

7. Explain the different types of communication flow in organizations. Underline their significance in maintaining effective communication and the challenges of each type? What strategies can be build up for the proper flow of communication at different levels?(18)

[This question paper contains 4 printed pages.]

Your Roll No.....

आपका अनुक्रमांक.....

Sr. No. of Question Paper : 732

I

Unique Paper Code : 6322472301

Name of the Paper : Communication in Healthcare
(DSC-7)

Name of the Course : **B.Voc. (Healthcare
Management)**

Semester : III

Duration : 3 Hours

Maximum Marks : 90

Instructions for Candidates

1. Write your Roll No. on the top immediately on receipt of this question paper.
2. All questions carry equal marks.
3. Attempt five out of the seven questions.

1. Discuss the various styles of communication comparing them with respect to their advantages and disadvantages. Illustrate each style with the help of example and mention common phrases used by each style? (18)
2. Communication is a two-way process. Discuss the same explaining the process of communication? Mention the principles and objectives of communication? (9,9)
3. Effective communication in healthcare is one of the patient safety goals. Explain the statement mentioning the importance of effective communication, how it can be achieved in healthcare, causes that weaken effective communication and the outcomes of ineffective communication? (18)

4. Define Transactional Analysis and explain its key components, including the Parent, Adult, and Child states. How do these ego states influence communication in interpersonal relationships? Provide examples to illustrate your points? (18)
5. Identify and describe various barriers in communication. Illustrate all the barriers with the help of example and provide effective strategies to overcome each barrier? (18)
6. Write a short note on how each one of them effects communication: (3x6=18)
 - a) Perception
 - b) Listening skills
 - c) Scripts in TA