

**Duration: 180 Mins**

**Total Marks: 40**

**Q.ID: ITISKILL2626B5**

**1.** You are working on a team project with tight deadlines. Your coworker falls ill, leaving their portion of the work incomplete. What should you do?

- A) Keep working on your own tasks
- B) Ask other team members for help and complete your coworker's task
- C) Complain your supervisor about the incomplete work
- D) Criticise your coworker for not completing his work

**Answer: B) Ask other team members for help and complete your coworker's task**

**2.** What does working well together mean?

- A) Sharing ideas and listening
- B) All of these
- C) Offering to help when someone needs it
- D) Finding solutions together

**Answer: B) All of these**

**3.** Priya works at a factory where she operates a packaging machine. When the machine suddenly stops working, Priya quickly finds another way to do her work. Which self-management skill does Priya use?

- A) Adaptability
- B) Honesty and Integrity
- C) Conflict management
- D) None of these

**Answer: A) Adaptability**

**4.** Your community wants to reduce plastic waste. How can you use Design Thinking to find new ideas to solve this problem?

- A) Work together with shops and people nearby to find ways to use less plastic.
- B) Blame others for the plastic waste issue.
- C) Make more things with plastic because they're easy to use.
- D) Ignore the problem because it's too difficult to solve.

**Answer: A) Work together with shops and people nearby to find ways to use less plastic.**

**5.** You are making a new language learning app. Why should you let some people try it before it's done?

- A) Because it's fun to watch others try your app.
- B) To show people how good you are at making apps.
- C) To get appreciation.
- D) To see how people use it and make it better.

**Answer: D) To see how people use it and make it better.**

**6.** Ravi and his team are deciding on a new machine for the factory. How should they make the final choice?

- A) Ravi should pick the machine he likes
- B) Choose the first machine they see
- C) Look at all the details, think carefully about their needs & budget and then make the choice
- D) Choose the cheapest machine available

**Answer: C) Look at all the details, think carefully about their needs & budget and then make the choice**

**7.** Venu does not know how to use the new machine. What should he do?

- A) Ask for help and learn how to use the machine
- B) Leave the job.
- C) Take a break and do it later.
- D) Stay silent till someone teaches him.

**Answer: A) Ask for help and learn how to use the machine**

**8.** Which of these situations shows people working well together as a team?

- A) None of these
- B) Two people arguing and not agreeing
- C) One person doing all the work without any help from team members
- D) A group sharing ideas and listening to each other

**Answer: D) A group sharing ideas and listening to each other**

**9.** You notice a coworker struggling with their workload. What should you do?

- A) Offer to help them with their tasks.
- B) Report their struggles to the supervisor.
- C) Ignore their struggles and focus on your own work.
- D) Laugh at their inability to manage their workload.

**Answer: A) Offer to help them with their tasks.**

**10.** Simi is always trying out new ways to reuse the waste materials. She is the \_\_\_?

- A) Peacekeeper
- B) Doer
- C) Planner
- D) Idea Person

**Answer: D) Idea Person**

**11.** Venu is a fabric cutter. His team made a mistake in cutting cloth. What's a good way to handle it?

- A) Get angry and scold his team
- B) Wait for someone else to solve it

C) Discuss and find a way to fix it    D) Blame the person who cut the cloth

**Answer: C) Discuss and find a way to fix it**

**12.** Raj works as a factory manager. He has a big order to deliver but there aren't enough workers. What should Raj do?

A) Ignore the problem    B) Request workers to work extra hours  
C) Stop working    D) Cancel the orders

**Answer: B) Request workers to work extra hours**

**13.** What are some people related problems in a workplace?

A) Communication problems    B) All of these  
C) Not enough workers    D) Workers don't know the tasks

**Answer: B) All of these**

**14.** Rohan has come up with an idea to improve his work using Design Thinking. What must he do next?

A) Apply and test if it works    B) Tell everyone about it  
C) Write down his idea and keep it safe    D) Think of another idea

**Answer: A) Apply and test if it works**

**15.** Why is it important to think of new ways to solve problems?

A) To waste time    B) New ideas can make work easier or faster.  
C) It is fun to try new things.    D) It is unnecessary to try new things.

**Answer: B) New ideas can make work easier or faster.**

**16.** If your first design doesn't work, what should you do?

A) Make something else    B) Give up on it  
C) None of these    D) Ask for feedback and try to improve

**Answer: D) Ask for feedback and try to improve**

**17.** You are working on something difficult, but it's not going well. What should you do?

A) Ask someone else to do it for you.    B) Keep trying and look for another way.  
C) Take a break and give up.    D) Get upset and quit trying.

**Answer: B) Keep trying and look for another way.**

**18.** Which of the following are good work habits?

A) Staying calm when work is challenging    B) Following workplace rules  
C) All of the above    D) Not giving up when something goes wrong

**Answer: C) All of the above**

**19.** Ravi wants to make a new chair for his school using Design Thinking. What should he do first?

A) Test different chair designs    B) Plan how to make the chair  
C) Listen to what students want in a chair    D) Choose the colour of the chair

**Answer: C) Listen to what students want in a chair**

**20.** How does Design Thinking help solve problems?

A) By following a strict process    B) By trusting on personal assumptions  
C) By guessing solutions randomly    D) By understanding what people need and improving solutions

**Answer: D) By understanding what people need and improving solutions**

**21.** Savita works at a factory. A new machine she hasn't used before stops working. What should she do?

A) Hide the machine.    B) Try again and believe in her ability to fix it.  
C) Blame someone else.    D) Ignore it.

