

COMMUNICATIONS SKILLS

Q. ID: ITISKILL7423YY

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Answer Key

Duration: 60 Mins

Total Marks: 50

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

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

Answer: B) All of these

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

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

Answer: A) calm and listen

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

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

Answer: D) too close

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

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

Answer: C) E-mail

5. Verbal communication is the use of _____.

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

Answer: C) Words

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

Answer: A) Tone of voice

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

Answer: D) Speak in English

8. Formal communication is used at ____?

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

Answer: C) Workplace

9. Vinod met his new manager at his workplace. He had to _____himself first.

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

Answer: A) Introduce

10. At workplace, communication must follow the _____.

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

Answer: C) 6Cs

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

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

Answer: D) Verbal

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

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

Answer: C) Conflict

13. Effective communication needs to be -

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

Answer: B) All of these

14. Clear communication leads to _____.

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

Answer: A) Faster work

15. Exchange of ideas happen through _____.

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

Answer: A) Communication

16. 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) Stress
- D) Poor listening

Answer: B) Poor communication

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

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

Answer: A) All of these

18. 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) Share responsibility
- B) Fight
- C) Argue
- D) Resist

Answer: A) Share responsibility

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

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

Answer: B) Email

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

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

Answer: C) Written communication

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

Answer: C) Resume

22. We start communicating when we are_____.

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

Answer: D) Children

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

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

Answer: C) Criticism

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

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

Answer: D) Apply too much makeup or perfume

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

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

Answer: A) Verbal Communication

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

Answer: A) Find different ways to solve the problem

27. 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) None of these
- C) Go around the school
- D) Listen actively

Answer: D) Listen actively

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

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

Answer: A) All of these

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

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

Answer: A) Unfair criticism

30. Which among these is a type of communication?

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

Answer: B) All of these

31. Conflict usually creates _____?

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

Answer: B) Negative emotions

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

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

Answer: A) Listen and understand

33. 'Reg' in the letter means ____.

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

Answer: C) Regarding

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

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

Answer: B) Improve her listening skills

35. We can share our thoughts, ideas and feelings through ____?.

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

Answer: B) Communication

36. Forms of verbal communication are ____.

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

Answer: C) Writing and Speaking

37. A formal letter can be used for _____purposes.

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

Answer: A) Official

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

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

Answer: C) Spatial distance

39. Letter is a form of _____communication.

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

Answer: A) Written

40. Organizations communicate mainly through ____.

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

Answer: B) E-mails

41. 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

Answer: D) Sender?s

42. The concept of ____best describes importance of teamwork.

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

Answer: A) Synergy

43. 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

Answer: C) eye contact

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

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

Answer: A) non- verbal

45. You can speak to your friend_____.

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

Answer: C) Informally

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

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

Answer: A) Verbal Communication

47. Conflict in workplace affects ____?.

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

Answer: C) ability to work

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

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

Answer: D) All of these

49. Sharing will help everyone feel involved and ____.

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

Answer: D) Motivated

50. Which is not a type of communication?

A) Verbal

B) Non-verbal

C) Driving

D) Written

Answer: C) Driving
