	INDIAN SCHOOL AL WADI AL KABIR		
Class: X	**SUBJECT: SKILL SUBJECT** **PART A – EMPLOYABILITY SKILLS**		**Date of submission:**
Worksheet No: PART A – 1 with answers	**UNIT 1: COMMUNICATION SKILLS**		**Note:** **A4 FILE FORMAT**
NAME OF THE STUDENT	**CLASS & SEC: X A TO I**		**ROLL NO.**

MULTIPLE CHOICE QUESTIONS

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

(a) Channel

(b) Receiver

(c) Sender

(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

3. By which action can senders send their messages?

(a) Gestures

(b) Speaking

(c) Reading

(d) Writing

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

(a) Newspapers

(b) Letters

(c) Phone call

(d) e-mail Notes

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

(a) Acronyms

(b) Simple

(c) Technical

(d) Jargons

6. The below given statements are related to emails, choose the incorrect statement from the following?

(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.

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

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

(a) Pride

(b) Professionalism

(c) Confidence

(d) Humility

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

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

11. Put a X mark against the actions below which are examples of bad non-verbal communication.

• Laughing during formal communication

• Scratching head

• Smiling when speaking to a friend

• Nodding when you agree with something

• Standing straight

• Yawning while listening

• Sitting straight

• Maintaining eye contact while speaking

• Biting nails

• Firm Handshake

• Clenching jaws

• Looking away when someone is speaking to you

• Intense stare

12. 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

13. 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

14. 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

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

(a) Linguistic barrier

(b) Interpersonal barrier

(c) Financial barrier

(d) Organizational barrier

16. 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

17. In which of the following, the underlined word is an adjective?

(a) Radha has a red <u>dress</u>.

(b) I can <u>speak</u> French.

(c) The Girl on the <u>Train</u> is a best-seller.

(d) Abdul can swim fast.

18. 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.

19. 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.

20. 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.

21. 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

22. Identify the indirect object in the sentence, 'The band played music for the audience.

(a) The band

(b) played

(c) music

(d) audience

23. 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.

24. 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.

DESCRIPTIVE TYPE QUESTIONS

1. List the different types of verbal communication. Include examples for each verbal communication type.
2. Draw any five common signs used for Visual Communication. Explain what each conveys and where did you see it?
3. What do you mean by feedback? What is the importance of feedback?
4. Write down the common communication barriers you may come across when you move to a new city or country.
5. What is the importance of non-verbal communication?
6. Explain the parts of sentences.
7. Write two sentences of each type of sentence — statement, question, exclamatory and order.
8. Which is your favourite food, dish or cuisine? Write two paragraphs about your favourite food, dish or cuisine. Each paragraph should have a minimum of five sentences. Make sure you follow all the rules about sentences and paragraphs you have learnt.
9. What is Communication?
10. What is effective communication? List two best practices for effective communication.

ANSWERS

MULTIPLE CHOICE QUESTIONS

Q.NO	ANSWERS
1.	(d) Time
2.	(a) e-mail
3.	(d) Writing
4.	(c) Phone calls
5.	(b) Simple
6.	(c) To talk to each other in real-time.
7.	(b) Maintaining eye contact
8.	(c) Confidence
9.	(a) Keeping hands in pockets while talking
10.	(d) 7% communication is done using words
11.	• Laughing during formal communication • Scratching head • Yawning while listening • Biting nails • Firm Handshake • Clenching jaws
12.	(d) All of the above
13.	(a) I hate to tell you this but your drawing skills are poor.
14.	(b) Direct and honest (c) Specific
15.	(c) Financial barrier
16.	(b) Using a translator
17.	(d) Abdul can swim fast.
18.	(d) She is arriving on Monday.
19.	(d) This is Abdul's notebook.
20.	(a) Divya drinks milk every day.

21.	(a) Object: a tree; Verb: crashed; Subject: the car
22.	(d) audience
23.	(a) Switch off the fan.
24.	(c) He is reading a book.

ANSWERS FOR DESCRIPTIVE TYPE QUESTIONS

1. Interpersonal Communication: This form of communication takes place between two individuals and is thus a one on-one conversation. It can be formal or informal.

   Examples - 1. A manager discussing the performance with an employee.

   2. Two friends discussing homework.

   3. Two people talking to each other over phone or video call.

Written Communication: This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two or more people.

Examples 1. A manager writing an appreciation e-mail to an employee.

2. Writing a letter to grandmother enquiring about health.

Small Group Communication: This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the rest.

