

# **COMMUNICATION SKILLS**

**B.A.(English) – Third Year**

**Paper Code : BAEG1932**



**PONDICHERRY UNIVERSITY**

(A Central University)

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**COMMUNICATION SKILLS**

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**Objective:**

To familiarize the students with the patterns of English Language.

**Unit 1:** To Impart Speaking Skills

Effective communication / Miscommunication

The Secrets of Good Conversation

**Unit 2:** Talking to Strangers

Talking to Familiar People

**Unit 3:** Telephone Conversation

Interviews

**Unit 4:** Group Discussion

**Unit 5:** Public Speech - Compering

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## UNIT – I

### Lesson 1.1 - Communication Skills

#### To impart Communication Skills

- The secrets of good conversation.
- Learning objective: to make the students speak effectively and confidently
- Assessment of Prior Knowledge:
- To familiarize the students with the definition and meaning of communication, its nature and scope.
- To familiarize the students with the patterns of English Language.

**Keywords:** *Communication - Process- Skill- Transfer of information- Bridge- Barriers - Effective Communication -Body Language, Gestures, Dyadic Communication.*

#### Dear Students,

I am your communication skills teacher and we are both going to travel along the 100 odd pages of this Communications Skills Course Material. My aim is to make you speak effectively and your goal must be the same too!

Let us begin with a simple and straightforward question:

*What is communication?*

Please write what comes to your mind on communication

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#### I. INTRODUCTION

Communication has become an **integral part** of our living; we communicate either verbally or non-verbally. Communication can **build** our career and affect **or impact** our inter- personal relationship. It is a

**vital skill** for survival in a competitive world. It is an **art**, once you master the art of communication, you can be successful in life and in career. The ability to communicate effectively, is the most important of all life skills. Just like a person who wishes to learn swimming must first get into the water, so also a learner of a skill must dare to speak or practice to communicate on a daily basis. Effective communication comes with a lot of practice. In order to speak, what is most essential is the act of listening. So, it can be said that Communication is a two -way process, it involves sending and receiving information. Speaking to someone and listening to someone entails a response.

Communication comes from a Latin word, “*communico*” which means ‘to share’. The word communication is derived from the Latin *communis*, which means “common”. The root-word is *communicare* or *communis* which means commonness i.e., to share, to make common, to impart, participate, to convey and transmit. Communication becomes a necessary tool in social life, we cannot live in isolation.

It refers to a natural activity of all humans, which is; to convey opinions, feelings, information, and ideas to others through words (written or spoken), body language, or signs. This exchange of information, ideas, and thoughts may occur through different modes: words (oral and written), signs, and gestures. In the act of communicating with other people, the other skills involved are telling, listening, and understanding.

**Brown** defines ‘communication’ as the transfer of information from one person to another, whether or not it elicits confidence, the information transferred must be understandable to the receiver. From this definition we can deduce that to communicate- there must be a **message, subject, content, or matter**. There must be at least one person and most importantly it must be conveyed in a manner that will be understood. During communication it is not the message alone that matters but how it is communicated. Of course, language is crucial. When you speak in your mother tongue you are so eloquent because you speak the language day in and day out. It is not only your mind that processes communication, your body language also conveys half of the message.

Communication makes life convenient, without the system of communication either through words or symbols life will be chaotic. Take for example, the traffic signal, communication occurs through the traffic lights. There are sign boards on the road that has a meaning. We could

therefore conclude that communication is **a meaningful exchange of information.**

Also, a good communicator will know the **3 W's** and **1 H** rule,

**What** to say, (matter/content)

**When** to say, (occasion)

**Why** to say (purpose) and

**How** to say (polite or commanding tone as the situation warrants)

## II. Communication: An understanding

### *Various Definitions of Communication*

- **Peter Little:** Communication is the process by which information is transmitted between individuals and /or organizations so that an understanding response results.
- **Louis A. Allen:** Communication is the sum of all the things one person does when he wants to create understanding in the mind of another. It is a bridge of meaning. It involves a systematic and continuous process of telling, listening, and understanding.
- **David Carnegie** in his *The Art of Public Speaking* says that “great communication must reach your head and touch your heart.”
- **Newman and Summer** opine that, “Communication is **an exchange** of facts, ideas, opinions or emotions by two or more.”
- **Keith Davis** maintains that Communication is a process of passing the information and understanding from one person to another. It is essentially **a bridge** of meaning between people. By using the bridge, a person can safely cross the river of misunderstanding.”
- **Peter Little:** Communication is **a process** by which information is passed between individuals and /or organizations by means of previously agreed symbols.
- **F. G. Mayer:** Communication is **the intercourse** by words, letters or messages, the intercourse of thought or opinion known to others.
- **The American Association of Meaning:** Communication is any behaviour that results in an exchange of meaning
- **Koontz et al, 2000:11).** It is the means by which behaviour is modified, change is affected, information is made productive, and goals are achieved.

