

Chapter 16: Soft Skills

Q1. Which of the following describes 'Effective Communication'?

- A) Conveying information clearly, accurately, and in a way that is understood as intended by the receiver
- B) Speaking as much as possible without listening
- C) Using only written communication, never verbal
- D) Avoiding communication with others entirely

Answer: A) Conveying information clearly, accurately, and in a way that is understood as intended by the receiver

Q2. Which of the following are 'Features of Effective Communication'?

- A) Ambiguity and confusion
- B) Rudeness and impatience
- C) Excessive length with no clear point
- D) Clarity, conciseness, correctness, completeness, and courtesy

Answer: D) Clarity, conciseness, correctness, completeness, and courtesy

Q3. Which of the following describes 'Call Handling Skills'?

- A) The ability to professionally manage phone conversations, including greeting, listening, and resolving queries
- B) Speaking only in a scripted, robotic manner with no adaptability
- C) Ending calls abruptly without resolution
- D) Ignoring incoming calls entirely

Answer: A) The ability to professionally manage phone conversations, including greeting, listening, and resolving queries

Q4. Which of the following is a type of Listening mentioned generally in communication skills training?

- A) Selective Distraction

- B) Passive Ignoring
- C) Active Listening
- D) Deliberate Misunderstanding

Answer: C) Active Listening

Q5. Which of the following is a tip for Effective Listening?

- A) Multitasking heavily while someone is speaking to you
- B) Giving full attention and avoiding interruptions while the other person speaks
- C) Interrupting frequently to share your own opinion
- D) Thinking about your response instead of listening

Answer: B) Giving full attention and avoiding interruptions while the other person speaks

Q6. Which of the following describes 'Academic Listening' (e.g., lecturing)?

- A) Listening only for entertainment purposes
- B) Listening carefully to understand and retain information presented in an educational context
- C) Listening only to criticize the speaker
- D) Ignoring the speaker entirely during a lecture

Answer: B) Listening carefully to understand and retain information presented in an educational context

Q7. Which of the following describes 'Listening to Talks and Presentations'?

- A) Avoiding presentations entirely
- B) Only listening to the introduction and ignoring the rest
- C) Actively focusing on understanding the key points and message conveyed by a speaker
- D) Only focusing on the speaker's appearance, not content

Answer: C) Actively focusing on understanding the key points and message conveyed by a speaker

Q8. Which of the following describes 'Listening to Announcements'?

- A) Ignoring all announcements as unimportant
- B) Only listening to announcements that are repeated multiple times
- C) Assuming all announcements are irrelevant
- D) Paying attention to important, often brief, informational messages, such as public announcements

Answer: D) Paying attention to important, often brief, informational messages, such as public announcements

Q9. Which of the following describes 'Corporate Culture'?

- A) A type of software used in offices
- B) The shared values, beliefs, and behaviors that characterize an organization
- C) A government policy unrelated to organizations
- D) A single individual's personal habits only

Answer: B) The shared values, beliefs, and behaviors that characterize an organization

Q10. Which of the following is the correct full form of CRM, a business concept covered in Soft Skills?

- A) Customer Relationship Management
- B) Corporate Risk Management
- C) Customer Recovery Method
- D) Company Resource Management

Answer: A) Customer Relationship Management

Q11. Which of the following describes CRM (Customer Relationship Management) Concepts?

- A) Only managing internal company finances
- B) Only managing employee attendance records
- C) Only managing computer hardware in an office
- D) Strategies and practices for managing an organization's interactions with current and potential customers

Answer: D) Strategies and practices for managing an organization's interactions with current and potential customers

Q12. Which of the following describes 'Selling Skills'?

- A) Only technical skills unrelated to persuasion

- B) Only skills used in manufacturing products
- C) The abilities and techniques used to effectively persuade and close a sale with a customer
- D) Only skills used in software programming

Answer: C) The abilities and techniques used to effectively persuade and close a sale with a customer

Q13. Which of the following describes 'Behavioral Skills' in a professional context?