**Answer: B) Try again and believe in her ability to fix it.**

**22.** Priyanka found faster way to pack products at the factory. What should she do?

A) Continue packing the way the team has been doing    B) None of these  
C) Pack products faster than her coworkers    D) Share the faster packing method with her team

**Answer: D) Share the faster packing method with her team**

**23.** Which of the following best describes the self-management skill of reliability?

A) People always trust you to do your job well    B) Ignoring the needs of others  
C) Not completing tasks on time    D) Not being honest with coworkers

**Answer: A) People always trust you to do your job well**

**24.** Ranjana works at a restaurant. How can Ranjana use design thinking to improve the restaurant's menu?

A) By talking to the customers, understanding their preferences, making changes to the menu and asking for feedback    B) By randomly selecting new dishes to add.  
C) By guessing what customers want.    D) By copying other restaurants.

**Answer: A) By talking to the customers, understanding their preferences, making changes to the menu and asking for feedback**

**25.** Which of the following is NOT a people skill required in a workplace?

- A) Listening  
C) Being kind
- B) Supporting coworkers  
D) Technical skills

**Answer: D) Technical skills**

**26.** What are some resource related problems in a workplace?

- A) All of these  
C) Not Enough Space
- B) Shortage of Materials  
D) Machine Problems

**Answer: A) All of these**

**27.** Which of the following is a self-management skill?

- A) All of these  
C) Honesty and Integrity
- B) Adaptability and Flexibility  
D) Commitment

**Answer: A) All of these**

**28.** In a manufacturing unit, the packaging process is taking longer than usual, causing delays in shipments. What should the workers do?

- A) Think of different ways to pack faster  
C) Complain to the management
- B) Ignore the problem  
D) Continue packaging the same way

**Answer: A) Think of different ways to pack faster**

**29.** You discover a mistake in your work that caused delays in the project. What should you do?

- A) Ignore the mistake and continue working  
C) Wait for someone else to find out your mistake
- B) Tell your boss about the mistake  
D) Blame team members for the delay

**Answer: B) Tell your boss about the mistake**

**30.** If more workers know how to work, what will happen?

- A) Loss for the company  
C) Less work gets done
- B) More work gets done  
D) Confusion

**Answer: B) More work gets done**

**31.** Amit's team is feeling low because of a failed project. As a leader, what should he do?

- A) Blame them for the failure  
C) Ignore his team members
- B) Scold them  
D) Encourage learning from mistakes

**Answer: D) Encourage learning from mistakes**

**32.** Shreeja made a new bag design and showed it to 5 different people for feedback. Why is it important to listen to different users and not just one?

- A) To get a lot of appreciation for her work  
C) To get a lot of ideas
- B) To understand the common problems from different users  
D) Because it's fun

**Answer: B) To understand the common problems from different users**

**33.** While working with your team on a project, one of your coworkers is finding it difficult to finish their job. What should you do in this situation?

- A) Ignore their problem and focus on your own work.  
C) Finish their work for them.
- B) Help and support them to finish their work.  
D) Complain about them to the boss.

**Answer: B) Help and support them to finish their work.**

**34.** What should you do before making a choice at work?

- A) Listen to others? ideas and ask questions  
C) Look at all the details
- B) Take time to think and then choose  
D) All of these

**Answer: D) All of these**

**35.** Which of the following ways can help you work well with people?

- A) Accepting your mistakes  
C) Staying calm, even in challenging situations
- B) All of these  
D) Paying close attention to what people say

**Answer: B) All of these**

**36.** Sameera is trying to make a better school bag using Design Thinking. What would be her next step after understanding what students need in a bag?

- A) Ask students to test the bags  
C) Choose the colour of the bag
- B) Choose the material for the bag  
D) Plan different bag designs

**Answer: D) Plan different bag designs**

**37.** What are the different steps in Design Thinking?

- A) Try, Create and Decide  
C) Imagine, Plan and Try
- B) Listen, Choose, Plan, Try, Ask  
D) Imagine, Decide, Create and Try

**Answer: B) Listen, Choose, Plan, Try, Ask**

**38.** Which of the following behaviors is NOT a characteristic of a team player?

- A) Listening to teammates? ideas  
C) Respecting different viewpoints
- B) Taking credit for others? work  
D) Willingness to help others

**Answer: B) Taking credit for others? work**

**39.** When thinking of new ideas, why is it important to share ideas with others, even if they are not perfect?

- A) To show off your knowledge.  
C) To impress others.
- B) Talking can help make ideas better.  
D) To make others feel included.

**Answer: B) Talking can help make ideas better.**

40. In a team where members have different ideas, and there is a disagreement in the team, what should be done?

A) Let them argue

B) Ask someone else to decide

C) Discuss both ideas and find a way to make everyone agree

D) Choose one idea without discussion

**Answer: C) Discuss both ideas and find a way to make everyone agree**

---