

**Write the following information in the first page of Answer Script before starting answer**

ODD SEMESTER EXAMINATION: 2020-21

Exam ID Number \_\_\_\_\_

Course \_\_\_\_\_ Semester \_\_\_\_\_

Paper Code \_\_\_\_\_ Paper Title \_\_\_\_\_

Type of Exam: \_\_\_\_\_ (Regular/Back/Improvement)

**Important Instruction for students:**

1. Student should write objective and descriptive answer on plain white paper.
2. Give page number in each page starting from 1<sup>st</sup> page.
3. After completion of examination, Scan all pages, convert into a single PDF, rename the file with Class Roll No. **(2019MBA15)** and upload to the Google classroom as attachment.
4. Exam timing from 10am – 1pm (for morning shift).
5. Question Paper will be uploaded before 10 mins from the schedule time.
6. Additional 20 mins time will be given for scanning and uploading the single PDF file.
7. Student will be marked as ABSENT if failed to upload the PDF answer script due to any reason.

**B.PHARM.  
FIRST SEMESTER  
COMMUNICATION SKILLS  
BP-105T**

**Duration : 1.30 hrs.**

**Full Marks : 35**

**[ Answer the following questions ]**

1. Define communication skills. What is the importance of communication? 10  
Describe the Communication process.
- Or
- What are the different barriers to communication? Give a detailed description of them.
2. **Answer the following: (any five)** 5×5=25
- a) Write short note on the factors affecting the Perspectives in communication.
  - b) What do you mean by communication style? Describe the communication style matrix.
  - c) How can you improve your listening in difficult situations? Explain briefly.
  - d) What are the points required to effectively communicate through writing? Give a brief description of each of the points.
  - e) Elaborate the Do's and Don'ts of an Interview.
  - f) What are the processes involved during a Presentation. Give a short description for each of them.

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