

BIRLA INSTITUTE OF TECHNOLOGY, MESRA, RANCHI
(END SEMESTER EXAMINATION)

CLASS: BPHARMACY
BRANCH: PHARM SCI TECH

SEMESTER: I
SESSION: MO/2023

SUBJECT: BP105T COMMUNICATION SKILLS

TIME: 1.30 Hour

FULL MARK: 35

A. Short Answers

(Answer five out of seven)

(05 x 05 = 25 marks)

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)

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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