

## Chapter- 1

# COMMUNICATION SKILLS-I

### Multiple Choice Questions (MCQ)

1. Which of the following methods are used to receive information from the sender through a letter?
  - (a) Listening
  - (b) Speaking
  - (c) Reading
  - (d) Writing
  
2. Choose the correct example of oral communication.
  - (a) Reports
  - (b) Newspapers
  - (c) Face-to-face conversation
  - (d) Notes
  
3. Are you coming to \_\_\_\_\_ party next Saturday?
  - (a) A
  - (b) An
  - (c) The
  - (d) No
  
4. Preeti \_\_\_\_\_ a passion for reading.
  - (a) having
  - (b) has
  - (c) have
  - (d) get
  
5. Which of the following is NOT an element of communication within the communication process cycle?
  - (a) Channel
  - (b) Receiver
  - (c) Sender
  - (d) Time
  
6. You need to apply for leave at work? Which method of communication will you use?
  - (a) e -mail
  - (b) Poster
  - (c) Newsletter
  - (d) Blog
  
7. By which action can senders send their messages?

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

8. Which of the following is an example of oral communication?

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

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

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

10. 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

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

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

12. 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

13. 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

14. Which of these are examples of positive feedback?



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

15. 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

16. Which of the following are effective components of good feedback?

- (a) Detailed and time consuming
- (b) Direct and honest
- (c) Specific
- (d) Opinion-based

17. Which of these is NOT a common communication barrier?

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

18. 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.

19. 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

20. 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.

21. 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.

22. Identify the indirect object in the sentence, 'The band played music for the audience.'

- (a) The band
- (b) played
- (c) music
- (d) audience

23. 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.

24. 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.

### Session wise Questions: (1 mark and 2 marks)

## Session 1: Introduction to Communication

### MCQ

1. What is the purpose of communication?
  - (a) Inform (tell someone about something)
  - (b) Influence (get someone to do something you want)
  - (c) Share thoughts, ideas, feelings
  - (d) All of the above
2. Which of the following methods are used to receive information from the sender through a letter?
  - (a) Listening
  - (b) Speaking
  - (c) Reading
  - (d) Writing
3. How do you receive information on phone?
  - (a) Listening

(b) Speaking  
(c) Reading  
(d) Writing

4.

**Match the columns**

Column A: Communication Barriers	Column B: Examples
1. Language	A. Trying to read a book when somebody else is watching TV in the same room.
2. Emotional	B. In some cultures, wearing shoes and walking inside the kitchen is considered rude and disrespectful.
3. Environmental	C. Talking in Hindi when others know only Tamil.
4. Cultural	D. Parent is not talking to the child.

**Short answer question**

Q1. Write down the seven factors affecting perspectives in communication.  
Q2. Give an example of the following:  
a. Clear communication  
b. Complete communication

**SESSION 2: VERBAL COMMUNICATION****A. MCQ**

- Choose the correct example of oral communication.
  - Reports
  - Newspapers
  - Face-to-face conversation
  - Notes
- When we communicate verbally, we should use \_\_\_\_\_.
  - difficult words
  - simple words
  - confusing words
  - abbreviations
- Why do we send emails?
  - To reach on time
  - To share documents and files
  - To talk to each other
  - To meet each other

**B. Short answer question**

1. Write down the different types of verbal communication. Give an example for each type.

**SESSION 3: NON-VERBAL COMMUNICATION**

**A. MCQ**

1. Which of these is a positive (good) facial expression?
  - (a) Staring hard
  - (b) Nodding while listening
  - (c) Wrinkled forehead
  - (d) Looking away from the speaker
2. What does an upright (straight) body posture convey/ show?
  - a. Shyness
  - b. Fear
  - c. Confidence
  - d. Intelligence
3. Which of these is not an appropriate non-verbal communication at work?
  - a. Putting arm around a coworker's shoulder
  - b. Shaking hands firmly
  - c. Looking at the speaker with a smile
  - d. Standing with an upright posture
4. When you are preparing for a presentation, you should \_\_\_\_\_.
  - a. focus on the objectives of the presentation
  - b. practice your speech in front of a mirror or friend
  - c. do rehearsals to time your presentation of slides
  - d. All of the above

**B. Put a ✕ mark against the actions below which are incorrect for demonstrating the use of non-verbal communication**

- Laughing during formal communication
- Scratching head
- Smiling when speaking to a friend
- Nodding when you agree with something
- Standing straight
- Yawning while listening
- Sitting straight
- Maintaining eye contact while speaking
- Biting nails
- Firm handshake
- Clenching jaws
- Looking away when someone is speaking to you
- Intense stare

**C. Short answer questions**

1. Give examples of any four common signs used for visual communication.

**SESSION 4: WRITING SKILLS — PARTS OF SPEECH****MCQ**

- (a) What is a sentence?
  - (a) A group of ideas that form a complete paragraph.
  - (b) A group of words that communicate a complete thought.

(c) A set of rules that we must follow to write correctly.  
(d) A set of words that contains all the basic punctuation marks

(b) Which of these sentences use uppercase letters correctly?

- (a) I am Hungry.
- (b) Divya and sunil are reading.
- (c) The bucket is Full of water.
- (d) She lives in Delhi.

(c) Which of these sentences are punctuated correctly?

- (a) Where are you going.
- (b) I have a pen a notebook and a pencil.
- (c) I am so happy to see you!
- (d) This is Abdul's house.

(d) Underline the noun, pronoun, adjective, verb and adverb in these sentences.

- (a) Sanjay plays football every day.
- (b) Divya gave him new books.
- (c) I opened the red box carefully.

