



CHAPTER 1: COMMUNICATION SKILLS

Section A: Multiple Choice Questions (1 mark each)

Q1. What is the process of exchanging information called?

- a) Coordination
- b) Communication
- c) Conversation
- d) Organization

Answer: b) Communication

Q2. Which of the following is an example of verbal communication?

- a) Facial expression
- b) Posture
- c) Email
- d) Eye contact

Answer: c) Email

Q3. Which is not a type of communication?

- a) Verbal
- b) Non-verbal
- c) Mechanical
- d) Written

Answer: c) Mechanical

Q4. What is the meaning of body language?

- a) Spoken words
- b) Written message
- c) Voice tone
- d) Physical expressions and gestures

Answer: d) Physical expressions and gestures

Q5. Listening with full attention is called:

- a) Passive listening
- b) Ignorant listening
- c) Active listening
- d) Loud listening

Answer: c) Active listening

Q6. What is a barrier to communication?

- a) Clear message
- b) Language difference
- c) Listening carefully
- d) Good vocabulary

Answer: b) Language difference

Q7. Which of the following is an example of non-verbal communication?

- a) Speaking
- b) Writing
- c) Email
- d) Facial expression

Answer: d) Facial expression

Q8. Which skill is essential for teamwork and building relationships?

- a) Communication skill
- b) Typing speed
- c) Drawing skill
- d) Mathematics

Answer: a) Communication skill

Q9. Which part of communication process receives the message?

- a) Sender
- b) Channel
- c) Receiver
- d) Medium

Answer: c) Receiver

Q10. Which of these is not a form of written communication?

- a) Report
- b) Email
- c) Text message
- d) Gesture

Answer: d) Gesture

Q11. Which is not a principle of effective communication?

- a) Clarity
- b) Confusion
- c) Feedback
- d) Listening

Answer: b) Confusion

Q12. What is the first step in the communication cycle?

- a) Decoding
- b) Feedback
- c) Encoding
- d) Sender

Answer: d) Sender

Q13. Tone of voice falls under:

- a) Verbal communication
- b) Non-verbal communication
- c) Written communication
- d) None of the above

Answer: b) Non-verbal communication

Q14. What does the receiver do after decoding the message?

- a) Reads
- b) Talks
- c) Gives feedback
- d) Listens

Answer: c) Gives feedback

Q15. A feedback in communication means:

- a) Starting a new topic
- b) Ending the conversation
- c) Response from the receiver
- d) Ignoring the speaker

Answer: c) Response from the receiver

Q16. Barriers in communication can be:

- a) Physical
- b) Emotional
- c) Language
- d) All of the above

Answer: d) All of the above

Q17. Which of the following is not a listening skill?

- a) Interrupting
- b) Eye contact
- c) Nodding
- d) Focusing

Answer: a) Interrupting

Q18. Gestures and facial expressions are part of:

- a) Verbal
- b) Written
- c) Non-verbal
- d) Graphic

Answer: c) Non-verbal

Q19. Which of the following improves communication?

- a) Speaking rudely
- b) Interrupting often
- c) Being a good listener
- d) Using slang

Answer: c) Being a good listener

Q20. Effective communication involves:

- a) One-way talking
- b) Giving orders
- c) Two-way understanding
- d) Ignoring others

Answer: c) Two-way understanding

Q21. Speaking too fast can be a:

- a) Communication booster
- b) Communication barrier
- c) Good practice
- d) Motivation

Answer: b) Communication barrier

Q22. A person who starts the conversation is called:

- a) Channel
- b) Receiver
- c) Sender
- d) Medium

Answer: c) Sender

Q23. What is decoding in communication?

- a) Writing a message
- b) Receiving the message
- c) Understanding the message
- d) Ignoring the message

Answer: c) Understanding the message

Q24. Feedback helps to:

- a) End the talk
- b) Interrupt the speaker
- c) Know if the message was understood
- d) Create confusion

Answer: c) Know if the message was understood

Q25. Which of the following is a benefit of good communication skills?

- a) Misunderstanding
- b) Strong relationships
- c) Poor teamwork
- d) Low confidence

Answer: b) Strong relationships

◆ **Section B: Short Answer Questions (2–3 sentences each)**

Q1. What is communication?

