



INDIAN SCHOOL AL WADI AL KABIR



CLASS: X	DEPARTMENT: SKILL EDUCATION PART A – EMPLOYABILITY SKILLS 2026-27	DATE: 23/04/2026
WORKSHEET NO: 1 With answers	TOPIC: UNIT 1 COMMUNICATION SKILLS	Note: A4 FILE FORMAT
NAME OF THE STUDENT:	CLASS & SEC:	ROLL NO.

Section A: Fill in the Blanks

1. Communication is the exchange of _____.
 2. The sender, message, receiver and feedback are parts of the _____ cycle.
 3. Facial expressions and gestures are examples of _____ communication.
 4. Listening carefully without interrupting is called _____ listening.
 5. Barriers in communication may be physical, emotional or _____.
 6. A sentence must begin with a capital letter and end with proper _____.
 7. Noun, pronoun, verb and adjective are types of _____ of speech.
 8. An email is a form of _____ communication.
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Section B: Match the Following

Column A

1. Verbal Communication
2. Non-verbal Communication
3. Feedback
4. Grammar

Column B

- a. Body language
- b. Spoken words
- c. Reply or response
- d. Rules of language

Section C: True or False

1. Eye contact is a part of non-verbal communication. _____
 2. Hearing and listening are the same. _____
 3. Noise can be a barrier to communication. _____
 4. Pronoun replaces a noun. _____
 5. Every sentence must have meaning. _____
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Section D: Identify the Parts of Speech in the following sentences:

(Underline the word and write its type.)

1. **Riya** is reading a book. _____
 2. She runs **quickly**. _____
 3. This is a **beautiful** flower. _____
 4. **He** is my friend. _____
 5. We **play** football daily. _____
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Section E: Types of Sentences

Write whether the sentence is Declarative, Interrogative, Imperative or Exclamatory.

1. Please close the door. _____
 2. What a lovely day! _____
 3. Where do you live? _____
 4. I am a student. _____
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Section F: Descriptive Type Questions.

1. Why are communication skills important in school and workplace?
2. List the different types of verbal communication. Include examples for each verbal communication type.

3. Draw any six common signs used for Visual Communication. Explain what each conveys and where did you see it?
4. What do you mean by feedback? What is the importance of feedback?
5. Write down the common communication barriers you may come across when you move to a new city or country.
6. What is the importance of non-verbal communication?
7. Explain the parts of sentences.
8. Write two sentences of each type of sentence — statement, question, exclamatory and order.
9. Which is your favourite food, dish or cuisine? Write two paragraphs about your favourite food, dish or cuisine. Each paragraph should have a minimum of five sentences. Make sure you follow all the rules about sentences and paragraphs you have learnt.
10. What is effective communication? List two best practices for effective communication.

Answers

Section A

1. information/messages
2. communication
3. non-verbal
4. active
5. language
6. punctuation
7. parts
8. written

Section B

1. b
2. a
3. c
4. d

Section C

1. True
2. False
3. True
4. True
5. True

Section D

1. Riya is reading a book. — **Noun**
2. She runs quickly. — **Adverb**

3. This is a **beautiful** flower. — **Adjective**
4. **He** is my friend. — **Pronoun**
5. We **play** football daily. — **Verb**

Section E

1. Please close the door. — **Imperative**
2. What a lovely day! — **Exclamatory**
3. Where do you live? — **Interrogative**
4. I am a student. — **Declarative**

Section F

1. Communication skills are important in school and the workplace because they help us share ideas clearly and understand others. In school, good communication helps students ask questions, participate in class, and work in groups. In the workplace, it helps employees talk to customers, cooperate with team members, and avoid misunderstandings. Good communication also builds confidence and improves relationships.
2. (a) **Interpersonal Communication:** This form of communication takes place between two individuals and is thus a one on-one conversation. It can be formal or informal. Examples
- 1. A manager discussing the performance with an employee.
2. Two friends discussing homework.
3. Two people talking to each other over phone or video call.
(b) **Written Communication:** This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two or more people.
Examples 1. A manager writing an appreciation e-mail to an employee.
2. Writing a letter to grandmother enquiring about health.
(c) **Small Group Communication:** This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the rest.
Examples 1. Press conferences
2. Board meetings
3. Team meetings
(d) **Public Communication:** This type of communication takes place when one individual addresses a large gathering.
Examples 1. Election campaigns
2. Public speeches by dignitaries

3.



