

# Pre Assessment for C2C training

1. Name \*

Vishnu S Nath

2. UID \*

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3. Batch Number \*

3

4. Trainer Name \*

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5. Date \*

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6. To be assertive in communication, which trait is required? \*

- ☐ Unsure
- ☒ Understanding
- ☐ Loud
- ☐ Soft Spoken

7. Win- Lose Style of Communication indicates: \*

- ☒ Assertive Communication
- ☐ Aggressive Communication
- ☐ Passive Communication

8. To Listen more effectively, which skills are required: \*

- ☐ Distraction
- ☐ Empathy
- ☐ Maintaining Eye Contact
- ☒ B and C

☐ All of the above

9. What is Empathy? \*

- ☐ Feeling sorry for someone
- ☐ Not to care about someone
- ☐ Go out of the way to help someone
- ☒ Putting yourself into other's situation and understanding his perspective

10. TFA Stands for: \*

- ☐ Take First Action
- ☒ Thoughts Feelings Action
- ☐ Think Fear Away

11. In Verbal Communication, words play a more important role than voice quality? \*

- ☒ TRUE
- ☐ FALSE

12. During Virtual calls or meeting, our Body Languages not really important: \*

- ☐ TRUE
- ☒ FALSE

13. While introducing Yourself, which statement can we use to begin: \*

- ☐ My Name is...
- ☐ I am...
- ☐ Myself.....
- ☒ A and B
- ☐ All of the above

14. Which factors contribute to creating a First Impression: \*

- ☐ Grooming
- ☐ Punctuality
- ☐ Our Body Language
- ☐ Only A and B
- ☒ All of the above

15. To spend your time productively, you need to have set some \_\_\_\_\_. \*

- ☐ Goals
- ☐ Long Term Goals
- ☒ SMART Goals
- ☐ Short term goals

16. Which word means to delay or put off doing something by wasting your time on less important tasks? \*

- ☐ Postpone
- ☐ Cancel
- ☐ Procrastinate
- ☒ Reschedule

17. The most important part of an email is \*

- ☐ Sender
- ☐ Signature
- ☐ Subject Line
- ☒ Recipient

18. Writing in all capital letters implies \*

- ☐ Sorrow
- ☒ Yelling
- ☐ Impatience
- ☐ Listening

19. When sending a mail , you should use CC for: \*

- ☐ Everyone in the department
- ☐ Your Boss and Boss's Boss- so they know you have done the task
- ☒ Only those people who absolutely need to know
- ☐ Does not really matter- You can always resend the mail

20. What do we evaluate while doing SWOT Analysis \*

- ☒ Strengths, Weakness, Obligations, Time
- ☐ Steadiness, Work, Opportunity, Time
- ☐ Strengths, Weakness, Opportunities , Threats
- ☐ Strong Points, Weak Points, Occasion, Time

21. What is the full form of BCC: \*

- ☐ Black carbon copy
- ☒ Blind carbon copy
- ☐ Broad cast copy
- ☐ Business Carbon copy

22. Before sending a large attachment, you must \*

- ☐ Attach it and send it
- ☐ Send it and call to make sure it is recieved

- ☐ Send it during working hours
- ☒ Compress the file, look for alternatives if possible

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