

CA IPCC COMMUNICATION (20 Marks)		
Chap	Sl.No	Name of the Topic
C-1	1	Process of Communication
	2	Advantages of formal communication
	3	Factors leading to the grapevine phenomenon
	4	Grapevine Chains
	5	Merits & Demerits of the grapevine phenomenon
	6	Oral communication - seven Cs
	7	Oral communication (vs) Written Communication
	8	Kinesics or Body language
	9	Paralanguage -Speaker Vocal cues
	10	Benefits of Effective Communication
	11	Barriers to Effective Communication
	12	Parts of a Business Letter
C-2	13	Principles of Interpersonal Communication
	14	Functions of Interpersonal Communication
	15	Tips for Improving Interpersonal Skills
	16	Active Listening-Guidelines
	17	Critical Thinking-skills to develop
	18	Qualities of a Critical Thinker
	19	Emotional Intelligence
	20	Competencies Associated with Emotional Intelligence2
C-3	21	Groups-Characteristics of Groups
	22	Characteristics of group personality
	23	Types of Groups in Organisations
	24	Handling Group Conflicts
	25	Consensus Building-Steps to be taken
	26	Negotiation- Different ways
	27	Basic Rules of Negotiation
	28	Negotiation Process
C-4	29	Ethical Communication
	30	Factors Influencing Ethical Communication
	31	Ethical Dilemmas In Communication
	32	Guidelines to handle Communication Ethics Dilemmas
	33	NCA’s Credo for Ethical Communication
C-5	34	Elements used to describe or influence Organizational Culture
	35	Why is organization-wide change difficult to accomplish?
	36	Reasons Why People Resent or Resist Change
	37	Reasons for Acceptance of Change:
	38	Should one use oral or written communication? Guidelines for making this decision.
	39	Finding the Right Balance Between Bureaucracy and Chaos
DEEDS	40	Specimen of Notice
	41	Specimen of Minutes of Annual General Meeting
	42	Specimen of Chairman’s Speech
	43	Press Releases
	44	Corporate Announcements by Stock Exchanges
	45	Partnership Deed
	46	Power of Attorney
	47	Lease Deed
	48	Affidavit
	49	Indemnity Bond
	50	Gift Deed