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Score: 35/50 (70.00%)

Code: 5774

1. We can share our thoughts, ideas and feelings through ____?.

- A) **Communication (Correct)**
B) Reading
C) Watching
D) Hearing

2. Effective communication needs to be -

- A) Simple
B) Clear
C) Complete
D) **All of these (Correct)**

3. Which among these is a type of communication?

- A) Verbal
B) Non-Verbal
C) Visual (Incorrect)
D) **All of these**

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

- A) Written
B) **Verbal (Correct)**
C) Image
D) Video

5. The way we sit, our facial expression and body language show _____ communication.

- A) **non- verbal**
B) verbal (Incorrect)
C) informal
D) written

6. Verbal communication is the use of ____.

- A) Sign
B) **Words (Correct)**
C) Maths
D) Images

7. Forms of verbal communication are ____.

- A) Making eye contact
B) Thinking (Incorrect)
C) **Writing and Speaking**
D) Dancing

8. Clear communication leads to ____.

- A) Different work
B) Opposite work
C) Slow work
D) **Faster work (Correct)**

9. 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 (Incorrect)
C) No Communication
D) Written communication

10. 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 (Correct)**
D) Written communication

11. Letter is a form of _____ communication.

- A) Non-verbal
B) Spoken
C) **Written (Correct)**
D) Telephone

12. A formal letter can be used for _____ purposes.

- A) Boring
B) **Official**
C) Friendship
D) Fighting (Incorrect)

13. 'Reg' in the letter means ____.

- A) **Regarding (Correct)**
B) Subject
C) Greetings
D) Body

14. 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 (Correct)**
C) Greetings
D) Subject

15. 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 (Correct)**

16. Which is not a type of non-verbal communication ?

- A) **E-mail (Correct)**
B) Eye-contact
C) Hand movements
D) Facial expression

17. 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 (Correct)**
D) Eye movements

18. Distance between yourself and the other person is called _____.

- A) **Spatial distance**
B) Relationship
C) Informal (Incorrect)
D) Close

19. When talking to our co-workers, we should not stand or

sit _____ to them.

- A) too close
C) In front of (Incorrect)
- B) opposite
D) next to

20. Cherry is going for an interview. What should she not do?

- A) Wear formal dress
C) Take her resume
- B) Apply too much makeup or perfume (Correct)
D) Wear clean clothes

21. You can speak to your friend_____.

- A) Formally
C) By reading their mind
- B) Informally (Correct)
D) By dancing

22. Which is not a type of communication?

- A) Verbal
C) Written
- B) Non-verbal
D) Driving (Correct)

23. Formal communication is used at ____?.

- A) Friend
C) Party
- B) House
D) Workplace (Correct)

24. Vinod met his new manager at his workplace. He had to _____himself first.

- A) Thank
C) Appreciate
- B) Introduce (Correct)
D) Praise

25. Whenever we are communicating we have to be dressed appropriately, maintain our body language and maintain ____?.

- A) a very loud volume
C) eye contact (Correct)
- B) make up
D) silence

26. Exchange of ideas happen through _____.

- A) Communication
C) Watching (Incorrect)
- B) Listening
D) Singing

27. At workplace, communication must follow the _____.

- A) Ideas
C) 6Cs (Correct)
- B) Text
D) Close

28. Organizations communicate mainly through _____.

- A) Letters
C) Project
- B) E-mails (Correct)
D) Unfamiliar words

29. 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
C) Stop talking
- B) Scold people
D) Speak in English (Correct)

30. Which communication method should be used to share confidential information and documents in the workplace?

- A) WhatsApp
C) Instagram
- B) Email (Correct)
D) Phone

31. What can make it difficult to communicate in the workplace?

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

32. The concept of ____best describes importance of teamwork.

- A) Conflict
C) Team
- B) Synergy (Correct)
D) Group

33. Sharing will help everyone feel involved and _____.

- A) Happy (Incorrect)
C) Motivated
- B) Sad
D) Close

34. 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
C) Go around the school
- B) Play (Incorrect)
D) None of these

35. 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
C) Fight
- B) Share responsibility (Correct)
D) Argue

36. Argument or disagreement between two groups of people is called_____.

- A) Teamwork (Incorrect)
C) Happiness
- B) Conflict
D) Fun

37. Conflict usually creates _____?.

- A) Negative emotions (Correct)
C) Happy emotions
- B) Positive emotions
D) Enjoyment

38. Conflict in workplace affects ____?.

- A) ability to work (Correct)
C) environment
- B) salary
D) weather

39. 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 (Correct)

C) Stress

B) Typing error

D) Poor listening

40. 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

C) Ignore each other

B) Find different ways to solve the problem (Correct)

D) File a police complaint

41. Negative comments made about our action or performance is called ____.

A) Appreciation

C) Criticism (Correct)

B) Congratulations

D) Reward

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

A) Helpful criticism

C) Unfair criticism (Correct)

B) Fair criticism

D) Positive criticism

43. During criticism we must remain ____ and ____ to the person.

A) happy and joyful

C) shout and cry

B) calm and listen (Correct)

D) fight and cry

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

A) Listen

C) Thank her manager

B) Understand

D) All of these (Correct)

45. Kishore's manager gave him positive and negative feedback. Kishore is feeling confused. What should he do

next?

A) Calm down and think

C) Try to understand the negative points given by the manager (Incorrect)

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

D) All of these

46. We start communicating when we are ____.

A) Adults

C) Children

B) Parents

D) Old (Incorrect)

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

A) Improve her listening skills

C) Fight with customers

B) Stop talking to them

D) Stop her business (Incorrect)

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

A) Written communication

C) Reading

B) Speaking

D) Playing (Incorrect)

49. You are scared to communicate with others. What are some ways to solve this problem?

A) Find your strengths about communication

C) Find ways to improve & learn more about your weakness

B) Find your weakness about communication

D) All of these (Correct)

50. How should you respond to constructive feedback from someone?

A) Listen and understand (Correct)

C) Feel nervous

B) Argue with the person

D) Ignore the feedback