

## **Worksheet**

### **Unit-1 Communication Skills**

**1. Which of the following is NOT an element of communication within the communication process cycle?**

- a) Channel
- b) Receiver
- c) Sender
- d) Time

**2. You need to apply for leave at work? Which method of communication will you use?**

- a) e-mail
- b) Poster
- c) Newsletter
- d) Blog

**3. Which of these sentences is in active voice?**

- a) A movie is being watched by them.
- b) The car was repaired by Raju
- c) He is reading a book.
- d) The thief was being chased by a policeman.

**4. Which of the following is an effective component of good feedback?**

- a) Detailed and time consuming
- b) Indirect
- c) Specific
- d) Opinion-based

**5. Which of these are examples of negative feedback?**

- a) I hate to tell you this but your drawing skill is poor.
- b) You can surely improve your drawing.
- c) These are good drawings but you can do better.
- d) None of the above

**6. Which of these is NOT an appropriate non-verbal communication at work?**

- a) Keeping hands in pockets while talking
- b) Talking at moderate speed
- c) Sitting straight
- d) Tilting head a bit to listen

**7. What does an upright (straight) body posture convey or show?**

- a) Pride
- b) Professionalism
- c) Confidence
- d) Humility

**8. What are the types of words we should use for verbal communication?**

- a) Acronyms
- b) Simple
- c) Technical
- d) Jargons

**9. What is a sentence?**

- a) A group of ideas.

- b) A group of words that communicate a complete thought.
- c) A set of rules to write correctly.
- d) A set of words that is grammatically correct

**10. Sending a letter is which type of communication?**

- a) Listening
- b) Writing
- c) Speaking
- d) Reading

**11. Which of the following is the method of communication?**

- a) Face to Face
- b) E-mail
- c) Notices/Posters
- d) All of the above

**12. Which of the following method is used to communicate quickly with one or many individuals in various locations.**

- a) Face to Face
- b) E-mail
- c) Notices/Posters
- d) Business Meetings

**13. Which of the following method is used to communicate when the same message has to go out to a large group of people.**

- a) Face to Face
- b) E-mail
- c) Notices/Posters
- d) Business Meetings

**14. Ananya is the manager of a Store and many workers are working under her. Which of the following method is effective to inform everyone about the change in duty hours?**

- a) Face to Face
- b) E-mail
- c) Notices/Posters
- d) Business Meetings

**15. Choosing the right method of communication depends on \_\_\_\_\_**

- a) Target audience
- b) Costs
- c) Urgency/Priority
- d) All of the above

**16. By which action can senders send their messages?**

- a) Gestures
- b) Speaking
- c) Reading
- d) Writing

**17. Which of the following is an example of oral communication?**

- a) Newspapers
- b) Letters
- c) Phone call
- d) e-mail

**18. Why do we use e-mails?**

- a) To communicate with many people at the same time.
- b) To share documents and files.
- c) To talk to each other in real-time.

d) To keep a record of communication.

**19. Which of these is a positive (good) facial expression?**

- a) Frowning while concentrating
- b) Maintaining eye contact
- c) Smiling continuously
- d) Rolling up your eyes

**20. Which of the following statement is true about communication?**

- a) 50% of our communication is non-verbal
- b) 20% communication is done using body movements, face, arms, etc.
- c) 5% communication is done using voice, tone, pauses, etc.
- d) 7% communication is done using words

**21. Which of these are examples of positive feedback?**

- a) Excellent, your work has improved.
- b) I noticed your dedication towards the project.
- c) You are always doing it the wrong way.
- d) All of the above

**22. Which of the following is NOT a communication barrier?**

- a) Linguistic barrier
- b) Interpersonal barrier
- c) Financial barrier
- d) Organisational barrier

**23. .... is not a communication barrier?**

- a) Language
- b) Culture
- c) Habits
- d) Physical

**24. The word Communicare means \_\_\_\_\_ in Latin.**

- a) to deliver
- b) to share
- c) to present
- d) to sacrifice

**25. Two friends discussing about homework is an example of**

- a) Interpersonal Communication
- b) Written Communication
- c) Small Group Communication
- d) Public Communication

**26. Social media chats, reports, SMS is an example of**

- a) Interpersonal Communication
- b) Written Communication
- c) Small Group Communication
- d) Public Communication

**27. Which of the following is not the 7Cs principle of communication?**

- a) Concrete
- b) Coherent
- c) Complete
- d) Compare

**28. Which of the following types of sentences shows strong emotions or feelings?**

- a) Declarative Sentence
- b) Exclamatory Sentence
- c) Imperative Sentence
- d) Interrogative Sentence

**29. A is sending a message to 'B'. Who is receiver here?**

- a) A

- b) B
- c) Both A and B
- d) None of the above

**30. \_\_\_\_\_ is one of the most effective and commonly used way of communicating.**

- a) Reading
- b) Writing
- c) Speaking
- d) Listening