



# JHARKHAND Rai University

RANCHI

## PRACTICE SET End Semester Examination, Dec 2025

**Program: BPT**  
**Semester-I**  
**Course: Communication Skills**  
**Course Code: 40BPT.104**

### **Course Outcome:**

CO1: Overcoming common communication problems.

CO2: Effectively using non-verbal communication.

CO3: Effectively using digital media to communicate messages.

CO4: Becoming an empathetic listener and inculcating listening skills and inculcating effective communication skills.

### **UNIT-I**

#### **SECTION A (5 marks)**

1. Define **Listening**. Explain the importance of listening in healthcare communication. (CO1, Remember) (BTL- LOT)
2. List and briefly describe the different types of listening with suitable examples. (CO1, **Remember**) (BTL-LOT)
3. Identify and describe common barriers to effective listening in healthcare settings. (CO1, **Understand**) (BTL-LOT)
4. Define speaking skills and illustrate their relevance in physiotherapy practice. ( CO1, Remember) (BTL-LOT)

### **UNIT II**

#### **SECTION A (5 marks)**

5. Define writing skills and explain their importance in professional healthcare communication. (CO2, Understand) [BTL-LOT]
6. Identify the characteristics of effective writing. (CO2, Understand) [BTL-LOT]
7. Explain how clarity, coherence and conciseness contribute to effective written communication. (CO2, Remember) [BTL-LOT]
8. Discuss the role of correct grammar and punctuation in maintaining professional credibility. (CO2, Understand) [BTL-LOT]

**UNIT – III**  
**SECTION A (5 marks)**

9. **Define** purpose of Digital Literacy. ( CO3,Remember) [BTL-LOT]
10. **Explain** the role of digital literacy in professional life. (CO3, Understand) [BTL-LOT]
11. **Discuss** the impact of social media on a student's life. (CO3, Understand) [BTL-LOT]
12. **Explain** Netiquette and its importance. (CO3,Understand) [BTL-LOT]

**UNIT – IV**  
**SECTION A (5 marks)**

13. **Differentiate** between verbal and non-verbal communication with suitable examples. (CO4, Understand)[BTL-LOT]
14. **Explain** the role of body language in building rapport between a physiotherapist and a patient. (CO4,Understand)[BTL-LOT]
15. **Describe** how facial expressions and eye contact contribute to effective patient interaction. (CO4, Understand)[BTL-LOT]
16. **List** different types of non-verbal communication and describe each briefly. (CO4,Remember)[BTL-LOT]

**UNIT I**  
**SECTION B (10 marks)**

17. **Explain** the stages of the listening process and illustrate how each stage applies when a physiotherapist takes a patient's history. ( CO1, **Analyze**) (BTL **HOT**)
18. **Illustrate** the communication process with the help of a diagram and explain each part. (CO1,Evaluate) [BTL-HOT]
19. **Compare and contrast** listening and speaking skills and evaluate how they complement each other in patient-centered communication. (CO1, Evaluate ) [BTL-HOT]

**UNIT II**  
**SECTION B (10 marks)**

20. **Discuss** the essential steps in the writing process (planning, drafting, revising, editing and proofreading) and apply them in writing a case report. (CO2,Analyze) [BTL-HOT]
21. **Compare and contrast** formal writing and informal writing in physiotherapy education. (CO2,Analyse) [BTL-HOT]
22. **Analyze** how written communication enhances inter-professional collaboration in healthcare settings. (CO1,Analyze) [BTL-HOT]

**UNIT III**

**SECTION B (10 marks)**

23. **Define** digital marketing and evaluate its importance for healthcare and physiotherapy professionals. (CO3,Analyse) [BTL-HOT]

24. **Enumerate why maintaining online professionalism is crucial for physiotherapists.** (CO3, Analyze) [BTL-HOT]
25. **Identify the advantage and limitations of using social media in healthcare communication.** (CO3, Analyze) [BTL-HOT]

