

# Loyola Pvt ITI Vijaypura

## Employability Skills I- MMV I & ELE I

Q. ID: ITISKILL4067PG | April 2026

88.00% 22 / 25

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|--------------|--------------------|-----------------|----------|
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| Attempt No.  | #1                 | Completion Time | 02:16 PM |
| Rank         | #8                 | 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** **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** **INCORRECT** 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