

Unit-1: Communication Skills

Session 1: Methods of Communication

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 leave at work? Which method of communication will you use?
(a) **e-mail** (b) Poster (c) Newsletter (d) Blog
3. By which action can senders send their messages?
(a) Gestures (b) **Speaking** (c) Reading (d) Writing

Session 2: Verbal Communication

1. Which of the following is an example of oral communication?
(a) Newspapers (b) Letters (c) **Phone call** (d) e-mail
2. What are the types of words we should use for verbal communication?
(a) Acronyms (b) **Simple** (c) Technical (d) Jargons
3. Why do we use e-mails?
(a) **To communicate with many people at the same time.**
(b) To talk to each other in real-time.
(c) To keep a record of communication.
(d) None of these

Session 3: Non-verbal Communication

1. 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
2. What does an upright (straight) body posture convey or show?
(a) Pride (b) Professionalism (c) **Confidence** (d) Humility
3. 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
4. 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**

Session 4: Communication Cycle and Importance of Feedback

1. 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**

2. Which of these are examples of negative feedback?
- (a) **I hate to tell you this but your drawing skills are poor.**
 (b) You can surely improve your drawing.
 (c) This is a good drawing but you can do better.
 (d) None of the above
3. Which of the following are effective components of a good feedback?
- (a) Detailed and time consuming (b) Indirect
 (c) **Specific** (d) Opinion-based

Session 5: Barriers to Effective Communication

1. Which of these is NOT a common communication barrier?
- (a) Linguistic barrier (b) Interpersonal barrier
 (c) **Financial barrier** (d) Organisational barrier
2. Which of these are ways to overcome communication barriers?
- (a) **Respecting each other's differences** (b) Using your own language for comfort
 (c) Not communicating at all (d) None of these

Session 6: Writing Skills — Parts of Speech

1. Which of these sentences is capitalised correctly?
- (a) Ravi and i are going to the movies. (b) Salim is visiting India in july.
 (c) **The Tiger is a strong animal.** (d) She is arriving on monday.
2. Which of these sentences are punctuated correctly?
- (a) When is the party.
 (b) I had bread omelette and a Banana for breakfast.
 (c) **I am so excited about my first foreign trip!**
 (d) This is Abduls notebook.
3. In which of these sentences can you find an adverb?
- (a) **Divya drinks milk every day.** (b) Sanjay gifted me a new pen.
 (c) I opened the door lock. (d) Sita is 5-feet tall.

Session 7: Writing Skills — Sentences

1. Identify the object, verb and subject in the sentence, 'The car crashed into a tree.'
- (a) **Object: a tree; Verb: crashed; Subject: the car**
 (b) Object: The car; Verb: crashed; Subject: a tree
 (c) Object: crashed; Verb: the tree; Subject: the car
 (d) Object: crashed; Verb: the car; Subject: the tree
2. Identify the indirect object in the sentence, 'The band played music for the audience.'
- (a) The band (b) played (c) music (d) **audience**
3. Which of these is an imperative sentence?
- (a) Switch off the fan. (b) Sheila has gone to the market.
 (c) Where are my pen colours? (d) **Oh no! I missed my flight.**
4. 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.

Unit-2: Self-management Skills

Session 3: Self-motivation

1. What makes you complete work or studies without others cheering you?
(a) Self-confidence (b) Communication (c) **Self-motivation** (d) Self-esteem
2. Which of the following are types of motivation?
(a) Internal (b) Intermediate (c) External (d) **Both (a) and (c)**
3. Ravi works hard to get the best student award at the end of year. What type of motivation is this?
(a) Internal (b) **External**
(c) Both internal and external (d) Not any specific type of motivation

