

# Loyola Pvt ITI Vijaypura

## Employability Skills I- MMV I & ELE I

Q. ID: ITISKILL4067PG | April 2026

84.00% 21 / 25

|              |         |                 |          |
|--------------|---------|-----------------|----------|
| Student Name | Gurudev | Access Code     | 0900     |
| Attempt No.  | #1      | Completion Time | 02:29 PM |
| Rank         | #14     | Total Questions | 25       |

21 SCORE

25 MAX MARKS

21 CORRECT

4 INCORRECT

### Answer Review

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

A. Communication ☒

B. Reading ☐

C. Watching ☐

D. Hearing ☐

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

A. Verbal ☐

B. Non-Verbal ☐

C. Visual ☐

D. All of these ☒

Q3 **INCORRECT** 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 **CORRECT** 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** **CORRECT** 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 **INCORRECT** Argument or disagreement between two groups of people is called\_\_\_\_\_.

A. Teamwork ☐

B. Conflict ☒

C. Happiness

D. Fun

Q12 **INCORRECT** 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** **CORRECT** 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