

Duration: 120 Mins

Total Marks: 50

ID: ITISKILL6230JW

Student Name: _____	Roll No: _____
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1. Which is not a type of communication?

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

- C) Simple D) Clear

2. We start communicating when we are _____.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

6. 'Reg' in the letter means _____.

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

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

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

7. Exchange of ideas happen through _____.

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

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

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

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

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

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

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

9. Effective communication needs to be -

- A) Complete B) All of these

17. You are unable to share your message properly in an

email. Which skill should you improve?

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

18. Verbal communication is the use of ____.

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

19. Sharing will help everyone feel involved and ____.

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

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

21. Conflict in workplace affects ____?.

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

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

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

23. Conflict usually creates ____?.

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

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

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

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

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

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

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

27. Clear communication leads to ____.

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

28. 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

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

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

30. Forms of verbal communication are ____.

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

31. At workplace, communication must follow the ____.

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

32. The concept of ____best describes importance of teamwork.

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

33. Which among these is a type of communication?

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

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

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

35. 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 negative points given by the manager
- D) Try to understand the positive points given by his manager

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

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

37. Argument or disagreement between two groups of people is called_____.

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

38. Organizations communicate mainly through _____.

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

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

40. Letter is a form of _____ communication.

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

41. 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

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

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

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

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

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

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

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

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

47. You can speak to your friend_____.

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

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

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

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

50. Formal communication is used at ____?.

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