Unit-3: Information and Communication Technology Skills

1. Which of the following functions is not performed using a mouse?
(a) **Turn on** (b) Hover (c) Right click (d) Drag and Drop
2. What is the term used when you press and hold the left mouse key and move the mouse around?
(a) Highlighting (b) **Dragging** (c) Selecting (d) Moving
3. Here are the steps that take place when starting a computer. Rearrange the steps in the correct order.
(a) Desktop appears after login **(5)** (b) Login screen appears **(4)**
(c) Power on Self-Test (POST) starts **(1)** (d) Operating system starts **(2)**
(e) Welcome screen appears **(3)**

Session 2: Performing Basic File Operations

1. Which one of the following shortcut keys is used to paste a file?
(a) Ctrl + c (b) Ctrl + p (c) **Ctrl + v** (d) Ctrl + x
2. Which of the following is a valid file extension for Notepad file?
(a) .jpg (b) .doc (c) .text (d) **.txt**
3. What keys do you use to copy something?
(a) Ctrl+x (b) **Ctrl+c** (c) Ctrl+z (d) Ctrl+y

Session 3: Computer Care and Maintenance

1. What happens if you leave a device plugged in even after it is charged 100%?
(a) It can break. (b) It can stop functioning.

- (c) **It can over-heat.** (d) Data can get corrupt.
2. How can an anti-virus protect your device?
(a) It can protect it from over-heating. (b) It can increase its performance.
(c) **It can prevent data from getting corrupt.** (d) It can backup data.
3. Which option is not required to keep a device cool?
(a) **Keep the device unplugged when in use.** (b) Do not cover a laptop with a blanket.
(c) Make sure computer's CPU fan is working. (d) Avoid leaving the device in the sun.
4. Which of the following is essential for maintaining keyboard?
(a) Turn the keyboard upside down and shake it to remove foreign material.
(b) Blow dust and other particles with help of a blower.
(c) Use a very dilute combination of soap and water applied with a non-abrasive cloth to remove stains from the keycaps.
(d) **All of the above.**

Session 4: Computer Security and Privacy

1. What should you do to ensure secure online transactions?
(a) Lock your computer (b) **Give credit card or bank details only on safe websites**
(c) Use anti-virus (d) Do not use pirated software
2. Which of the following trap small children into inappropriate relations?
(a) **Online predators** (b) Worms (c) Trojan Horse (d) Anti-Virus
3. What should a strong password consist of?
(a) Only letters (b) Numbers and special characters
(c) Name of a person (d) **Letters, numbers and special characters**

Digital Documentation (Writer)

Chapter 1. Introduction to Styles

1. Which of the following features in LibreOffice Writer is/are used to create the given document?
(a) Page borders (b) **Envelope** (c) Picture from File (d) Indexes and Tables
2. Styles menu (from sidebar) in Writer provide options to work on
(a) Paragraph Styles (b) Frame Styles (c) Page Styles (d) **All of the above**
3. What is style template in LibreOffice Writer?
(a) Pre-determined form and mode of document file (b) **One kind of model style**
(c) One type of document (d) Cluster of documents in Writer
4. Which of the following gives the status of your document like page numbers, number of pages?
(a) **Status bar** (b) Standard toolbar (c) Formatting (d) Title bar

5. Which of the following can be used to access a style menu?
(a) F11 function key (b) Sidebar Menu (c) Formatting toolbar (d) **All of these**

B. Fill in the blanks

1. A _____ is a collection of different formats. **(Style)**
2. Styles are especially handy in _____. **(LibreOffice)**
3. Proper use of styles improves _____ in a document. **(Consistency)**
4. The first five buttons at the top of the Styles window select the category of _____.
(Styles)
5. Using predefined _____ creates Bookmark in the document. **(Heading Style)**
6. On opening a new file _____ Style is used for formatting the document. **(Default)**
7. In page layout documents, you can arrange _____ like text boxes and graphics.
(Objects)
8. Character styles are often integrated in _____ Style. **(Paragraph)**
9. _____ allows to apply style at different places in the document. **(Fill Format)**
10. Predefined Style _____ be updated by Drag and Drop method. **(Cannot)**

