

10:00 AM

Dr. J. J. Magdum ITI college
sambhajipur

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Question Paper

Duration: 45 Mins

Total Marks: 50

ID: ITISKILL2009NC

Student Name: _____ Roll No: _____

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

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

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

- A) Find your strengths about communication B) Find ways to improve & learn more about your weakness
C) All of these D) Find your weakness about communication

3. Which among these is a type of communication?

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

4. Effective communication needs to be -

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

5. 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) Resume
C) Formal D) Leave

6. Which is not a type of communication?

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

7. Clear communication leads to ____.

- A) Different work B) Slow work
C) Faster work D) Opposite work

8. 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) Play B) None of these
C) Go around the school D) Listen actively

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

- A) No Communication B) Written communication
C) Verbal Communication D) Non-Verbal Communication

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

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

11. Verbal communication is the use of ____.

- A) Maths B) Sign
C) Words D) Images

12. At workplace, communication must follow the ____.

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

13. You can speak to your friend ____.

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

14. Vinod met his new manager at his workplace. He had to ____ himself first.

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

15. Conflict usually creates ____?.

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

16. Organizations communicate mainly through ____.

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

17. We start communicating when we are ____.

- A) Adults
C) Children
- B) Parents
D) Old

18. 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) Share responsibility
C) Argue
- B) Fight
D) Resist

19. Sharing will help everyone feel involved and _____.

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

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

- A) Reward
C) Appreciation
- B) Congratulations
D) Criticism

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

- A) written
C) informal
- B) verbal
D) non- verbal

22. 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) Eye movements
C) Smile
- B) Tone of voice
D) Hand movements

23. 'Reg' in the letter means _____.

- A) Subject
C) Body
- B) Greetings
D) Regarding

24. 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) Find different ways to solve the problem
C) Ignore each other
- B) Quit the job
D) File a police complaint

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

- A) Video
C) Verbal
- B) Written
D) Image

26. Forms of verbal communication are _____.

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

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

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

28. Tom received a letter, but it did not have any details of who sent it. The letter was missing the _____?address.

- A) Subject
C) Receiver?s
- B) Sender?s
D) Greetings

29. Exchange of ideas happen through _____.

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

30. Conflict in workplace affects ____?.

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

31. Letter is a form of _____communication.

- A) Non-verbal
C) Telephone
- B) Written
D) Spoken

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

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

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

- A) Try to understand the positive points given by his manager
C) All of these
- B) Try to understand the negative points given by the manager
D) Calm down and think

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

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

35. During criticism we must remain _____and _____to the person.

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

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

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

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

- A) Friendship
- B) Official
- C) Fighting
- D) Boring

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

- A) Written communication
- B) Non-Verbal Communication
- C) Verbal Communication
- D) Sign communication

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

- A) All of these
- B) Thank her manager
- C) Listen
- D) Understand

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

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

41. 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) Positive criticism
- D) Unfair criticism

42. 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) Stop talking
- B) Speak in Hindi
- C) Speak in English
- D) Scold people

43. Formal communication is used at ____?.

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

44. The concept of ____ best describes importance of teamwork.

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

45. 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) Poor listening
- D) Stress

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

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

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

- A) Playing
- B) Speaking
- C) Reading
- D) Written communication

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

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

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

- A) Watching
- B) Hearing
- C) Reading
- D) Communication

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

- A) Informal
- B) Relationship
- C) Spatial distance
- D) Close