



UNIT 1: COMMUNICATION SKILLS – COMPLETE EXAM GUIDE (2 Marks)

(Based on recurring CBSE Skill Education & AHSEC Vocational Exam Patterns)

1 MARK QUESTIONS

Q1. What is communication?

Ans: Communication is the process of exchanging information, ideas, thoughts, and feelings between two or more people.

Q2. Who is a sender?

Ans: The person who sends a message is called the sender.

Q3. Who is a receiver?

Ans: The person who receives a message is called the receiver.

Q4. What is feedback?

Ans: Feedback is the response given by the receiver to the sender.

Q5. What is verbal communication?

Ans: Communication through spoken or written words is called verbal communication.

Q6. What is non-verbal communication?

Ans: Communication without using words is called non-verbal communication.

Q7. What is written communication?

Ans: Communication through written text is called written communication.

Q8. What is visual communication?

Ans: Communication through images, charts, diagrams, and symbols is called visual communication.

Q9. What is active listening?

Ans: Active listening means listening carefully and understanding the speaker's message.

Q10. What is body language?

Ans: Body language refers to communication through gestures, facial expressions, posture, and eye contact.

FILL IN THE BLANKS

Q1. Communication is a _____ process.

Ans: Two-way

Q2. The person who sends a message is called the _____.

Ans: Sender

Q3. The person who receives a message is called the _____.

Ans: Receiver

Q4. Feedback completes the communication _____.

Ans: Cycle

Q5. Communication through spoken words is called _____ communication.

Ans: Verbal

Q6. Communication without words is called _____ communication.

Ans: Non-verbal

Q7. Emails are an example of _____ communication.

Ans: Written



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Q8. Charts and diagrams are examples of _____ communication.

Ans: Visual

Q9. Active listening improves _____ communication.

Ans: Effective

Q10. Facial expressions are a part of _____ communication.

Ans: Non-verbal

TRUE OR FALSE

Q1. Communication is a two-way process.

Ans: True

Q2. Feedback is not important in communication.

Ans: False

Q3. Body language is a type of non-verbal communication.

Ans: True

Q4. Emails are a form of written communication.

Ans: True

Q5. Visual communication uses charts and diagrams.

Ans: True

Q6. Communication barriers help communication.

Ans: False

Q7. Active listening improves understanding.

Ans: True

Q8. A receiver sends the first message.

Ans: False

Q9. Eye contact is a part of non-verbal communication.

Ans: True

Q10. Communication is important only in schools.

Ans: False

SHORT ANSWER QUESTIONS (2 MARKS)

Q1. Define communication.

Ans: Communication is the process of exchanging information, ideas, thoughts, and feelings between two or more people.

Q2. Explain the communication cycle.

Ans: The communication cycle consists of:

- Sender
- Message
- Medium
- Receiver
- Feedback

These components help ensure effective communication.

Q3. What are the types of communication?

Ans:

- Verbal Communication
- Non-Verbal Communication
- Written Communication
- Visual Communication



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Q4. What is verbal communication?

Ans: Verbal communication is communication through spoken or written words.

Q5. What is non-verbal communication?

Ans: Non-verbal communication is communication without words using gestures, facial expressions, posture, and eye contact.

Q6. What is active listening?

Ans: Active listening means paying full attention to the speaker, understanding the message, and responding appropriately.

Q7. Mention any two barriers to communication.

Ans:

- Language Barrier
- Physical Barrier

Q8. What is feedback?

Ans: Feedback is the response given by the receiver after receiving the message.

Q9. What is visual communication?

Ans: Visual communication is communication through images, charts, diagrams, graphs, and posters.

Q10. State any two advantages of communication.

Ans:

- Helps exchange information
- Builds relationships

DIFFERENTIATE BETWEEN

Verbal Communication vs Non-Verbal Communication

Uses words	Uses gestures and expressions
Can be spoken or written	Does not use words

Direct communication	Indirect communication
Example: Speech	Example: Facial Expression

Written Communication vs Visual Communication

Uses text and words	Uses images and symbols
Example: Letters, Emails	Example: Charts, Graphs
Easy to preserve	Easy to understand visually
Requires reading	Requires observation



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UNIT 2: SELF-MANAGEMENT SKILLS – COMPLETE EXAM GUIDE (2 Marks)

*(Based on recurring CBSE Skill Education & AHSEC Vocational
Exam Patterns)*

1 MARK QUESTIONS

Q1. What is self-management?

Ans: Self-management is the ability to control one's emotions, behaviour, and activities effectively.

Q2. What is self-confidence?

Ans: Self-confidence is belief in one's own abilities and qualities.

Q3. What is self-awareness?

Ans: Self-awareness is understanding one's strengths, weaknesses, emotions, and behaviour.

Q4. What is stress?

Ans: Stress is the body's response to pressure, challenges, or difficult situations.

