

Roll No.: _____

Enrolment No. _____

PARUL UNIVERSITY
SCHOOL OF PHARMACY

B.PHARM SEMESTER - I SECOND INTERNAL THEORY EXAMINATION: 2021-22

Subject Name: Communication Skills

Subject Code: BP105T

Time: 10:00 to 11:15 am

Date: 21/01/2022

Total Marks: 30

Instructions:

1. Make suitable assumptions wherever necessary.
2. Figures to the right indicate maximum marks.

- Q.1 Attempt any 01 out of 02 questions. 10**
- A) Why listening skills is more important. Explain traits of a good listener.
 - B) Define the word communication. Explain the process of communication.
- Q.2 Attempt any 04 out of 05 questions. 20**
- A) Discuss appreciative and empathetic listening with examples.
 - B) Write a short note on Physical Barriers.
 - C) Write a short note on Psychological Barriers.
 - D) Discuss comprehensive and critical listening with examples.
 - E) Explain non-verbal communication in detail.
