



# INDIAN SCHOOL AL WADI AL KABIR

<b>Class: XII</b>	<b>Department: Commerce</b>
<b>Worksheet: 01</b>	<b>Employability Skills</b>
	<b>Topic: Chp 1 Communication Skills</b>

1. Communication is a \_\_\_\_\_ process in which persons communicate information or messages using language, symbols, signs, or action.

**a. Two-Way process**

b. Three-Way process

c. Four-Way process

d. One-Way process

2. \_\_\_\_\_ are the parts of communication in communication skills.

a. Speaking

b. Listening

c. Reading & Writing

**d. All of the above**

3. \_\_\_\_\_ involves a sender, who encodes and sends a message through a channel, and a receiver, who decodes the message and gives feedback.

a. Listening

**b. Communication**

c. Speaking

d. Reading & Writing

4. \_\_\_\_\_ is important in communication as it helps in knowing whether the receiver has understood the message or not.

a. Sender

b. Receiver

**c. Feedback**

d. All of the above

5. \_\_\_\_\_ involves skills that can be utilized to send messages that are clear, concise and accurate.

a. Clear communication

**b. Effective communication**

c. Consist communication

d. None of the above

6. A \_\_\_\_\_ statement is one which conveys the exact message that your are trying to convey to the other person.

a. Consist

**b. Clear**

c. Both a) and b)

d. None of the above

7. Effective communication skills help us to communicate the message \_\_\_\_\_.

- a. Correctly
- b. Precisely
- c. Completely

**d. All of the above**

8. Why is listening attentively important?

- a. We listen to obtain information
- b. We listen to understand
- c. We listen to learn

**d. All of the above**

9. What are the various factors that affect active listening?

- a. Eye contact
- b. Gestures
- c. Avoid distractions

**d. All of the above**

10. What is the stage of active listening?

- a. Receiving & Understanding
- b. Remembering
- c. Evaluating & Responding

**d. All of the above**

12. You work at the front desk of a telecom company. A customer approaches you while you are working. The customer has a query regarding a bill. What would you do?

- a. Not pay attention to the customer
- b. Keep the work aside and help the customer**
- c. Continue doing your work while talking inattentively to the customer
- d. Ask the customer to talk to someone else

13. Which of the following is not a stage of active listening?

- a. Receiving
- b. Understanding
- c. Non-responding**
- d. Evaluating

14. You work at the front desk of a telecom company. A customer approaches you while you are working. The customer has a query regarding a bill. What would you do?

- a. Not pay attention to the customer
- b. Keep the work aside and help the customer**
- c. Continue doing your work while talking inattentively to the customer
- d. Ask the customer to talk to someone else

15. Which of the following can be a barrier to active listening?

- a. Noisy environment
- b. Not maintaining an eye contact with the speaker
- c. Not being attentive

**d. All of the above**

16. Which of the following is not a stage of active listening?

- a. Receiving
- b. Understanding
- c. Non-responding**
- d. Evaluating

17. What are the characteristics of an ideal message?

- a. Clear
- b. Concise
- c. Accurate
- d. All of the above**

18. Which of the following kinds of communication do students spend most time engaged in:

- a. Listening**
- b. Speaking
- c. Reading
- d. Writing

Q.2. Your friend's interview is scheduled for next week with one of the reputed companies of telecom sector. Suggest your friend what to do before and after the interview (Four points each)

Ans:

### **I. What to do before an interview**

- Get a good night's sleep the night before.
- Do research.
- Eat a good breakfast.
- Prepare questions beforehand.
- Know who will be interviewing and learn a bit about their background.
- Know your strengths and put together a list of them.
- Turn off your cell phone
- Prepare a solid list of references

### **II. What to do after an interview**

- Do let the interviewer decide when the interview is over.
- Do ask the interviewer when you will hear from him or her again if he or she does not offer the information.
- Drop off a thank you note. Always thank interviewer after you have left.
- Follow up appropriately.

- Create a list of items that you did well and you like to improve on.

Q.3 Why is active listening important in the workplace?

Ans:

1. It helps us build connections.

Active listening helps others feel comfortable to share any information with us. When we show our ability to sincerely listen to what others have to say, people will be more interested in talking to us on a regular basis. This can help open up opportunities to collaborate with others, get work done quickly or start new projects. All of these things can help lead us to success in our career.

2. It helps you build trust.

When people know they can speak freely with us without interruptions, judgment or unwelcome interjections, they'll confide in us. This is especially helpful when meeting a new customer or business contact with whom we want to develop a long-term working relationship.

3. It helps you identify and solve problems.

Actively listening to others will help you detect challenges and difficulties others are facing, or problems within projects. The more quickly you're able to spot these issues, the sooner you can find a solution or create a plan to solve it.

Q.4. Mention the steps to be followed in order to teach interview skills in high school.

Ans:

- Introduce interview skills
- Talk about why good interview skills matter
- Explore what good job interview skills look like
- Group project
- A practical, and interactive activity for participants to learn how to prepare for a job interview. This activity will help them avoid some common mistakes before or during a job interview.