

Duration: 90 Mins

Total Marks: 40

Q.ID: ITISKILL7201OF

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

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

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

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

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

3. 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) Honesty and Integrity B) Adaptability
C) Conflict management D) None of these

Answer: B) Adaptability

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

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

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

5. Which of the following are good work habits?

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

Answer: B) All of the above

6. Priyanka found 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

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

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

Answer: D) All of these

8. How does Design Thinking help solve problems?

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

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

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

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

Answer: A) Taking credit for others? work

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

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

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

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

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

Answer: D) All of these

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

A) By guessing what customers want.

B) By randomly selecting new dishes to add.

C) By copying other restaurants.

D) By talking to the customers, understanding their preferences, making changes to the menu and asking for feedback

Answer: D) By talking to the customers, understanding their preferences, making changes to the menu and asking for feedback

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

A) Honesty and Integrity

B) Commitment

C) All of these

D) Adaptability and Flexibility

Answer: C) All of these

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

A) Apply and test if it works

B) Write down his idea and keep it safe

C) Tell everyone about it

D) Think of another idea

Answer: A) Apply and test if it works

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

A) Choose the first machine they see

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

C) Ravi should pick the machine he likes

D) Choose the cheapest machine available

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

16. 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) Ask students to test the bags

B) Choose the colour of the bag

C) Plan different bag designs

D) Choose the material for the bag

Answer: C) Plan different bag designs

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

A) Peacekeeper

B) Idea Person

C) Doer

D) Planner

Answer: B) Idea Person

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

A) Blame them for the failure

B) Ignore his team members

C) Encourage learning from mistakes

D) Scold them

Answer: C) Encourage learning from mistakes

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

A) A group sharing ideas and listening to each other

B) Two people arguing and not agreeing

C) One person doing all the work without any help from team members

D) None of these

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

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

A) Supporting coworkers

B) Being kind

C) Listening

D) Technical skills

Answer: D) Technical skills

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

A) It is fun to try new things.

B) New ideas can make work easier or faster.

C) To waste time

D) It is unnecessary to try new things.

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

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

A) To make others feel included.

B) To impress others.

C) Talking can help make ideas better.

D) To show off your knowledge.

Answer: C) Talking can help make ideas better.

23. 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) Try again and believe in her ability to fix it.

D) Blame someone else.

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

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

A) Take a break and do it later.

B) Ask for help and learn how to use the machine

C) Stay silent till someone teaches him.

D) Leave the job.

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

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

A) Request workers to work extra hours

B) Stop working

C) Cancel the orders

D) Ignore the problem

Answer: A) Request workers to work extra hours

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

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

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

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

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

28. 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) Laugh at their inability to manage their workload.
- D) Offer to help them with their tasks.

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

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

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

Answer: D) Ask for feedback and try to improve

30. What does working well together mean?

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

Answer: A) All of these

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

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

32. 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) Tell your boss about the mistake
- C) Ignore the mistake and continue working
- D) Blame team members for the delay

Answer: B) Tell your boss about the mistake

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

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

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

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

Answer: A) All of these

35. What are the different steps in Design Thinking?

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

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

36. 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) Continue packaging the same way
- C) Think of different ways to pack faster
- D) Ignore the problem

Answer: C) Think of different ways to pack faster

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

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

Answer: D) All of these

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

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

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

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

- A) Ignoring the needs of others
- B) Not completing tasks on time

C) Not being honest with coworkers D) People always trust you to do your job well

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

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

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

Answer: A) More work gets done
