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February 2026

Question Paper

Duration: 120 Mins

Total Marks: 50

ID: ITISKILL6230JW

Student Name: _____ Roll No: _____

1. The concept of ____ best describes importance of teamwork.

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

2. 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) Poor communication
- C) Poor listening
- D) Stress

3. Letter is a form of_____communication.

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

4. Clear communication leads to _____.

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

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

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

6. Tom received a letter, but it did not have any details of who sent it. The letter was missing the_____?address.

- A) Subject
- B) Greetings
- C) Receiver?s
- D) Sender?s

7. During criticism we must remain _____and _____to the person.

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

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

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

9. Effective communication needs to be -

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

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

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

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

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

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

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

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

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

14. Conflict usually creates _____?.

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

15. At workplace, communication must follow the _____.

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

16. Sharing will help everyone feel involved and _____.

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

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

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

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

19. Forms of verbal communication are ____.

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

20. 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) None of these
- C) Go around the school
- D) Play

21. Formal communication is used at ____?

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

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

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

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

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

24. Exchange of ideas happen through ____.

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

25. Vinod met his new manager at his workplace. He had to ____ himself first.

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

26. 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) Leave
- C) Brochure
- D) Resume

27. Verbal communication is the use of ____.

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

28. We start communicating when we are ____.

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

29. Which is not a type of communication?

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

30. 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) Scold people
- C) Speak in Hindi
- D) Stop talking

31. Organizations communicate mainly through ____.

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

32. A formal letter can be used for ____ purposes.

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

33. Conflict in workplace affects ____?

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

34. You can speak to your friend ____.

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

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

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

36. The way we sit, our facial expression and body language show ____ communication.

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

37. Negative comments made about our action or

performance is called _____.

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

38. 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) Share responsibility
- C) Resist
- D) Argue

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

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

40. 'Reg' in the letter means _____.

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

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

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

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

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

43. Which among these is a type of communication?

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

44. Argument or disagreement between two groups of

people is called _____.

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

45. 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

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

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

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

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

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

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

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

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

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