Working with Images

1. The text or image which appears faintly in the background of a page is called _____.
(a) **Water mark** (b) Trade mark
(c) Copyright (d) Embossing
2. JPG or JPEG in image format stands for _____.
(a) **Joint Photographic Experts Group** (b) Joint Picture Experts Group
(c) Joint Photographic Experts Graph (d) Joint Photographic Experts General
3. In Drawing Object Properties toolbar, Grouping options provided are _____.
(a) Exit Group (b) Ungroup (c) Enter Group (d) **All of these**
4. Which of the following is not the correct file extension for an image file?
(a) GIF (b) JPEG (c) **Odt** (d) PNG
5. Image toolbar does not provide a tool for _____.
(a) filtering (b) cropping (c) **copying** (d) flipping

B. Fill in the blanks

1. _____ tool cuts off non-desirable part of the image. **(Crop)**
2. To change both brightness and contrast of the image _____ tool can be used.
(Gamma Correction)
3. To simulate the effect of time on picture _____ tool is used. **(Ageing)**
4. _____ place image at the bottom of all objects. **(Send Back)**
5. An image can be deleted by _____ it and pressing DELETE key. **(Selecting)**

6. In drawing tools, basic shapes list provide _____ shapes. **(25)**
7. Anchor act as _____ point for a drawing. **(Reference)**
8. There are _____ options for aligning an image horizontally. **(Three)**
9. The _____ handles of image are used for rotating it. **(Corner)**
10. Changing properties of an object _____ creation, retain them throughout the session. **(Before its)**

Advanced Features of Writer

1. Which of the following is NOT true about Table of Contents, Index or Bibliography dialog box?
(a) **It has four tabs**
(b) On the Type tab, by default, the checkbox for Protected against Manual Changes option will be selected.
(c) The Styles tab contains options to change the background colour.
(d) None of the above
2. Which of the following tabs is by default active when the Table of Contents, Entries or Bibliography dialog box is opened?
(a) Entries (b) Background (c) Styles (d) **Type**
3. Which of the following tabs contains options to set styles for various entries in the ToC?
(a) Entries (b) Background (c) **Styles** (d) Type
4. Which of the following can be added in the background of Table of Contents in LibreOffice Writer?
(a) Color (b) Graphic (c) **Both a and b** (d) Neither a nor b
5. Which of the following is NOT true about templates?
(a) The styles and formatting features can be reused.
(b) LibreOffice provides online templates
(c) **We cannot create our own templates.**
(d) None of the above.
6. Which of the following is the shortcut key to open the Templates dialog box?
(a) Ctrl+Alt+N (b) **Shift+Ctrl+N** (c) Ctrl+Alt+T (d) Shift+Alt+T
7. Which of the following buttons, in the Templates dialog box, will be clicked to save a template displayed in the list of templates?
(a) Export (b) **Import** (c) Move (d) None of the above
8. Which of the following is the shortcut key to select the entire document?
(a) Ctrl+S (b) **Ctrl+A** (c) Ctrl+D (d) Ctrl+B
9. Which of the following is the correct sequence of options to open the Templates dialog box?
(a) File > Manage Templates > Templates
(b) **File > Templates > Manage Templates**
(c) Insert > Templates > Manage Templates

(d) Insert > Manage Templates > Templates

10. Which of the following is true about Track Changes feature of Writer?

- (a) You cannot record a change made in the document.
- (b) A comment of a particular author only can be deleted
- (c) Any change made to the document is permanent.
- (d) **None of the above**

11. Which of the following menus contains the Track Changes option?

- (a) File
- (b) **Edit**
- (c) View
- (d) Insert

12. Which of the following is the shortcut key to start recording the changes being made in the document?

- (a) **Ctrl+Shift+C**
- (b) Alt+Shift+C
- (c) Ctrl+Alt+C
- (d) Shift+C+F2

B. Fill in the blanks

1. To navigate to the topic from the ToC, press _____ key while clicking the mouse button on that topic. **(Ctrl)**

2. To remove the applied paragraph styling in the ToC, select the outline level in the Levels list box, and then click the _____ button. **(default)**

