



# BRAINWARE UNIVERSITY

## Term End Examination 2018 - 19

Programme – Bachelor in Pharmaceutical Science

Course Name – Communication Skills

Course Code – BP105T

(Semester – 1)

Library  
Pharmaceutical Technology  
Brainware University  
Barasat, Kolkata-700125

Time allotted: 1 hrs. 30 min

Full Marks: 35

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

### Group – A

(Short Answer Type Questions)

5 x 5 = 25

Answer any *five* from the following

- |   |     |
|---|-----|
| 1. What is Barrier of Communication?                        | 5   |
| 2. Enumerate the advantages of non-verbal communication.    | 5   |
| 3. Write a short note on Effective Listening.               | 5   |
| 4. Write down five purposes of written communication.       | 5   |
| 5. Describe the process of communication. What is feedback? | 4+1 |
| 6. What are the differences between Hearing and Listening?  | 5   |

### Group – B

(Long Answer Type Questions)

1 x 10 = 10

Answer any *one* from the following

- |  |    |
|--|----|
| 7. Explain the types of Listening with proper examples.          | 10 |
| 8. (a) What are the things to be avoided in a Group Discussion?  | 5  |
| (b) What are the skills required to excel in a Group Discussion? | 5  |