

Duration: 120 Mins**Total Marks: 50****Q.ID: ITISKILL6230JW**

1. Sharing will help everyone feel involved and ____.

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

Answer: A) Motivated

2. The way we sit, our facial expression and body language show _____ communication.

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

Answer: B) non- verbal

3. 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 listening B) Typing error
C) Stress D) Poor communication

Answer: D) Poor communication

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

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

Answer: A) eye contact

5. In a meeting, Surya speaks in Hindi. Some of his team members understand both English & Hindi, while others only know English. What should Surya do?

- A) Speak in English B) Stop talking
C) Speak in Hindi D) Scold people

Answer: A) Speak in English

6. You can speak to your friend _____.

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

Answer: C) Informally

7. What can make it difficult to communicate in the workplace?

- A) Use of unfamiliar words B) Differences in communication styles
C) Language differences D) All of these

Answer: D) All of these

8. Forms of verbal communication are ____.

- A) Thinking B) Dancing
C) Writing and Speaking D) Making eye contact

Answer: C) Writing and Speaking

9. A formal letter can be used for _____ purposes.

- A) Fighting B) Official
C) Boring D) Friendship

Answer: B) Official

10. 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 her business D) Stop talking to them

Answer: B) Improve her listening skills

11. Effective communication needs to be -

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

Answer: A) All of these

12. Which among these is a type of communication?

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

Answer: D) All of these

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

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

Answer: D) Email

14. Nitya wanted to discuss an issue with her teammates. What type of communication is it?

- A) Image B) Written
C) Verbal D) Video

Answer: C) Verbal

15. Clear communication leads to ____.

- A) Opposite work B) Faster work
C) Slow work D) Different work

Answer: B) Faster work

16. Conflict usually creates _____?

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

Answer: C) Negative emotions

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

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

Answer: B) All of these

18. 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) Go around the school
- B) None of these
- C) Play
- D) Listen actively

Answer: D) Listen actively

19. 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) Smile
- C) Tone of voice
- D) Hand movements

Answer: C) Tone of voice

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

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

Answer: B) Unfair criticism

21. Raj and Tej talk to each other only on the phone. What type of communication is this?

- A) Verbal Communication
- B) Sign communication
- C) Non-Verbal Communication
- D) Written communication

Answer: A) Verbal Communication

22. Tina and Lyra's team are working together to finish the school painting project. What should both the teams do to finish the project?

- A) Fight
- B) Resist
- C) Argue
- D) Share responsibility

Answer: D) Share responsibility

23. The concept of _____ best describes importance of teamwork.

- A) Conflict
- B) Synergy
- C) Team
- D) Group

Answer: B) Synergy

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

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

Answer: B) Apply too much makeup or perfume

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

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

Answer: C) Conflict

26. 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) Ignore each other
- C) Quit the job
- D) Find different ways to solve the problem

Answer: D) Find different ways to solve the problem

27. 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) Brochure
- B) Resume
- C) Leave
- D) Formal

Answer: B) Resume

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

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

Answer: A) too close

29. At workplace, communication must follow the _____.

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

Answer: D) 6Cs

30. Verbal communication is the use of _____.

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

Answer: C) Words

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

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

Answer: A) E-mail

32. 'Reg' in the letter means _____.

- A) Regarding B) Body
C) Subject D) Greetings

Answer: A) Regarding

33. Conflict in workplace affects ___?

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

Answer: C) ability to work

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

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

Answer: D) Criticism

35. Letter is a form of _____ communication.

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

Answer: D) Written

36. Organizations communicate mainly through _____.

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

Answer: B) E-mails

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

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

Answer: D) Listen and understand

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

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

Answer: B) All of these

39. Which is not a type of communication?

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

Answer: C) Driving

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

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

Answer: D) All of these

41. Exchange of ideas happen through _____.

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

Answer: A) Communication

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

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

Answer: D) Written communication

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

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

Answer: A) Introduce

44. We can share our thoughts, ideas and feelings through _____?

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

Answer: A) Communication

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

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

Answer: D) Spatial distance

46. Seetha is speaking to her customers to understand how to improve her business. What type of communication is this?

- A) Written communication B) Verbal Communication
C) No Communication D) Non-Verbal Communication

Answer: B) Verbal Communication

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

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

Answer: A) calm and listen

48. We start communicating when we are _____.

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

Answer: D) Children

49. Formal communication is used at _____?

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

Answer: B) Workplace

50. Tom received a letter, but it did not have any details of who sent it. The letter was missing the _____ address.

A) Sender?s

B) Greetings

C) Subject

D) Receiver?s

Answer: A) Sender?s