Q5. What is motivation?

Ans: Motivation is the force that encourages a person to achieve goals.

Q6. What is time management?

Ans: Time management is the process of planning and organizing time efficiently.

Q7. What is a goal?

Ans: A goal is a desired result that a person wants to achieve.

Q8. What is positive thinking?

Ans: Positive thinking means focusing on positive aspects of situations.

Q9. What is self-motivation?

Ans: Self-motivation is the ability to motivate oneself without external support.

Q10. What is personality?

Ans: Personality is the combination of qualities, behaviour, and attitudes that make a person unique.

FILL IN THE BLANKS

Q1. Self-management helps achieve personal and professional _____.

Ans: Goals

Q2. Confidence is belief in one's own _____.

Ans: Abilities

Q3. Understanding oneself is called _____ awareness.

Ans: Self

Q4. Stress affects physical and _____ health.

Ans: Mental

Q5. Proper _____ management increases productivity.

Ans: Time

Q6. SMART goals should be realistic and _____.

Ans: Achievable

Q7. Positive thinking improves _____.

Ans: Confidence

Q8. Motivation helps us achieve our _____.

Ans: Goals

Q9. Self-management develops _____ and responsibility.



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Ans: Discipline

Q10. Managing emotions is an important part of _____ management.

Ans: Self

TRUE OR FALSE

Q1. Self-confidence helps in decision-making.

Ans: True

Q2. Stress always improves performance.

Ans: False

Q3. Time management increases efficiency.

Ans: True

Q4. Positive thinking helps overcome challenges.

Ans: True

Q5. Self-awareness helps identify strengths and weaknesses.

Ans: True

Q6. Goals should be vague and unclear.

Ans: False

Q7. Self-management is important only for students.

Ans: False

Q8. Motivation encourages action.

Ans: True

Q9. Time cannot be managed effectively.

Ans: False

Q10. Discipline is a part of self-management.

Ans: True

SHORT ANSWER QUESTIONS (2 MARKS)

Q1. Define self-management.

Ans: Self-management is the ability to control thoughts, emotions, behaviour, and activities to achieve personal and professional goals.

Q2. What is self-confidence?

Ans: Self-confidence is trust in one's own abilities, decisions, and qualities.

Q3. What is self-awareness?

Ans: Self-awareness is understanding one's emotions, strengths, weaknesses, and behaviour.

Q4. Mention any two qualities of a self-confident person.

Ans:

Positive attitude

Decision-making ability

Q5. What is stress management?

Ans: Stress management is the process of controlling stress through proper techniques and healthy habits.



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Q6. Mention any two stress management techniques.

Ans:

Meditation

Physical exercise

Q7. What is time management?

Ans: Time management is planning and organizing activities to make the best use of available time.

Q8. Why is time management important?

Ans:

Increases productivity.

Reduces stress.

Q9. What is motivation?

Ans: Motivation is the internal or external force that encourages a person to take action and achieve goals.

Q10. State any two benefits of positive thinking.

Ans:

Improves confidence.

Reduces stress.

LONG ANSWER QUESTIONS

Q1. Explain the importance of self-management.

Ans:

Self-management is important because:

Helps achieve personal goals.

Improves confidence.

Develops discipline.

Reduces stress.

Improves decision-making ability.

Increases productivity.

Helps maintain positive relationships.

Thus, self-management contributes to personal and professional success.

Q2. Explain stress and methods of stress management.

Ans:

Stress is a feeling of pressure, tension, or anxiety caused by difficult situations.

Methods of Stress Management:

Regular exercise

Meditation and yoga

Proper sleep

Healthy diet

Time management

Positive thinking

Talking to friends and family



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These methods help reduce stress and improve mental health.

Q3. Explain the importance of time management.

Ans:

Time management is important because:

Helps complete work on time.

Improves productivity.

Reduces stress.

Increases efficiency.

Helps achieve goals.

Creates work-life balance.

Good time management leads to success and better performance.

Q4. What are SMART Goals?

Ans:

SMART goals help in effective planning and achievement.

SMART stands for:

Letter Meaning

S Specific

M Measurable

A Achievable

R Realistic/Relevant

T Time-bound

Example:

"I will score 80% marks in the final examination this year."

This goal is specific, measurable, achievable, relevant, and time-bound.

Q5. Explain the role of self-confidence in personal development.

Ans:

Self-confidence plays an important role in personal development because it:

Improves decision-making.

Encourages risk-taking.

Helps face challenges.

Improves communication skills.

Increases motivation.

Builds leadership qualities.

Enhances overall personality.

A self-confident person performs better in studies, work, and social life.