Answer: Communication is the process of sharing ideas, thoughts, or feelings between people to create understanding.

Q2. What is verbal communication?

Answer: Verbal communication uses spoken or written words, such as talking, writing, or giving presentations.

Q3. What is non-verbal communication?

Answer: Non-verbal communication is the use of body language, gestures, facial expressions, and tone to convey messages.

Q4. Name any two barriers to communication.

Answer: Language differences and noise are two common communication barriers.

Q5. Define active listening.

Answer: Active listening means paying full attention to the speaker and responding appropriately to show understanding.

Q6. What is feedback in communication?

Answer: Feedback is the receiver's response to the sender, showing whether the message was understood correctly.

Q7. Why is clarity important in communication?

Answer: Clarity ensures the message is easily understood and avoids confusion or misunderstanding.

Q8. What does the communication cycle consist of?

Answer: It includes Sender, Message, Encoding, Channel, Receiver, Decoding, and Feedback.

Q9. How does body language affect communication?

Answer: Body language supports or contradicts spoken words and helps express emotions.

Q10. Mention one difference between hearing and listening.

Answer: Hearing is passive, while listening is active and involves understanding the message.

Q11. What is decoding?

Answer: Decoding is the process where the receiver understands or interprets the message sent by the sender.

Q12. Give one example of written communication.

Answer: An email is an example of written communication.

Q13. Name two elements of effective communication.

Answer: Clarity and active listening are two key elements.

Q14. What is the role of a sender in communication?

Answer: The sender starts the communication by creating and sending the message.

Q15. What is the purpose of communication in teamwork?

Answer: Communication helps coordinate tasks, solve problems, and build trust among team members.

SECTION C: LONG ANSWER QUESTIONS

Q1. Define communication. Why is it essential in personal and professional life?

Answer:

Communication is the exchange of ideas, feelings, information, or instructions between two or more people to create understanding. It is essential in our daily lives to build relationships, solve problems, and express thoughts clearly. In personal life, it helps strengthen friendships, resolve conflicts, and express emotions. In professional life, good communication improves teamwork, enhances productivity, and builds trust among colleagues. Whether verbal or non-verbal, effective communication reduces misunderstandings and promotes cooperation.

Q2. Explain any five types of communication with examples. (*Point-wise*)

Answer:

1. **Verbal Communication** – Spoken or written words (e.g., conversations, lectures).
2. **Non-Verbal Communication** – Gestures, eye contact, posture (e.g., nodding in agreement).
3. **Visual Communication** – Use of images, charts, diagrams (e.g., road signs).
4. **Written Communication** – Emails, letters, memos (e.g., writing a complaint).
5. **Formal Communication** – Professional settings with rules (e.g., official meetings or circulars).

Q3. What is the communication cycle? Explain all its components. (*Point-wise*)

Answer:

The communication cycle consists of seven key steps:

1. **Sender** – Person who creates and sends the message.
2. **Encoding** – Converting the message into words/symbols.
3. **Message** – The actual information shared.
4. **Channel** – The medium used (e.g., email, phone).
5. **Receiver** – Person who receives the message.
6. **Decoding** – Understanding the message.
7. **Feedback** – Receiver's response or reply.

Q4. What are communication barriers? Describe any four with examples. (Paragraph)

Answer:

Communication barriers are obstacles that prevent messages from being properly understood. These can cause confusion or misunderstandings. Examples include **language barriers** (use of difficult words), **emotional barriers** (fear, anger), **physical barriers** (distance, noise), and **cultural barriers** (different beliefs). For instance, a student who doesn't understand a teacher's advanced vocabulary may struggle with learning. Overcoming these barriers requires awareness, patience, and effective listening.

Q5. Compare verbal and non-verbal communication with examples. (Point-wise)

Answer:

Aspect	Verbal Communication	Non-Verbal Communication
Medium	Spoken or written words	Body language, gestures, facial expressions
Example	Phone call, email, speech	Nodding, smiling, eye contact
Speed of Delivery	Fast and direct	May be slower or subtle
Clarity	Depends on word choice	Depends on interpretation
Use in Real Life	Giving instructions, interviews	Showing emotions, reinforcing meaning

Q6. What is active listening? How can we practice it effectively? (Paragraph)

Answer:

Active listening is the skill of paying full attention to the speaker with the intent to understand, not just hear. It involves maintaining eye contact, avoiding distractions, nodding, asking clarifying questions, and providing feedback. Practicing active listening builds trust, reduces misunderstandings, and enhances communication. For example, during a group discussion, an active listener will focus on the speaker's message and respond meaningfully, rather than interrupting or getting distracted.

