

COMMUNICATIONS SKILLS

Q. ID: ITISKILL91004A

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Question Paper

Duration: 60 Mins

Total Marks: 50

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Student Name: _____ Roll No: _____

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

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

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

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

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

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

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

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

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

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

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

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

7. 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
- B) Hand movements
- C) Tone of voice
- D) Smile

8. 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

9. Effective communication needs to be -

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

10. 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) Subject
- C) Greetings
- D) Sender?s

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

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

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

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

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

14. At workplace, communication must follow the _____.

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

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

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

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

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

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

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

18. Formal communication is used at ___?.

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

19. Letter is a form of _____ communication.

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

20. Which is not a type of communication?

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

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

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

22. Conflict in workplace affects ___?.

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

23. Forms of verbal communication are ____.

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

24. We start communicating when we are _____.

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

25. You can speak to your friend _____.

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

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

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

27. 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) Calm down and think

C) All of these

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

28. 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

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

A) Feel nervous

B) Argue with the person

C) Ignore the feedback

D) Listen and understand

30. 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) Argue

C) Share responsibility

D) Fight

31. Sharing will help everyone feel involved and _____.

A) Sad

B) Happy

C) Motivated

D) Close

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

A) Differences in communication styles

B) Use of unfamiliar words

C) Language differences

D) All of these

33. 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

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

A) Group

B) Synergy

C) Team

D) Conflict

35. Conflict usually creates _____?.

A) Negative emotions

B) Enjoyment

C) Happy emotions

D) Positive emotions

36. 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

37. Verbal communication is the use of ____.

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

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) Leave D) Brochure

39. Exchange of ideas happen through _____.

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

40. 'Reg' in the letter means ____.

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

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

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

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

43. Which among these is a type of communication?

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

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

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

45. Organizations communicate mainly through ____.

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

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

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

47. 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) Stop talking to them D) Fight with customers

48. Clear communication leads to _____.

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

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

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

50. 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