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DIFFERENTIATE BETWEEN

Self-Confidence	vs	Overconfidence
Realistic belief in abilities		Excessive belief in abilities
Leads to success		May lead to failure
Encourages learning		Ignores mistakes
Positive quality		Negative quality

Stress	vs	Motivation
Stress		Motivation
Causes pressure		Encourages action
May reduce performance		Improves performance
Creates anxiety		Creates enthusiasm
Negative if excessive		Usually positive



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UNIT 3: ICT SKILLS – COMPLETE EXAM GUIDE (Important Board-Oriented Questions & Answers)

1 MARK QUESTIONS

Q1. What is ICT?

Ans: ICT stands for Information and Communication Technology.

Q2. What is the Internet?

Ans: The Internet is a worldwide network of interconnected computers.

Q3. What is WWW?

Ans: WWW stands for World Wide Web.

Q4. What is a web browser?

Ans: A web browser is software used to access websites on the Internet.

Q5. What is e-mail?

Ans: E-mail is an electronic method of sending and receiving messages.

Q6. What is a search engine?

Ans: A search engine is a program used to find information on the Internet.

Q7. Give one example of a web browser.

Ans: Google Chrome.

Q8. Give one example of a search engine.

Ans: Google.

Q9. What is a URL?

Ans: URL stands for Uniform Resource Locator, the address of a webpage.

Q10. What is cloud computing?

Ans: Cloud computing is storing and accessing data over the Internet.

FILL IN THE BLANKS

ICT stands for Information and _____ Technology.

Ans: Communication

WWW stands for World Wide _____.

Ans: Web

Google Chrome is a _____.

Ans: Web Browser

Google is a _____ engine.

Ans: Search

E-mail is a form of _____ communication.

Ans: Electronic

The Internet is a network of _____.

Ans: Computers

URL stands for Uniform Resource _____.

Ans: Locator

Cloud computing stores data on _____ servers.

Ans: Remote



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Gmail is an example of _____ service.

Ans: Email

Information can be shared quickly using _____.

Ans: ICT

TRUE/FALSE

ICT helps in communication. True

WWW and Internet are exactly the same. False

Google Chrome is a search engine. False

Gmail is an email service. True

ICT is useful in education. True

E-mail requires Internet connectivity. True

Search engines help locate information. True

ICT has no role in business. False

Cloud computing uses Internet-based storage. True

ICT improves productivity. True

SHORT ANSWER QUESTIONS (2 MARKS)

Q1. Define ICT.

Ans: ICT refers to technologies used to collect, store, process, and communicate information.

Q2. What are the uses of ICT?

Ans:

Communication

Education

Business

Healthcare

Q3. What is email?

Ans: Email is a system for sending and receiving electronic messages through the Internet.

Q4. What is a web browser?

Ans: A web browser is software used to access and view web pages.

Q5. What is a search engine?

Ans: A search engine is a tool that helps users find information on the Internet.

Q6. Give two advantages of ICT.

Ans:

Fast communication

Easy access to information

Q7. What is cloud computing?

Ans: Cloud computing allows users to store and access data through Internet servers.

Q8. Mention two examples of ICT devices.

Ans:

Computer

Smartphone

LONG ANSWER QUESTIONS (3-5 MARKS)

Q1. Explain the importance of ICT.

Ans:

ICT is important because:



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- Enables fast communication.
- Provides easy access to information.
- Supports online education.
- Improves business operations.
- Saves time and cost.
- Helps in e-governance and banking.

Q2. Explain the applications of ICT.

Ans:

ICT is used in:

- Education – Online learning.
- Healthcare – Telemedicine.
- Business – Online transactions.
- Banking – Internet banking.
- Government – Digital services.
- Communication – Email, video conferencing.

Q3. Differentiate between Internet and [WWW](http://www).

Internet	WWW
Network of computers	Service on Internet
Provides connectivity	Provides webpages
Infrastructure	Information system
Larger concept	Part of Internet



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UNIT 4: ENTREPRENEURIAL SKILLS – COMPLETE EXAM GUIDE (2 Marks)

1 MARK QUESTIONS

Q1. Who is an entrepreneur?

Ans: A person who starts and manages a business by taking risks.

Q2. What is entrepreneurship?

Ans: Entrepreneurship is the process of creating and managing a business venture.

Q3. What is innovation?

Ans: Innovation means introducing new ideas, products, or methods.

Q4. What is self-employment?

Ans: Earning income by running one's own business.

Q5. What is a business opportunity?

Ans: A favorable situation to start a business.

Q6. What is risk-taking?

Ans: The ability to face uncertainty while making business decisions.

Q7. What is leadership?

Ans: The ability to guide and influence others.

Q8. What is a startup?

Ans: A newly established business.

Q9. What is profit?

Ans: The financial gain earned from business activities.

Q10. What is business planning?

Ans: Preparing strategies to achieve business goals.

FILL IN THE BLANKS

A person who starts a business is called an _____.

Ans: Entrepreneur

Entrepreneurship creates _____ opportunities.

