



BRAINWARE UNIVERSITY
Term End Examination 2019 – 20

Programme – Bachelor in Pharmacy
Course Name – Communication Skills
Course Code – BP105T

(Semester – 1)

Library
 Pharmaceutical Technology
 Brainware University
 Barasat, Kolkata-700125

Time allotted: 1 Hour 30 Minutes

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. | Write a short note on the 7 Cs of Communication. | 5 |
| 2. | What is feedback? Why is it important? | 5 |
| 3. | Enumerate the do's and don'ts of an interview. | 5 |
| 4. | What are the difficulties one might face while listening? | 5 |
| 5. | What do you understand by direct communication style? | 5 |
| 6. | What do you understand by Considerate communication style? | 5 |
| 7. | What are the disadvantages of verbal communication? | 5 |

Group – B

(Long Answer Type Questions)

1 x 10 = 10

Answer any *one* from the following

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|----|--|----|
| 8. | What are the basic types of non-verbal communication? Elucidate with examples. | 10 |
| 9. | Can culture, gender, nationality or social class have an effect on communication? Elaborate. | 10 |
