

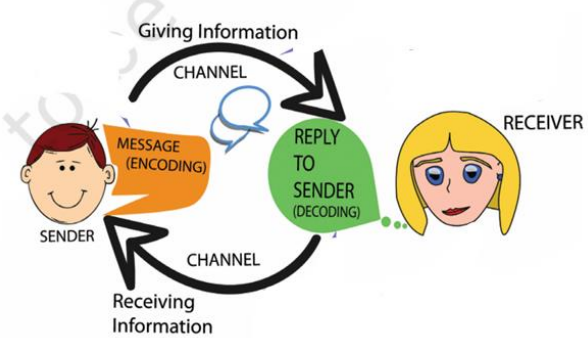



INDIAN SCHOOL AL WADI AL KABIR

Class: XI	Department: Commerce
Subject: Marketing	Chp 1 – Communication Skills (Employability Skills)
A.Y – 2026 - 27	Objective and Descriptive 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 is not among the basic principles of effective communication? a. Concrete b. Complete c. Courteous d. Corresponds
3	Communication is the _____ between two or more individuals or within the group to reach a common understanding. a. sharing of information b. texting information c. comparing information d. withholding information
4	A _____ sends a message giving or asking for information. a. Sender b. Receiver c. Encoding d. Decoder
5	A _____ replies to the message received. a. Sender b. Receiver c. Encoding d. Decoder
6	The message is received by the _____. a. Sender b. Receiver c. Encoding d. Channel
7	A _____ is a path to transfer the message a. Sender b. Receiver c. Encoding d. Channel
8	The communication process starts with me. Who am I?
9	Which of the following method is used to give information to the reciever? a. Listening b. Speaking c. Telling

	d. Reading										
10	Which of the following method is used to receive information from the sender? a. Listening b. Speaking c. Telling d. Reading										
11	Match the Following <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">COLUMN A COMMUNICATION BARRIERS</th> <th style="width: 50%;">COLUMN B EXAMPLES</th> </tr> </thead> <tbody> <tr> <td>1. Language</td> <td>A. While speaking an official call on your mobile phone there is constant noise from a nearby construction site</td> </tr> <tr> <td>2. Visual Perception</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 English when others only know German</td> </tr> <tr> <td>4. Cultural</td> <td>D. a man wearing torn clothes is poor</td> </tr> </tbody> </table>	COLUMN A COMMUNICATION BARRIERS	COLUMN B EXAMPLES	1. Language	A. While speaking an official call on your mobile phone there is constant noise from a nearby construction site	2. Visual Perception	B. Hugging a person in a foreign country where such an act is rude and disrespectful	3. Environmental	C. Talking in English when others only know German	4. Cultural	D. a man wearing torn clothes is poor
COLUMN A COMMUNICATION BARRIERS	COLUMN B EXAMPLES										
1. Language	A. While speaking an official call on your mobile phone there is constant noise from a nearby construction site										
2. Visual Perception	B. Hugging a person in a foreign country where such an act is rude and disrespectful										
3. Environmental	C. Talking in English when others only know German										
4. Cultural	D. a man wearing torn clothes is poor										
12	Choose the correct example of spoken communication. a. Reports b. Newspapers c. Face-to-face interaction d. Notes										
13	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										
14	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)										
15	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										
16	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										
17	What does an upright (straight) body posture convey or show? a. Shyness b. Fear c. Confidence d. Intelligence										
DESCRIPTIVE TYPE QUESTIONS											

1	An Indian who only knows Hindi and a Chinese who only knows Mandarin want to interact with each other. Identify and explain the factor which has affected the perspective of communication and has become a barrier.
2	“This shopkeeper cheated me last time. Let me be careful.” Identify and explain the factor which has affected the perspective of communication and has become a barrier.
3	 <p>Explain the above given process in detail</p>
4	Selma had a rough day at work and was feeling frustrated. When her friend called to share some exciting news, Selma 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
5	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.
6	<ul style="list-style-type: none"> • Raising a hand to greet • Pointing your finger in anger <p>The above given statements indicate which type of communication? Explain any 2 points of importance.</p>
7	 <p>Identify the type of non-verbal communication. Explain what it implies and how it can be used effectively.</p>
8	<p>When Sera'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.</p> <p>Identify the style of communication adopted by Sera.</p>
9	Fushiguro's manager asked him to complete a report by the end of the day. Instead of saying he was overwhelmed, Fushiguro 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

	<p>instructions clearly." Behind the manager's back, Fushiguro complained to his colleagues about the extra workload, creating a sense of resentment.</p> <p>Identify the style of communication adopted by Fushiguro.</p>
10	<p>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.</p> <p>Source: Dispatch</p> <p>Identify the style of communication adopted in the above situation</p>
11	<p>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.</p> <p>Identify the style of communication adopted in the above situation</p>
12	<p>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</p>
13	<p>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</p>