

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. Conflict in workplace affects ____?.
A) ability to work B) weather
C) salary D) environment
2. Nitya wanted to discuss an issue with her teammates. What type of communication is it?
A) Verbal B) Image
C) Video D) Written
3. Which is not a type of non-verbal communication ?
A) Eye-contact B) Hand movements
C) Facial expression D) E-mail
4. 'Reg' in the letter means ____.
A) Greetings B) Body
C) Regarding D) Subject
5. What can make it difficult to communicate in the workplace?
A) Language differences B) All of these
C) Use of unfamiliar words D) Differences in communication styles
6. 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) silence D) eye contact
7. You can speak to your friend _____.
A) By dancing B) Informally
C) By reading their mind D) Formally
8. Conflict usually creates ____?.
A) Happy emotions B) Enjoyment
C) Positive emotions D) Negative emotions
9. During criticism we must remain _____and _____to the person.
A) happy and joyful B) fight and cry
C) calm and listen D) shout and cry
10. We start communicating when we are _____.
A) Parents B) Adults
C) Children D) Old
11. Exchange of ideas happen through _____.
A) Watching B) Listening
C) Singing D) Communication
12. If a person receives harsh, unfair and very negative criticism, they feel very unhappy. What type of criticism is this?
A) Unfair criticism B) Fair criticism
C) Helpful criticism D) Positive criticism
13. 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) Go around the school B) None of these
C) Play D) Listen actively
14. Sharing will help everyone feel involved and _____.
A) Motivated B) Happy
C) Close D) Sad
15. 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) Greetings
C) Sender?s D) Subject
16. Distance between yourself and the other person is called _____.
A) Relationship B) Informal
C) Close D) Spatial distance
17. 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) File a police complaint B) Quit the job
C) Ignore each other D) Find different ways to solve the problem

18. 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

19. At workplace, communication must follow the _____.

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

20. 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

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

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

22. 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) Non-Verbal Communication D) Verbal Communication

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

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

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

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

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

26. Organizations communicate mainly through _____.

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

27. Verbal communication is the use of _____.

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

28. Which is not a type of communication?

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

29. Forms of verbal communication are _____.

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

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

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

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

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

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

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

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

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

34. Effective communication needs to be -

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

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

36. 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) Argue B) Share responsibility
C) Resist D) Fight

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

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

38. Formal communication is used at ___?

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

39. Which among these is a type of communication?

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

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

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

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

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

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

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

43. 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) Poor listening
C) Stress
D) Typing error

44. Clear communication leads to _____.

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

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

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

46. 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) Understand
D) Listen

47. Letter is a form of _____ communication.

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

48. 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 negative points given by the manager
C) All of these
D) Try to understand the positive points given by his manager

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

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

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

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