- Communication is a **basic survival skill**.
  - Knowing words does not make one speak effectively,
  - Communication is a process of transmitting and receiving verbal and non-verbal messages.
  - For communication to happen we need minimum two people (Dyadic communication)
  - Communication can be in the **written, spoken** or through **actions or gestures**.

We need to understand two key aspects of communication; **effective communication** and **non- verbal gestures**.

To understand it, let us try to define effective communication and gestures. The word effective means successful, when the communication is effective, we mean that the communication is successful., the speaker's words or instructions is understood by the listener and the listener's response to the speaker proves it. For instance, if I ask you, "Are you are all reading the lesson"? You will answer me as 'yes' or 'no' depending on what you are planning to do. Here then communication is effective.

Let us understand what a gesture is, gesture is an action which conveys a meaning, If a mother wants to quieten her child she'll put her finger on her lips to convey that the child should stop doing a particular action or stop talking. Actions by themselves have meaning.



Gestures are easily understood in any region or locale, such as the one shown above.

### III. FEATURES OF COMMUNICATION:

#### *General Features of Communication*

- 1) It is **Universal** - All living creatures communicate using their own signs and symbols
- 2) It is **Unavoidable** - Even a minute aspect of life communicates-take for example the ant (through its movement or even an elephant with the variations in the sound of trumpeting), A new born infant communicates through its cry.
- 3) It is a **Process** - It is not an event, it is an ongoing activity i.e., it is not passive, when something is said, it is understood, interpreted, and responded whether favorably or unfavorably.
- 4) It must be **Clear and Precise**: If the message has to be understood the communication must be to the point.
- 5) It can **Dispel Misunderstanding**: Communication can build relationship. On the other hand, it can also ruin a relationship, if it is not worded properly.

#### *Features of Non-Verbal Communication*

- 1) **Personal appearance**: This is about how one dresses.
- 2) **Posture and gestures**: The manner of sitting, standing and walking reveals an individual's personality. It tells us whether a person is arrogant or diffident, confident or careless
- 3) **Facial expressions**: It is always best to wear a smile. Gestures and facial expressions can add effectiveness to our communication
- 4) **Eye contact**: A good speaker makes eye contact with different sections of the audience, does not look at the walls.
- 5) **Space and Distancing**: How far or close you place yourself during a conversation also has a meaning.

#### **Why is communication necessary for us?**

- 1) It is a means of expression or sharing our opinions, thoughts, and feelings by which the other person will understand our opinion, thoughts, views, and ideas.
- 2) Communication helps us to foster or strengthen relationships.
- 3) Communication skills (speaking, writing, listening) can help us get job opportunities.

#### IV. TYPES OF COMMUNICATION ON THE BASIS OF EXPRESSION

##### **ORAL COMMUNICATION/VERBAL COMMUNICATION:**

Communication that occurs through **words spoken**, here the receiver could be one person, a group of persons or even an audience. In oral communication, body language and the tone of the voice can either distort or highlight the message. Oral Communication in business is informal but in speeches, lectures, meetings, interviews it is formal.

**WRITTEN COMMUNICATION:** This type of communication involves sending message in written form. Writing is a creative activity; it tells us a lot about the person's ability to think and express himself clearly. Written communication is common in business transactions. Circulars, Notices, Memos are few examples of formal written communication.

**GESTURE COMMUNICATION:** Expressing through actions, or body parts such as hands, eyes, stature etc. Successful communicators use gestures effectively.

##### **Types of Communication**

Verbal -Communication	Non- Verbal Communication
Oral	Written

#### **V. i. Verbal and Non - Verbal Communication**

**Verbal Communication:** Verbal Communication is communication through words -spoken form or written form. For e.g., Speech, letters, emails etc.

**Oral communication:** This form of communication can take a variety of forms. It can be over the telephone or face to face. It can be -a private discussion, a conversation over lunch, dealing with clients, formal interviews, training sessions etc. It is also known as spoken communication, i.e., communicating through words. We will learn the tactics of these communications in the following chapters.

