

Duration: 180 Mins

Total Marks: 40

Q.ID: ITISKILL8898RH

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

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

2. How does Design Thinking help solve problems?

- A) By trusting on personal assumptions
- B) By understanding what people need and improving solutions
- C) By following a strict process
- D) By guessing solutions randomly

Answer: B) By understanding what people need and improving solutions

3. 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) Let them argue
- C) Ask someone else to decide
- D) Choose one idea without discussion

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

4. 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) It is unnecessary to try new things.
- D) To waste time

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

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

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

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

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

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

Answer: A) More work gets done

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

- A) None of these
- B) Two people arguing and not agreeing
- C) One person doing all the work without any help from team members
- D) A group sharing ideas and listening to each other

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

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

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

Answer: A) All of these

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

Answer: B) Think of different ways to pack faster

10. 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.

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

Answer: A) Adaptability

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

- A) Ignoring the needs of others
- B) Not being honest with coworkers
- C) People always trust you to do your job well
- D) Not completing tasks on time

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

13. Which of the following are good work habits?

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

Answer: D) All of the above

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

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

Answer: B) Taking credit for others' work

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

- A) Supporting coworkers
- B) Technical skills
- C) Listening
- D) Being kind

Answer: B) Technical skills

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

- A) Choose the cheapest machine available
- B) Ravi should pick the machine he likes
- C) Choose the first machine they see
- D) Look at all the details, think carefully about their needs & budget and then make the choice

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

17. What are the different steps in Design Thinking?

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

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

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

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

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

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

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

Answer: D) All of these

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

- A) Idea Person
- B) Peacekeeper
- C) Doer
- D) Planner

Answer: A) Idea Person

21. Savita works at a factory. A new machine she hasn't used before stops working. What should she do?

- A) Hide the machine.
- B) Ignore it.
- C) Blame someone else.
- D) Try again and believe in her ability to fix it.

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

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

- A) To show off your knowledge.
- B) To impress others.
- C) To make others feel included.
- D) Talking can help make ideas better.

Answer: D) Talking can help make ideas better.

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

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

Answer: C) All of these

24. 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) Encourage learning from mistakes
- C) Ignore his team members
- D) Scold them

Answer: B) Encourage learning from mistakes

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

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

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

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

Answer: C) Ask for feedback and try to improve

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

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

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

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

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

29. 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) Blame team members for the delay D) Ignore the mistake and continue working

Answer: B) Tell your boss about the mistake

30. What does working well together mean?

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

Answer: D) All of these

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

- A) Commitment B) All of these
C) Adaptability and Flexibility D) Honesty and Integrity

Answer: B) All of these

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

- A) Ask for help and learn how to use the machine B) Leave the job.
C) Stay silent till someone teaches him. D) Take a break and do it later.

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

33. You are making a new language learning app. Why should you let some people try it before it's done?

- A) To show people how good you are at making apps. B) To see how people use it and make it better.

- C) Because it's fun to watch others try your app. D) To get appreciation.

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

34. 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 talking to the customers, understanding their preferences, making changes to the menu and asking for feedback

- C) By copying other restaurants. D) By randomly selecting new dishes to add.

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

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

- A) Wait for someone else to solve it B) Discuss and find a way to fix it

- C) Blame the person who cut the cloth D) Get angry and scold his team

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

36. 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) Cancel the orders
C) Stop working D) Ignore the problem

Answer: A) Request workers to work extra hours

37. Priyanka found a 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

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

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

Answer: D) All of these

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

- A) Tell everyone about it B) Think of another idea

- C) Apply and test if it works D) Write down his idea and keep it safe

Answer: C) Apply and test if it works

40. 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) Choose the colour of the bag B) Ask students to test the bags
C) Plan different bag designs D) Choose the material for the bag

Answer: C) Plan different bag designs
