

Nov-21

Roll Number _____ (Total Number of Questions 09) (Total number of Printed Pages 01)

Programme	B. Pharmacy
Semester	1 st
Subject	Communication Skills
Subject Code	BP105T
Paper ID	74648
Time	1.5 Hours
Maximum Marks	35
Link to upload answer sheet	https://forms.gle/NcAdzoEFUx7QSC4d8

Instructions to Candidates: No supplementary/continuation sheet will be issued to the candidates. Answer the questions precisely.

*Section A consists of Two questions carrying 10 marks each (Long Answer); attempt any **ONE**.

** Section B consists of Seven questions carrying 5 marks each (Short Answer); attempt any **FIVE**.

Section A

(1 X 10 = 10)

1.	What do you understand by the channels or networks of communication? Explain it with the suitable example.
2.	What are basic listening skills? Discuss active listening and self awareness.

Section B

(5 X 5 = 25)

3.	What is the purpose of interview?
4.	Explain Encoding and Decoding?
5.	Discuss visual perception?
6.	How can past experiences, prejudices and environment impact communication?
7.	What are the elements to organize an effective message?
8.	What do you understand by structuring a presentation?
9.	Explain Systematic communication style?

Note: Disclosure of identity by writing mobile number or making request for passing on any page of answer-sheet will lead to UMC against the candidate.

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Roll Number ----- (Total Number of Questions 09) (Total number of Printed Pages 01)

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Section- A (1X10=10)

1.	Explain the process of communication with the help of basic communication model.
2.	Define interview and list the do and don't s of an interview.

Section- B (5X5=25)

3.	Discuss the psychological and physical barriers of communication.
4.	How one can be an effective listener?
5.	What are techniques of delivering a presentation?
6.	What is the difference between formal and informal communication?
7.	Discuss group discussion and its importance.
8.	What is active listening?
9.	How can language act as a barrier to communication?

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*Section A consists of Two questions carrying 10 marks each (Long Answer); attempt any **ONE**.

Section B consists of Seven questions carrying 5 marks each (Short Answer); attempt any **FIVE.

Section- A**(1X 10=10)**

1.	What are different barriers to communication and how will you eliminate them?
2.	Explain types and phases involved in the interview process and what is the importance of above steps?

Section- B**(5X 5=25)**

3.	Differentiate between verbal and non-verbal communication.
4.	Write a short note on direct communication style.
5.	What do you mean by listening? Write its types.
6.	Explain listening skills in pharmacy practice.
7.	Explain important factors responsible for good interview.
8.	Write do's and don'ts of group discussion.
9.	Write the advantages and disadvantages of presentation.

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** Section B consists of seven questions carrying 5 marks each (Short Answer); attempt any FIVE.

Section A

(1 X 10 = 10)

1.	What are the different barriers to communication? Explain any four in detail.
2.	What do you mean by the group discussion concept and why it is so important before selecting a student in any academia or organisation?

Section B

(5 X 5 = 25)

3.	Explain the communication process by giving suitable examples.
4.	Define perspective in communication. Explain different factors affecting our perspective in communication.
5.	Why interview process is so important for the students?
6.	Elaborate advantages or disadvantages of interviews.
7.	What are the different elements of communication?
8.	Define physical barrier. Explain its causes.
9.	How many types of interviews? Explain them.

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Roll Number ----- (Total Number of Questions 10) (Total number of Printed Pages 01)

Programme	B. Pharmacy
Semester	1 st
Subject	Communication Skills
Subject Code	BP105T
Paper ID	74648
Time	2 Hours
Maximum Marks	50

Instructions to Candidates: No supplementary/continuation sheet will be issued to the candidates. Answer the questions precisely.

*Section A consists of Three questions carrying 10 marks each (Long Answer); attempt any **TWO**.

Section B consists of Seven questions carrying 5 marks each (Short Answer); attempt any **SIX.

Section- A (2X10=20)

1.	Discuss the strategies to develop fluency in oral communication with special reference to debates and discussions.
2.	Discuss the barriers to communication. Explain the way in which overcoming the barriers in a successful manner.
3.	What are basic listening skills? Discuss active listening and self awareness.

Section- B (6X5=30)

4.	How can visual aids acts as a great support in presentation?
5.	What do you understand by structuring a presentation?
6.	What is the importance of minutes in communication?
7.	How do group discussions contribute to successful business communication?
8.	What is the purpose of an interview?
9.	Describe the significance of facial expressions and eye contact in oral Communication.
10.	Define 'Systems' approach in communication skills.

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(Morning)
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Roll Number ----- (Total Number of Questions 10) (Total number of Printed Pages 01)

Programme	B. Pharmacy
Semester	1 st
Subject	Communication Skills
Subject Code	BP105T
Paper ID	94634
Time	1.5 Hour
Maximum Marks	35

Instructions to Candidates: No supplementary/continuation sheet will be issued to the candidates. Answer the questions precisely.
*Section A consists of Three questions carrying 10 marks each (Long Answer); attempt any **TWO**.
Section B consists of Seven questions carrying 5 marks each (Short Answer); attempt any **SIX.

Section- A (1X10=10)

1.	Explain the role of beliefs, customs and attitude in communication and how it acts as an input the communication?
2.	Explain the need and importance of listening in communication. State the barriers to listening and ways to overcome the barriers.

Section- B (5X5=25)

3.	Describe the significance of facial expressions and eye contact in oral communication.
4.	Discuss the barriers to communication. Explain the way in which overcoming the barriers in a successful manner.
5.	How do group discussions contribute to successful business communication?
6.	Discuss briefly about the purpose of an interview with do's and dont's of an interview.
7.	Explain encoding and decoding.
8.	List down any five key principles of business letter writing.
9.	'For successful communication, listening is more important than speaking'. – Explain.

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(Evening)

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Section B consists of Seven questions carrying 5 marks each (Short Answer); attempt any **FIVE.

Section- A

(1 X 10 = 10)

1.	Discuss the strategies to develop fluency in oral communication with special reference to debates and discussions.
2.	Write about Psychological and Environmental barriers in the communication scenarios.

Section- B

(5 X 5 = 25)

3.	List out the things one must keep in mind before going for an interview.
4.	How can visual aids acts as a great support in presentation?
5.	Write briefly about the traits of active listeners.
6.	Describe the significance of facial expressions and eye contact in oral communication.
7.	How should effective verbal communication be?
8.	What are the do's and don'ts of group discussion?
9.	Differentiate between language and cultural barriers.

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