

DEPARTMENT OF PHARMACEUTICAL SCIENCES & TECHNOLOGY
BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)

CLASS: BPHARMACY
BRANCH: PHARM SCI TECH

SEMESTER: I
SESSION: MO22

SUBJECT: BP105T COMMUNICATION SKILLS

TIME: 1.30 Hour

FULL MARK: 35

A. Short Answers

(Answer five out of seven)

(05 x 05 = 25 marks)

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| 1. What is feedback in communication? Discuss |
| 2. Elaborate on the barriers to communication. According to you, which is the most difficult barrier in communication? |
| 3. Differentiate between formal and informal communication |
| 4. What is effective listening? What are the advantages of listening? |
| 5. Discuss the important elements of Kinesics |
| 6. Discuss communication as a process |
| 7. Paralanguage or paralinguistic is a very important form of communication. Elaborate |

B. Long Answers

(Answer one out of two)

(01 x 10 = 10 marks)

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| 1. Differentiate between listening and hearing. What are the different types of listening that one uses in day-to-day life. |
| 2. Write a brief note on each of the following: |
| 3. a. Pauses |
| 4. b. Facial expression (5+5) |

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