages** attentively. It is not just hearing words but giving full attention to understand the meaning.

Role of Listening in Effective Communication

1. Ensures Understanding

- Active listening helps the receiver understand the exact meaning of the message.
- *Example:* Employees listening carefully to instructions avoid mistakes.

2. Builds Better Relationships

- Good listening shows respect, empathy, and trust, strengthening professional and personal bonds.

- *Example:* A manager who listens to employee concerns improves team morale.

3. Reduces Miscommunication

- Careful listening prevents errors caused by assumptions or incomplete understanding.
- *Example:* Listening carefully to client requirements avoids costly mistakes in projects.

4. Encourages Feedback

- Listening makes communication two-way, as the receiver feels comfortable to respond.
- *Example:* Teachers listening to student doubts encourage open discussions.

5. Improves Decision-Making

- Listening to multiple perspectives provides accurate information for better decisions.
- *Example:* Business leaders listen to market feedback before launching products.

6. Motivates and Engages Others

- When people feel heard, they are more motivated and engaged.
- *Example:* An HR manager listening to employees boosts job satisfaction.

7. Supports Conflict Resolution

- Active listening helps identify real problems and resolve disputes calmly.
 - *Example:* Listening to both sides in a workplace conflict ensures fairness.
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Conclusion:

Listening is a key element of communication. Without it, even the best messages may fail. Effective listening creates understanding, trust, and cooperation, making it essential for success in business and personal life.

ANSWER-7-

Definition:

Non-verbal communication is the process of conveying messages **without using words**, through gestures, facial expressions, posture, tone, eye contact, and other body language cues. It often supports or even replaces verbal communication.

Types of Non-Verbal Communication

1. Facial Expressions

- The face is the most powerful channel of non-verbal communication.
- *Example:* A smile shows friendliness, while frowning shows disapproval.

2. Gestures

- Movements of hands, arms, or body to express meaning.
- *Example:* Waving hand for greeting, nodding for agreement.

3. Posture & Body Movement (Kinesics)

- The way a person stands, sits, or moves reflects attitude and confidence.
- *Example:* Sitting upright shows attentiveness, slouching shows disinterest.

4. Eye Contact (Oculesics)

- Shows attention, confidence, and honesty.
- *Example:* Maintaining eye contact in an interview shows confidence.

5. Paralanguage (Tone, Pitch, Voice Quality)

- How something is said, not what is said.
- *Example:* A soft tone shows politeness; a loud tone may show anger.

6. Appearance & Dressing

- Clothing, grooming, and personal appearance communicate professionalism.
- *Example:* Formal attire in business meetings shows seriousness.

7. Proxemics (Use of Space)

- Distance maintained while communicating.
- *Example:* Close distance with friends, more distance in formal meetings.

8. Silence

- Sometimes silence itself communicates agreement, disagreement, or discomfort.

Significance of Non-Verbal Communication

1. **Supports Verbal Communication** – Adds meaning and clarity to spoken words.
Example: Nodding while saying “yes” strengthens agreement.
 2. **Substitute for Words** – Communicates when words are not possible.
Example: Waving to say goodbye from a distance.
 3. **Expresses Emotions Better** – Facial expressions and tone convey feelings more effectively than words.
 4. **Helps in Cross-Cultural Communication** – Many gestures and expressions are universal.
 5. **Builds Impressions** – Dressing, posture, and eye contact create strong first impressions in business.
 6. **Regulates Communication Flow** – Nods, pauses, and gestures guide conversations.
 7. **Reveals Hidden Attitudes** – Body language can reveal truth even when words do not.
Example: Nervous fidgeting may show dishonesty.
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Conclusion:

Non-verbal communication is an essential part of business interactions. It complements verbal communication, builds trust, expresses emotions, and makes messages more effective. Mastering non-verbal cues is crucial for success in modern organizations.

ANSWER-8-

Oral Communication

Meaning: Communication through spoken words, either face-to-face or via phone/video calls.

Examples: Meetings, interviews, presentations, classroom lectures, telephonic conversations.

Advantages:

- Quick and direct.
- Provides instant feedback.
- More personal and expressive (tone, emotions, gestures).
- Saves time for urgent matters.