- A) Only physical fitness abilities
- B) Only technical/coding skills
- C) Only financial accounting abilities
- D) Personal qualities and interpersonal behaviors that affect how one interacts with others at work

Answer: D) Personal qualities and interpersonal behaviors that affect how one interacts with others at work

Q14. Which of the following describes 'Vocabulary Development' as a Soft Skills topic?

- A) Expanding one's range and understanding of words to communicate more effectively
- B) Reducing the number of words one knows
- C) Focusing only on technical jargon with no general vocabulary
- D) Avoiding the use of new words entirely

Answer: A) Expanding one's range and understanding of words to communicate more effectively

Q15. Which of the following describes 'Pronunciation' as a Soft Skills topic?

- A) The correct and clear articulation of words while speaking
- B) Only the meaning of words with no spoken aspect
- C) Only the written form of words
- D) Ignoring how words sound when spoken

Answer: A) The correct and clear articulation of words while speaking

Q16. Which of the following describes 'Reading' as a core communication skill covered in this module?

- A) Only the ability to speak aloud
- B) The ability to comprehend and interpret written text effectively
- C) Only the ability to write text
- D) Only the ability to listen to audio

Answer: B) The ability to comprehend and interpret written text effectively

Q17. Which of the following describes 'Listening And Speaking' as combined skills in this module?

- A) The interconnected abilities to receive and convey verbal information effectively in conversation
- B) Only the ability to read silently
- C) Only the ability to write documents
- D) Skills unrelated to verbal communication

Answer: A) The interconnected abilities to receive and convey verbal information effectively in conversation

Q18. Which of the following describes 'Writing' as a core communication skill covered in this module?

- A) Only the ability to listen to others
- B) Only the ability to speak aloud
- C) Only the ability to read silently
- D) The ability to compose clear, organized, and effective written content

Answer: D) The ability to compose clear, organized, and effective written content

Q19. Which of the following describes 'Integrated Skills' in the context of communication training?

- A) A skill unrelated to communication training
- B) Combining multiple skills like listening, speaking, reading and writing together in practical communication tasks
- C) Using only one communication skill in isolation at all times
- D) Avoiding the combination of any skills

Answer: B) Combining multiple skills like listening, speaking, reading and writing together in practical communication tasks

Q20. Which of the following describes 'Non-Verbal Communication'?

- A) Communication using only spoken words with no gestures
- B) Communication using only written words
- C) Conveying messages through body language, facial expressions, gestures, and tone rather than words alone
- D) Communication that has no impact on message delivery

Answer: C) Conveying messages through body language, facial expressions, gestures, and tone rather than words alone

Q21. Which of the following is an example of Non-Verbal Communication?

- A) Eye contact and facial expressions
- B) A written email
- C) A printed document
- D) A spoken phone call transcript

Answer: A) Eye contact and facial expressions

Q22. Which of the following best describes the overall objective of the Soft Skills module as stated in the syllabus?

- A) To develop written, verbal, non-verbal, and technical communication skills
- B) To develop only database management skills
- C) To develop only technical programming skills
- D) To develop only hardware repair skills

Answer: A) To develop written, verbal, non-verbal, and technical communication skills

Q23. Which of the following is a benefit of strong Communication Skills in a professional/call center environment?

- A) Reduced clarity in professional interactions
- B) No impact on workplace effectiveness
- C) Improved customer satisfaction and clearer information exchange
- D) Increased misunderstandings and customer complaints

Answer: C) Improved customer satisfaction and clearer information exchange

Q24. Which of the following describes the importance of tone during 'Call Handling'?

- A) Tone should be ignored entirely during calls
- B) Tone has no impact on call handling outcomes
- C) A harsh tone is always preferred for efficiency
- D) A polite, professional and appropriate tone helps build rapport and resolve customer queries effectively

Answer: D) A polite, professional and appropriate tone helps build rapport and resolve customer queries effectively

Q25. Which of the following describes the purpose of 'Types of Listening' as a foundational topic in Soft Skills?

