



**MBA Hospital, Health, Pharmaceutical and Development Management
(2022-2024)**

Second Year, Term 6 End Term Examination, March 2024

**EC-239 Communication Skills and Corporate Etiquettes in Health
Care Organisation**

Time - 3 Hour

Maximum Marks: 50 (Minimum Marks: 20)

Instructions to students:

- This question paper contains 2 printed pages.
- Don't write anything on the Question Paper except writing your Enrolment No.

Part A

(Maximum Marks: 5)

Q1. Fill in the blanks (1 mark each):

- (a). Emotional intelligence is characterized by _____.
 (i) Proficient in problem solving
 (ii) Better interpersonal relationship
 (iii) High abstract thinking ability
 (iv) Good sense of humor
- (b). The different domain of self-management in Emotional Intelligence are all of these except _____.
 (i) Emotional self-control
 (ii) Adaptability
 (iii) Achievement Orientation
 (iv) Coaching and Mentoring
- (c). Health care professionals should use _____ tone while communicating with patients.
 (i) Directive
 (ii) Problem solving
 (iii) Expressive
 (iv) Assertive
- (d). Between a speaker and a listener, the closest zone of communication is _____.
 (i) Friendly
 (ii) Social
 (iii) Intimate
 (iv) Public
- (e). Paralanguage is a kind of action language that refers to _____.
 (i) Actual words
 (ii) Body language
 (iii) Personal Space
 (iv) Tone of voice, articulation

Part B

(Maximum Marks: 15)

Answer **any three** of the following questions.

- Q2. List at least three possible forms of noise/barriers that might impair communication in a hospital emergency department waiting room. (5)
- Q3. Briefly explain the difference between an assertive and an aggressive style of communication. (5)
- Q4. What is Therapeutic communication? (5)
- Q5. How would you work for improving your self-awareness? (5)

Part C

(Maximum Marks: 30)

Answer **any three** of the following questions in detail.

- Q6. What are the interpersonal skills required in a workplace setting? (10)
- Q7. What do you mean by Emotional intelligence? Explain some ways in which emotions can be managed effectively. (10)
- Q8. Explain the different forms of non-verbal communication. (10)
- Q9. Suggest strategies that you can use to optimize therapeutic communication with a patient in a health care setting. (10)