

BP105T.COMMUNICATION SKILLS (Theory)

30 Hours

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.

Objectives:

Upon completion of the course the student shall be able to

1. Understand the behavioral needs for a Pharmacist to function effectively in the areas of pharmaceutical operation
2. Communicate effectively (Verbal and Non Verbal)
3. Effectively manage the team as a team player
4. Develop interview skills
5. Develop Leadership qualities and essentials

Course content:

UNIT – I

07 Hours

- **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

UNIT – II

07 Hours

- **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 Communication Style

UNIT – III

07 Hours

- **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

UNIT – IV

05 Hours

- **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

UNIT – V

04 Hours

- **Group Discussion:** Introduction, Communication skills in group discussion, Do's and Dont's of group discussion

BP111P.COMMUNICATION SKILLS (Practical)

2 Hours / week

The following learning modules are to be conducted using wordsworth[®] 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
12. Bringing out the best in people, Aubrey Daniels, 2ndEdition, Mc Graw Hill, 1999