

MASTER OF HOSPITAL ADMINISTRATION (CBCS-2018 COURSE)
M.H.A.Sem - I : WINTER : 2021
SUBJECT: BUSINESS COMMUNICATION

Day : Monday
Date : 17-01-2022

W-19558-2021

Time : 10:00 AM-12:00 PM
Max. Marks: 40

N. B. :

- 1) All questions are **COMPULSORY**.
- 2) Figures to the right indicate **FULL** marks.
- 3) Draw neat and labelled diagrams **WHEREVER** necessary.

Q. 1 Answer the following: **(20)**
a) Enlist and explain the Principles of good listening.
b) Enlist the Principles of effective communication between doctor and patient.

Q. 2 Answer **ANY FOUR** of the following: **(20)**
a) Any 2 barriers of communication
b) Meetings
c) Social Media Communication
d) Breaking Bad News
e) Teleconference

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