

Duration: 80 Mins

Total Marks: 40

Q.ID: ITISKILL4711CG

1. If more workers know how to work, what will happen?

- A) Loss for the company B) More work gets done
C) Less work gets done D) Confusion

Answer: B) More work gets done

2. You are working on a team project with tight deadlines. Your coworker falls ill, leaving their portion of the work incomplete. What should you do?

- A) Ask other team members for help and complete your coworker's task B) Criticise your coworker for not completing his work
C) Complain your supervisor about the incomplete work D) Keep working on your own tasks

Answer: A) Ask other team members for help and complete your coworker's task

3. Amit's team is feeling low because of a failed project. As a leader, what should he do?

- A) Encourage learning from mistakes B) Blame them for the failure
C) Ignore his team members D) Scold them

Answer: A) Encourage learning from mistakes

4. Rohan has come up with an idea to improve his work using Design Thinking. What must he do next?

- A) Think of another idea B) Apply and test if it works
C) Tell everyone about it D) Write down his idea and keep it safe

Answer: B) Apply and test if it works

5. Which of the following is NOT a people skill required in a workplace?

- A) Technical skills B) Listening
C) Being kind D) Supporting coworkers

Answer: A) Technical skills

6. Ranjana works at a restaurant. How can Ranjana use design thinking to improve the restaurant's menu?

- A) By randomly selecting new dishes to add. B) By copying other restaurants.
C) By talking to the customers, understanding their preferences, making changes to the menu and asking for feed- back D) By guessing what customers want.

Answer: C) By talking to the customers, understanding their

preferences, making changes to the menu and asking for feed- back

7. Ravi wants to make a new chair for his school using Design Thinking. What should he do first?

- A) Listen to what students want in a chair B) Choose the colour of the chair
C) Plan how to make the chair D) Test different chair designs

Answer: A) Listen to what students want in a chair

8. Venu is a fabric cutter. His team made a mistake in cutting cloth. What's a good way to handle it?

- A) Discuss and find a way to fix it B) Blame the person who cut the cloth
C) Wait for someone else to solve it D) Get angry and scold his team

Answer: A) Discuss and find a way to fix it

9. While working with your team on a project, one of your coworkers is finding it difficult to finish their job. What should you do in this situation?

- A) Finish their work for them. B) Help and support them to finish their work.
C) Complain about them to the boss. D) Ignore their problem and focus on your own work.

Answer: B) Help and support them to finish their work.

10. How does Design Thinking help solve problems?

- A) By guessing solutions randomly B) By following a strict process
C) By trusting on personal assumptions D) By understand- ing what people need and im- proving solutions

Answer: D) By understand- ing what people need and im- proving solutions

11. What should you do before making a choice at work?

- A) All of these B) Look at all the details
C) Listen to others' ideas and ask questions D) Take time to think and then choose

Answer: A) All of these

12. Which of the following is a self-management skill?

- A) All of these B) Commitment

C) Adaptability and Flexibility D) Honesty and Integrity

Answer: A) All of these

13. What are some resource related problems in a workplace?

- A) Shortage of Materials B) Not Enough Space
C) All of these D) Machine Problems

Answer: C) All of these

14. Your community wants to reduce plastic waste. How can you use Design Thinking to find new ideas to solve this problem?

- A) Blame others for the plastic waste issue. B) Make more things with plastic because they're easy to use.
C) Ignore the problem because it's too difficult to solve. D) Work together with shops and people nearby to find ways to use less plastic.

Answer: D) Work together with shops and people nearby to find ways to use less plastic.

15. Raj works as a factory manager. He has a big order to deliver but there aren't enough workers. What should Raj do?

- A) Cancel the orders B) Stop working
C) Request workers to work extra hours D) Ignore the problem

Answer: C) Request workers to work extra hours

16. You discover a mistake in your work that caused delays in the project. What should you do?

- A) Wait for someone else to find out your mistake B) Ignore the mistake and continue working
C) Tell your boss about the mistake D) Blame team members for the delay

Answer: C) Tell your boss about the mistake

17. Savita works at a factory. A new machine she hasn't used before stops working. What should she do?

- A) Ignore it. B) Hide the machine.
C) Blame someone else. D) Try again and believe in her ability to fix it.

Answer: D) Try again and believe in her ability to fix it.

