WORKSHEET
Part-A: 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

1. Which of the following styles are not supported in OpenOffice Writer?
(a) Character Styles
(b) Page Styles
(c) Paragraph Styles
(d)Table Styles

2. ___menu contains the option of inserting pictures in a document of OpenOffice Writer.
(a) Home
(b) Insert
(c) View
(d) Page Layout

3. What is the effect of Smooth graphic filters in OpenOffice Writer?
(a) Soften the contrast of an image
(c) Harden the contrast of an image
(b) Decreases the contrast of an image
(d) Increases the contrast of an image

4. ___ refers to the alignment of text with respect to the objects around them.
(a) Text grouping
(b) Text wrapping
(c) Object grouping
(d) Object wrapping

5. _____ refers to a sample document which is not completely blank.
(a) Saved file
(b) Template
(c) Saved document
(d) All of the above

6. _____feature in OpenOffice Writer allows user to build an automated table of content from headings in their document.
(a) Template
(b) Table of content
(c) Default document
(d) All of these

7. Which application can be used for creating a data source for mail merge?
(a) Impress
(b) Corel Draw
(c) Calc
(d) None of these

8. _____ Styles in OpenOffice Writer is used to format numbered or bulleted lists.
(a) Paragraph Styles
(b) Page Styles
(c) Frame Styles
(d) List Styles

9. Prashant is a writer. He has just completed writing his book using Writer software. Now he wants to add a page which will contain the title of each chapter and its respective page number. Suggest the feature that can be used to do this task.
(a) Mail merge
(b) Templates
(c) Styles
(d) Table of contents

10. In the Mail Merge dialog box, you can select the _____ option if you want to save the merged documents.
(a) File
(b) Edit
(c) View
(d) Format

11. Which of the following is not a type of text wrapping option?
(a) Wrap off
(b) Optimal wrap
(c) Page wrap
(d) Wrap center

12. By dragging any _____ handle you can increase or decrease the _____ of the image diagonally.
(a) corner, size
(b) top, depth
(c) side, quality
(d) corner, quality

13. _____is the shortcut key to cut the image from a Writer document.
(a) Ctrl + X
(b) Ctrl + P
(c) Ctrl + C
(d) Ctrl + V

14. Select the correct steps for printing Labels in OpenOffice Writer.
(a) Click on Edit → Print
(b) Click on File → Print
(c) Click on Format → Print
(d) Click on Tools → Print

15. Which of the following ways cannot be used to create a template?
(a) Document
(b) Wizard
(c) File
(d) Dialog box