**Written Communication:** It is communication by writing, letter, emails etc. This type is common in business situations.

**Non-verbal Communication:** Nonverbal communication is wordless communication. Facial expression, hand movement, tone of voice, eye

contact, the way you look speaks far more than what words will be able to. Sometimes, we simply use the parts of our body to communicate. For e.g., to say, “no,” we shake our head, to say yes, we nod. When we greet somebody, we fold our hand to say, *vanakam*,



## VI. iii Non -Verbal Communication /Body Language

Non- verbal communication is body language. According to Bodaken and Sereno, nonverbal communication is “all stimuli other than spoken or written words including body motion, characteristics of appearance, characteristic of voice and the use of space and distancing”. To put it in simple words, facial expressions, gestures, body movement and posture reveal a lot about a person, though they are silent or without words, they communicate our true feeling, therefore it is essential to understand body language. **Kinesics** is the study of the body language. Body language plays a significant role in verbal communication.

Some common body languages that we see normally are;

- **crossing arms**, this is a sign of defensiveness,
- **touching the neck** could indicated that the person is uncomfortable,
- **dilated pupils** indicate that the person is interested,
- **if someone leans forward**, it is a sign of aggression,
- **if a person sits with his feet crossed**, it means that the person is comfortable

According to Birdwhitstell, nonverbal communication is 65% and verbal communication is only 35%. The use of appropriate body language is also important to make positive impact on the audience. Eye contact, gestures, postures, and voice are very important in an oral presentation.

Who is Birdwhitstell?

Birdwhitsell is an American anthropologist founded kinesics. He believed that body movements were culturally patterned rather than universal.

#### TASKS:

1. Can you give some examples of kinesics from other countries?  
Any peculiar body language to that locale.
2. Imagine your employee reports late for work every other day.  
How will you communicate verbally and non-verbally?

### VII. Forms of Oral Communication

- **Face To Face:** It occurs spontaneously between two familiar or unfamiliar people, between employer and employee etc., seller and a buyer. It can be both formal or informal depending upon the relationship between two friends or family members.
- **Interview:** The word means, view between. A meeting for the purpose of getting view of one another. Interview is formal, serious and it is structured.
- **Group Communication:** Example of this could be committees, discussions and this is meant for interaction and influencing one another.
- **Group discussion:** More than two people meet and discuss a problem to arrive at consensus.
- **Meetings:** It is a focused conversation of members that has a specific purpose. It has to be announced in advance, there has to be an agenda (points to be discussed) and there should be *quorum* (minimum attendance).
- **Conferences:** The focus is on a particular theme- say for instance, "A conference on National Educational Policy." It is a gathering of people to discuss, consult and exchange views.
- **Committees:** Is a group of people appointed to carry out a given task, Eg., Refreshment committee, Catering committee etc.
- **Speeches and Presentations:** Speeches happens in a formal gathering, it can be a long speech running to an hour, while

presentations are short and less formal. In both there is one speaker and a large audience.

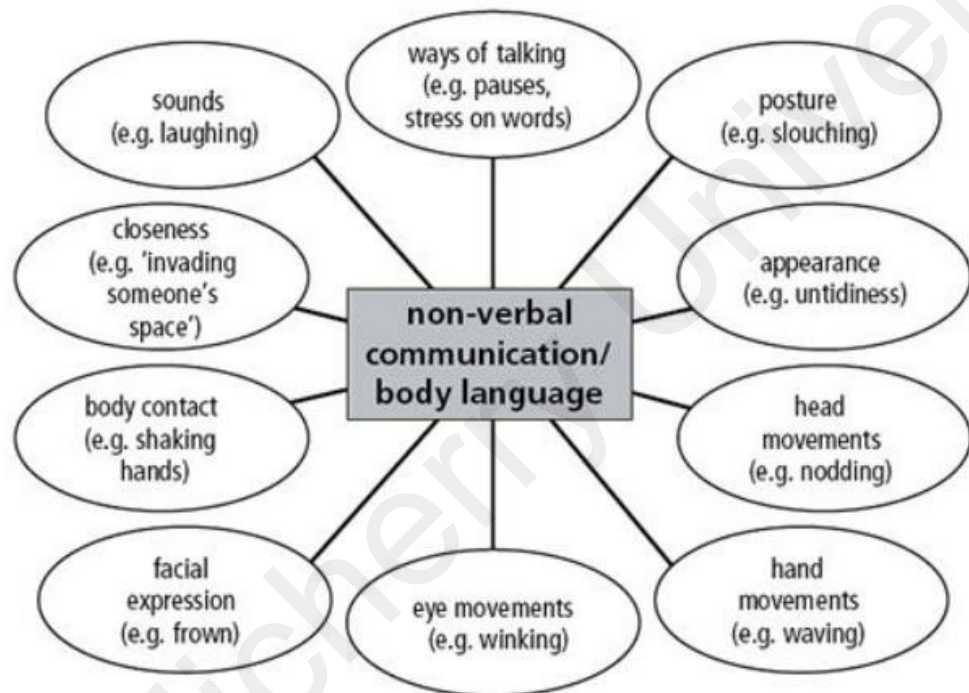
### Viii. Advantages and Disadvantages of Oral Communication

