

COMMUNICATION SKILLS II

NCERT/CBSE TEXTBOOK QUESTIONS

A. Multiple choice questions

Read the questions carefully and circle the letter (a), (b), (c) or (d) that best answers the question.

1. Which of the following is NOT an element of communication within the communication process cycle?

- (a) Channel (b) Receiver (c) Sender (d) Time

Ans: (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

Ans: (a) e-mail

3. By which action can senders send their messages?

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

Ans: (c) Reading

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

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

Ans: (c) Phone call

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

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

Ans: (b) Simple

6. 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.

Ans: (b) To share documents and files.

7. 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

Ans: (b) Maintaining eye contact

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

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

Ans: (c) Confidence

9. 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

Ans: (a) Keeping hands in pockets while talking

10. 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
- Ans: (d) 7% communication is done using words

11. 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

Ans: (a) Excellent, your work has improved.

12. 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

Ans: (a) I hate to tell you this but your drawing skills are poor.

13. 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

Ans: (c) Specific

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

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

Ans: (c) Financial barrier

15. 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

Ans: (b) Using a translator

16. 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.

Ans: (d) Abdul can swim fast.

17. 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.

Ans: (d) She is arriving on Monday.

18. 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.

Ans: (d) This is Abdul's notebook.

19. 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.

Ans: (a) Divya drinks milk every day.

20. 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

Ans: (a) Object: a tree; Verb: crashed; Subject: the car

21. Identify the indirect object in the sentence, ‘The band played music for the audience.’

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

Ans: (d) audience

22. 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.

Ans: (d) Oh no! I missed my flight.

23. 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.

Ans: (c) He is reading a book.

MCQs QUESTIONS (Set 02)

1. Which of the following is not an advantage of verbal communication?

- (a) Communication is interactive (b) Requires proximity
(c) Instant feedback (d) Quick way to communicate

2. A _____ feedback follows a pre-set format using which the receiver frames feedback and sends.

- (a) informal (b) descriptive (c) formal (d) non-descriptive

3. Lack of confidence makes communication difficult for some people. This is an example of which type of barrier in communication.

- (a) Personal factors (b) Past experiences
(c) Prejudice (d) Environmental factors

4. My father has gifted me a new smart phone. Identify the type of sentence.

- (a) Assertive (b) Imperative (c) Exclamatory (d) None of these

5. _____ is a part of the predicate. It tells about the things being acted by upon the verb.

- (a) Subject (b) Predicate (c) Object (d) Adverb

6. Could I have _____ milk in my tea, please?
 (a) a little (b) a few (c) much (d) several
7. Which of the following is not a type of written communication?
 (a) Newsletter (b) Media release (c) Manuals (d) Illustrations
8. _____ is the important aspect of our personality and how our image is formed among people.
 (a) Body language (b) Written communication
 (c) Visual communication (d) None of these
9. Which of the following is not a characteristic of feedback?
 (a) Intention (b) Specific (c) Length (d) Clarity
10. "Good job! Congratulations!" is a type of _____ feedback.
 (a) formal (b) informal (c) specific (d) descriptive
11. Which of the following is not a 7C's of effective communication?
 (a) Complexity (b) Clarity (c) Completeness (d) Courtesy
12. A/An _____ phrase will contain a noun or pronoun along with a participle. It is generally separated by commas.
 (a) infinitive (b) absolute (c) gerund (d) noun
13. An _____ is a piece of writing intended for publishing in a newspaper or magazine.
 (a) introduction (b) essay (c) article (d) None of these
14. Have you received the latest news about the match? Identify the parts of speech of the underlined word.
 (a) Adverb (b) Conjunction (c) Interjection (d) Adjective
15. 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.

Answers:

- | | | | | |
|---------|---------|---------|---------|---------|
| 1. (b) | 2. (c) | 3. (a) | 4. (a) | 5. (c) |
| 6. (a) | 7. (d) | 8. (a) | 9. (c) | 10. (b) |
| 11. (a) | 12. (b) | 13. (c) | 14. (d) | 15. (c) |

SHORT ANSWER TYPE QUESTIONS

1. What are various elements of a communication cycle?

Answer – The various elements of a communication cycle are –

- **Sender:** the person beginning the communication.
- **Message:** the information that the sender wants to convey.
- **Channel:** the means by which the information is sent.
- **Receiver:** the person to whom the message is sent.
- **Feedback:** the receiver's acknowledgement and response to the message.

2. What is 7 C's effective communication?

Answer – There are 7 C's effective communication which are applicable for both written as well as oral communication. These are as follows –

- **Clear** – Always say clearly, what you want to say.
- **Concise** – Always use simple language and say only what is required.
- **Concrete** – Always use proper words and phrases in the sentences.
- **Correct** – Always use correct spelling and grammar in the sentences.
- **Coherent** – Your word should be related to the main topic and your word should make sense.
- **Complete** – Your message should be complete and have all the needed information.
- **Courteous** – Be honest, respectful and friendly with others.

3. List the various methods of communication.

Answer – The various methods of communication are –

- **Face-to-face informal communication** – There is nothing better than face-to-face communication. It helps the message to be understood clearly and quickly.
- **e-mail** – e-mail can be used to communicate quickly with one or many individuals in various locations. It offers flexibility, convenience and low-cost.
- **Notice/Posters** – It is effective when the same message has to go out to a large group of people. Generally used for where email communication may not be effective.
- **Business Meetings** – Communication during business meetings at an organisation are generally addressed to a group of people. It can be related to business, management and organisational decisions.

