

# Dr. J. J. Magdum ITI college sambhajipur

## ITI Quiz - 10-Feb-2026 10:00 AM

Q. ID: ITISKILL2009NC | February 2026

**60.00%** 30 / 50

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Attempt No.	#1	Completion Time	10:32 AM
Rank	#27	Total Questions	50

**30** SCORE

**50** MAX MARKS

**30** CORRECT

**20** INCORRECT

### Answer Review

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

**A.** Communication

**B.** Reading

**C.** Watching

**D.** Hearing

**Q2** **INCORRECT** Effective communication needs to be -

**A.** Simple

**B.** Clear

**C.** Complete

**D.** All of these

Q3 **INCORRECT** Which among these is a type of communication?

A. Verbal

B. Non-Verbal

C. Visual

D. All of these

Q4 **CORRECT** Nitya wanted to discuss an issue with her teammates. What type of communication is it?

A. Written

B. Verbal

C. Image

D. Video

Q5 **INCORRECT** The way we sit, our facial expression and body language show \_\_\_\_\_ communication.

A. non- verbal

B. verbal

C. informal

D. written

Q6 **CORRECT** Verbal communication is the use of \_\_\_\_.

A. Sign

B. Words

C. Maths

D. Images

Q7 **INCORRECT** Forms of verbal communication are \_\_\_\_.

A. Making eye contact

B. Thinking

C. Writing and Speaking

D. Dancing

Q8 **CORRECT** Clear communication leads to \_\_\_\_.

A. Different work

B. Opposite work

C. Slow work

D. Faster work

Q9 **CORRECT** Seetha is speaking to her customers to understand how to improve her business. What type of communication is this?

A. Verbal Communication

B. Non-Verbal Communication

C. No Communication

D. Written communication

Q10 **CORRECT** Raj and Tej talk to each other only on the phone. What type of communication is this?

A. Sign communication

B. Non-Verbal Communication

C. Verbal Communication

D. Written communication

Q11 **CORRECT** Letter is a form of \_\_\_\_\_ communication.

A. Non-verbal

B. Spoken

C. Written

D. Telephone

Q12 **CORRECT** A formal letter can be used for \_\_\_\_\_ purposes.

A. Boring

B. Official

C. Friendship

D. Fighting

Q13 **CORRECT** 'Reg' in the letter means \_\_\_\_.

A. Regarding

B. Subject

C. Greetings

D. Body

Q14 **INCORRECT** Tom received a letter, but it did not have any details of who sent it. The letter was missing the \_\_\_\_\_?address.

A. Receiver?s

B. Sender?s

C. Greetings

D. Subject

Q15 **INCORRECT** Sam wanted to apply for a job. He thought of writing a cover letter to the company. But his friend suggested to attach \_\_\_\_\_ with the cover letter.

A. Brochure

B. Leave

C. Formal

D. Resume

Q16 **INCORRECT** Which is not a type of non-verbal communication ?

A. E-mail

B. Eye-contact

C. Hand movements

D. Facial expression

Q17 **CORRECT** Shouting shows we are angry. Talking very slowly shows we are tired or sleepy. What part of non-verbal communication helps us understand this?

A. Smile

B. Hand movements

C. Tone of voice

D. Eye movements

Q18 **CORRECT** Distance between yourself and the other person is called \_\_\_\_\_.

A. Spatial distance

B. Relationship

C. Informal

D. Close

Q19 **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

Q20 **INCORRECT** Cherry is going for an interview. What should she not do?

A. Wear formal dress

B. Apply too much makeup or perfume

C. Take her resume

D. Wear clean clothes

Q21 **INCORRECT** You can speak to your friend\_\_\_\_\_.

A. Formally

B. Informally

C. By reading their mind

D. By dancing

Q22 **CORRECT** Which is not a type of communication?

A. Verbal

B. Non-verbal

C. Written

D. Driving

Q23 **INCORRECT** Formal communication is used at \_\_\_?

A. Friend

B. House

C. Party

D. Workplace

Q24 **CORRECT** Vinod met his new manager at his workplace. He had to \_\_\_\_ himself first.

A. Thank

B. Introduce

C. Appreciate

D. Praise

Q25 **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

Q26 **CORRECT** Exchange of ideas happen through \_\_\_\_\_.

A. Communication

B. Listening

C. Watching

D. Singing

Q27 **INCORRECT** At workplace, communication must follow the \_\_\_\_\_.

A. Ideas

B. Text

C. 6Cs

D. Close

Q28 **CORRECT** Organizations communicate mainly through \_\_\_\_\_.

A. Letters

B. E-mails

C. Project

D. Unfamiliar words

Q29 **CORRECT** In a meeting, Surya speaks in Hindi. Some of his team members understand both English & Hindi, while others only know English. What should Surya do?

A. Speak in Hindi

B. Scold people

C. Stop talking

D. Speak in English

Q30 **CORRECT** Which communication method should be used to share confidential information and documents in the workplace?

A. WhatsApp

B. Email

C. Instagram

D. Phone

Q31 **CORRECT** What can make it difficult to communicate in the workplace?

- A. Language differences
- B. Use of unfamiliar words
- C. Differences in communication styles
- D. All of these

Q32 **INCORRECT** The concept of \_\_\_\_ best describes importance of teamwork.

- A. Conflict
- B. Synergy
- C. Team
- D. Group

Q33 **CORRECT** Sharing will help everyone feel involved and \_\_\_\_.

- A. Happy
- B. Sad
- C. Motivated
- D. Close

Q34 **CORRECT** Ram, Vinay and Sandeep are working as a team to finish the geography project. Vinay is sharing his thoughts. What are Vinay and Sandeep supposed to do?

- A. Listen actively
- B. Play
- C. Go around the school
- D. None of these

Q35 **CORRECT** Tina and Lyra's team are working together to finish the school painting project. What should both the teams do to finish the project?

A. Resist

B. Share responsibility

C. Fight

D. Argue

Q36 **INCORRECT** Argument or disagreement between two groups of people is called\_\_\_\_\_.

A. Teamwork

B. Conflict

C. Happiness

D. Fun

Q37 **INCORRECT** Conflict usually creates \_\_\_\_?.

A. Negative emotions

B. Positive emotions

C. Happy emotions

D. Enjoyment

Q38 **CORRECT** Conflict in workplace affects \_\_\_?.

A. ability to work

B. salary

C. environment

D. weather

**Q39** **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

**Q40** **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

**Q41** **CORRECT** Negative comments made about our action or performance is called \_\_\_\_.

**A.** Appreciation

**B.** Congratulations

**C.** Criticism

**D.** Reward

**Q42** **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

Q43 **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

Q44 **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

Q45 **CORRECT** Kishore's manager gave him positive and negative feedback. Kishore is feeling confused. What should he do next?

A. Calm down and think

B. Try to understand the positive points given by his manager

C. Try to understand the negative points given by the manager

D. All of these

Q46 **INCORRECT** We start communicating when we are\_\_\_\_\_.

A. Adults

B. Parents

C. Children

D. Old

Q47 **INCORRECT** 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

Q48 **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

Q49 **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

Q50 **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