ADVANTAGES	DISADVANTAGES
We can get immediate feedback; the communication will be purposeful as the speaker and the listener can interact.	It cannot be documented; Human memory cannot retain all the matters discussed. There is no legal validity.
It is time saving, while a written communication can take a lot of time. It is also economical.	Unsuitable for long messages, sometimes most important message may be left out
It helps in fostering trust and build relationships	Physical barriers can impede and distract the listener- Noise, seating arrangement, tone of the speaker etc.
Persuasion is possible in oral communication	Not suitable when the audience is large.
Whether the listener is receptive or not, can be accessed.	Misunderstanding may happen, when a part of the message is missed out due to lack of attentiveness
Most effective in emergency situations	If anything goes wrong when a responsibility is given orally, accountability suffers.

### IX. Difference between oral and written communication

Oral Communication	Written Communication
Medium-spoken words	Written words/writing
Less time	More time
May be taken lightly or casually	It is generally taken seriously

It may not be precise	It is usually technically precise
Informal in nature	Formal in nature
It cannot be verified.	Can be verified as there is a document
It can be vague or unclear	Correctness is the key here.



## X. Body Language

This may even be known as body sport. Communication can take place both voluntarily or involuntarily. The way we walk, the way we talk, or how we position our hands convey our mood, attitude and intention. The body speaks better than our words. We can fake verbal communication but the body language will most often give away the truth.

Body language can tell us about a person, whether he has a positive or negative personality. Below are given a few examples of body language.

## Images of body language

TORSO	ARMS	HANDS AND FINGERS	FEET AND LEGS
<b>LEANING AWAY FROM SOMEONE:</b> Means we dislike or disagree with them. 	<b>FINGERTIPS SPREAD AWAY ON A SURFACE:</b>  A display of confidence and authority.	<b>THUMBS UP:</b>  A good indication of positive thoughts.	<b>JIGGLING/KICKING FEET:</b>  Indicates discomfort.
<b>LEANING TOWARD SOMEONE:</b> Means we like or agree with them.  A sign of comfort becomes a hierarchical or dominance display when there are latent issues being discussed.	<b>ARMS AWAY:</b>  Establishes dominance or communicates there are "issues."	<b>STEERING:</b> (Palm up to palm down)  A powerful display of confidence.	<b>CROSSING LEGS:</b>  Indicates we are comfortable.
<b>CROSSED ARMS:</b>  Suddenly crossing arms tightly is a sign of discomfort.	<b>ARMS BEHIND THE BACK:</b>  Says "don't draw near" — keeps people at bay.	<b>NECK TOUCHING:</b>  Indicates emotional discomfort, doubt or insecurity.	<b>THE POINTS SPREAD:</b>  Signals a good mood.

Gestures- Physical movements of body parts like the arms, legs, hands and head are called gestures.

- Positive Gestures - Eye to eye contact, Smile, open palms, equal handshake. These gestures imply that he/she is honest, extrovert and treats the other person on equal terms. Some gestures and their meanings "thumbs up" means "good work."
- Negative Gestures - Staring, showing a fist, folding both arms, looking at the watch, shouting orders, shake hands too hard, shake hands in a limp manner, stand too close, etc. One must carefully avoid these.
- Facial expressions - We all know the adage that "face is the index of the mind" How we react to a situation will be instantly revealed

thought our facial expressions. Fear- the emotion of fear, emotion of anger, emotion of happiness, of surprise, each has a unique and familiar expression. Looking at someone's face we can know whether he or she is angry.

