

Duration: 60 Mins

Total Marks: 15

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1. You can speak to your friend_____.

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

Answer: C) Informally

2. Exchange of ideas happen through _____.

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

Answer: C) Communication

3. Conflict in workplace affects ____?.

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

Answer: A) ability to work

4. Clear communication leads to _____.

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

Answer: D) Faster work

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

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

Answer: B) Spatial distance

6. Effective communication needs to be -

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

Answer: A) All of these

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) Tone of voice B) Smile
C) Hand movements D) Eye movements

Answer: A) Tone of voice

8. 'Reg' in the letter means ____.

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

Answer: A) Regarding

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

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

Answer: B) E-mail

10. 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) Brochure
C) Resume D) Formal

Answer: C) Resume

11. During criticism we must remain _____and _____to the person.

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

Answer: A) calm and listen

12. Verbal communication is the use of _____.

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

Answer: A) Words

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

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

Answer: D) All of these

14. Vinod met his new manager at his workplace. He had to _____himself first.

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

Answer: C) Introduce

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

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

Answer: C) Verbal Communication