

- Q.1** Effective communication helps us _____ properly [1]
(A) Read (B) Write (C) Listen (D) All of Above
- Q.2** Communication is the _____ of information within a group or between two or more individuals to reach general/ common understanding. [1]
(A) Importance (B) Sharing (C) Both A. and B. (D) None of the above
- Q.3** If you need to apply for leave at work? Which method of communication will you use? [1]
(A) E-mail (B) Poster (C) Blog (D) News Letter
- Q.4** Communication is defined as the _____ exchange of information, or the giving and receiving of information [1]
(A) One-way communication (B) Two-way communication
(C) No-way communication (D) Three-way communication
- Q.5** The verbal communication process includes _____. [1]
(A) Sounds (B) Words (C) Speech (D) All of Above
- Q.6** Advantages of verbal communication [1]
(A) Easy and Quick (B) Quick response (C) Exchange ideas (D) All of Above
- Q.7** The sharing of information through the words is known as _____. [1]
(A) Non-Verbal communication (B) Visual Communication
(C) Verbal communication (D) Sign language
- Q.8** An address to a large group is an example of _____ communication [1]
(A) Interpersonal Communication (B) Written Communication
(C) Small Group Communication (D) Public Communication
- Q.9** Why do we use e-mails? [1]
(A) To communicate with a large number of people at once. (B) To share documents and files
(C) to communicate with each other in real-time (D) To keep a record of communication
- Q.10** _____ communication refers to the process of exchanging information or messages without using any spoken or written words. [1]
(A) Verbal Communication (B) Non – Verbal Communication
(C) Visual Communication (D) None of the above
- Q.11** Smiling when you are happy and making a sad face when you are sad are examples of [1]
(A) Expressions (B) Gestures (C) Written (D) None of the above
- Q.12** _____ is an important part of the communication cycle. [1]
(A) Feedback (B) Review (C) Addressing (D) None of the above
- Q.13** Write any Three Elements of Communication [3]
- Q.14** Write any Three Methods of Communication [3]
- Q.15** What is Feedback? Write types of feedback are there in communication? [3]
- Q.16** What are characteristics of a good feedback? [3]
- Q.17** What are 7 C's of Communication [3]
- Q.18** What is effective communication? [3]
- Q.19** What are the advantages and disadvantages of verbal communication? [3]
- Q.20** What is non-verbal communication? [3]
- Q.21** What are Written Skills? How to improve writing skills [4]