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Score: 48/50 (96.00%)

Code: 8004

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
 D) **All of these (Correct)**

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 (Correct)**
 B) verbal
 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
 C) **Writing and Speaking (Correct)**
 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 (Correct)**
 B) Non-Verbal Communication
 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 (Correct)**
 C) Friendship
 D) Fighting

13. 'Reg' in the letter means ____.

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

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 (Correct)**
 B) Relationship
 C) Informal
 D) Close

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

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

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

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

21. You can speak to your friend_____.

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

22. Which is not a type of communication?

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

23. Formal communication is used at ___?.

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

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

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

25. 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 (Correct) D) silence

26. Exchange of ideas happen through _____.

- A) Communication (Correct)** B) Listening
C) Watching D) Singing

27. At workplace, communication must follow the _____.

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

28. Organizations communicate mainly through _____.

- A) Letters **B) E-mails (Correct)**
C) Project 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 B) Scold people

C) Stop talking

D) Speak in English (Correct)

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

- A) WhatsApp **B) Email**
C) Instagram D) Phone (Incorrect)

31. 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 (Correct)**

32. The concept of _____ best describes importance of teamwork.

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

33. Sharing will help everyone feel involved and _____.

- A) Happy B) Sad
C) Motivated (Correct) 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 (Correct)** B) Play
C) Go around the school 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 **B) Share responsibility (Correct)**
C) Fight D) Argue

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

- A) Teamwork **B) Conflict (Correct)**
C) Happiness D) Fun

37. Conflict usually creates _____?.

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

38. Conflict in workplace affects _____?.

- A) ability to work (Correct)** B) salary
C) environment 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)**
B) Typing error
C) Stress
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
B) **Find different ways to solve the problem (Correct)**
C) Ignore each other
D) File a police complaint

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

- A) Appreciation
B) Congratulations
C) **Criticism (Correct)**
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
B) Fair criticism
C) **Unfair criticism (Correct)**
D) Positive criticism

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

- A) happy and joyful
B) **calm and listen (Correct)**
C) shout and cry
D) fight and cry

44. 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 (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
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 (Correct)**

46. We start communicating when we are _____.

- A) Adults
B) Parents
C) **Children (Correct)**
D) Old

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

- A) **Improve her listening skills (Correct)**
B) Stop talking to them
C) Fight with customers
D) Stop her business

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

- A) **Written communication (Correct)**
B) Speaking
C) Reading
D) Playing

49. 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 (Correct)**

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

- A) **Listen and understand (Correct)**
B) Argue with the person
C) Feel nervous
D) Ignore the feedback