#### UNIT IV

##### SECTION B (10 marks)

26. **Analyze the significance of touch (haptics) in physiotherapy and describe how it can build trust with patients.** (CO4, Analyze)[BTL-HOT]
27. **Evaluate how non-verbal communication supports verbal communication during patient counseling sessions.** (CO4, Evaluate)[BTL-HOT]
28. **Explain the various components of non-verbal communication and analyze their importance in physiotherapy practice.** (CO4, Evaluate)[BTL-HOT]

#### UNIT I

##### SECTION C (20 marks)

29. **Evaluate** the role of communication in today's world. Stress on the importance of communication in formal atmosphere. (CO1, Evaluate) [BTL-HOT]
30. **Apply reading and analytical skills to interpret information from a patient's previous treatment report or leaflet.** (CO1, Create)[BTL-HOT]
31. Verbal communication is about language, both written and spoken. **Formulate** your opinion with the help of examples. (CO1, Create) [BTL-HOT]

#### UNIT II

##### SECTION C (20 marks)

32. Reading, Writing, Speaking and Listening skills are the four foundational skills of any language. **Analyze.** (CO2, Analyze) [BTL-HOT]
33. "Paralinguistic is commonly referred to as that which is left after subtracting the verbal content from speech." **Interpret** para lingual Style in Technical Communication. (CO2, Analyze) [BTL-HOT]
34. "Body language is a very powerful tool. We had body language before we had speech, and apparently, 80% of what you understand in a conversation is read through the body, not the words." – Deborah Bull. **Measure** the role of Kinesics in communication.

(CO2, Evaluate) [BTL-HOT]

#### UNIT III

##### SECTION C (20 marks)

35. **You are opening a physiotherapy clinic. Design a brief digital marketing plan that uses social media, email and online directories to promote your services.** (CO3, Create) [BTL-HOT]

**36. A patient posts incorrect information about exercises on social media. Demonstrate how you would respond politely and professionally, following proper netiquette. (CO3,Create)[BTL-HOT]**

**37. Evaluate how effective online communication and netiquette impact a physiotherapist's personal branding and professional reputation. (CO3,Evaluate) [BTL-HOT]**

#### **UNIT IV**

#### **SECTION C (20 marks)**

- 38. Demonstrate how effective use of gestures, facial expressions and posture can enhance your explanation of exercises to a patient. (CO4,Create) [BTL-HOT]**
- 39. Analyze the importance of use of hand gestures during a physiotherapy session. (CO4, Analyze) [BTL-HOT]**
- 40. Analyse problems faced by new learners in the field of physiotherapy. (CO4, Analyze)[BTL-HOT]**

#### **Summary Sheet:**

#### **CO Wise**

<b>CO</b>	<b>Q. No</b>	<b>Marks</b>
CO1	1,2,3,4,17,18,19,29,30,31	110
CO2	5,6,7,8,20,21,22,32,33,34	110
CO3	9,10,11,12,23,24,25,35,36,37	110
CO4	13,14,5,16,26,27,28,38,39,40	110
	<b>TOTAL MARKS</b>	<b>440</b>

### Unit Wise

Unit	Q. No	Marks
Unit 1	1,2,3,4,17,18,19,29,30,31	110
Unit 2	5,6,7,8,20,21,22,32,33,34	110
Unit 3	9,10,11,12,23,24,25,35,36,37	110
Unit 4	13,14,5,16,26,27,28,38,39,40	110
<b>Total</b>		<b>440</b>

### Bloom's Taxonomy Level (BTL) Wise

BTL	Q. No	Marks
LOT	1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16	80
HOT	17,18,19,20,21,22,23,24,25,26,27,28,29,30,31,32,33,34,35,36,37,38,29,40	380
<b>Total</b>		<b>460</b>

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**Disclaimer:** - This is a Practice Set. The Question in End term examination will differ from the Practice set. This Practice set is meant for practice only.