




# INDIAN SCHOOL AL WADI AL KABIR

Class: XI	Department: Commerce
Subject: Marketing	Chp 1 – Communication Skills (Employability Skills)
Worksheet no: 01	Objective and Application Based Questions

Qt No.	
1	<p>From the image given below identify the type of Communication. Write a note on the identified type of communication in your own words</p> 
2	<p>Given below is an email. Write down your opinions on the language usage in the email.</p> <p>To: Bob Pope From: Gabrielle Mendes Subject: Job?</p> <p>Hey Bob, We talked a couple weeks back at the chamber of commerce event. (I was the one looking for a summer internship and had a zit on my lip that could have passed for a cold soar. Lol. Whew. It was not. You're probably like, "uh.. What?" Maybe that helps you recall, maybe not. Not completely important, I suppose.</p> <p>I'd really like to come work for you at your IT business. You seemed like a cool person to work for, I liked ur striped pants. I'm available to start working on Monday, but I am taking my driver's test in June and have to study and go an hour and half away to take it at an easier place cause I'm not a great driver so I'll miss a few days. I am also going to the beach with friends for a week in July. Oh, and my grandmother has bad gas (OMG IT'S TERRIBLE) and sometimes I have to take her to the doctor.</p> <p>I've attached my resume, it's the bomb dot com. Let me know if you have a job opening for me. I can't wait to play on some computers. If I don't respond to your email, I'm always on FB, snapchat or insta!</p> <p>Peace out, Gabrielle Mendes</p>
3	<p>Brenda is a Marketing Intern at ABC Corps. Her team members think of her as a reliable and trustworthy person since she is always available to share their work load. You ever ask Brenda to do somethings and she will reply, "Sure I'll get on it." and even gets the job done efficiently. Brenda is so supportive to her colleagues that she even skips her own lunches, social events to stay back and complete the work on behalf of them. But deep-down Brenda feels like her colleagues are always pushing their work on her head. She feels frustrated annoyed, and victimized. You're angry, yet she keeps rationalizing that she has "done the right thing."</p>

	Identify the Communication style adopted by Brenda.										
4	<p>Match the Following</p> <table border="1"> <thead> <tr> <th>COLUMN A COMMUNICATION BARRIERS</th> <th>COLUMN B EXAMPLES</th> </tr> </thead> <tbody> <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> </tbody> </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
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5	<p>Which of these is a positive (good) facial expression?</p> <ol style="list-style-type: none"> <li>Staring hard</li> <li>Nodding while listening</li> <li>Wrinkled forehead</li> <li>Looking away from the speaker</li> </ol>										
6	<p>Adopting this style of communication results in Hurt-feelings, loss of confidence, misunderstandings. Identify the communication style.</p> <p>Ans: Passive/ Submissive</p>										
7	<p>Trying to get your own way without taking responsibility, indicates that you have adopted _____ communication style</p> <ol style="list-style-type: none"> <li>Aggressive</li> <li>Passive/ Submissive</li> <li>Assertive</li> <li>Passive/ Aggressive</li> </ol>										
8	<p>What are the words we should use when we communicate verbally?</p> <ol style="list-style-type: none"> <li>Use straight words</li> <li>Use simple words</li> <li>Use precise words</li> <li>Use fixed words</li> </ol>										
9	<p>Robin, is a manager of an upcoming fashion house, and Mabel, a fashion intern, whose relative owns the fashion house. As an intern Mabel was required to assist the senior designers as well as clean and organize their work stations. However, Mabel thought of this work to be beneath her. She refused to clear any workstations and would often stroll in to work late.</p> <p>Rosa having noticed this called Mabel to her cabin for a talk. She explained in a clear and concise way that they all were working together as a team and clearing and organizing the senior's workstations was a part of Mabel's duties. Despite Rosa using an effective communication with appropriate statements, Mabel responded aggressively and threatened her saying, "Your boss is an extended family member of mine. If I tell her that you are troubling me at work and intentionally asking me to</p>										

	<p>clean other people's mess, she will surely fire you. Now, if you want to keep your job then don't bother me."</p> <p>Identify the communication style adopted by Mabel.</p>
10	<p>_____ is the act of using photographs, videos, art, drawings, sketches, charts and graphs to convey information.</p> <ul style="list-style-type: none"><li>a. Verbal communication</li><li>b. Non-verbal communication</li><li>c. Visual communication</li><li>d. Written communication</li></ul>