

	INDIAN SCHOOL AL WADI AL KABIR		
Class: X	Department: SCIENCE 2026 – 27 SUBJECT: DESIGN THINKING & INNOVATION	Date of submission: 26.04.2026	
Worksheet No: PART B – 1 with answers	UNIT 1: PART B – FUNDAMENTALS OF COMMUNICATION SKILLS	Note: A4 FILE FORMAT	
NAME OF THE STUDENT		CLASS & SEC: X A TO I	ROLL NO.

MULTIPLE CHOICE QUESTIONS

1. Which of the following is a key element of communication?

- a) Listening
- b) Reading
- c) Writing
- d) Speaking

2. The process of exchanging messages between a sender and a receiver is known as:

- a) Communication
- b) Broadcasting
- c) Advertising
- d) Persuasion

3. Which of the following is a barrier to effective communication?

- a) Clear message
- b) Noise
- c) Feedback
- d) Understanding

4. What does non-verbal communication include?

- a) Language
- b) Tone of voice
- c) Words spoken
- d) None of the above

5. Which of the following is an example of a formal method of communication?

- a) Text messages
- b) Official emails
- c) Social media posts
- d) Casual conversation

6. What is the primary purpose of feedback in communication?

- a) To send a message
- b) To improve the communication process
- c) To stop communication
- d) To send non-verbal cues

7. Which of these is a characteristic of effective communication?

- a) Unclear message
- b) One-way communication
- c) Active listening
- d) Ignoring feedback

8. What is meant by 'active listening'?

- a) Listening without any response
- b) Giving feedback and responding to the speaker
- c) Speaking while the other person talks
- d) Focusing only on the message's content

9. Which medium is most commonly used for formal written communication?

- a) Text messages
- b) Memos and reports
- c) Phone calls
- d) Face-to-face conversation

10. The communication model that includes a sender, message, channel, receiver, and feedback is called:

- a) Linear model
- b) Shannon-Weaver model
- c) Transactional model
- d) Interactive model

DESCRIPTIVE TYPE QUESTIONS

1. Define communication. Explain the process of communication.
2. What are the different types of communication? Explain each with examples.
3. Explain the importance of active listening in communication.
4. What are the barriers to effective communication?
5. Discuss the significance of feedback in the communication process.
6. Differentiate between verbal and non-verbal communication.
7. What are communication skills, and why are they important for effective communication?
8. What is the role of body language in communication?
9. What is the difference between formal and informal communication?
10. Describe the concept of "communication noise" and its impact on the communication process.

ANSWERS – MULTIPLE CHOICE QUESTIONS

Q.NO	ANSWERS
1.	a) Listening
2.	a) Communication
3.	b) Noise
4.	d) None of the above
5.	b) Official emails
6.	b) To improve the communication process
7.	c) Active listening
8.	b) Giving feedback and responding to the speaker
9.	b) Memos and reports
10.	b) Shannon-Weaver model

ANSWERS - DESCRIPTIVE TYPE QUESTIONS

1. Communication is the process of transferring information, ideas, or feelings from one person to another. It involves a sender, a message, a medium, a receiver, and feedback.

- Sender: The person who initiates the communication by encoding the message.
- Message: The information, idea, or feeling that is communicated.
- Medium: The channel through which the message is conveyed (e.g., face-to-face, telephone, email).
- Receiver: The person who receives and decodes the message.
- Feedback: The response of the receiver to the sender, indicating that the message was understood. The process is continuous and can be affected by noise (distractions or misunderstandings) that can alter the message.

2. Communication can be categorized into several types based on the mode and purpose:

1. Verbal Communication: Involves the use of words (spoken or written).

Example: A teacher explaining a concept in the class, or sending an email to a colleague.

2. Non-Verbal Communication: Involves body language, gestures, facial expressions, eye contact, posture, and tone of voice.

Example: A person shaking hands with a smile to greet someone.

3. Written Communication: Involves the use of written words to convey a message.

Example: Letters, reports, or online chat messages.

4. Non-Verbal Communication: Involves the use of visuals, such as images, signs, charts, and graphs.

Example: A company using infographics in their presentations.

5. Formal Communication: Official or professional communication that follows a set structure.

Example: A business proposal or an official memo.

6. Informal Communication: Casual or unofficial communication between individuals.

Example: Talking to a friend about a personal matter.

