

POST GRADUATE DIPLOMA IN HOSPITAL MANAGEMENT (CBCS-2018 COURSE)
P.G.D.H.M. Sem-I : WINTER : 2021
SUBJECT: BUSINESS COMMUNICATION

Day : Monday
Date : 17-01-2022

W-20018-2021

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.
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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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