

Duration: 180 Mins

Total Marks: 40

ID: ITISKILL2626B5

Student Name: _____	Roll No: _____
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1. Which of the following best describes the self-management skill of reliability?

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

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

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

3. Which of the following are good work habits?

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

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

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

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

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

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

7. Which of the following ways can help you work well with

people?

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

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

9. 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 |

10. 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) Discuss both ideas and find a way to make everyone agree |
| C) Choose one idea without discussion | D) Ask someone else to decide                               |

11. 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   | B) Choose the colour of the bag |
| C) Choose the material for the bag | D) Plan different bag designs   |

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

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

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

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

14. What are some people related problems in a workplace?

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

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

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

16. How does Design Thinking help solve problems?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

24. 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  
C) Look at all the details, think carefully about their needs & budget and then make the choice
- B) Choose the first machine they see  
D) Choose the cheapest machine available

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

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

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

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

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

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

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

- A) Wait for someone else to solve it  
C) Get angry and scold his team
- B) Blame the person who cut the cloth  
D) Discuss and find a way to fix it

29. What are the different steps in Design Thinking?

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

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

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

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

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

**32.** 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.      B) Talking can help make ideas better.  
C) To impress others.      D) To make others feel included.

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

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

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

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

**35.** 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) None of these  
C) Conflict management      D) Honesty and Integrity

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

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

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

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

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

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

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

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

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