



Dr. B.C. Roy College of Pharmacy and Allied Health Sciences Durgapur

Name of the Programme: Capacity building and skills enhancement initiatives taken by the institution

Name of the Course: Soft Skills for Pharmacists

Date of Exam: 19 June 2024

Exam Duration: 1 hour

Total marks: 30

Instructions to Students:

I. Special credit would be given to the answers which are brief and to the point.

II. Answer all the questions in your own language as far as practicable.

III. Numbers at the right side of the questions denote full marks.

IV. Writing anything in the question paper might be felt to be grounds for cancellation of the examination. Use answer scripts for rough work.

Q. No. A. Very Short Answer Typed Questions. (Answer *all* the questions) 2x5=10

1. Define soft skills with examples.
2. Mention two email etiquette.
3. What is Proxemics?
4. What is Optimism?
5. Analyse EI.

Q. No. B Short Answer Typed Questions. (Answer any *two* questions) 5x2=10

- (a) Write a short note on body language.
- (b) Mention five rules of telephone etiquette.
- (c) Describe how does gender sensitivity influences communication process.

Q. No. C. Long Answer Typed Questions. (Answer any *one* question) 10x1=10

(a) Make a SWOT analysis of yourself and explain how you can convert your weaknesses into strengths.

(b) What is self-efficacy? How we can evaluate and enhance self-efficacy?



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