

# COMMUNICATIONS SKILLS

Q. ID: ITISKILL7423YY

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Question Paper

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Student Name: \_\_\_\_\_ Roll No: \_\_\_\_\_

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

2. Conflict usually creates \_\_\_\_?.

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

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

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

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

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

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

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

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

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

7. Effective communication needs to be -

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

8. We start communicating when we are \_\_\_\_\_.

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

9. You can speak to your friend \_\_\_\_\_.

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

10. Clear communication leads to \_\_\_\_.

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

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

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

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

13. 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) Sender's
- D) Receiver's

14. Exchange of ideas happen through \_\_\_\_.

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

15. 'Reg' in the letter means \_\_\_\_.

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

16. Forms of verbal communication are \_\_\_\_.

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

17. The concept of \_\_\_\_ best describes importance of teamwork.

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

18. Vinod met his new manager at his workplace. He had to \_\_\_\_\_ himself first.

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

19. Which among these is a type of communication?

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

20. We can share our thoughts, ideas and feelings through \_\_\_\_?.

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

21. 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

22. 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 weakness about communication
- D) Find your strengths about communication

23. Conflict in workplace affects \_\_\_\_?.

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

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

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

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

26. 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) Stress
- C) Typing error
- D) Poor listening

27. How should you respond to constructive feedback from

someone?

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

28. Argument or disagreement between two groups of people is called\_\_\_\_\_.

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

29. At workplace, communication must follow the \_\_\_\_\_.

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

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

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

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

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

32. When talking to our co-workers, we should not stand or sit \_\_\_\_\_ to them.

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

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

34. Letter is a form of\_\_\_\_\_communication.

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

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

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

36. During criticism we must remain \_\_\_\_\_and \_\_\_\_\_to the person.

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

37. Verbal communication is the use of \_\_\_\_.

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

38. Negative comments made about our action or performance is called \_\_\_\_.

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

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

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

40. Distance between yourself and the other person is called \_\_\_\_\_.

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

41. The way we sit, our facial expression and body language show \_\_\_\_\_ communication.

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

42. Formal communication is used at \_\_\_\_?.

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

43. Sharing will help everyone feel involved and \_\_\_\_.

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

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) Scold people
- C) Speak in Hindi
- D) Speak in English

45. 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) Try to understand the negative points given by the manager
- C) All of these
- D) Calm down and think

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

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

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

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

48. Which is not a type of communication?

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

49. A formal letter can be used for \_\_\_\_\_ purposes.

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

50. Organizations communicate mainly through \_\_\_\_.

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