Disadvantages:

- No permanent record.
 - Can be easily forgotten or misunderstood.
 - Not suitable for lengthy or complex messages.
 - Effectiveness depends on speaker's skill and listener's attention.
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2. Written Communication

Meaning: Communication expressed in written form, using words, symbols, or documents.

Examples: Emails, business letters, reports, notices, contracts.

Advantages:

- Provides a permanent record.
- Useful for legal and official purposes.
- Can be carefully revised before sending.
- Suitable for detailed and complex information.

Disadvantages:

- Time-consuming (writing, editing, sending).
 - Lacks immediate feedback.
 - May create misunderstanding if language is unclear.
 - Requires writing skills and literacy.
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3. Key Differences (Comparison Table)

Aspect	Oral Communication	Written Communication
Form	Spoken words	Written words/documents
Record	No permanent record	Permanent record
Feedback	Immediate	Delayed
Speed	Very fast	Slower
Suitability	Short, urgent messages	Detailed, official, legal information
Risk of Misunderstanding	High (due to memory, noise, tone)	Less (message can be re-read)

Conclusion:

Both oral and written communication are essential in business. Oral is best for quick and direct interaction, while written is necessary for official, legal, and long-term reference. Effective organizations use a **balance of both** depending on the situation.

ANSWER-9-

Definition:

A business letter is a formal written message exchanged between organizations, employees, clients, or stakeholders for professional purposes. It serves as a permanent record of communication and is widely used for inquiries, complaints, orders, confirmations, and official correspondence.

Essential Features of a Good Business Letter

1. Clarity
 - The message should be simple, precise, and easy to understand.
 - *Example:* Instead of “soon,” mention “by 5 PM on 10th Oct.”
2. Conciseness
 - Keep the letter brief and to the point without unnecessary details.
3. Completeness
 - Provide all necessary details (who, what, when, where, why, how).

4. Correctness

- Use correct grammar, spelling, facts, and figures.
- *Example:* Quoting the correct invoice number in a payment letter.

5. Courtesy

- Polite and respectful tone, even when dealing with complaints.

6. Formal Tone and Style

- Professional language should be maintained (avoid slang or casual expressions).

7. Proper Structure and Layout

- A business letter should follow a standard format:
 - Sender's address
 - Date
 - Receiver's address
 - Subject line
 - Salutation
 - Body (introduction, details, conclusion)
 - Closing (yours sincerely/faithfully)
 - Signature and designation

8. Relevance

- Focus only on business matters; avoid personal or irrelevant information.

9. Presentation

- Neatly typed/printed, well-formatted, with proper spacing and margins.

10. Persuasiveness (when required)

- In sales or inquiry letters, content should be convincing and professional.

Conclusion:

A business letter is an important tool of communication in organizations. By maintaining clarity, courtesy, correctness, and a proper format, it helps build trust, maintain records, and ensure smooth professional communication.

ANSWER-10-

Definition:

Official correspondence refers to formal communication within or between organizations used to convey information, instructions, requests, or announcements. It follows a structured format and is professional in tone.

Types of Official Correspondence

1. Business Letters

- Formal written messages sent to employees, clients, or other organizations.
- *Example:* Order letters, inquiry letters, complaint letters, appointment letters.

2. Memos (Memorandums)

- Short internal messages used within an organization to share instructions, information, or reminders.
- *Example:* A manager sending a memo to staff about a meeting.
- Feature: Brief, clear, and internal communication only.

3. Notices

- Written announcements displayed publicly or sent to concerned parties to inform them about events, meetings, or instructions.
- *Example:* Notice about a training session or holiday schedule.
- Feature: Usually displayed on notice boards or emailed.

4. Circulars

- Messages sent to a large group of people containing information, guidelines, or instructions.
 - *Example:* Circular about new company policies or safety instructions.
 - Feature: Informative, intended for mass communication within the organization.
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Conclusion:

Official correspondence ensures formal, organized, and professional communication in organizations. It helps in documenting information, providing instructions, and maintaining a smooth flow of communication among employees, departments, and external parties.

ANSWER-11-

Definition:

Report writing is the process of presenting **information, findings, analysis, and recommendations** on a specific topic in a **structured and formal manner**.

