



INDIAN SCHOOL AL WADI AL KABIR

Class: XII	Topic: Unit 1: COMMUNICATION SKILLS EMPLOYABILITY SKILLS WORKSHEET NO: 1	Department: COMMERCE
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I. CHOOSE THE RIGHT OPTION:

1. _____ is a two-way process through which information or message is exchanged between individuals using language, symbols, signs or behaviour.

- (a) Information
- (b) Listening
- (c) **Communication**
- (d) Writing

2. To learn a language, one needs to develop four key skills, namely _____, _____, _____ and _____.

- (a) **listening, speaking, reading, and writing**
- (b) writing, speaking, learning, hearing
- (c) listening, concentrating, writing, talking
- (d) reading, concentrating, talking, hearing

3. Communication involves a _____ and a _____.

- (a) Sender, communicator
- (b) Communicator, receiver
- (c) **Receiver, sender**
- (d) Sender, listener

4. Every effective conversation starts with _____.

- (a) **Listening**
- (b) Understanding
- (c) Hearing

(d) Communicating

5. The message may be misinterpreted because of _____
(CBSE SQP 2021-22)

(a) Barriers of communication

(b) Distortions

(c) Distraction

(d) Noise

6. _____ is an art, which comprises both a desire to comprehend, as well as offer support and empathy to the speaker.

(a) Passive Hearing

(b) Active participation

(c) Active Listening

(d) Passive Listening

7. _____ is a form of body language. It is one of the most important aspects in the communication process.

(a) Contacts

(b) Relationships

(c) Eye Contact

(d) Body Language

8. _____ indicate to the speaker if you are listening or not. Keep your hand and feet still while talking to someone.

(a) Body Language

(b) Speaking

(c) Eye contact

(d) Gestures

9. It is about saying or doing something as a response to something that has been said or done _____

- (a) Responsive
- (b) Responding**
- (c) Receiving
- (d) Reciprocating

10. Active listening is a helpful skill for any person to develop for the following reasons:
(CBSE SQP 2021-22)

- (a) It helps you to understand what people are saying in conversations and meetings
- (b) It can help build rapport with your interviewer.

(c) To redirect one's focus from needs of the prospective employer or interviewer to oneself

- (d) To help reduce your nervousness during an interview.

11. _____ can affect your job effectiveness, the quality of your relationship with others, and hence, your overall well-being.

- (a) Communication
- (b) Listening
- (c) Active Listening**
- (d) Networking skills

12. Aura or vibe signals are used to communicate. Identify the type of communication through Aura signal. (CBSE SQP 2020-21)

- (a) Verbal
- (b) Non-Verbal**
- (c) Message
- (d) All of these

13. Identify the following: The process of creating a non-fiction text about current or recent news, items of general interest or specific topic is called

- (a) writing skills
- (b) article writing**
- (c) paragraph writing

(d) none of these

14. Identify the correct kind of sentence for “Why haven’t you completed your work “ ?
(CBSE 2020)

(a) Exclamatory

(b) Imperative

(c) Interrogative

(d) Declarative

List down the kinds of sentences.

(CBSE – 2019-20 – 2marks)

15. How does the most critical skill in effective communication benefit any salesman in his career?

(CBSE 2020 – SQP – 2marks)

16. Explain the role of eye contact in active listening (CBSE 2024)

17. What is an exclamatory sentence (CBSE 2024)

IV. Choose the correct option:

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. Consistent communication d. None of the above.

6. A _____ statement is one which conveys the exact message that you 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. Which of the following is not a stage of active listening?

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

13. 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

14. 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.