Q7. Describe any five important body language cues used in communication. (Point-wise)

Answer:

1. **Eye Contact** – Shows attentiveness and confidence.
2. **Posture** – Upright posture signals interest; slouching shows disinterest.
3. **Facial Expressions** – Smiling shows friendliness, frowning may indicate concern.
4. **Gestures** – Hand movements can emphasize points or show direction.
5. **Proximity** – Personal space indicates comfort or discomfort.

Q8. What is feedback? Why is it important in communication? (Paragraph)

Answer:

Feedback is the response given by the receiver after understanding the message. It completes the communication cycle and ensures that the message was received correctly. Feedback can be verbal, non-verbal, or written. It is crucial because it confirms understanding, corrects errors, and improves future communication. For instance, in a classroom, a student's question after a teacher's explanation is feedback indicating whether the concept was understood.

Q9. List and explain five ways to improve communication skills. (*Point-wise*)**Answer:**

1. **Practice Active Listening** – Pay full attention and show interest.
2. **Speak Clearly and Confidently** – Use simple and correct language.
3. **Use Positive Body Language** – Maintain eye contact, smile, and stand straight.
4. **Think Before Speaking** – Organize thoughts to avoid confusion.
5. **Ask for Feedback** – Helps in identifying improvement areas.

Q10. What are the features of effective written communication? Give examples.**Answer:**

Effective written communication should be **clear, concise, correct, complete**, and **courteous**. This means the message should be easy to understand, free from grammatical errors, and contain all necessary details. Written communication must follow a logical structure and maintain a polite tone. Examples include writing formal letters, emails, reports, or assignments. A well-written message avoids confusion and achieves its purpose effectively.

Q11. What is telephone etiquette? Mention five do's and don'ts. (*Point-wise*)**Answer:****Do's:**

1. Greet politely and identify yourself.
2. Speak clearly and slowly.
3. Be patient and respectful.
4. Listen actively.
5. End the call courteously.

Don'ts:

1. Don't interrupt the caller.
2. Don't chew gum or eat during the call.
3. Don't raise your voice.
4. Don't use slang or rude words.
5. Don't multitask while talking.

Q12. What is miscommunication? What are its effects and how can it be avoided? (*Paragraph*)**Answer:**

Miscommunication occurs when the receiver misunderstands the message or its intent. It can lead to confusion, conflict, errors, and reduced trust. Causes include poor listening, unclear language, emotional

stress, or distractions. For example, mishearing a date or instruction may result in missed deadlines. To avoid miscommunication, one should speak clearly, confirm understanding, provide feedback, and avoid assumptions.

Q13. Explain the importance of communication in career growth. (*Paragraph*)

Answer:

Communication plays a vital role in career development. It helps professionals express their ideas confidently, work effectively in teams, and maintain good relationships with clients and coworkers. Good communicators are often seen as leaders and are more likely to get promotions. Written communication helps in report writing and email exchanges, while verbal skills aid in meetings and presentations. Employers highly value people with strong communication abilities.

Q14. State five do's and five don'ts for effective communication. (*Point-wise*)

Answer:

Do's:

1. Listen carefully to others.
2. Speak politely and clearly.
3. Maintain eye contact.
4. Give appropriate feedback.
5. Stay calm and focused.

Don'ts:

1. Don't interrupt while others are talking.
2. Don't use disrespectful language.
3. Don't ignore body language.
4. Don't jump to conclusions.
5. Don't speak too fast or too low.

Q15. What is group communication? How does it help in teamwork? (*Paragraph*)

Answer:

Group communication is the exchange of ideas and information among team members working toward a common goal. It encourages brainstorming, decision-making, and equal participation. In teamwork, it helps clarify roles, build trust, and resolve conflicts. Effective group communication ensures that all members feel heard and contribute to the task. For example, during a project, regular discussions help in distributing work and meeting deadlines.