3. Active listening is a key skill in effective communication. It involves not just hearing the words being spoken but also understanding and interpreting the message being communicated. It includes:

1. Focus: Giving full attention to the speaker.
2. Understanding: Trying to comprehend the speaker's message.
3. Responding: Giving appropriate feedback to indicate understanding.
4. Remembering: Retaining the information shared for future use.

Active listening helps in building rapport, avoiding misunderstandings, and ensuring that the communication is clear and effective.

4. Barriers to effective communication can be classified into physical, psychological, and semantic barriers:

1. Physical Barriers: Environmental factors such as noise, distance, or technical issues that interfere with communication. Example: Poor phone connection, background noise, or distractions.
2. Psychological Barriers: Emotional or mental factors that affect communication, such as stress, bias, or lack of attention. Example: A person feeling anxious or overwhelmed during a presentation.
3. Semantic Barriers: Misunderstanding or confusion caused by the use of words or phrases with different meanings. Example: Using jargon or complex terms that the receiver does not understand.
4. Cultural Barriers: Differences in cultural norms and practices that affect communication. Example: Different gestures or expressions may mean different things in different cultures.
5. Language Barriers: Difficulty in understanding or expressing ideas due to differences in language. Example: Miscommunication due to language translation issues.

5. Feedback is crucial in communication as it helps the sender know whether their message has been received and understood correctly. It also allows the receiver to clarify any doubts or misunderstandings. The significance of feedback includes:

- Clarification: Helps in ensuring that the message was understood as intended.
- Improvement: Provides an opportunity for the sender to improve or modify the message for better clarity.
- Motivation: Positive feedback can motivate the sender to continue communication, while negative feedback helps to correct mistakes.
- Engagement: Encourages two-way interaction, making communication more effective.

6. • Verbal Communication: Involves the use of words to convey a message. This can be both spoken (e.g., conversations, speeches) and written (e.g., letters, emails).

- Non-Verbal Communication: Involves the transmission of messages through body language, gestures, facial expressions, posture, and tone of voice. It does not rely on words, but conveys meaning through physical actions.

The key difference is that verbal communication depends on language and words, while non verbal communication relies on visual and physical cues.

7. Communication skills refer to the ability to convey information in a clear, concise, and effective manner, and to understand the information conveyed by others. Effective communication skills are essential because they:

- **Facilitate Understanding:** Help in conveying the message clearly to avoid confusion.
- **Build Relationships:** Effective communication helps in building trust and relationships.
- **Enhance Productivity:** Clear communication can lead to better teamwork and collaboration.
- **Resolve Conflicts:** Good communication helps in resolving misunderstandings and conflicts by ensuring both parties understand each other's perspectives. Skills such as active listening, empathy, clarity, and feedback are integral to effective communication.

8. Body language is an essential part of non-verbal communication. It conveys feelings, emotions, and reactions, often supplementing or sometimes even replacing spoken words. The role of body language includes:

1. **Conveying Emotions:** A person's facial expressions, posture, and gestures can reveal emotions such as happiness, anger, or confusion.
2. **Enhancing Understanding:** Body language can provide context to what is being said, reinforcing or contradicting verbal messages.
3. **Building Rapport:** Positive body language, like eye contact and smiling, helps in building trust and a connection with others.
4. **Indicating Interest or Disinterest:** A person's physical demeanor (such as leaning in or crossing arms) can indicate their level of engagement in the conversation.

Understanding body language is important for interpreting messages more effectively.

9. • **Formal Communication:** Refers to structured and official communication that follows a set of rules or guidelines. It is used in professional or official settings. o Example: Business meetings, official emails, academic presentations.

• **Informal Communication:** Refers to casual, unstructured communication. It is often used in personal relationships or casual settings.

Example: Conversations between friends or colleagues during breaks. The key difference lies in the context and structure—formal communication follows a set format, while informal communication is more relaxed and spontaneous.

10. Communication noise refers to any disturbance or interference that disrupts the flow of communication, making it difficult for the message to be conveyed or understood. Types of noise include:

1. Physical Noise: External sounds or distractions, such as background noise or poor signal.

Example: A loud construction site outside while someone is speaking.

2. Psychological Noise: Mental distractions like stress, bias, or preconceived notions. Example:

A listener being distracted by personal problems while trying to listen.

3. Semantic Noise: Misinterpretations caused by unfamiliar vocabulary, jargon, or cultural differences. Example: A speaker using technical terms that the audience doesn't understand.

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