



Quiz

Communication skills

Level A

Circle the right answer for each question.

1) Which of these is a communication skill?

- A) talking clearly
- B) chewing gum
- C) looking bored

2) Which of these is a communication skill?

- A) talking at the same time as someone else
- B) listening to what people say
- C) putting your fingers in your ears



3) Which of these is not a communication skill?

- A) running
- B) texting
- C) chatting to people

4) What body language shows you are listening?

- A) turning away from the speaker
- B) nodding and making eye contact
- C) looking out of the window

5) Which of these is not a communication skill?

- A) laughing
- B) swimming
- C) asking questions



6) Someone is telling you about an accident they've had. How would you react?

- A) look pleased
- B) look behind you
- C) look concerned



Quiz

Communication skills

Level B

Circle the right answer for each question.

1) Which of these is a communication skill?

- A) checking the weather forecast
- B) checking the time
- C) checking that you've understood someone

2) Which of these is a communication skill?

- A) saying the same thing over and over
- B) saying why you believe something
- C) saying what people want to hear



- 3) If you don't agree with someone else, what would you say?
- A) You are wrong.
 - B) I don't agree.
 - C) Stop talking rubbish.
- 4) If you have to ring the doctor's surgery what information might you need to have ready?
- A) your National Insurance number
 - B) your shoe size
 - C) your name and date of birth
- 5) If you want to complain, what's the best way to behave?
- A) stay calm but stick to your point
 - B) get very angry
 - C) get ready to cry



6) If you hear a tannoy at the railway station what information is likely to be announced?

A) who the station manager is

B) where to get a coffee

C) the next train departure



Quiz

Communication skills

Level C

Circle the right answer for each question.

- 1) If you need to make a phone call for information what could you do before you call?
 - A) prepare your questions
 - B) brush your teeth
 - C) make a coffee

- 2) You have a discussion with a friend about politics. You don't agree with them. What should you do?
 - A) change the subject
 - B) say what you believe
 - C) get angry with your friend



3) How would you communicate with your child's teacher?

- A) send a text
- B) visit their house
- C) send a postcard
- D) phone the school

4) How would you communicate with your neighbour?

- A) send a text
- B) go to their house
- C) send a postcard
- D) phone them

5) When would you send a postcard?

- A) when you want to go out with your friend
- B) when you can't get to work
- C) when you are on holiday
- D) when you want a doctor's appointment



6) Which of these is not a form of communication?

A) talking

B) washing

C) body language

D) listening



Quiz - answers

Communication skills

Level A

1) Which of these is a communication skill?

The correct answer is A. The communication skill is 'talking clearly'.

2) Which of these is a communication skill?

The correct answer is B. The communication skill is 'listening to what people say'.

3) Which of these is not a communication skill?

The correct answer is A. The right answer is 'running'. It is not a communication skill.



4) What body language shows you are listening?

The correct answer is B. If you nod and make eye contact when someone is talking it shows you are listening to them.

5) Which of these is not a communication skill?

The correct answer is B. The right answer is 'swimming'. It is not a communication skill.

6) Someone is telling you about an accident they've had. How would you react?

The correct answer is C. If someone told you about an accident you would look concerned.



Quiz - answers

Communication skills

Level B

1) Which of these is a communication skill?

The correct answer is A. A communication skill is 'checking that you've understood someone'.

2) Which of these is a communication skill?

The correct answer is B. A communication skill is 'saying why you believe something '.

3) If you don't agree with someone else, what would you say?

The correct answer is B. If you don't agree with someone else you should say 'I don't agree.'



- 4) If you have to ring the doctor's surgery what information might you need to have ready?

The correct answer is C. If you have to ring the doctor's surgery you might need to say your name and date of birth.

- 5) If you want to complain, what's the best way to behave?

The correct answer is A. If you want to complain, it's best to stay calm but stick to your point.

- 6) If you hear a tannoy at the railway station what information is likely to be announced?

The correct answer is C. A tannoy at a railway station is likely to be about the next train departure.



Quiz - answers

Communication skills

Level C

- 1) If you need to make a phone call for information what could you do before you call?

The correct answer is A. It will help you to prepare your questions before you make a phone call for information.

- 2) You have a discussion with a friend about politics. You don't agree with them. What should you do?

The correct answer is B. If you don't agree with your friend you can say what you believe. You can disagree without getting angry.

- 3) How would you communicate with your child's teacher?

The correct answer is D. The best way to communicate with your child's teacher would be to phone the school.



4) How would you communicate with your neighbour?

The correct answer is B. The best way to communicate with your neighbour would be to go to their house.

5) When would you send a postcard?

The correct answer is C. You would send a postcard when you are on holiday.

6) Which of these is not a form of communication?

The correct answer is B. Washing is not a form of communication, but talking, body language and listening are.