



VIDHYADEEP UNIVERSITY

VIDHYADEEP INSTITUTE OF PHARMACY, ANITA, SURAT



B. PHARMACY SEMESTER: I

Subject Name: COMMUNICATION SKILLS* (NUE)

Subject Code: BP105TP

Scope: This course will prepare the young pharmacy student to interact effectively with doctors, nurses, dentists, physiotherapists and other health workers. At the end of this course the student will get the soft skills set to work cohesively with the team as a team player and will add value to the pharmaceutical business

Course Outcomes: Upon completion of this course the student should be able to

CO	STATEMENTS
C105.1	To understand process of communication along with barriers of communication skill
C105.2	To know perspectives and elements of communication
C105.3	To develop the communication styles and listening skills
C105.4	To build effective written communication
C105.5	To inculcate interview skills and presentation skill
C105.6	To adapt communication skills in group discussion

Teaching Scheme and Examination Scheme:

Teaching Scheme (hr./ Week)				Evaluation Scheme			
Theory	Tutorial	Practical	Total	Internal	External	Internal	External
				Theory Exam		Practical Exam	
2	0	2	4	15	35	15	35

Sr No	Course content	(hr)
1	Communication Skills: Introduction, Definition, The Importance of Communication, The Communication Process – Source, Message, Encoding, Channel, Decoding, Receiver, Feedback, Context Barriers to communication: Physiological Barriers, Physical Barriers, Cultural Barriers, Language Barriers, Gender Barriers, Interpersonal Barriers, Psychological Barriers, Emotional barriers Perspectives in Communication: Introduction, Visual Perception, Language, Other factors affecting our perspective - Past Experiences, Prejudices, Feelings, Environment	7
2	Elements of Communication: Introduction, Face to Face Communication - Tone of Voice, Body Language (Non-verbal communication), Verbal Communication, Physical Communication Communication Styles: Introduction, The Communication Styles Matrix with example for each -Direct Communication Style, Spirited Communication Style, Systematic Communication Style, Considerate	7

	Communication Style	
3	Basic Listening Skills: Introduction, Self-Awareness, Active Listening, Becoming an Active Listener, Listening in Difficult Situations Effective Written Communication: Introduction, When and When Not to Use Written Communication - Complexity of the Topic, Amount of Discussion' Required, Shades of Meaning, Formal Communication Writing Effectively: Subject Lines, Put the Main Point First, Know Your Audience, Organization of the Message	7
4	Interview Skills: Purpose of an interview, Do's and Dont's of an interview Giving Presentations: Dealing with Fears, planning your Presentation, Structuring Your Presentation, Delivering Your Presentation, Techniques of Delivery	5
5	Group Discussion: Introduction, Communication skills in group discussion, Do's and Dont's of group discussion	4

Practical: BP105TP COMMUNICATION SKILLS* (NUE)

Subject Code: BP105TP (Practical)

The following learning modules are to be **conducted using Any Software English** language lab software

Basic communication covering the following topics

Meeting People

Asking Questions

Making Friends

What did you do?

Do's and Dont's

Pronunciations covering the following topics

Pronunciation (Consonant Sounds)

Pronunciation and Nouns

Pronunciation (Vowel Sounds)

Advanced Learning

Listening Comprehension / Direct and Indirect Speech

Figures of Speech

Effective Communication

Writing Skills

Effective Writing

Interview Handling Skills

E-Mail etiquette

Presentation Skills

Recommended Books: (Latest Edition)

1. Basic communication skills for Technology, Andreja. J. Ruther Ford, 2nd Edition, Pearson Education, 2011
2. Communication skills, Sanjay Kumar, Pushpalata, 1stEdition, Oxford Press, 2011
3. Organizational Behaviour, Stephen. P. Robbins, 1stEdition, Pearson, 2013
4. Brilliant- Communication skills, Gill Hasson, 1stEdition, Pearson Life, 2011
5. The Ace of Soft Skills: Attitude, Communication and Etiquette for success, Gopala Swamy Ramesh, 5thEdition, Pearson, 2013
6. Developing your influencing skills, Deborah Dalley, Lois Burton, Margaret, Green Hall, 1st Edition Universe of Learning LTD, 2010
7. Communication skills for professionals, Konar nira, 2ndEdition, New arrivals – PHI, 2011
8. Personality development and soft skills, Barun K Mitra, 1stEdition, Oxford Press, 2011

9. Soft skill for everyone, Butter Field, 1st Edition, Cengage Learning India pvt. ltd, 2011
10. Soft skills and professional communication, Francis Peters SJ, 1stEdition, Mc Graw Hill Education, 2011
11. Effective communication, John Adair, 4thEdition, Pan Mac Millan,2009