- Eye gaze - In a face- to- face conversation as in an interview, eye contact reveals our state of mind, whether we are nervous, afraid, or confident. Always maintain eye contact when listening to someone.
- Haptics - It is a non-verbal tool of communication. Holding hand, patting the back, handshakes, fidgeting with their own hands, running their fingers through their hands shows the level of involvement.
- Dress and Appearance - Appearance does matter. Dress is also an important aspect of communication.
- Paralanguage - is the way we say, what we say.

## **XII. Advantages and Disadvantages of Body Language**

ADVANTAGE	DISADVANTAGE
It complements verbal communication	It cannot be taken seriously always.
It builds up positive vibes	In large gatherings it has no role
It adds an element of interest	Different cultures have different body language, it can be misinterpreted.

## **XII. Barriers to Communication**

Barriers to communication means hurdles or obstacles. There can be many barriers that can make communication ineffective.

There can be barriers at the level of Semantics, Emotional or Psychological, Physical, Organizational, Personal, Socio-Psychological, Cultural and Technological.

**Semantic Barrier:** Barrier that comes in the process of encoding and decoding the messages are called Semantic Barriers. Poor vocabulary or using unnecessary word or flowery language can confound the listener. Pictures should have words for better understanding. Same

words can have different meanings. For example, **vellam** in Malayalam means 'water,' in Tamil it means 'jaggery.'

**Emotional Barrier:** This happens when there is the problem of ego, anxiety or preconceived ideas and notions.

**Physical Barrier:** Noise can be physical or psychological, long distance between the sender and the receiver can be a barrier. Improper time can also be a hindrance in grasping the message.

**Organizational Barrier:** Superior- subordinate relationship can also block communication. Rigid rules and Regulations can become a source of hinderance in smooth communication.

**Personal Barrier:** Attitude of seniors or superiors, fear to challenge authority, underestimating the juniors, ignoring the juniors etc.

**Socio-Psychological Barrier:** If an information does not agree with a person's beliefs and opinion, he may not receive the information favourably. A person with "I know all" attitude is a person with a 'closed mind'. He or she is very difficult to communicate with. Most often the subordinates do not find it easy to communicate with the boss, they are conscious of their subordinate status and are afraid to communicate with the superiors. This happens in an organization.

**Cultural Barriers:** Different countries have different meanings attached to the same words, colours, actions etc. In some countries black may be an inauspicious colour while some other country may not attach that significance to it. In some country hugging may be sign to express gratitude, in some countries it may not considered so.

**Technological Barriers:** Lack of technological skill may impact communication process. Technical disturbances from mobile phone, a faulty LCD projector, etc.

### XIII. Soft Skills

It is very important to understand emotions in oneself and in others. Some of the emotions we experience are joy, anger, frustration, jealousy, sorrow, wonder, remorse, guilt and gratitude.

**Task:** How is your communication when you are overcome by the emotions mentioned above?

#### **XIV. The 7C Dynamics of Communication**

##### **What are the 7C'S of Communication?**

Now, moving on to the effective ways of Communication, we need to remember the 7C Dynamics or Rule.

1. **CONCISE:** In Business Communication, especially it is important to be concise or precise. In a concise communication there is no distraction, the matter or message stands out. Communication has to be made to the point; it is best to avoid repetition or extra words. Emphasis on the message will be lost if it is wordy or has extra or unnecessary words.
2. **CORRECT:** The information or Communication must be correct grammatically. A grammatically wrong sentence can spoil or convey an altogether different meaning. Communication must be error free - grammar, punctuation and spelling must be taken care of.
3. **CONCRETE:** To be concrete in communication means to be specific, and vivid and not general or vague. Communication must be direct, clear and simple and never vague.
4. **CLARITY:** Clarity means being clear in thought and expression. There should be no ambiguity. Communication must be clear, when the speaker thinks in his mind, he/she must be able to reach the listener's mind. The communication must be well thought out first.
5. **COMPLETE:** For a message or information to be complete, the **five W's** must be answered, **What/Why/When/ Where and Who**. Communication must be complete, whether all the information is given. Only if the communication is complete or total the response that is required from the listener will be as desired by the speaker
6. **CONSIDERATE:** The main idea of an effective communication is not to understood but to understand the need of the audience or listener. The communicator or sender must be human in approach., The socio- psychological background of the receiver must also be taken into consideration. The speaker must know his/her audience their age, their culture, etc. and be patient with them. Not to lose one's cool is the key here.
7. **COURTEOUS:** The last but not the least 7 C's of effective communication is to be courteous, polite and humble. It is always good to thank generously when someone helps with a task, it is

always better to avoid irritating expressions and be empathetic. Politeness adds charm to the communication. An arrogant speaker will not be respected.

