



Name:

Enrolment No:

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES
School of Health Sciences

End Semester Examination, January 2021

Programme Name : B. Pharmacy
Course Name : Communication Skills
Course Code : BP 105 T
Nos. of page(s) 2

Semester: I
Time: 1.5 hour
Max. Marks : 35

SECTION A

Long answer type questions divided into subsection with word limit as given in Instructions. Answer in 250 words

Marks

Q 1 Written communication is still the common choice when the level of formality between two parties is high. Justify your answer.

10

CO2

Or

Q2 The STAR Technique is used to answer the behavioral questions in the interviews. Explain STAR Technique in detail preferably with an example.

10

CO4

SECTION B

Short Answer Questions.
Answer any FIVE out of the SEVEN Questions Given.
Answer in 150 Words

Q3

Without feedback, Communication is incomplete. Discuss.

05

CO1

Q 4

Proxemics is study of the spatial distance that individuals maintain.

Discuss about the various categories of interactions based on proximity

05

CO3

	maintained.		
Q 5	Lack of interest is a major deterrent to the listening process. Elaborate this with the help of an example.	<i>05</i>	<i>CO3</i>
Q 6	Mind mapping is one of the best technique for effective written communication. Justify the answers giving seven reasons why it is termed so ?	<i>05</i>	<i>CO4</i>
Q 7	80% of the Interview is in your hands. Justify this Statement with special reference to interview skills.	<i>05</i>	<i>CO 5</i>
Q 8	Discuss any three rules you will definitely follow during the making / presenting your formal presentation.	<i>05</i>	<i>CO5</i>
Q 9	It is always wise to be a good listener during group discussion rather than putting your points forward. Justify.	<i>05</i>	<i>CO4</i>