

INFORMATION TECHNOLOGY (402)
CLASS – X UNIT 1: COMMUNICATION SKILLS – II

1. Non-verbal communication makes the _____ part of entire communication process.
 - a. Major
 - b. Equal
 - c. Minor
 - d. None of these

2. *This leather bag is cheap.* In this sentence, which word shows denotative meaning?
 - a. This
 - b. Leather
 - c. Cheap
 - d. None of these

3. Which of the following communications usually does not have connotation meaning?
 - a. Oral
 - b. Written
 - c. Non-verbal
 - d. All of the above.

4. Which of the following helps in avoiding misinterpretation and conflicts in oral communication?
 - a. Active listening
 - b. Language
 - c. Background of communicators
 - d. All of these

5. Statement 1: Non-verbal communication refers to what message has been conveyed.
Statement 2: Verbal communication refers to how the message has been conveyed.
 - a. Statement 1 is true while Statement 2 is false.
 - b. Statement 1 is false while Statement 2 is true.
 - c. Both the statements are true.
 - d. Both the statements are false.

6. The way our voice affects our communication positively or negatively is called _____.
 - a. Kinesics
 - b. Para-linguistics
 - c. Proxemics
 - d. Haptics

7. Kinesics in communication refers to our _____?
- Voice
 - Touch
 - Expressions
 - Posture and gestures
8. Which of the following span between individuals makes for Social zone?
- 1 meter
 - 2 meter
 - 12 feet
 - 7 inches
9. Being punctual and respecting others' time comes under _____.
- Chronemics
 - Chromatics
 - Haptics
 - Kinesics
10. Find the odd one out.
- Company logo
 - Resume
 - Trademark
 - Chart
11. Which of the following communications has zero ambiguity or maximum clarity?
- Oral
 - Visual
 - Written
 - Eye contact
12. Which one is the correct sequence of events in a communication cycle?
- Encoding > Sending > Feedback > Decoding > Receiving
 - Encoding > Sending > Receiving > Feedback > Decoding
 - Encoding > Sending > Decoding > Receiving > Feedback
 - Encoding > Sending > Receiving > Decoding > Feedback
13. Feedback helps whom of the following in understanding if the message has been understood as desired?
- Receiver
 - Sender
 - Communicator
 - Decoder

14. Which of the following is not an example of good feedback?

- a. Feedback should be multi-dimensional.
- b. Feedback should be as short as possible.
- c. Feedback should be consistent.
- d. Feedback should be non-evaluative.

15. Ravi was trying in vain to explain to his angry friend why he got late. Which of the following communication barrier is there in this scenario?

- a. Over expectations
- b. Prejudice
- c. Inappropriate emotions
- d. Noise

16. Message written in illegible handwriting is which of the following communication barriers?

- a. Cultural and language differences
- b. Language
- c. Noise
- d. Body language

17. Teachers prepare their lectures according to the age and aptitude of the students. Which of the 7 Cs of effective communication does this example refer to?

- a. Courteous message
- b. Concise message
- c. Correct message
- d. Considerate message

18. Which of the following communications can be used as an evidence later?

- a. Written
- b. Verbal
- c. Both a) and b)
- d. None of these

19. *Ravi is eating delicious salad in a wooden platter quietly by the window.* Here, identify the correct types of phrase.

- a. Noun – Ravi is eating, Adjective – Delicious salad – Adjective, Adverbial - Quietly by the window, Prepositional – in a wooden platter
- b. Adverbial – Ravi is eating, Adjective - Delicious salad, Noun - Quietly by the window, Prepositional – in a wooden platter
- c. Noun – Ravi is eating, Adverbial – Delicious salad, Adjective - Quietly by the window, Prepositional – in a wooden platter
- d. Noun – Ravi is eating, Delicious salad – Adjective, Prepositional – Quietly by the window, Adverbial – in a wooden platter

20. He tried to finish the meal but he was not feeling hungry. In this sentence, which of the following is an independent clause?

- a. Finish the meal
- b. Feeling hungry
- c. Tried to finish
- d. He was not

21. Which of the following sentences is a complex sentence?

- a. He could not attend the party because he was not well.
- b. He crossed the street only after ensuring that no vehicle was coming from either side.
- c. Both a) and b)
- d. None of these

22. *He ran desperately to catch the leaving train.* Here, which part is subject?

- a. He
- b. Leaving train
- c. Catch
- d. Ran desperately

23. *To keep fit they play tennis daily.* What is wrong with this sentence?

- a. 's' missing in the verb - *play*
- b. No use of definite article
- c. Incorrect use of preposition
- d. Nothing wrong. It is a correct sentence.

24. He ordered ___ pizza. ____ pizza was delicious.

- a. a, the
 - b. an, the
 - c. the, a
 - d. the, an
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