

09-01-2019

**GIRIJANANDA CHOWDHURY INSTITUTE OF  
PHARMACEUTICAL SCIENCES**

**Non University End Semester Examination, 2018**

**B Pharm 1<sup>st</sup> Semester**

**Subject: Communication Skills (BP105T)**

**Total marks: 35**

**Time: 1.5 hrs**

**1. Say whether the following statements are true or false** **1x10=10**

- i) Communication is a two way process.
- ii) Communication is the art and process of creating and sharing ideas.
- iii) Communication skills are the tools that we use to remove the barriers to effective communication.
- iv) Encoding is the process of receiving the message accurately.
- v) Writing is appropriate in long discussion is effective.
- vi) Body language does not have importance in listening.
- vii) There are four types of matrix of communication.
- viii) Oral communication is less complex than written communication.
- ix) Group discussion is a formal situation.
- x) Oral presentation can be informal too.

**2. Write short note on any five of the following** **3x5=15**

- i) Styles of communication
- ii) Active listening
- iii) Body language
- iv) Do's and don'ts of interview
- v) Listening in different situations
- vi) Tips for effective writing
- vii) Barriers to communication

**3. What do you understand by perspective in communication? What are the factors effecting communication perspective?** **2+3=5**

*OR*

Why do people have different styles of communication? Why is it necessary to know all these styles at workplace?

**4. What do you understand by communication process? Describe it with by explaining the elements of communication.** **2+3=5**