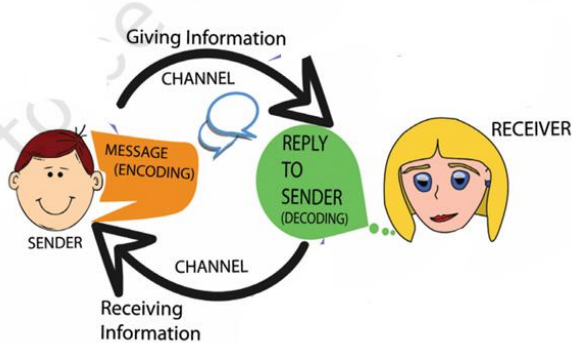




INDIAN SCHOOL AL WADI AL KABIR

Class: XI	Department: Commerce
Subject: Marketing	Chp 1 – Communication Skills (Employability Skills)
A.Y – 2025 - 26	Objective and Application Based Questions

Qt No.	OBJECTIVE TYPE QUESTIONS										
1	What is the purpose of communication? (a) Inform (tell someone about something) (b) Influence (get someone to do something you want) (c) Share thoughts, ideas, feelings (d) All of the above										
2	Which of the following method is used to receive information from the sender? (a) Listening (b) Speaking (c) Telling (d) Writing										
3	By which action can a sender send his or her messages? (a) Listening (b) Speaking (c) Sleeping (d) None of the above										
4	Match the Following <table> <tr> <th>COLUMN A COMMUNICATION BARRIERS</th><th>COLUMN B EXAMPLES</th></tr> <tr> <td>1. Language</td><td>A. Taking an official call on your mobile phone where the network reception is poor.</td></tr> <tr> <td>2. Emotional</td><td>B. Hugging a person in a foreign country where such an act is rude and disrespectful</td></tr> <tr> <td>3. Environmental</td><td>C. Talking in Hindi when others only know German</td></tr> <tr> <td>4. Cultural</td><td>D. Teacher is too angry and is not willing to accept any reason from a student who is late for an examination</td></tr> </table>	COLUMN A COMMUNICATION BARRIERS	COLUMN B EXAMPLES	1. Language	A. Taking an official call on your mobile phone where the network reception is poor.	2. Emotional	B. Hugging a person in a foreign country where such an act is rude and disrespectful	3. Environmental	C. Talking in Hindi when others only know German	4. Cultural	D. Teacher is too angry and is not willing to accept any reason from a student who is late for an examination
COLUMN A COMMUNICATION BARRIERS	COLUMN B EXAMPLES										
1. Language	A. Taking an official call on your mobile phone where the network reception is poor.										
2. Emotional	B. Hugging a person in a foreign country where such an act is rude and disrespectful										
3. Environmental	C. Talking in Hindi when others only know German										
4. Cultural	D. Teacher is too angry and is not willing to accept any reason from a student who is late for an examination										
5	Choose the correct example of oral communication. (a) Reports (b) Newspapers (c) Face-to-face interaction (d) Notes										
6	What are the words we should use when we communicate verbally? (a) Use straight words (b) Use simple words (c) Use precise words										

	(d) Use fixed words
7	Why do we send emails? (a) To communicate information (b) To share documents and files (c) To talk to each other (d) Both (a) and (b)
8	Which of these is a positive (good) facial expression? (a) Staring hard (b) Nodding while listening (c) Wrinkled forehead (d) Looking away from the speaker
9	Which of these is not an appropriate non-verbal communication at work? (a) Putting arm around a coworker's shoulder (b) Shaking hands firmly (c) Looking at the speaker with a smile (d) Standing with an upright posture
10	What does an upright (straight) body posture convey or show? (a) Shyness (b) Fear (c) Confidence (d) Intelligence
	DESCRIPTIVE TYPE QUESTIONS
1	 Explain the above given process in detail
2	Riya had a rough day at work and was feeling frustrated. When her friend called to share some exciting news, Riya responded coldly and ended the call quickly. Later, she realized it wasn't about her friend—it was just her own mood that made her unwilling to communicate properly. Identify and explain the Factors Affecting Perspectives in Communication
3	Your friend is preparing for canvassing for the position of a class prefect. However, he/she is very nervous since he/she has never spoken in front of a big audience. In this situation how will you teach him/her to speak confidently.
4	

	Identify the type of non-verbal communication. Explain what it implies and how it can be used effectively.
5	When Anya's colleague unfairly blamed her for a missed deadline, she quietly nodded and said, "I'm sorry, I'll be more careful next time," even though it wasn't her fault. She didn't defend herself, fearing it might create conflict. Later, she felt hurt and frustrated, and her confidence dropped. Identify the style of communication adopted by Anya.
6	Ryomen Sukuna's manager asked him to complete a report by the end of the day. Instead of saying he was overwhelmed, Ryomen pretended to agree and said, "Sure, no problem." However, he deliberately delayed the work, and when asked later, he made excuses like "I didn't get the instructions clearly." Behind the manager's back, Ryomen complained to his colleagues about the extra workload, creating a sense of resentment. Identify the style of communication adopted by Ryomen Sukuna.
7	In Reply 1988, Deok-sun is discussing weekend plans with her friends. When her friend Jung-hwan suggests they go to a crowded place, she responds, saying, "I prefer a quieter place to relax, so I'd rather go to the park instead. How about that?" She expresses her preference clearly, respecting her own feelings while still listening to others' ideas and suggesting a compromise. Source: Dispatch Identify the style of communication adopted in the above situation
8	In Naruto, during a confrontation with Naruto, Sasuke shouts, "You're weak, and you'll never understand me!" He dismisses Naruto's attempts to talk and insults him, not listening to Naruto's perspective. Sasuke's aggressive approach leads to a breakdown in communication, causing Naruto to feel hurt and angry, and their relationship becomes strained. Identify the style of communication adopted in the above situation
9	Someone asks you to leave school (or work) early so that you can go to a friend's house together. You think it is wrong. Using the AEIOU model explain how would you reply in this situation
10	A friend asks you to do his or her school assignment (or work) for him or her. Using the AEIOU model explain how would you reply in this situation