

April 2026

Loyola Pvt ITI Vijaypura

Question Paper

Duration: 30 Mins

Total Marks: 25

ID: ITISKILL4067PG

Student Name: _____	Roll No: _____
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1. Vinod met his new manager at his workplace. He had to _____ himself first.

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

2. Formal communication is used at ____?.

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

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

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

4. During criticism we must remain _____ and _____ to the person.

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

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

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

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

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

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

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

8. Conflict usually creates ____?.

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

9. 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

10. A dissatisfied customer means _____.

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

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

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

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

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

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

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

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

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

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

16. 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) Typing error B) Stress

- C) Poor communication D) Poor listening

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

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

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

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

19. Conflict in workplace affects ___?.

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

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

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

21. Which is not a type of communication?

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

22. You can speak to your friend_____.

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

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

- A) Unfair criticism B) Helpful criticism
C) Positive criticism D) Fair criticism

24. Which among these is a type of communication?

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

25. We start communicating when we are_____.

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