

Loyola Pvt ITI Vijaypura

Employability Skills I- MMV I & ELE I

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Attempt No.	#2	Completion Time	11:20 AM
Rank	#7	Total Questions	25

22 SCORE

25 MAX MARKS

22 CORRECT

3 INCORRECT

Answer Review

Q1 **CORRECT** We can share our thoughts, ideas and feelings through ___?.

A. Communication ☐

B. Reading

C. Watching

D. Hearing

Q2 **CORRECT** Which among these is a type of communication?

A. Verbal

B. Non-Verbal

C. Visual

D. All of these ☐

Q3 **CORRECT** Which is not a type of non-verbal communication ?

A. E-mail ☐

B. Eye-contact

C. Hand movements

D. Facial expression

Q4 **CORRECT** When talking to our co-workers, we should not stand or sit _____ to them.

A. too close ☐

B. opposite

C. In front of

D. next to

Q5 **INCORRECT** You can speak to your friend_____.

A. Formally ☐

B. Informally ☐

C. By reading their mind

D. By dancing

Q6 **CORRECT** Which is not a type of communication?

A. Verbal

B. Non-verbal

C. Written

D. Driving ☐

Q7 **CORRECT** Formal communication is used at ___?

A. Friend

B. House

C. Party

D. Workplace ☒

Q8 **INCORRECT** Vinod met his new manager at his workplace. He had to ____ himself first.

A. Thank

B. Introduce ☒

C. Appreciate ☐

D. Praise

Q9 **CORRECT** Whenever we are communicating we have to be dressed appropriately, maintain our body language and maintain ___?

A. a very loud volume

B. make up

C. eye contact ☒

D. silence

Q10 **CORRECT** Which communication method should be used to share confidential information and documents in the workplace?

A. WhatsApp

B. Email ☒

C. Instagram

D. Phone

Q11 **CORRECT** Argument or disagreement between two groups of people is called_____.

A. Teamwork

B. Conflict ☒

C. Happiness

D. Fun

Q12 **CORRECT** Conflict usually creates ____?.

A. Negative emotions ☒

B. Positive emotions

C. Happy emotions

D. Enjoyment

Q13 **CORRECT** Conflict in workplace affects __?.

A. ability to work ☒

B. salary

C. environment

D. weather

Q14 **CORRECT** James had to meet his team members Suraj, Reena and Nagma on Friday. James called Suraj and Reena. But he did not inform Nagma. This is an example of_____.

A. Poor communication ☒

B. Typing error

C. Stress

D. Poor listening

Q15 **CORRECT** Shwetha and Rakshit are coworkers. They are angry with each other because they have not completed a project properly. Which is a good way to resolve such conflicts in the workplace?

A. Quit the job

B. Find different ways to solve the problem ☒

C. Ignore each other

D. File a police complaint

Q16 **CORRECT** Negative comments made about our action or performance is called ____.

A. Appreciation

B. Congratulations

C. Criticism ☒

D. Reward

Q17 **CORRECT** If a person receives harsh, unfair and very negative criticism, they feel very unhappy. What type of criticism is this?

A. Helpful criticism

B. Fair criticism

C. Unfair criticism ☒

D. Positive criticism

Q18 **CORRECT** During criticism we must remain ____and ____to the person.

A. happy and joyful

B. calm and listen ☒

C. shout and cry

D. fight and cry

Q19 **CORRECT** Priya received constructive (helpful) criticism from her manager about her latest project. What should she do?

- A. Listen
- B. Understand
- C. Thank her manager
- D. All of these ☒

Q20 **CORRECT** We start communicating when we are_____.

- A. Adults
- B. Parents
- C. Children ☒
- D. Old

Q21 **CORRECT** Rita talks to her customers. But she is unable to understand what they say. What should she do?

- A. Improve her listening skills ☒
- B. Stop talking to them
- C. Fight with customers
- D. Stop her business

Q22 **CORRECT** You are unable to share your message properly in an email. Which skill should you improve?

- A. Written communication ☒
- B. Speaking
- C. Reading
- D. Playing

Q23 **INCORRECT** You are scared to communicate with others. What are some ways to solve this problem?

- A.** Find your strengths about communication ☐
- B.** Find your weakness about communication
- C.** Find ways to improve & learn more about your weakness
- D.** All of these ☒

Q24 **CORRECT** How should you respond to constructive feedback from someone?

- A.** Listen and understand ☒
- B.** Argue with the person
- C.** Feel nervous
- D.** Ignore the feedback

Q25 **CORRECT** A dissatisfied customer means _____.

- A.** Happy customer
- B.** Beautiful customer
- C.** Unhappy customer ☒
- D.** Old customer