

Loyola Pvt ITI Vijaypura

Employability Skills I- MMV I & ELE I

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Attempt No.	#1	Completion Time	11:07 AM
Rank	#15	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 **CORRECT** 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 **INCORRECT** 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 **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 **INCORRECT** 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 **INCORRECT** 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