3. If the checkbox for _____ option is selected, the ToC is protected from any accidental change. **(Protected against Manual changes)**

4. To update the ToC manually, right click and select _____ option from the pop up menu. **(Updated Index)**

5. The _____ tab contains options to set the number of columns that we want to have in our ToC. **(Columns)**

6. A _____ is a preset layout that helps us to create professional and formal documents easily. **(Template)**

7. The default template in Writer is _____. **(Blank Document Templates)**

8. To find the template that is being used in the current document, select _____ option from the File menu. **(Properties)**

9. The _____ button is clicked in Templates dialog box to view online templates. **(Browse Online Template)**

10. The _____ feature of Writer offers us an alternative method to keep a record of all the changes made in the original document. **(Track Changes)**

11. The shortcut key to start recording the changes is _____. **(Ctrl+Shift+C)**

12. After the Track Changes feature is ON, the added characters are shown as _____ text. **(Coloured)**

State whether the given statements are True or False

1. The topics in Table of Contents are hyperlinked. **(True)**

2. The Table of Contents in LibreOffice Writer can be updated automatically. (False)
3. TABLE of Contents can be inserted even if the section headings are not styled. (False)
4. Once a ToC is created, it cannot be edited. (False)
5. We cannot add a graphic as a background of ToC. (False)
6. A single template can be used for multiple documents. (True)
7. A template cannot contain graphics. (False)
8. All documents in Writer are based upon templates. (True)
9. The online templates cannot be added to the list of templates in the templates dialog box. (False)
10. A template once created can be edited again and again. (True)
11. The changes recorded have to be accepted by the original author. (False)
12. We can delete the comments added in a document by the user.

(Advanced) using LibreOffice Calc
Analyse Data using Scenarios and Goal Seek

1. Which of the following feature is not used for data analysis in spreadsheet?
(a) Consolidating data (b) Goal Seek (c) Subtotal (d) **Page layout**
2. Which of the following office tool is known for data analysis?
(a) Writer (b) **Calc** (c) Impress (d) Draw
3. Which of the following operations cannot be performed using LibreOffice Calc?
(a) Store and manipulate data (b) Create graphical representation of data
(c) Analysis of data (d) **Mail merge**
4. What is the extension of spreadsheet file in Calc?
(a) .odb (b) .odt (c) .odg (d) **.ods**
5. The default function while using Consolidate is _____.
(a) Average (b) **Sum** (c) Max (d) Count
6. Group by is used in _____ tool to apply summary functions on columns.
(a) Consolidate function (b) Group and Outline
(c) What-if scenario (d) **Subtotal tool**
7. Which tool is used to predict the output while changing the input?
(a) Consolidate function (b) **What-if scenario**
(c) Goal seek (d) Find and Replace

8. Which of the following is an example for absolute cell referencing?
(a) C5 (b) **\$C\$5** (c) \$C (d) #C
9. _____ analysis tool works in reverse order, finding input based on the output.
(a) Consolidate function (b) **Goal seek** (c) What-if analysis (d) Scenario

Fill in the blanks

1. Consolidate function is used to combine information from multiple sheets to _____ the information. **(Summarize)**
2. Data can be viewed and compared in a single sheet for identifying trends and relationships using _____ function. **(Consolidate)**
3. _____ under Data menu can be used to combine information from multiple sheets into one sheet to compare data. **(Subtotal)**
4. The _____ tool in Calc creates the group automatically and applies functions on the grouped data. **(Subtotal)**
5. _____ scenario is used to explore and compare various alternatives depending on changing conditions. **(What-if)**
6. _____ is a planning tool for what-if questions. **(What-if Tool)**
7. What-if analysis tool uses _____ array of cells, one array contains input values and the second uses the _____. **(Two, Formula and Display Output)**
8. _____ helps in finding out the input for the specific output. **(Goal Seek)**