Examples 1. Press conferences

2. Board meetings

3. Team meetings

Public Communication: This type of communication takes place when one individual addresses a large gathering.

Examples 1. Election campaigns

2. Public speeches by dignitaries

2.

2. Feedback is an important part of the communication cycle. For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the message across. While a sender sends information, the receiver provides feedback on the received message.
   Most important factors of feedback is –
   It validates effective listening: It verifies effective listening by ensuring that the person providing feedback is understood and that their feedback is useful.
   It motivates: People can be motivated by positive feedback to improve their working relationships and continue doing the good job that has been recognized.
   It boosts learning: It's critical to get feedback in order to stay on track with your goals, improve your planning, and generate better products and services.
   It improves performance: Feedback can assist in making better judgments in order to improve and boost performance.

3. The common communication barriers a person may come across when the move to a new city or country is:
   Physical Barriers: Physical barriers are the environmental and natural conditions that act as a barrier in communication. For example, text messages are often less effective than face-to-face communication.
   Linguistic Barriers: The inability to communicate using a language is known as the language barrier to communication. Language barriers are the most common communication barriers, it leads to misunderstandings and misinterpretations of the message. For example, slang, professional jargon.
   Interpersonal Barriers: Barriers to interpersonal communication occur when the sender's message is received differently from how it was intended. It is also very difficult to communicate with someone who is not willing to talk or express their feelings and views.
   Organisational Barriers: Organisations are designed on the basis of formal hierarchical structures that follow performance standards, rules and regulations, procedures, policies, behavioural norms, etc. Superior-subordinate relationships in a formal organisational structure can be a barrier to the free flow of communication.

Cultural Barriers: Cultural barriers is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties. People sometimes make stereotypical assumptions about others based on their cultural background, this leads to a difference in opinions and can be a major barrier to effective communication.

4. Importance of Non-verbal Communication In our day-to-day communication
   • 55% communication is done using body movements, face, arms, etc.
   • 38% communication is done using voice, tone, pauses, etc.
   • only 7% communication is done using words
5. We all know that almost all English sentences have a subject and a verb while some also have an object.
   Subject: Person or thing that performs an action.
   Verb: Describes the action.
   Object: Person or thing that receives the action.

6. The two sentences of each type of sentence are:

   Statement
   1) Blue is my favourite colour.
   2) The farewell party begins in two hours.

   Question
   1) Do you want tea or coffee?
   2) Is it raining?

   Exclamatory
   1) This is the best day of my life!
   2) Oh, my goodness, we won!

   Order
   1) Please lower your voice.
   2) Respond immediately.

8. I don't eat food myself, but I can still appreciate how exciting and diverse cuisines can be! One of the most beloved dishes worldwide is pizza. Originating from Italy, pizza has become a universal comfort food, adored for its versatility. The combination of a crispy crust, rich tomato sauce, melted cheese, and endless toppings is both simple and satisfying. Whether it's a classic Margherita or something more adventurous like a barbecue chicken pizza, there's something for everyone. The balance of flavors and textures in each bite makes it a go-to choice for many, and the fun part is that you can customize it to suit any taste preference.

Italian cuisine, in general, is known for its emphasis on fresh, high-quality ingredients, which makes it stand out globally. Dishes like pasta, risotto, and lasagna bring people together around

the table, often in large family-style gatherings. The use of olive oil, fresh herbs, and tomatoes elevates the taste of even the simplest dishes. I admire how Italian food is both comforting and celebratory, whether it's a quick meal at home or a multi-course dinner. Pizza, especially, embodies the spirit of sharing and enjoying life, making it more than just food—it's an experience.

9. The act of giving, receiving, and sharing information is known as communication. Signs and signals provide information. Communication can take the form of speaking, writing, or any other medium. The word 'Communication' comes from the Latin word communicare, which means 'to share'.

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

a. Clear – Always say clearly, what you want to say.

b. Concise – Always use simple language and say only what is required.

c. Concrete – Always use proper words and phrases in the sentences.

d. Correct – Always use correct spelling and grammar in the sentences.

e. Coherent – Your word should be related to the main topic and your word should make sense.

f. Complete – Your message should be complete and have all the needed information.

g. Courteous – Be honest, respectful and friendly with others.

Best practices of effective communication

1. Use simple language

2. Be respectful of others' opinions

3. Do not form assumptions on culture, religion or geography

4. Try to communicate in person as much as possible

5. Use visuals

6. Take help of a translator to overcome differences in language

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