18. Simi is always trying out new ways to reuse the waste materials. She is the ____?

- A) Doer B) Planner
C) Peacekeeper D) Idea Person

Answer: D) Idea Person

19. Which of the following best describes the self-management skill of reliability?

- A) Not being honest with coworkers B) Ignoring the needs of others

C) Not completing tasks on time D) People always trust you to do your job well

Answer: D) People always trust you to do your job well

20. What does working well together mean?

- A) Offering to help when someone needs it B) All of these
C) Sharing ideas and listening D) Finding solutions together

Answer: B) All of these

21. Which of the following are good work habits?

- A) Not giving up when something goes wrong B) Staying calm when work is challenging
C) Following workplace rules D) All of the above

Answer: D) All of the above

22. Priyanka found a faster way to pack products at the factory. What should she do?

- A) Share the faster packing method with her team B) Pack products faster than her coworkers
C) None of these D) Continue packing the way the team has been doing

Answer: A) Share the faster packing method with her team

23. You notice a coworker struggling with their workload. What should you do?

- A) Ignore their struggles and focus on your own work. B) Report their struggles to the supervisor.
C) Offer to help them with their tasks. D) Laugh at their inability to manage their workload.

Answer: C) Offer to help them with their tasks.

24. Venu does not know how to use the new machine. What should he do?

- A) Leave the job. B) Stay silent till someone teaches him.
C) Ask for help and learn how to use the machine D) Take a break and do it later.

Answer: C) Ask for help and learn how to use the machine

25. Which of the following behaviors is NOT a characteristic of a team player?

- A) Respecting different viewpoints B) Taking credit for others' work
C) Willingness to help others D) Listening to teammates' ideas

Answer: B) Taking credit for others' work

26. In a manufacturing unit, the packaging process is taking longer than usual, causing delays in shipments. What should the workers do?

- A) Complain to the management B) Think of different ways to pack faster

- C) Continue packaging the same way D) Ignore the problem

Answer: B) Think of different ways to pack faster

27. You are making a new language learning app. Why should you let some people try it before it's done?

- A) To get appreciation. B) To show people how good you are at making apps.
C) Because it's fun to watch others try your app. D) To see how people use it and make it better.

Answer: D) To see how people use it and make it better.

28. In a team where members have different ideas, and there is a disagreement in the team, what should be done?

- A) Choose one idea without discussion B) Let them argue
C) Discuss both ideas and find a way to make everyone agree D) Ask someone else to decide

Answer: C) Discuss both ideas and find a way to make everyone agree

29. Which of these situations shows people working well together as a team?

- A) None of these B) One person doing all the work without any help from team members
C) A group sharing ideas and listening to each other D) Two people arguing and not agreeing

Answer: C) A group sharing ideas and listening to each other

30. When thinking of new ideas, why is it important to share ideas with others, even if they are not perfect?

- A) To impress others. B) To show off your knowledge.
C) Talking can help make ideas better. D) To make others feel included.

Answer: C) Talking can help make ideas better.

31. Ravi and his team are deciding on a new machine for the factory. How should they make the final choice?

- A) Look at all the details, think carefully about their needs & budget and then make the choice B) Choose the first machine they see
C) Choose the cheapest machine available D) Ravi should pick the machine he likes

Answer: A) Look at all the details, think carefully about their needs & budget and then make the choice

32. Shreeja made a new bag design and showed it to 5 different people for feedback. Why is it important to listen to different users and not just one?

- A) Because it's fun B) To understand the common problems from different users
C) To get a lot of ideas D) To get a lot of appreciation for her work

Answer: B) To understand the common problems from different users

33. Why is it important to think of new ways to solve problems?

- A) New ideas can make work easier or faster. B) To waste time
C) It is fun to try new things. D) It is unnecessary to try new things.

Answer: A) New ideas can make work easier or faster.

34. Sameera is trying to make a better school bag using Design Thinking. What would be her next step after understanding what students need in a bag?

- A) Choose the material for the bag B) Ask students to test the bags
C) Plan different bag designs D) Choose the colour of the bag

Answer: C) Plan different bag designs

35. You are working on something difficult, but it's not going well. What should you do?

- A) Keep trying and look for another way. B) Ask someone else to do it for you.
C) Get upset and quit trying. D) Take a break and give up.

Answer: A) Keep trying and look for another way.

36. What are the different steps in Design Thinking?

- A) Listen, Choose, Plan, Try, Ask B) Imagine, Decide, Create and Try
C) Imagine, Plan and Try D) Try, Create and Decide

Answer: A) Listen, Choose, Plan, Try, Ask

37. Priya works at a factory where she operates a packaging machine. When the machine suddenly stops working, Priya quickly finds another way to do her work. Which self-management skill does Priya use?

- A) None of these B) Conflict management
C) Honesty and Integrity D) Adaptability

Answer: D) Adaptability

38. Which of the following ways can help you work well with people?

- A) All of these B) Staying calm, even in challenging situations
C) Accepting your mistakes D) Paying close attention to what people say

Answer: A) All of these

39. If your first design doesn't work, what should you do?

- A) None of these
- B) Ask for feedback and try to improve
- C) Make something else
- D) Give up on it

Answer: B) Ask for feedback and try to improve

40. What are some people related problems in a workplace?

- A) All of these
- B) Communication problems
- C) Not enough workers
- D) Workers don't know the tasks

Answer: A) All of these