Using Macros in Spreadsheet

1. Macro Recordings can be enabled from the _____ option in the menu bar.
(a) Sheet (b) Data (c) **Tools** (d) Window.
2. Which of the following is an invalid Macro Name?
(a) 1formatword (b) format word (c) format*word (d) **Format_word.**
3. Which of the following Libraries contains modules with prerecorded macros and should not be changed?
(a) My Macros (b) **LibreOfficeMacros** (c) Untitled1 (d) Test.
4. Identify which of the following is a programming Language?
(a) Calc (b) **BASIC** (c) Writer (d) Macro.
5. The Module can be executed from the IDE by pressing _____.
(a) F3 (b) F4 (c) **F5** (d) F6
6. Which of the following is the default name of the Macro _____.
(a) Default (b) **Main** (c) Macro1 (d) Main_Macro

Fill in the blanks

1. _____ library is automatically loaded when the document is opened. **(Standard)**

2. IDE stands for _____. (**Integrated Development Environment**)
3. Macro as a function is capable of accepting _____ and returning a _____.
(**arguments/values, result/value**)
4. Macro _____ allows us to add, delete a module. (**Organizer**)
5. The code of macro begins with _____ followed by the name of the macro and ends with _____. (**Sub, End Sub**)
6. By default a macro is saved in the _____. (**Standard Library**)

Linking Spreadsheet Data

1. Insert Sheet dialog can be invoked from _____.
(a) **sheet** (b) insert (c) tools (d) Windows
2. _____ refers to cell G5 of sheet named My Sheet.
(a) \$My Sheet.'G5' (b) \$My Sheet_'G5'
(c) **\$ 'MySheet'.G5** (d) \$ 'MySheet'_G5
3. The path of a file has _____ forward slashes.
(a) four (b) **three** (c) two (d) one
4. Which of the following feature is used to jump to a different spreadsheet from the current spreadsheet in LibreOffice Calc?
(a) Macro (b) **Hyperlink** (c) connect (d) Copy

Fill in the blanks

1. A relative hyperlink stores the location with respect to the _____ location.
(**current**)
2. While inserting tables from a webpage _____ selects the entire HTML document.
(**HTML_all**)
3. The extension of LibreOffice base is _____. (**.odb**)
4. _____ are used to enclose sheet names as there might be a space within sheet names. (**Single quotes (' ')**)
5. The From file option of _____ Dialog box allows to insert sheet from another file.
(**Insert Sheet**)

Share and Review a Spreadsheet

1. Sharing allows to edit the spreadsheet by
(a) single user (b) **different users simultaneously**
(c) one by one users (d) one after other users
2. Sharing spreadsheet feature allows to save the changes in
(a) **multiple sheets** (b) user's sheet
(c) in a same sheet (d) in different sheet

3. The Recording Changes feature of LibreOffice Calc provides different ways to record the changes made by _____ in the spreadsheet.

- (a) one user (b) other user (c) the user (d) **one or other users**

4. In Calc, the comments are added

- (a) automatically (b) by author (c) by reviewer (d) **all of above**

5. The changes by team members in the spreadsheet can be accepted or rejected by

- (a) the team members (b) any of the user (c) **owner** (d) other users

Fill in the blanks

1. The title bar of the document shows _____ along with the filename for the shared mode of the spreadsheet. **(Shared)**

2. The shared mode spreadsheet allows _____ users to access and edit the spreadsheet at the same time. **(many)**

3. Recording changes automatically _____ the shared mode of a spreadsheet. **(Turn off)**

4. Click on Edit menu, Track Changes and then select _____ to record the changes in the spreadsheet. **(Record)**

5. The border color of the changed cell will be _____. **(Red)**

6. _____ is used to add notes or suggestions to a cell in a spreadsheet. **(Comment)**