### **When will a communication be effective?**

When all the 7cs are followed and most importantly when listening is total. Listening Skill is an important component in mastering a language and for effective interaction. There are two types of listeners- good listener and bad listener. A good listener is one who shows interest, looks attentively, does not interrupt and he constantly looks at the speaker while a bad listener interrupts, he/she does not establish eye contact, he/she is impatient he/she hardly concentrates.

### **XV. Objectives of Communication**

The objectives of communications can give you an idea of the purpose of communication; they are

- To give and receive information -an enquiry – E.g., at the reception of a hotel, booking ticket,
- To provide advice- to help- conversation with a doctor or counsellor
- To receive suggestions- to bring change or modification- in a office situation
- To motivate people -to better working style-
- To issue orders and instructions- in office situations
- To impart education- to empower- in a classroom
- To offer training- to improve performance-in communication
- To improve morale -to enhance quality living
- To improve discipline- to maintain order
- To persuade people- to build cooperation

### **XVI. Elements of Communication**

The Shannon–Weaver model comprises the following basic elements: The elements of communication are the following:

**SOURCE/ SENDER-** Source of communication can also be known as the sender. The sender conceives the message in the mind, prepares it and chooses a channel. And should know his audience (to whom he is speaking). He has some idea or information,

**MESSAGE/ STIMULUS:** The sender transmits a stimulus (a thought or idea) and gives it form through words. i.e., the sender encodes the message and is decoded (understood) by the receiver. Encoding is done by the sender and decoding is done by the receiver.

**CHANNEL-**The channel may be mass- media or by or interpersonal- meant for a person, Selection of the channel depends on the message and its importance etc. if it is public speaking the channel is different so it is in a private conversation. (oral, or written, electronic mode)

**RECIEVER-** Receiver is the person for whom the message is intended. (E.g., the teacher and the taught)

**EFFECT/ACTING -** It is the change in behavior of the receiver after the message has been received. The receiver may react in a certain way depending on the impact of the message.

## **XVII. Process of Communication**

First of all, we must understand that all communication is goal-oriented and it is a two-fold process. There must be a sender and a receiver, The sender encodes his message and transmits it to the receiver. The receiver decodes the message, decodes it in the form of response. We know that communication is a two-way process, information is shared to someone(receiver) his/her response determines whether the speaker has effectively communicated the information.

The sender must devise some strategy to make the communication effective. The sender must be sensitive to the nonverbal response or reactions, noticing the response the speaker can alter his tone, speak in a simpler language

Let us understand the process of communication Phase wise

**Phase I:** The sender has an idea. Sender is one who communicates and expresses an idea. He acts upon a stimulus.

**Phase II:** The sender transforms the idea into a message., encoding takes place in the form of words, gestures, facial expressions, tone, style.

**Phase III:** The sender transmits the message. The transmission happens through a medium (oral or written- phone call, memo or even a visit).

Phase IV: The receiver receives the message, sends feedback

**Phase V:** The receiver interprets the message; he decodes the message by absorbing and understanding it. **Decoding a message is nothing but attaching meaning to the message.**

**Phase VI:** The receiver gets the message; The feedback is the receiver's response. This is the key element in the communication process. Without feedback the communication cycle is incomplete.

Message/ Information/ Idea) ---→Encoder--→Medium--  
→Decoder--→Message/information/ Idea

**The sender** is the one who speaks or utters a sentence or the one who initiates a conversation. He/She must have some information to convey.

**Encode:** Encoding is the process by which the sender translates his/her thoughts into words, symbols, or charts for transmission. ....

**Transmission-** Can happen in many ways like speech, written, phone call, WhatsApp, zoom.....

**Message:** is the encoded data.....

**Decoding:** It is how the message is understood by the receiver, whether the meaning of the message is received.....

**Receiver:** Is the one who is spoken to or addressed to.....

**Feedback:** Feedback completes the communication loop; it is necessary to make sure that the message was received and understood.....

### Why Is Communication Important?

OR

### XVIII. Significance of Communication for an Individual

**Expression:** Communication helps one to express oneself, or it is by expression one is able to share his or her gives his opinion, views and ideas.