4. What are the learning objectives of communication?

Answer – Learning objectives of Effective communication are :

- Sending, receiving and understanding the message or information
- Development of Interpositional Skills
- To express effectively with maximum efficiency

5. Explain the various elements of a communication process.

Answer – The various elements of a communication cycle are –

- **Sender:** the person beginning the communication.
- **Message:** the information that the sender wants to convey.
- **Channel:** the means by which the information is sent.
- **Receiver:** the person to whom the message is sent.
- **Feedback:** the receiver's acknowledgement and response to the message.

6. What is verbal communication and its type?

Answer – Sounds, words, language, and speech are all examples of verbal communication. Speaking is one of the most effective and often used in verbal communication methods.

Interpersonal Communication – This type of communication is a one – on – one communication that takes place between two people. It can be formal or informal.

Written Communication – This method of communication entails the use of written words. Letters, circulars, reports, manuals, SMS, social media chats, and so on are all examples. It could be a group of two or more persons.

Small Group Communication – When there are more than two people participating, this form of communication occurs. Each participant has the opportunity to interact and speak with the others.

Public Communication – The communication takes place when one individual addresses a large group of audience.

7. Explain the importance of feedback.

Answer – Importance of feedback are –

- **Validates Effective Listening:** Shows you're paying attention and understanding.
- **Motivates People:** Makes people feel good and encourages them.
- **Boosts Learning:** Helps us learn and improve.
- **Improves Performance and Decision Making:** Points out what's done well and where to improve.

8. What are the advantages and disadvantages of verbal communication?

Answer – Advantage of verbal communication are –

Advantages of Verbal communication

Time Saving – We can express our thoughts easily and quickly and it is an easier form of communication.

Quick Feedback – We can get a quick response from the listener.

Disadvantages of verbal communication

Cultural Difference – The cultural difference is the main disadvantage of verbal communication

Language barriers – Difficult to share thoughts or ideas in different languages.

LONG ANSWER TYPE QUESTIONS

9. Explain the different types of non-verbal communication.

Answer – Different types of non-verbal communication are –

Facial Expression – Our expressions can show different feelings, such as Happiness, Sadness, Anger, Surprise, Fear, etc.

Posture – Postures show our confidence and feelings. For example, a straight body posture shows confidence while a slumped posture is a sign of weakness.

Gestures or Body Language – Gestures include body movements that express an idea or meaning. For example, raising a hand in class to ask a question and biting nails when nervous.

Touch – We communicate a great deal through touch. For example, a firm handshake to display confidence and pat on the back to encourage someone.

Space – Space is the physical distance between two people. The space between two persons while communicating, generally depends on the intimacy or closeness between them.

Eye Contact – The way we look at someone can communicate a lot. Eye contact shows that we are paying attention to the person as opposed to looking away, which can make the other person feel ignored.

Paralanguage – How we speak affects our communication and includes the tone, speed and volume of our voice. For example, talking fast may show happiness, excitement or nervousness while speaking slow may show seriousness or sadness.

10. How many types of Feedback in communication skills? What are the good feedback in communication skills?

Answer – There are basically three types of feedback.

- Positive Feedback
- Negative Feedback
- No Feedback

A good feedback is one that is –

Specific: General comment should be avoided. To clarify your statement, try to provide examples. Rather than giving advice let the receiver decide what to do with your feedback.

Timely: Always respond on time, because if input is delayed for too long, it loses its impact.

Polite: While sharing feedback is necessary, the recipient should not be insulted by the input's language.

Offering continuing support: Feedback should be shared on a regular basis. Let recipients know you're available for help once you've given them feedback.

11. What are the basic parts of speech in the English Language?

Answer – There are eight basic parts of speech in the English language. These are none, pronoun, verb, adjective, adverb, preposition, conjunction and interjection.

Noun – Nouns is the name of a person, place, animal or thing. This is also called ‘naming words.

Pronoun – A pronoun is used in place of a noun.

Adjectives – Adjectives are words that describe other words.

Verbs – Verbs are words that show action.

Adverbs – Adverbs are words that add meaning to verbs, adjectives, or other adverbs.

Preposition – A preposition is a word placed before a noun or pronoun.

Conjunction – A conjunction is a word that connects two words, phrases, or clauses.

Interjection – A word used to communicate emotion is called an interjection.

12. Explain the Barriers of the Effective Communication.

Answer: Barriers of the Effective Communication are –

Physical Barriers – The environmental and natural conditions that operate as a barrier in communication when conveying messages from sender to receiver are referred to as physical barriers.

Linguistic Barriers – A language barrier to communication is the inability to communicate using a language. The most common communication barriers are language barriers, which lead to misunderstandings and misinterpretations between people.

Interpersonal Barriers – When a sender’s message is received differently than intended, it creates barriers to interpersonal contact. It’s also tough to communicate with someone who refuses to converse or express their emotions or opinions.

Organizational Barriers – Formal hierarchical structures are used to create organizations that adhere to performance standards, rules & regulations, processes, policies, and behavioral norms, among other things.

Cultural Barriers – When people from different cultures are unable to understand each other’s languages, it causes problems and inconveniences.

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