A business report is usually prepared to **help management in decision-making** or to **inform stakeholders** about events, progress, or problems.

Essentials of a Good Business Report

1. Clarity

- The report should be clear and easy to understand. Avoid vague language or technical jargon unless necessary.

2. Accuracy

- Facts, figures, and data must be correct and verified.

3. Objectivity

- The report should be unbiased and based on evidence, not personal opinions.

4. Conciseness

- Present information in a brief, precise, and to-the-point manner.

5. Completeness

- Include all relevant information, analysis, and recommendations required to understand the topic.

6. Structured Format

- Follow a proper structure:
 - Title page
 - Table of contents
 - Executive summary
 - Introduction

- Body (findings, analysis)
- Conclusion
- Recommendations
- Appendices (if necessary)

7. Professional Tone

- Maintain a formal, polite, and business-like tone throughout.

8. Logical Presentation

- Ideas should flow logically and be organized under headings and subheadings.

9. Visual Aids *(optional but recommended)*

- Use charts, tables, graphs, and diagrams to make data easy to interpret.

10. Timeliness

- Reports should be prepared and submitted on time to remain relevant for decision-making.

Conclusion:

A well-prepared business report helps organizations **make informed decisions, communicate progress, and solve problems effectively**. It is a vital tool for professional and organizational communication.

ANSWER-12-

Introduction:

Technology has **revolutionized business communication**, making it faster, more efficient, and global. Modern tools allow organizations to share information instantly, collaborate remotely, and maintain professional relationships.

Role of Technology in Business Communication

1. Emails

- **Definition:** Electronic mail allows sending messages, documents, and files instantly.

- **Advantages:**
 - Quick and cost-effective communication.
 - Provides a written record for reference.
 - Can reach multiple recipients simultaneously.
- *Example:* Sending project updates to clients and team members.

2. Video Conferencing

- **Definition:** Real-time virtual meetings through platforms like Zoom, Microsoft Teams, or Google Meet.
- **Advantages:**
 - Enables face-to-face interaction without physical presence.
 - Saves time and travel costs.
 - Encourages collaboration among geographically dispersed teams.
- *Example:* International team discussing product launch strategies.

3. Social Media

- **Definition:** Platforms like LinkedIn, Facebook, Twitter, and Instagram for business communication and marketing.
- **Advantages:**
 - Promotes brand awareness and customer engagement.
 - Quick feedback from customers and stakeholders.
 - Useful for recruitment, networking, and marketing campaigns.
- *Example:* Companies announcing new products or responding to customer queries on social media.

Additional Roles of Technology in Business Communication

- **Instant Messaging & Collaboration Tools:** Tools like Slack, WhatsApp, or Trello facilitate real-time teamwork.
- **Cloud Storage & File Sharing:** Google Drive, OneDrive, etc., allow easy sharing of documents and collaborative editing.
- **Automation:** Chatbots, AI assistants, and CRM systems streamline communication with clients.

Conclusion:

Technology has made business communication **faster, more accessible, and more interactive**, reducing geographical barriers and improving organizational efficiency. Mastery of digital communication tools is now essential for every professional in modern organizations.

ANSWER-13-

Grapevine communication is an **informal channel of communication** in an organization where information spreads **rapidly among employees through unofficial means**, such as gossip, rumors, or casual conversations. It does **not follow formal organizational channels** but often reaches people faster than official communication.

Merits (Advantages) of Grapevine Communication

1. **Speedy Communication**
 - Information spreads quickly among employees.
2. **Fills Communication Gaps**
 - Helps share information not yet officially communicated.
3. **Feedback Source**
 - Management can gauge employee sentiment and morale.
4. **Promotes Informal Relationships**
 - Builds social connections among employees.
5. **Flexibility**
 - Operates without bureaucratic delays.

Demerits (Disadvantages) of Grapevine Communication

1. **Inaccuracy**
 - Often based on rumors, which may be false or exaggerated.
2. **Lack of Control**
 - Management cannot fully control what is communicated.

3. May Cause Confusion

- Conflicting information can create misunderstandings.

4. Reduces Formal Authority

- Employees may rely more on grapevine than official instructions.

