

Duration: 80 Mins

Total Marks: 50

ID: ITISKILL7656XJ

Student Name: _____	Roll No: _____
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1. Which among these is a type of communication?

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

- C) Poor communication D) Stress

2. Conflict usually creates ____?.

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

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

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

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

11. Effective communication needs to be -

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

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

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

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

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

5. Sharing will help everyone feel involved and ____.

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

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

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

6. Conflict in workplace affects ____?.

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

14. You can speak to your friend_____.

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

7. Exchange of ideas happen through _____.

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

15. Forms of verbal communication are ____.

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

8. Letter is a form of _____ communication.

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

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

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

9. 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 listening

17. 'Reg' in the letter means ____.

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

18. At workplace, communication must follow the _____.

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

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

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

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

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

21. Organizations communicate mainly through _____.

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

22. 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

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

24. We start communicating when we are_____.

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

25. Which is not a type of communication?

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

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

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

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

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

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

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

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

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

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

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

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

32. Formal communication is used at _____?.

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

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

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

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

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

35. The way we sit, our facial expression and body language show_____ communication.

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

36. 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) Eye movements
- C) Smile
- D) Hand movements

37. Verbal communication is the use of _____.

- A) Maths
- B) Sign

C) Words

D) Images

38. 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) Resist

B) Share responsibility

C) Argue

D) Fight

39. The concept of ____ best describes importance of teamwork.

A) Synergy

B) Group

C) Team

D) Conflict

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

A) Language differences

B) All of these

C) Differences in communication styles

D) Use of unfamiliar words

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

A) Fight with customers

B) Stop her business

C) Improve her listening skills

D) Stop talking to them

42. 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) Formal

C) Resume

D) Brochure

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

A) Reading

B) Hearing

C) Watching

D) Communication

44. Raj and Tej talk to each other only on the phone. What

type of communication is this?

A) Verbal Communication

B) Written communication

C) Sign communication

D) Non-Verbal Communication

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

A) Conflict

B) Fun

C) Happiness

D) Teamwork

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

A) Try to understand the negative points given by the manager

B) Try to understand the positive points given by his manager

C) Calm down and think

D) All of these

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

A) No Communication

B) Verbal Communication

C) Non-Verbal Communication

D) Written communication

48. Clear communication leads to _____.

A) Slow work

B) Faster work

C) Different work

D) Opposite work

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

A) Friendship

B) Official

C) Boring

D) Fighting

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

A) Thank

B) Introduce

C) Appreciate

D) Praise