

Duration: 60 Mins

Total Marks: 40

Q.ID: ITISKILL5565KR

1. Kishore's manager gave him positive and negative feedback. Kishore is feeling confused. What should he do next?

- A) All of these
- B) Try to understand the positive points given by his manager
- C) Try to understand the negative points given by the manager
- D) Calm down and think

Answer: A) All of these

2. Gopi is always willing to learn and improve in his work. He has a _____?

- A) Certificate
- B) Growth mindset
- C) Marksheet
- D) Fixed mindset

Answer: B) Growth mindset

3. Geetha has just completed her education. She joined a basic English course to improve her _____ skills.

- A) Communication
- B) Digital
- C) Technical
- D) Problem solving

Answer: A) Communication

4. Formal communication is used at _____?

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

Answer: D) Workplace

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

Answer: C) Find different ways to solve the problem

6. Zeena wants to enroll for an e-learning course. The most important thing she needs is a _____.

- A) Pen
- B) Book
- C) Mobile phone or Computer
- D) Library card

Answer: C) Mobile phone or Computer

7. Which of these is an e-learning portal?

- A) Bharat Skills Portal
- B) Netflix
- C) ASEEM
- D) NAPS portal

Answer: A) Bharat Skills Portal

8. 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 listening
- D) Poor communication

Answer: D) Poor communication

9. At workplace, communication must follow the _____.

- A) Close
- B) Text
- C) 6Cs
- D) Ideas

Answer: C) 6Cs

10. Organizations communicate mainly through _____.

- A) Letters
- B) Project
- C) Unfamiliar words
- D) E-mails

Answer: D) E-mails

11. Shouting shows we are angry. Talking very slowly shows we are tired or sleepy. What part of non-verbal communication helps us understand this?

- A) Eye movements
- B) Tone of voice
- C) Hand movements
- D) Smile

Answer: B) Tone of voice

12. In today's world, _____ have become a basic skill requirement in many jobs.

- A) Painting skills
- B) Acting skills
- C) Dancing skills
- D) Digital skills

Answer: D) Digital skills

13. _____ jobs help to reduce pollution, preserve the environment and the planet.

- A) Green
- B) Hardware
- C) Part-time
- D) Software

Answer: A) Green

14. Which of these is an advantage of learning online?

- A) Learn anytime & anywhere
- B) No need to study

- C) Have shorter classes D) Make friends with classmates

Answer: A) Learn anytime & anywhere

15. Ram works as a fitter in a company. He wants to upgrade his trade skills and employability skills in his free time. What should he do?

- A) Quit job B) Find courses: online or offline
C) Watch news D) Play sports

Answer: B) Find courses: online or offline

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

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

Answer: C) too close

17. Which are the two skills needed for good career growth?

- A) Traveling & Shopping B) Playing video games & cooking skills
C) Watching TV & Making friends D) Technical Skills & Employability Skills

Answer: D) Technical Skills & Employability Skills

18. Verbal communication is the use of _____.

- A) Sign B) Maths
C) Images D) Words

Answer: D) Words

19. When we learn something online, it is called _____.

- A) Digital marketing B) Teaching
C) E-learning D) Classroom learning

Answer: C) E-learning

20. Green Jobs are important because_____.

- A) they harm the environment B) they pay more money
C) they help protect the environment D) they require no skill

Answer: C) they help protect the environment

21. Sam wanted to apply for a job. He thought of writing a cover letter to the company. But his friend suggested to attach _____with the cover letter.

- A) Formal B) Brochure
C) Leave D) Resume

Answer: D) Resume

22. Letter is a form of_____communication.

- A) Written B) Spoken
C) Telephone D) Non-verbal

Answer: A) Written

23. Cherry is going for an interview. What should she not do?

- A) Take her resume B) Apply too much makeup or perfume
C) Wear clean clothes D) Wear formal dress

Answer: B) Apply too much makeup or perfume

24. Sharing will help everyone feel involved and _____.

- A) Happy B) Motivated
C) Sad D) Close

Answer: B) Motivated

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

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

Answer: C) Improve her listening skills

26. Exchange of ideas happen through _____.

- A) Listening B) Singing
C) Communication D) Watching

Answer: C) Communication

27. Which of the following options is an Employability Skill?

- A) All of these B) Good Interview Skills
C) Good Communication Skills D) Digital Skills

Answer: A) All of these

28. The way we sit, our facial expression and body language show_____ communication.

- A) non- verbal B) informal
C) verbal D) written

Answer: A) non- verbal

29. We start communicating when we are_____.

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

Answer: C) Children

30. Conflict in workplace affects ____?.

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

Answer: B) ability to work

31. 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

Answer: D) All of these

32. You can speak to your friend_____.

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

Answer: B) Informally

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

A) Speaking
B) Playing
C) Reading
D) Written communication

Answer: D) Written communication

34. Effective communication needs to be -

A) Complete
B) Clear
C) Simple
D) All of these

Answer: D) All of these

35. Ram wants to start his own business. He is considering two options - opening an audio cassette shop or starting an online retail business. Which of these options would you suggest?

A) Online retail
B) Audio cassette shop
C) Video rental store
D) Anything is fine

Answer: A) Online retail

36. Priya received constructive (helpful) criticism from her

manager about her latest project. What should she do?

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

Answer: A) All of these

37. What are Employability Skills?

A) Skills for playing video games
B) Skills needed to be successfully employed
C) Skills for good communication
D) Skills used only in sports

Answer: B) Skills needed to be successfully employed

38. Ram, Vinay and Sandeep are working as a team to finish the geography project. Vinay is sharing his thoughts. What are Vinay and Sandeep supposed to do?

A) Listen actively
B) Play
C) Go around the school
D) None of these

Answer: A) Listen actively

39. An employee is someone who_____.

A) Does not work
B) Works for a salary
C) Goes to play
D) Goes to school to study

Answer: B) Works for a salary

40. Distance between yourself and the other person is called _____.

A) Close
B) Informal
C) Spatial distance
D) Relationship

Answer: C) Spatial distance