

Duration: 80 Mins

Total Marks: 50

Q.ID: ITISKILL7656XJ

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

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

Answer: B) Verbal

2. Conflict usually creates ____?.

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

Answer: A) Negative emotions

3. You can speak to your friend_____.

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

Answer: A) Informally

4. 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

5. 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) Resist
- C) Fight
- D) Argue

Answer: A) Share responsibility

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

Answer: B) Speak in English

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

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

Answer: C) non- verbal

8. Sharing will help everyone feel involved and ____.

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

Answer: A) Motivated

9. 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

Answer: D) eye contact

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

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

Answer: A) Introduce

11. At workplace, communication must follow the ____.

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

Answer: D) 6Cs

12. Forms of verbal communication are ____.

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

Answer: A) Writing and Speaking

13. 'Reg' in the letter means ____.

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

Answer: D) Regarding

14. Exchange of ideas happen through ____.

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

Answer: D) Communication

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

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

Answer: A) Improve her listening skills

16. 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

Answer: D) calm and listen

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

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

Answer: D) Verbal Communication

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

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

Answer: D) All of these

19. 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) Smile
C) Eye movements D) Hand movements

Answer: A) Tone of voice

20. Letter is a form of _____communication.

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

Answer: D) Written

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

Answer: D) Poor communication

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

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

Answer: A) Written communication

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

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

Answer: C) E-mail

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

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

Answer: D) Spatial distance

25. Clear communication leads to _____.

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

Answer: B) Faster work

26. Argument or disagreement between two groups of people is called _____.

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

Answer: C) Conflict

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

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

Answer: C) Email

28. Effective communication needs to be -

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

Answer: D) All of these

29. 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

Answer: D) too close

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

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

Answer: B) Listen and understand

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

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

Answer: C) All of these

32. A formal letter can be used for _____purposes.

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

Answer: C) Official

33. We can share our thoughts, ideas and feelings through ___?.

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

Answer: D) Communication

34. 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

Answer: C) Apply too much makeup or perfume

35. Organizations communicate mainly through _____.

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

Answer: C) E-mails

36. Verbal communication is the use of _____.

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

Answer: B) Words

37. The concept of _____ best describes importance of teamwork.

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

Answer: D) Synergy

38. We start communicating when we are _____.

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

Answer: D) Children

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

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

Answer: B) All of these

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

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

Answer: A) Criticism

41. 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) Go around the school
- B) None of these

- C) Listen actively
- D) Play

Answer: C) Listen actively

42. Conflict in workplace affects ___?.

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

Answer: C) ability to work

43. Which among these is a type of communication?

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

Answer: A) All of these

44. 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) Find different ways to solve the problem
- C) Ignore each other
- D) File a police complaint

Answer: B) Find different ways to solve the problem

45. Formal communication is used at ___?.

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

Answer: D) Workplace

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

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

Answer: B) Sender?s

47. 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

48. 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

Answer: D) Resume

49. 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) Calm down and think
- D) Try to understand the negative points given by the manager

Answer: B) All of these

50. Which is not a type of communication?

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

Answer: B) Driving
