



LESSON PLAN

Faculty Name: Ms. Nagma

Subject Name: Communication Skills

Class: B. Pharmacy – Ist Semester

Subject Code: BP105T

Scope of the Subject: The aim of this course study is to prepare pharmacy students 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 pharmaceutical business.

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

- Understand the behavioral needs for a Pharmacist to function effectively in the areas of pharmaceutical operations.
- Communicate effectively (verbal and non-verbal).
- Effectively manage the team as a team player
- Develop interview skills
- Develop leadership qualities and essentials.

Number of Lectures: 50

Each lecture: 01 hour

Lecture No.	Particular	Remark/Date
Unit - I		
Module 1: Communication		
1.	Introduction to communication, Definition and importance of communication	
2.	Explanation of communication process, Source, message, Encoding, Decoding	
Module 2: Barriers to communication		
3.	Introduction to barriers, Physical Barriers, Cultural Barriers	
4.	Gender Barriers, Linguistic Barriers.	
Module 3: Perspectives in communication		
5.	Introduction to perspectives, Visual perception, Language control, Other factors affecting our perspectives	
6.	Past experiences Prejudices Feelings	
7.	Environment, Conclusion of perspectives in communication	
Unit - II		
Module 4: Elements of communication		
8.	Introduction to elements of communication	
9.	Face to Face communication	
10.	Tone of voice , Body Language	
Module 5: Communication Styles		
11.	Verbal Communication, Non Verbal communication	
12.	Introduction to communication style matrix, Examples to	

	communication style matrix, Direct communication	
13.	Spirited Communication, Systematic Communication	
14.	Considerate Communication, Conclusion	
Unit - III		
Module 6: Basic Listening Skills		
15.	Introduction to listening skills Self-awareness Active listening	
16.	Becoming an Active Listener, Listening in Difficult Situations	
Module 7: Effective Written communication		
17.	Introduction, When and When Not to Use Written Communication - Complexity of the Topic,	
18.	Amount of Discussion' Required	
19.	Shades of Meaning, Formal Communication	
Module 8: Writing Effectively		
20.	Subject Lines, Put the Main Point First,	
21.	Know Your Audience, Organization of the Message	
Unit - IV		
Module 9: Interview skills		
22.	Purpose of an interview	
23.	Do's and Don'ts of an interview	
Module 10: Giving presentations		
24.	Dealing with fears, Planning your presentations	
25.	Structuring your presentation, Delivering your presentation	
26.	Techniques of delivery	
Unit - V		
Module 11: Group Discussion		
27.	Introduction	
28.	Communication skills in Group discussion	
29.	Types of GD	
30.	Do's and Dont's of a group discussion	
Revision		
31.	Revision Unit 1	
32.	Revision Unit 2	
33.	Revision Unit 3	
34.	Revision Unit 4	
35.	Revision Unit 5	

Teacher in-charge

HOD

Principal