**B. Fill in the blanks**

Fill correct nouns and verbs from the box to fill in the blanks given below.

girl, girls, boy, milk, dog, skipping, riding, running, studying, drinking, barking



a. The \_\_\_\_\_ is \_\_\_\_\_.



b. The \_\_\_\_\_ is \_\_\_\_\_.



c. The \_\_\_\_\_ is \_\_\_\_\_.



d. The \_\_\_\_\_ are \_\_\_\_\_.



e. Raju is \_\_\_\_\_.



f. The \_\_\_\_\_ is \_\_\_\_\_.

## SESSION 5: WRITING SKILLS — SENTENCES

**A. MCQ**

1. Identify the subject in the sentence, "The children played football."
  - a. The children
  - b. Children played
  - c. Played
  - d. Football

2. Identify the object in the sentence, "The children played football."
  - a. The children
  - b. Children played
  - c. Played
  - d. Football
3. Which of these sentences has both indirect and direct objects?
  - a. I am watching TV.
  - b. She bought a blue pen.
  - c. The girls played cricket.
  - d. He wrote his sister a letter.
4. Which of these sentences is in passive voice?
  - a. They are watching a movie.
  - b. The clock was repaired by Raju.
  - c. He is sleeping in the room.
  - d. My pet dog bit the postman.

### **B. Short answer questions**

1. Write one sentence of each type—statement, question, exclamatory and order.
2. Which is your favourite festival? Write two paragraphs about your favourite festival. Each paragraph should have a minimum of four sentences. Make sure you follow all the rules about sentences and paragraphs you have learnt.

## **SESSION 6: Pronunciation Basics**

### **A. MCQ**

1. What is phonetics?
  - a. It is the study of how we write words in English.
  - b. It is the study of how people understand sentences.
  - c. It is the study of how many words the English language has.
  - d. It is the study of the sounds we make when we speak.
2. What are the different types of sounds used in English pronunciation?
  - a. Vowel sounds
  - b. Diphthong sounds
  - c. Consonant sounds
  - d. All of the above

## **SESSION 7: Greetings and Introductions**

### **A. MCQ**

1. You say 'Good Morning' when it is \_\_\_\_\_.
  - a. 11 am (b) 9 am
  - b. 8 am (d) All (a), (b) and (c)
2. You may say 'Hi' when you meet \_\_\_\_\_.
  - a. your teacher in class (b) a senior in the office
  - b. your Principal (d) your friends at a shop
3. You say 'Good Afternoon' when it is \_\_\_\_\_.

- a. 10 am (b) 11.59 am
- b. 6 pm (d) 1 pm

4. You say 'Good Evening' when it is \_\_\_\_\_.

- a. 11 am (b) 9 am
- b. 2 pm (d) 7 pm

### B. Short answer questions

1. Write two to three lines you would use to introduce yourself.

## SESSION 8: Talking about Self

### A. MCQ

1. Use the following words to complete the form given below.  
football and swimming, seven-years-old, Hassan, Yasmin, in Bengaluru.
  - a. My first name is \_\_\_\_\_.
  - b. My surname is \_\_\_\_\_.
  - c. I am \_\_\_\_\_.
  - d. I live \_\_\_\_\_.
  - e. I like \_\_\_\_\_.
2. A postal code is \_\_\_\_\_.
  - a. a group of numbers or letters used to identify a government building.
  - b. a code used to indicate the door number of a house.
  - c. a group of numbers or letters used by the post office to identify a region.
  - d. a code used to identify different post offices.

## SESSION 9: Asking Questions I

### A. MCQ

1. Raju is the class monitor. He wants to know why Ramesh is coming late every day. Which of the following is a question that Raju can ask Ramesh?
  - a. Do you come on time?
  - b. Are you late?
  - c. Why are you late every day?
  - d. Will it not be easier to complete your work if you come on time?
2. If you have not understood a task given to you, which question should you ask?
  - a. Where are the reports of this task?
  - b. Can you repeat the instructions for this task?
  - c. Can you give me an example of this task?
  - d. Why are you doing this task?
3. Sheela does not have time so she decides to delay a task. Which question should he ask before ignoring the task?
  - a. What is this task?
  - b. When does this task need to be completed?
  - c. Is this task important?
  - d. No need to ask any question.
4. Renuka is joining a new school. Which of the following questions will help her become comfortable with her new classmates?
  - a. How long have you been studying here?
  - b. Would you like to share my lunch?
  - c. What do you all do in your free time?
  - d. All the options are correct.

**B. Short answer questions**

1. Re-arrange the words to form questions.



a) she/like/sing?/Does/to

b) waiting/What/are/you/for?



c) play/like/football?/Do/you/to



d) fighting?/they/are/Why

## SESSION 10: Asking Questions II

**A. MCQ**

1. What are close-ended questions?
  - a. Questions that can have any answer
  - b. Questions that do not have answers
  - c. Questions with yes/no answers
  - d. Questions that have many answers
2. Which of these are open-ended questions?
  - a. Where do you live?
  - b. Are you hungry?
  - c. How do you feel?
  - d. Did you meet him?
3. Which of these are question words?
  - a. What
  - b. Want

- c. Which
- d. How

4. Which of these is the correct way to convert the sentence “You are studying” into a question?

- a. You are studying?
- b. Studying you are?
- c. Are you studying?
- d. Studying, are you?

### **B. Short answer questions**

1. Make a note of five questions your friends asked you. How many were open-ended questions? Make a list of five close-ended questions you asked other people in one day.

