

March Monthly Test

Q. ID: ITISKILL26175P

March 2026

Loyola Pvt. ITI Vijayapura

Question Paper

Duration: 30 Mins

Total Marks: 25

ID: ITISKILL26175P

Student Name: _____	Roll No: _____
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1. 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
- B) Tone of voice
- C) Smile
- D) Hand movements

2. 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

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

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

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

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

5. Which is not a type of communication?

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

6. Conflict in workplace affects ____?.

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

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

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

8. 'Reg' in the letter means ____.

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

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

- A) Phone
- B) WhatsApp

- C) Instagram
- D) Email

10. Conflict usually creates ____?.

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

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

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

12. The way we sit, our facial expression and body language show_____ communication.

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

13. Exchange of ideas happen through _____.

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

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

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

15. During criticism we must remain ____and ____to the person.

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

16. 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) Resume
- B) Leave
- C) Brochure
- D) Formal

17. Verbal communication is the use of ____.

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

18. We start communicating when we are_____.

- A) Old
- B) Parents

C) Children

D) Adults

A) Go around the school

B) Play

C) Listen actively

D) None of these

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

A) Praise

B) Introduce

C) Thank

D) Appreciate

20. Forms of verbal communication are ____.

A) Dancing

B) Writing and Speaking

C) Making eye contact

D) Thinking

21. 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

22. 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?

23. 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) Stress

B) Typing error

C) Poor listening

D) Poor communication

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

A) All of these

B) Language differences

C) Use of unfamiliar words

D) Differences in communication styles

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

A) Video

B) Verbal

C) Written

D) Image