5. Potential for Conflict

- Rumors or negative gossip can lead to tension or disputes.
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Conclusion:

Grapevine communication is a natural part of organizational life. While it helps in **quick dissemination of information and building social bonds**, it should be **monitored and supplemented with official communication** to avoid misunderstandings and conflicts.

ANSWER-14-

Definition:

Communication skills are the abilities that enable a person to **effectively convey and receive messages** in a professional context. For business professionals, these skills are essential to interact with colleagues, clients, stakeholders, and the public in a clear, persuasive, and professional manner.

Key Communication Skills for Business Professionals

1. Verbal Communication Skills

- Ability to speak clearly, confidently, and persuasively.
- *Example:* Presenting ideas in meetings or negotiating with clients.

2. Written Communication Skills

- Ability to write emails, reports, and business letters in a professional, concise, and accurate manner.
- *Example:* Drafting a project report or writing a complaint letter.

3. Active Listening Skills

- Understanding and interpreting the message correctly, providing feedback, and showing empathy.

- *Example:* Listening carefully to client requirements before offering solutions.

4. **Non-Verbal Communication Skills**

- Using body language, gestures, posture, eye contact, and facial expressions effectively.
- *Example:* Maintaining eye contact during presentations to convey confidence.

5. **Interpersonal Skills**

- Ability to interact and collaborate effectively with colleagues, subordinates, and clients.
- *Example:* Resolving conflicts within a team or negotiating deals.

6. **Presentation Skills**

- Ability to deliver information in a structured, engaging, and convincing manner.
- *Example:* Conducting product demonstrations or team briefings.

7. **Adaptability and Emotional Intelligence**

- Understanding the audience and adjusting communication style accordingly.
- *Example:* Communicating differently with senior management vs. junior staff.

8. **Persuasion and Negotiation Skills**

- Convincing others to accept ideas, proposals, or solutions diplomatically.
- *Example:* Negotiating a contract or convincing a team to adopt a new strategy.

9. **Digital Communication Skills**

- Using emails, video conferencing, social media, and collaboration tools effectively.
- *Example:* Managing a virtual team or conducting online client meetings.

Conclusion:

For business professionals, **effective communication skills** are critical for building relationships, making decisions, resolving conflicts, and achieving organizational

goals. Mastery of verbal, written, non-verbal, and digital communication ensures professionalism, clarity, and efficiency in the workplace.

ANSWER-15-

a) Feedback in Communication

Definition: Feedback is the **response or reaction of the receiver** to the sender's message. It completes the communication process by confirming whether the message was understood correctly.

Importance:

- Helps improve clarity and understanding.
- Encourages two-way communication.
- Allows the sender to correct mistakes or clarify doubts.

Example: A manager sends instructions via email, and the employee replies, "Noted, will complete by 5 PM."

b) Characteristics of Good Communication

Good communication is essential for effective business operations. Its key characteristics include:

1. **Clarity:** Message should be clear and understandable.
 2. **Conciseness:** Avoid unnecessary details.
 3. **Completeness:** Include all required information.
 4. **Correctness:** Use accurate facts, figures, and grammar.
 5. **Courtesy:** Polite and respectful tone.
 6. **Feedback-oriented:** Allows for response and confirmation.
 7. **Relevance:** Focus on the topic and purpose.
-

c) Formal vs. Informal Communication

Aspect	Formal Communication	Informal Communication
Channel	Official channels	Unofficial channels (grapevine)
Structure	Structured and documented	Casual, spontaneous
Purpose	Business objectives, decisions	Social interaction, quick info
Speed	Slower due to hierarchy	Faster, flexible
Examples	Letters, memos, reports	Gossip, chats, WhatsApp messages

d) Business Etiquette

Definition: Business etiquette is the **set of manners, behaviors, and professional conduct** followed in the workplace to maintain respect, professionalism, and positive relationships.

Examples:

- Greeting colleagues politely.
- Dressing appropriately for meetings.
- Listening actively in conversations.
- Being punctual and courteous.

Importance:

- Builds a positive professional image.
- Enhances workplace relationships and collaboration.
- Promotes smooth and respectful communication.