



- A) happy and joyful
- C) shout and cry

- B) calm and listen (Correct)**
- D) fight and cry

- A) Written communication**
- C) Reading
- B) Speaking (Incorrect)
- D) Playing

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

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

20. We start communicating when we are\_\_\_\_\_.

- A) Adults
- C) Children**
- B) Parents (Incorrect)
- D) Old

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

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

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

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

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

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

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

25. A dissatisfied customer means \_\_\_\_\_.

- A) Happy customer (Incorrect)
- C) Unhappy customer**
- B) Beautiful customer
- D) Old customer