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Score: 21/25 (84.00%)

Code: 5971

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

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

C) Instagram (Incorrect)              D) Phone

2. Which among these is a type of communication?

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

11. Argument or disagreement between two groups of people is called\_\_\_\_\_.

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

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

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

12. Conflict usually creates \_\_\_\_?.

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

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

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

13. Conflict in workplace affects \_\_\_\_?.

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

5. You can speak to your friend\_\_\_\_\_.

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

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 (Correct)**              B) Typing error  
C) Stress                                      D) Poor listening

6. Which is not a type of communication?

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

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

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

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

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

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

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

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

- A) WhatsApp                                  B) **Email**

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

- A) Written communication (Correct)**

- C) Reading

- B) Speaking

- D) Playing

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

- A) Listen

- B) Understand

- C) Thank her manager (Incorrect)

- D) All of these**

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

- A) Adults

- B) Parents

- C) Children (Correct)**

- 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)**

- B) Stop talking to them

- C) Fight with customers

- 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

- B) Find your weakness about communication

- C) Find ways to improve & learn more about your weakness

- D) All of these (Correct)**

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

- A) Listen and understand (Correct)**

- B) Argue with the person

- C) Feel nervous

- D) Ignore the feedback

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

- A) Happy customer

- B) Beautiful customer

- C) Unhappy customer (Correct)**

- D) Old customer