- A) Understanding only one universal listening approach for all situations
- B) Understanding different listening approaches, such as active, empathetic, or critical listening, suited to different situations
- C) Only relevant to written communication, not listening

D) A topic unrelated to communication skills

Answer: B) Understanding different listening approaches, such as active, empathetic, or critical listening, suited to different situations

Q26. Which of the following describes 'Tips for Effective Listening' more broadly, beyond just giving attention?

- A) Assuming you already know what the speaker will say without listening
- B) Interrupting frequently to demonstrate engagement
- C) Multitasking heavily while someone is speaking
- D) Practices like avoiding distractions, asking clarifying questions, and providing feedback to the speaker

Answer: D) Practices like avoiding distractions, asking clarifying questions, and providing feedback to the speaker

Q27. Which of the following describes the purpose of studying 'Communication Skills & Call Handling Skills' together in this module?

- A) Building both general communication ability and specific skills for professional phone-based interactions
- B) A topic unrelated to professional workplace skills
- C) Focusing exclusively on written communication with no verbal component
- D) Focusing exclusively on non-verbal communication with no verbal component

Answer: A) Building both general communication ability and specific skills for professional phone-based interactions

Q28. Which of the following describes the importance of understanding 'Corporate Culture' for a new employee?

- A) Understanding corporate culture is only relevant to senior management
- B) Helping them adapt to the shared values, norms, and expected behaviors of their workplace
- C) Corporate culture has no relevance to how employees should behave
- D) A topic unrelated to workplace success

Answer: B) Helping them adapt to the shared values, norms, and expected behaviors of their workplace

Q29. Which of the following describes how 'CRM Concepts' relate to effective customer-facing communication?

- A) CRM concepts apply only to software developers, not communicators
- B) Understanding customer relationship principles helps professionals communicate and serve customers more effectively
- C) A topic unrelated to professional soft skills
- D) CRM concepts are unrelated to communication skills

Answer: B) Understanding customer relationship principles helps professionals communicate and serve customers more effectively

Q30. Which of the following describes the connection between 'Selling Skills' and effective communication?

- A) Successful selling relies heavily on clear communication, persuasion, and understanding customer needs
- B) Selling skills require no communication ability at all
- C) Selling skills are entirely unrelated to soft skills training
- D) A topic unrelated to professional communication training

Answer: A) Successful selling relies heavily on clear communication, persuasion, and understanding customer needs

Q31. Which of the following describes the importance of 'Behavioral Skills' in professional teamwork?

- A) Behavioral skills have no impact on teamwork or professional relationships
- B) A topic unrelated to professional soft skills
- C) Positive behavioral qualities like cooperation and respect improve collaboration and workplace relationships
- D) Behavioral skills are relevant only to individual work, never teamwork

Answer: C) Positive behavioral qualities like cooperation and respect improve collaboration and workplace relationships

Q32. Which of the following describes why 'Vocabulary Development' is emphasized in a Soft Skills module?

- A) A topic unrelated to professional communication training

- B) Vocabulary has no impact on communication effectiveness
- C) A broader vocabulary enables more precise, professional and effective communication
- D) Vocabulary development is only relevant for written communication, not spoken

Answer: C) A broader vocabulary enables more precise, professional and effective communication

Q33. Which of the following describes why 'Pronunciation' is emphasized alongside vocabulary in this module?

- A) Clear pronunciation ensures spoken communication is understood accurately by listeners
- B) A topic unrelated to professional communication training
- C) Pronunciation is only relevant for written communication, not spoken
- D) Pronunciation has no impact on how well a message is understood

Answer: A) Clear pronunciation ensures spoken communication is understood accurately by listeners

Q34. Which of the following describes the connection between 'Reading' skills and overall professional communication ability?

- A) Strong reading comprehension supports understanding instructions, documents, and information at work
- B) A topic unrelated to the Soft Skills module
- C) Reading is only relevant to academic settings, never professional ones
- D) Reading skills are unrelated to professional communication

Answer: A) Strong reading comprehension supports understanding instructions, documents, and information at work

Q35. Which of the following describes the connection between 'Writing' skills and professional communication, as covered in this module?

