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Loyola Pvt ITI Vijaypura

Answer Key

Duration: 30 Mins

Total Marks: 25

Q.ID: ITISKILL4067PG

1. You can speak to your friend_____.

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

Answer: B) Informally

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

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

Answer: C) calm and listen

3. A dissatisfied customer means _____.

- A) Unhappy customer B) Beautiful customer
C) Happy customer D) Old customer

Answer: A) Unhappy customer

4. 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

Answer: A) Unfair criticism

5. Conflict usually creates ____?.

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

Answer: C) Negative emotions

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

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

Answer: B) Communication

7. Conflict in workplace affects ____?.

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

Answer: D) ability to work

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

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

Answer: A) E-mail

9. 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 listening B) Typing error
C) Stress D) Poor communication

Answer: D) Poor communication

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

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

Answer: C) Improve her listening skills

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

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

Answer: D) Written communication

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

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

Answer: D) eye contact

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

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

Answer: A) All of these

14. Which among these is a type of communication?

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

Answer: D) All of these

15. We start communicating when we are_____.

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

Answer: C) Children

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

A) Find ways to improve & learn more about your weakness
B) Find your weakness about communication

C) Find your strengths about communication
D) All of these

Answer: D) All of these

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

Answer: B) Find different ways to solve the problem

18. Which is not a type of communication?

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

Answer: A) Driving

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

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

Answer: B) Listen and understand

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

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

Answer: A) Introduce

21. Argument or disagreement between two groups of people is called _____.

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

Answer: B) Conflict

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

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

Answer: A) Criticism

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

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

Answer: D) too close

24. Formal communication is used at _____?

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

Answer: C) Workplace

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

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

Answer: D) Email