

Roll No.

Total No. of Pages : 02

Total No. of Questions : 09

B.Sc. (Operation Theatre Technology) (Sem.-1)

COMMUNICATION SKILLS

Subject Code : BTHU-103-18

M.Code : 79115

Date of Examination : 19-01-2023

Time : 3 Hrs.

Max. Marks : 60

INSTRUCTIONS TO CANDIDATES :

1. **SECTION-A is COMPULSORY consisting of TEN questions carrying TWO marks each.**
2. **SECTION-B contains FIVE questions carrying FIVE marks each and students have to attempt any FOUR questions.**
3. **SECTION-C contains THREE questions carrying TEN marks each and students have to attempt any TWO questions.**

SECTION-A

1. Write briefly :

- a) Write a short note on the process of communication.
- b) Define grapevine.
- c) Differentiate between verbal and non-verbal communication.
- d) Write a note on leadership skills.
- e) List down linguistic barriers to communication.
- f) What points would you keep in mind while communicating to the clients at your workplace?
- g) Explain the significance of business reports.
- h) What is a journal?

i) Fill in the blanks with appropriate prepositions :

- (i) It is believed that they were falsely implicated_____a murder case.
- (ii) We are still ignorant_____reality.

j) Fill in the blanks with appropriate conjunctions:

- (i) He is literate_____not educated.
- (ii) _____I entered the room_____the shriek was heard.

SECTION - B

2. Discuss various channels of formal communication with the help of examples.
3. Write a detailed note on various communication styles.
4. Describe various psychological barriers to communication. Also, mention measures to overcome these barriers.
5. Explain the features of an effective email. Highlight writing techniques required to draft effective professional emails. Provide appropriate examples to substantiate your answer.
6. Prepare a short presentation on health facilities available in the Health Care Center where you have been working.

SECTION-C

7. *“It requires certain skills to be able to emerge as a good conversationalist, both in personal and professional situations.”* Elaborate on the statement highlighting important skills that are needed to become an effective conversationalist.
8. What does the term ‘*communication*’ imply? Discuss special characteristics of health communication.
9. Write a formal letter of invitation to the MLA of your constituency requesting him/her to be the chief guest at the inaugural ceremony of the newly developed Oncology Center in your locality. Assume yourself to be the Medical Officer of this center. Invent the necessary details.

NOTE : Disclosure of Identity by writing Mobile No. or Making of passing request on any page of Answer Sheet will lead to UMC against the Student.