- A) Writing is only relevant to academic settings, never professional ones
- B) Writing skills are unrelated to professional communication
- C) A topic unrelated to the Soft Skills module

- D) Clear, organized writing supports effective emails, reports, and other professional documentation

Answer: D) Clear, organized writing supports effective emails, reports, and other professional documentation

Q36. Which of the following describes 'Integrated Skills' more specifically in the context of real workplace communication scenarios?

- A) Simultaneously applying listening, speaking, reading and writing together, as often required in actual work situations
- B) Only relevant to academic testing, not real workplace scenarios
- C) A concept irrelevant to workplace communication
- D) Using each communication skill in complete isolation from the others at all times

Answer: A) Simultaneously applying listening, speaking, reading and writing together, as often required in actual work situations

Q37. Which of the following describes a practical example of 'Non-Verbal Communication' affecting a job interview outcome?

- A) A candidate's posture, eye contact, and handshake can influence the interviewer's impression, independent of spoken words
- B) Only the candidate's resume content matters, not their in-person behavior
- C) Non-verbal cues have no impact on interview outcomes
- D) A concept unrelated to professional interactions

Answer: A) A candidate's posture, eye contact, and handshake can influence the interviewer's impression, independent of spoken words

Q38. Which of the following describes the general importance of Soft Skills training within a broader technical course like ECC?

- A) Complementing technical/computer skills with essential interpersonal and communication abilities valued by employers
- B) Soft skills are irrelevant to technical/computer-related careers
- C) A topic unrelated to overall employability
- D) Soft skills training replaces the need for any technical skills

Answer: A) Complementing technical/computer skills with essential

**interpersonal and communication abilities
valued by employers**

Q39. Which of the following best summarizes the overall objective of the Soft Skills module as stated in the syllabus?

- A) To develop only hardware repair skills
- B) To develop only technical programming skills
- C) To develop written, verbal, non-verbal, and technical communication skills
- D) To develop only database management skills

Answer: C) To develop written, verbal, non-verbal, and technical communication skills

Q40. Which of the following describes why the Soft Skills module covers such a broad range of topics, from listening to CRM to non-verbal communication?

- A) A broad range of topics indicates the module lacks a clear focus or purpose
- B) These topics are entirely unrelated to each other and to workplace effectiveness
- C) Only one of these topics is actually relevant to professional success
- D) Professional success depends on a combination of interpersonal, communication, and behavioral competencies beyond just technical skills

Answer: D) Professional success depends on a combination of interpersonal, communication, and behavioral competencies beyond just technical skills

Q41. Which of the following describes why 'Call Handling Skills' specifically is paired with general 'Communication Skills' in this module?

- A) Call handling and communication skills are entirely unrelated competencies
- B) Only call handling matters for professional communication; general skills are irrelevant
- C) Call handling represents a practical, specialized application of broader communication principles in a professional context

D) This pairing serves no practical purpose in a Soft Skills curriculum

Answer: C) Call handling represents a practical, specialized application of broader communication principles in a professional context

Q42. Which of the following best explains why 'Listening Skills' receives detailed attention (types, tips, academic listening, presentations, announcements) in this module?

- A) Effective listening is foundational to nearly all forms of successful communication and is often under-emphasized compared to speaking
- B) Listening skills require no dedicated attention since they develop naturally
- C) Only speaking skills matter for effective communication, not listening
- D) This level of detail on listening serves no practical purpose

Answer: A) Effective listening is foundational to nearly all forms of successful communication and is often under-emphasized compared to speaking

Q43. Which of the following best explains the inclusion of both 'Corporate culture' and 'CRM Concepts' in a Soft Skills module aimed at employability?

- A) Corporate culture and CRM concepts are irrelevant to entry-level job readiness
- B) Only technical computer skills matter for employability, not workplace concepts
- C) Both help learners understand professional workplace expectations and customer-facing responsibilities they may encounter in jobs
- D) These topics are unrelated to the practical goals of the ECC course

Answer: C) Both help learners understand professional workplace expectations and customer-facing responsibilities they may encounter in jobs