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Score: 18/25 (72.00%)

Code: 0445

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

- A) **Communication (Correct)** B) Reading
C) Watching D) Hearing

2. Which among these is a type of communication?

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

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

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

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

- A) **too close** B) opposite (Incorrect)
C) In front of D) next to

5. You can speak to your friend_____.

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

6. Which is not a type of communication?

- A) Verbal B) Non-verbal (Incorrect)
C) Written D) **Driving**

7. Formal communication is used at ____?.

- A) Friend B) House
C) Party D) **Workplace (Correct)**

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

- A) Thank B) **Introduce (Correct)**
C) Appreciate D) Praise

9. 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) **eye contact (Correct)** D) silence

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

- A) WhatsApp B) **Email (Correct)**
C) Instagram D) Phone

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

- A) Teamwork B) **Conflict (Correct)**
C) Happiness D) Fun

12. Conflict usually creates ____?.

- A) **Negative emotions** B) Positive emotions (Incorrect)
C) Happy emotions D) Enjoyment

13. Conflict in workplace affects ____?.

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

14. 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 communication** B) Typing error
C) Stress (Incorrect) D) Poor listening

15. 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 (Correct)**
C) Ignore each other D) File a police complaint

16. Negative comments made about our action or performance is called ____.

- A) Appreciation B) Congratulations
C) **Criticism** D) Reward (Incorrect)

17. If a person receives harsh, unfair and very negative criticism, they feel very unhappy. What type of criticism is this?

- A) Helpful criticism B) Fair criticism
C) **Unfair criticism (Correct)** D) Positive criticism

18. During criticism we must remain _____and _____to the person.

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

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?

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

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
- B) Find your weakness about communication
D) All of these (Correct)

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

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

25. A dissatisfied customer means _____.

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