4. Feedback is an important part of the communication cycle. For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the message across. While a sender sends information, the receiver provides feedback on the received message.

Most important factors of feedback is –

It validates effective listening:

It verifies effective listening by ensuring that the person providing feedback is understood and that their feedback is useful.

It motivates: People can be motivated by positive feedback to improve their working relationships and continue doing the good job that has been recognized.

It boosts learning: It's critical to get feedback in order to stay on track with your goals, improve your planning, and generate better products and services.

It improves performance: Feedback can assist in making better judgments in order to improve and boost performance.

5. The common communication barriers a person may come across when they move to a new city or country is:

Physical Barriers: Physical barriers are the environmental and natural conditions that act as a barrier in communication. For example, text messages are often less effective than face-to-face communication.

Linguistic Barriers: The inability to communicate using a language is known as the language barrier to communication. Language barriers are the most common communication barriers, it leads to misunderstandings and misinterpretations of the message. For example, slang, professional jargon.

Interpersonal Barriers: Barriers to interpersonal communication occur when the sender's message is received differently from how it was intended. It is also very difficult to communicate with someone who is not willing to talk or express their feelings and views.

Organisational Barriers: Organisations are designed on the basis of formal hierarchical structures that follow performance standards, rules and regulations, procedures, policies, behavioural norms, etc. Superior-subordinate relationships in a formal organisational structure can be a barrier to the free flow of communication.

Cultural Barriers: Cultural barriers is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties. People sometimes make stereotypical assumptions about others based on their cultural background, this leads to a difference in opinions and can be a major barrier to effective communication.

6. Importance of Non-verbal Communication In our day-to-day communication
 - 55% communication is done using body movements, face, arms, etc.
 - 38% communication is done using voice, tone, pauses, etc.
 - only 7% communication is done using words
7. We all know that almost all English sentences have a subject and a verb while some also have an object.

Subject: Person or thing that performs an action.

Verb: Describes the action.

Object: Person or thing that receives the action.

8. The two sentences of each type of sentence are:

Statement 1) Blue is my favourite colour. 2) The farewell party begins in two hours.

Question 1) Do you want tea or coffee? 2) Is it raining?

Exclamatory 1) This is the best day of my life! 2) Oh, my goodness, we won!

Order 1) Please lower your voice. 2) Respond immediately.

9. I don't eat food myself, but I can still appreciate how exciting and diverse cuisines can be! One of the most beloved dishes worldwide is pizza. Originating from Italy, pizza has become a universal comfort food, adored for its versatility. The combination of a crispy crust, rich tomato sauce, melted cheese, and endless toppings is both simple and satisfying. Whether it's a classic Margherita or something more adventurous like a barbecue chicken pizza, there's something for

everyone. The balance of flavors and textures in each bite makes it a go-to choice for many, and the fun part is that you can customize it to suit any taste preference. Italian cuisine, in general, is known for its emphasis on fresh, high-quality ingredients, which makes it stand out globally. Dishes like pasta, risotto, and lasagna bring people together around the table, often in large family-style gatherings. The use of olive oil, fresh herbs, and tomatoes elevates the taste of even the simplest dishes. I admire how Italian food is both comforting and celebratory, whether it's a quick meal at home or a multi-course dinner. Pizza, especially, embodies the spirit of sharing and enjoying life, making it more than just food—it's an experience.

10. The act of giving, receiving, and sharing information is known as communication. Signs and signals provide information. Communication can take the form of speaking, writing, or any other medium. The word 'Communication' comes from the Latin word *communicare*, which means 'to share'.

There are 7 C's effective communication which are applicable for both written as well as oral communication. These are as follows –

- a. Clear – Always say clearly, what you want to say.
- b. Concise – Always use simple language and say only what is required.
- c. Concrete – Always use proper words and phrases in the sentences.
- d. Correct – Always use correct spelling and grammar in the sentences.
- e. Coherent – Your word should be related to the main topic and your word should make sense.
- f. Complete – Your message should be complete and have all the needed information.
- g. Courteous – Be honest, respectful and friendly with others.

Best practices of effective communication

- 1. Use simple language
- 2. Be respectful of others' opinions
- 3. Do not form assumptions on culture, religion or geography
- 4. Try to communicate in person as much as possible
- 5. Use visuals
- 6. Take help of a translator to overcome differences in language

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