Ans: Employment

Entrepreneurs take calculated _____.

Ans: Risks

Leadership is an important entrepreneurial _____.

Ans: Skill

Innovation helps businesses remain _____.

Ans: Competitive

Profit is the reward for taking _____.

Ans: Risks

A new business venture is called a _____.

Ans: Startup

Business begins with an _____.

Ans: Idea

Entrepreneurs contribute to economic _____.

Ans: Development

Self-employment means working for _____.

Ans: Yourself

TRUE/FALSE



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Entrepreneurs avoid all risks. False
Entrepreneurship creates jobs. True
Innovation is important for business success. True
Leadership is a quality of entrepreneurs. True
Entrepreneurs contribute to economic growth. True
Entrepreneurship and self-employment are related. True
Profit is not important in business. False
Planning helps business success. True
Entrepreneurs only work for others. False
Creativity helps entrepreneurs. True

SHORT ANSWER QUESTIONS

Q1. Define entrepreneur.

Ans: An entrepreneur is a person who starts and manages a business.

Q2. What is entrepreneurship?

Ans: Entrepreneurship is the process of identifying opportunities and establishing a business.

Q3. Mention any two qualities of an entrepreneur.

Ans:

Leadership

Risk-taking

Q4. What is innovation?

Ans: Innovation is introducing something new and useful.

Q5. Why is leadership important?

Ans: Leadership helps manage people and achieve goals.

Q6. What is self-employment?

Ans: Working independently through one's own business.

LONG ANSWER QUESTIONS

Q1. Explain the qualities of a successful entrepreneur.

Ans:

Leadership

Confidence

Creativity

Risk-taking ability

Decision-making ability

Hard work

Communication skills

Q2. Explain the importance of entrepreneurship.

Ans:

Creates employment.

Promotes innovation.

Supports economic growth.

Improves living standards.

Generates income.

Encourages self-reliance.



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UNIT 5: GREEN SKILLS – COMPLETE EXAM GUIDE (2 Marks)

1 MARK QUESTIONS

Q1. What are Green Skills?

Ans: Skills that help protect the environment and use resources sustainably.

Q2. What is sustainable development?

Ans: Development that meets present needs without harming future generations.

Q3. What is recycling?

Ans: Converting waste materials into reusable products.

Q4. What are the 3Rs?

Ans: Reduce, Reuse, Recycle.

Q5. What is environmental conservation?

Ans: Protection and preservation of natural resources.

Q6. What is pollution?

Ans: Contamination of the environment by harmful substances.

Q7. What is renewable energy?

Ans: Energy obtained from naturally replenished resources.

Q8. Give one example of renewable energy.

Ans: Solar Energy.

Q9. What is waste management?

Ans: Collection, treatment, and disposal of waste.

Q10. Why should water be conserved?

Ans: To ensure availability for future generations.

FILL IN THE BLANKS

The 3Rs are Reduce, Reuse and _____.

Ans: Recycle

Trees help reduce _____ pollution.

Ans: Air

Sustainable development protects future _____.

Ans: Generations

Green skills support environmental _____.

Ans: Conservation

Solar energy is a _____ resource.

Ans: Renewable

Water is a natural _____.

Ans: Resource

Recycling reduces _____.

Ans: Waste

Tree plantation improves the _____.

Ans: Environment

Proper waste management keeps surroundings _____.

Ans: Clean

Environmental protection ensures a better _____.

Ans: Future



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TRUE/FALSE

- Recycling reduces waste. True
Green skills are related to environmental protection. True
Solar energy is renewable. True
Wasting water helps conservation. False
Sustainable development protects future generations. True
Pollution harms the environment. True
Trees improve air quality. True
Waste management is unnecessary. False
Green skills help sustainable living. True
Reusing products reduces waste. True

SHORT ANSWER QUESTIONS

- Q1. What are Green Skills?
Ans: Skills that promote environmental protection and sustainable development.
- Q2. What are the 3Rs?
Ans: Reduce, Reuse, Recycle.
- Q3. What is recycling?
Ans: Converting waste into reusable products.
- Q4. What is sustainable development?
Ans: Meeting present needs without affecting future generations.
- Q5. Why is tree plantation important?
Ans: It improves air quality and protects the environment.
- Q6. Mention two renewable resources.
Ans:
Solar Energy
Wind Energy

LONG ANSWER QUESTIONS

- Q1. Explain the importance of Green Skills.
Ans:
Protect the environment.
Promote sustainable development.
Reduce pollution.
Conserve resources.
Improve quality of life.
Support green jobs.
- Q2. Explain the 3Rs with examples.
Ans:
Reduce: Minimize waste generation.
Reuse: Use items again instead of discarding them.
Recycle: Convert waste into new products.
Example:
Reduce plastic use.
Reuse cloth bags.
Recycle paper and plastic.



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