**Model Questions:**

Q1. What is Body Language?

Q2. What are Emotions?

Q3. What do you understand by Facial Expressions?

Q4. Write short notes on Non-verbal Communication.

Q.5. Enlist types of non-verbal communication

Q6. Define barriers in communication

Q7.Do you agree that “ Face is the index of the mind”

Q8. Write short notes on Disadvantages of Non-Verbal Communication and Factors Affecting Emotions

Q.9. Write the traits of good listener.

Q10. Explain the different barriers to active listening?

**Model Optional and True / False Question**

**1.** What is Verbal Communication?

a. Talking to someone

b. **When someone is talking and someone else is listening**

c. When more than one person is talking

d. Using verbal noises to show you are listening like “uh huh”

e. All the above

**2**. What is communication without words?

a. There is no communication without words

**b. Non-verbal communication**

c. Telepathy

d. Sign language

e. Gestures

**3.** What needs to be complete for there to have been effective communication?

a. The persons sentence

b. The documentation

c. **Both the sending and receiving of the message**

d. The task that was asked of the person

**4**. When speaking on the phone, what type of communication is being used?

a. **Verbal and tone of voice**

b. Verbal and body language

c. Verbal

d. Nonverbal communication

e. Face to face

**5.** How can a person correctly communicate?

a. Speaking

b. Text message

c. Email

d. Phone

**e. All of the above**

**6.** What is the term used to describe the emotion or feeling in your voice?

a. Affect

b. Verbal communication

**c. Tone**

d. Sarcasm

e. Sentiment

**7.**  Waving is what type of communication?

a**. Gestures**

b. Body language

c. Sign language

d. Body position

**8.** What is communication without words?

a. There is no communication without words

b. Non-verbal communication

c. Telepathy

d. Sign language

**9.** Which of the following is NOT a form of non-verbal communication?

a. Body language

b. Gesture

c. Written communication

d. Facial expressions

**10.** Communication barriers are

1. Poor expression
2. Emotions
3. a and b
4. None of the above

**11.** How many languages are made up of non-verbal communication?

1. 7%
2. 38%
3. 52%
4. 93%

**12.** Colour affects us….

a. Mentally

b. Socially

c. Emotionally

d. Psychologically

**13.** Limitations of Non-Verbal Communication are

a. Distortion of information

b. Culture-bound

c. a and b

d. None of the above

**14.** Facial expressions reflect …..

a. Emotion,

b. Feelings

c. Attitudes

d. All of the above

**15.** Functions of Nonverbal Communication is

a. Message Exchange

b. Message Attention

c. Message Regulation

d. All of the above

**16.** Facial expressions are a part of

a. Gestures

b. Sign language

c. Body language

d. Non-effective communication

**17.** Using your whole body to communicate is called what?

 a. Body language

b. Sign language

c. Verbal communication

d. Full communication

**18.** Typical evaluation gestures include

a. hand to cheek,

b. leaning forward

c. chin stroking

d. all of the above

19. What is listening well called?

a. Correct listening

 b. Passive listening

c. Active listening

 d. Total listening

e. Complete listening

1. Just looking will help you tell the true meaning behind body language. True/ **False**
2. There are three basic facial expressions. True / **False**
3. Emotions are caused by specific event. True/False
4. Emotions are accompanied by different facial expression. True/False
5. Body language has words, sentences and punctuation. True/False
6. Facial Expressions = Emotion display True/False
7. Yours face can show many feelings. True/False
8. Body language is the way we use our bodies to send messages. True/False
9. Positive body language can make you feel better. **True/** False
10. When somebody's body language and verbal language DOESN'T match, then they are telling the truth. True/ **False**

**Model Match the column.**

|  |  |
| --- | --- |
| **Emotions** | **Situations** |
| 1. Excitement, Surprise,
 | 1. You had fight with your best friend
 |
| 1. Nervousness, Fear,
 | 1. You are about to go for an interview / exam
 |
| 1. Sadness, Sorrow,
 | 1. You and your family are going for a picnic
 |
| 1. Disgust
 | 1. You are about to receive the results of an exam that you do not think you did well on
 |
| 1. Nervousness, Scared,
 | 1. You have received an unexpected gift
 |
| 1. Happiness, Excitement,
 | 1. You see a man chewing gum or tobacco and spitting on the road
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