


Chapter- 1**COMMUNICATION SKILLS****WORKSHEET****Session wise Questions: (1 mark and 2 marks)****SESSION 1: METHODS OF COMMUNICATION****MCQ**

1. Which of the following is NOT an element of communication within the communication process cycle?
 - i. Channel
 - ii. Receiver
 - iii. Sender
 - iv. Time
 2. You need to apply leave at work? Which method of communication will you use?
 - i. e-mail
 - ii. Poster
 - iii. Newsletter
 - iv. Blog
 3. By which action can senders send their messages?
 - (a) Gestures
 - (b) Speaking
 - (c) Reading
 - (d) Writing
- 

Subjective questions

1. What is communication?
2. What is communication cycle?
3. Write various elements of a communication cycle.
4. Write the different Methods of Communication.

SESSION 2: VERBAL COMMUNICATION**MCQ**

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 share documents and files.
 - (c) To talk to each other in real-time.

- (d) To keep a record of communication.

Subjective questions

1. List the different types of verbal communication. Include examples for each verbal communication type.
2. Write the Advantages & Disadvantages of Verbal Communication.

SESSION 3: NON-VERBAL COMMUNICATION

MCQ

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
5. Put a X mark against the actions below which are examples of bad non-verbal communication.
 - (e) Laughing during formal communication
 - (f) Scratching head
 - (g) Smiling when speaking to a friend
 - (h) Nodding when you agree with something
 - (i) Standing straight
 - (j) Yawning while listening
 - (k) Sitting straight
 - (l) Maintaining eye contact while speaking
 - (m) Biting nails
 - (n) Firm Handshake
 - (o) Clenching jaws
 - (p) Looking away when someone is speaking to you
 - (q) Intense stare

Subjective questions

1. What is non-verbal communication?
2. What is Visual Communication?

3. Write the importance of Non-verbal communication.
4. Write the types of different Non-verbal Communication.

SESSION 4: COMMUNICATION CYCLE AND IMPORTANCE OF FEEDBACK

MCQ

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) Direct and honest
 - (c) Specific
 - (d) Opinion-based

Subjective questions

1. How many types of Feedback?
2. Write the Importance of Feedback.

SESSION 5: BARRIERS TO EFFECTIVE COMMUNICATION

MCQ

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 a translator
 - (c) Not communicating at all
 - (d) Using your own language for comfort

Subjective questions

1. Write down the common communication barriers you may come across when you move to a new city or country.
2. What is Effective Communication?
3. Write the 7Cs of Effective Communication.
4. What are Communication Barriers?
5. Write the Barriers to Effective Communication.
6. Write the Ways to Overcome Barriers to Effective Communication.







SESSION 6: WRITING SKILLS — PARTS OF SPEECH

A. MCQ

1. In which of the following, the underlined word is an adjective?
 - a. Radha has a red dress.
 - b. I can speak French.
 - c. The Girl on the Train is a best-seller.
 - d. Abdul can swim fast.
2. 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.
3. 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 Abdul's notebook.
4. 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.

B. Fill in the blanks

1. Fill correct nouns and verbs from the given options to complete the sentence in table given below.

Nouns	Verbs
Boy, Ms Sen, Rahim, Children, Cat, Students	Swimming, Driving, Writing, Teaching, Eating, Playing
	
a. The _____ is _____.	b. The _____ are _____.
	
c. The _____ are _____.	d. _____ is _____ the car.
	
e. _____ is _____.	f. The _____ is _____.

Subjective questions

1. What is a sentence?
2. How many parts of speech?

SESSION 7: WRITING SKILLS — SENTENCES

MCQ

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.

Subjective questions

1. Write two sentences of each type of sentence — statement, question, exclamatory and order.

