

COMMUNICATIONS SKILLS

Q. ID: ITISKILL91004A

February 2026

Answer Key

Duration: 60 Mins

Total Marks: 50

Q.ID: ITISKILL91004A

1. 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

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

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

Answer: C) Listen and understand

3. Formal communication is used at ___?

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

Answer: D) Workplace

4. Letter is a form of _____ communication.

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

Answer: D) Written

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

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

Answer: D) Criticism

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

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

Answer: A) All of these

7. Sharing will help everyone feel involved and _____.

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

Answer: B) Motivated

8. During criticism we must remain _____ and _____ to the person.

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

Answer: B) calm and listen

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

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

Answer: C) Official

10. 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) Find different ways to solve the problem
- C) Quit the job
- D) File a police complaint

Answer: B) Find different ways to solve the problem

11. We can share our thoughts, ideas and feelings through _____?

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

Answer: B) Communication

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

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

Answer: C) All of these

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

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

Answer: C) All of these

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

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

Answer: C) Verbal

15. At workplace, communication must follow the _____.

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

Answer: B) 6Cs

16. 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
C) Stop talking
- B) Speak in English
D) Scold people

Answer: B) Speak in English

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

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

Answer: A) Apply too much makeup or perfume

18. Which is not a type of communication?

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

Answer: B) Driving

19. Verbal communication is the use of ____.

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

Answer: A) Words

20. Effective communication needs to be -

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

Answer: A) All of these

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

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

Answer: A) Introduce

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

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

Answer: B) Verbal Communication

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

Answer: C) Share responsibility

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

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

Answer: D) Spatial distance

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

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

Answer: C) eye contact

26. Organizations communicate mainly through ____.

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

Answer: A) E-mails

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

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

Answer: C) Unfair criticism

28. Which among these is a type of communication?

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

Answer: A) All of these

29. 'Reg' in the letter means ____.

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

Answer: A) Regarding

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

Answer: B) Tone of voice

31. 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
C) Poor listening
- B) Poor communication
D) Stress

Answer: B) Poor communication

32. We start communicating when we are _____.

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

Answer: B) Children

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

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

Answer: C) E-mail

34. 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

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

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

Answer: C) Written communication

36. Clear communication leads to ____.

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

Answer: A) Faster work

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

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

Answer: D) non- verbal

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

Answer: A) Resume

39. Conflict in workplace affects ____?.

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

Answer: A) ability to work

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

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

Answer: B) Email

41. 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) Stop talking to them
- D) Fight with customers

Answer: B) Improve her listening skills

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

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

Answer: C) too close

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

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

Answer: A) Conflict

44. Exchange of ideas happen through _____.

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

Answer: D) Communication

45. You can speak to your friend _____.

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

Answer: D) Informally

46. Conflict usually creates _____?.

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

Answer: A) Negative emotions

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

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

Answer: C) Synergy

48. 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) Written communication
- D) Verbal Communication

Answer: D) Verbal Communication

49. 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) Play
- D) Listen actively

Answer: D) Listen actively

50. Forms of verbal communication are ____.

A) Dancing

B) Making eye contact

C) Thinking

D) Writing and Speaking

Answer: D) Writing and Speaking
