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Score: 12/15 (80.00%)

Code: 0977

1. Effective communication needs to be -

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

2. Verbal communication is the use of ____.

- A) Sign
B) **Words (Correct)**
C) Maths
D) Images

3. Clear communication leads to ____.

- A) Different work
B) Opposite work
C) Slow work
D) **Faster work (Correct)**

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

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

5. 'Reg' in the letter means ____.

- A) **Regarding (Correct)**
B) Subject
C) Greetings
D) Body

6. 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) Brochure
B) Leave
C) Formal
D) **Resume (Correct)**

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

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

8. 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) Smile
B) Hand movements
C) **Tone of voice (Correct)**
D) Eye movements

9. Distance between yourself and the other person is called ____.

- A) **Spatial distance (Correct)**
B) Relationship
C) Informal
D) Close

10. You can speak to your friend ____.

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

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

- A) Thank
B) **Introduce (Correct)**
C) Appreciate
D) Praise

12. Exchange of ideas happen through ____.

- A) **Communication (Correct)**
B) Listening
C) Watching
D) Singing

13. Conflict in workplace affects ____?

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

14. During criticism we must remain ____ and ____ to the person.

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

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

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