7. The comment box can be formatted just like formatting the _____. **(cell contents)**

Short note on the following:

- a) **Arrangement** refers to the position of an object in relation to other objects. It allows you to bring an object to the front or send it to the back when objects overlap.
- b) **Anchoring** determines the position of an object in relation to the page or text. It specifies how the object is attached to the document.
- c) **Alignment** refers to the positioning of text or object within a document relative to the page margin.
- d) **Text Wrapping** refers to how images are positioned in relation to text in a document
- e) **Wrap Off**: Text is placed above and below the image.
- f) **Page Wrap**: Text flows around the image. Moving an image will rearrange the text on the page

Wrap Left: Text is placed on left side of the image.

Wrap Right: Text is placed on Right side of the image.

- g) **Optimal Page Wrap:** In Page Wrap, if the space between image and margin is less than 2 cm then text will not be placed on that side.
- h) **Wrap Through:** Superimposes the image on the text
- i) **In Background:** Image is placed below the text so there may be no need to change the transparency to make the text visible.
- j) A **template** is a preset layout that helps to create professional and/or formal documents easily.
- k) **Scenarios** are used to create and save different sets of values in a spreadsheet. They help in comparing different possible outcomes by changing the values of selected cells.
- l) **Consolidated data** is the combined data collected from different ranges or worksheets into a single summary. It is useful for analysing and comparing data from multiple sources.
- m) **Solver** is a tool used to find the best possible solution to a problem by changing certain input values according to given conditions or constraints. It is useful for optimisation problems.
- n) **Subtotal** is a function used to calculate summary values such as sum, average, count, maximum, or minimum for groups of data. It is especially useful when working with large lists of data.
- o) **Disk Defragmenter** is to rearrange fragmented files on a hard disk so that related data is stored closer together. This helps improve the speed and performance of the computer.
- p) **Table of Contents (ToC):** allows to insert an automated table of contents in a document.
- q) **Goal seek** helps in finding out the input for the specific output.
- r) A **macro** is a single instruction that executes a set of instruction. Rules for naming a macro are the name should Begin with a letter, Not contain spaces, Not contain special characters except for (underscore).
- s) **Track Changes** is a powerful tool that makes the process of commenting, editing and reviewing of a document easy between multiple users.

Writer provides Six Style categories, which are as follows:

Page, Paragraph, Character, Frame, List, Table.

(a) **Page** –It defines basic page layout like page size, its margin, placement of header and footer, footnote, borders and background.

(b) **Paragraph** –which is organised in paragraphs.

(c) **Character** –Character styles allow changing the text colour, text size, highlighting text and emphasising it.

(d) **Frame** – using frames, a document can be organised in sections, so that each section of the page can have a different appearance.

(e) **List** –It can be used by putting numbering or bullets of a different kind or specify numeric format.

(f) **Table** – using tables, a large amount of information can be organised and presented effectively.

Different ways to insert an image:

a) Inserting Image Using Insert Image Option:

Step 1. Open the document to insert an image in LibreOffice Writer.

Step 2. Place the cursor where you want to insert an image.

Step 3. Select and click on Insert > Image from menu bar

Step 4. An Insert Image dialog box will open which will allow to choose the picture file to be inserted.

Step 5. Select the file and click on Open button to insert an image in document.

b) Inserting Image using Drag and Drop option:

Step 1. Open the document to insert an image in LibreOffice Writer.

Step 2. Open a file browser window (Win+E) and select the image file to be inserted.

Step 3. Drag the image into the document

Step 4. Drop it, where you want it to appear in the document.

c) Inserting an image by linking:

In Insert Image dialog box, check the Link option.

Keyboard shortcut to link an image – drag and drop the image while holding the Ctrl+Shift keys.

d) Inserting an image by Copy and Paste:

Select the image and copy it and paste it in the desired location.