

DATE: 01ST NOVEMBER 2024

TIME: 02.00 P.M. – 4.00 P.M.

Part B - Short Answer Questions (20 Marks)

1. Write a brief description of 'active listening' and 'listening with openness' when maintaining therapeutic communication with clients. (10 marks)

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2.

- 2.1 Write four (04) key requisites that pharmacists should have to maintain a good pharmacist-patient relationship. (04 marks)

I.....

II.....

III.....

IV.....

- 2.2 Provide six (06) characteristics of a good pharmacist-patient relationship. (06 marks)

I.....

II.....

III.....

IV.....

V.....

VI.....

Part C – Structured Essay Questions (60 Marks)

1. In the field of healthcare, professionals frequently engage in conversations for various official purposes.
 - 1.1 Briefly describe the conversation. (05 marks)
 - 1.2 State four (04) types of conversation. (04 marks)
 - 1.3 State eight (08) important measures that should be considered during a conversation. (16 marks)
 - 1.4 Mention five (05) conversation techniques you use to make your conversations successful. (05 marks)

2. People use non-verbal communication to give more meaning to their verbal communication.
 - 2.1 Briefly explain non-verbal communication. (05 marks)
 - 2.2 State four (04) key physical characteristics of the communicator that aid in understanding the message. (08 marks)
 - 2.3 Briefly explain the term “paralanguage” used in nonverbal communication. (05 marks)
 - 2.4 Briefly discuss the importance of nonverbal communication when dealing with clients as a pharmacist. (12 marks)