Class 10 – CBSE Employability Skills

# Unit: Communication Skills II – Worksheet

Subject: Employability Skills  
Class: 10  
Time: 45 minutes  
Marks: 20

## Section A – Multiple Choice Questions (1 mark each)

Q1. Which of the following is NOT a type of communication?  
a) Verbal b) Non-verbal c) Emotional d) Written

Q2. Active listening involves:  
a) Hearing and responding immediately b) Multitasking while listening  
c) Thinking about your response while the other person speaks d) Ignoring the speaker’s feelings

Q3. A formal communication is usually:  
a) Between friends b) Between a boss and an employee  
c) At a party d) On social media

Q4. Which of these is a barrier to effective communication?  
a) Good vocabulary b) Active listening c) Noise d) Eye contact

Q5. Written communication is most useful when:  
a) You want to chat quickly b) You need permanent record  
c) You want to whisper d) You don’t want proof

## Section B – Fill in the blanks (1 mark each)

Q6. \_\_\_\_\_\_\_\_\_ is the process of exchanging information, ideas, and feelings.

Q7. Tone of voice and facial expressions are part of \_\_\_\_\_\_\_\_\_ communication.

Q8. Listening carefully and giving feedback is called \_\_\_\_\_\_\_\_\_ listening.

Q9. Communication with family and friends is called \_\_\_\_\_\_\_\_\_ communication.

Q10. An email is an example of \_\_\_\_\_\_\_\_\_ communication.

## Section C – Very Short Answer (2 marks each)

Q11. Name any two non-verbal ways of communication.

Q12. Mention two features of effective communication.

## Section D – Short Answer (3 marks each)

Q13. List any three barriers to effective communication and suggest how to overcome one of them.

Q14. Explain the difference between verbal and non-verbal communication with one example each.

## Section E – Activity-Based Question (3 marks)

Q15. Imagine you are welcoming a guest to your school. Write 3-4 lines of a formal introduction you would use.