**Satisfaction:** Communication helps one to becomes to become relieved after sharing his ideas, thoughts, and emotions.

**Relationship:** Communication can strengthen bond; it can promote openness and trust.

**Success:** Effective communication can get one better job opportunities.

## XIX. Effective Oral Communication

To be an effective communicator what is crucial is hard work. It does not happen accidentally. It calls for proper planning, understanding human behavior, choice of physical facilities and mechanical or electronic devices. Let us look at some of the essentials of good communication

- **Clarity:** An effective communication must be clear. According to G.B. Shaw, “the major mistake in communication is to believe that it happens.”
- **Be Polite:** In communication, the tone of voice, the choice of language. Politeness encourages participative communication
- **Active Listening:** Communication is the joint responsibility of both the speaker and the listener.
- **Socio-psychological Aspect-** Communication can be effective only when both the speaker and the listener are well informed about each other’s cultural and socio psychological background,
- **Completeness:** A message must be complete leaving. Incomplete communication annoys the receiver as a result of which proper feedback will not be received.

For eg, the handshake may be a welcome gesture in England and may not be so in another country, The Japanese bow as they greet one another, which may mean something else for another set of people.

## XX. Features of Effective Communication

**Dress well:** First and foremost, it is the personal appearance, dress makes the first impact. In addition to decent clothing what is important is to wear a smile. Casual clothing must be avoided. Bacon said, “Dress maketh a man.” Can you guess a proverb in your mother -tongue that tells?

**Posture:** It refers to the style of standing, sitting, and walking. The posture tells whether a person is lively, cool, nervous, or afraid. One should stand tall, keep the chin straight. The posture of the listener is a clue to the speaker whether he understands or whether he finds the talk or speech boring. Stand upright and do not slouch. Keep your feet just a little apart, shoulder width to maintain balance.

**Eye Contact:** Make eye contact with the audience while talking because in the absence of it you will appear diffident and nervous. Eye contact

will convince the audience of your honesty, openness and confidence in the objectives of your presentation. A good speaker will look at the audience from time to time. If eye contact is not established then the listener may lose interest. Try to hold your gaze fixed in a particular direction for 5-6 seconds at a time. Also, a slight smile will convince people that you have acknowledged their presence

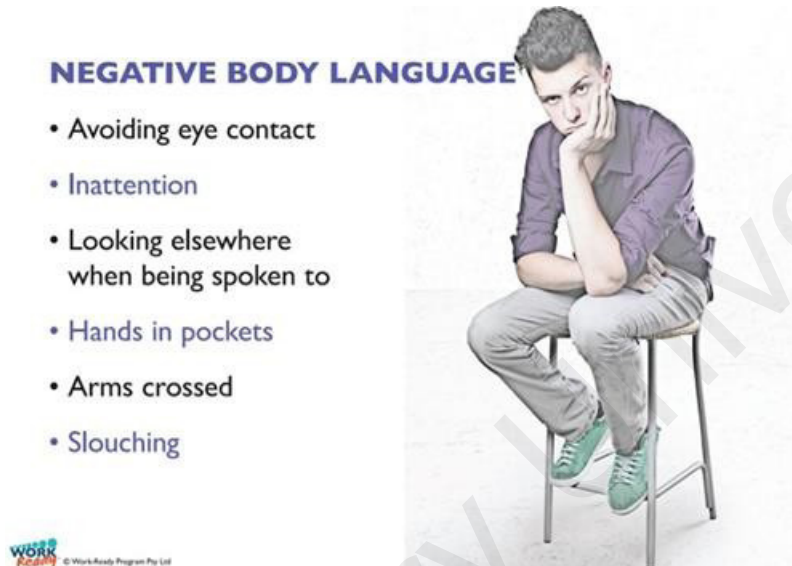
**Guidelines for Effective Oral Communication** Oral communication should provide a platform for fair and candid exchange of ideas.

The communicator should bear in mind the following tips

- Consider the objective.
- Think about the interest level of the receiver.
- Be sincere.
- Use simple language and familiar words.
- Be brief and precise.
- Avoid vagueness and generalities.
- Give full facts.
- Assume nothing.
- Use polite words and tone. Listening is activated and helped when the speaker delivers his or her words in an ordered manner.
- Research has established that an individual speaks nearly 125 words a minute, but the listener can process the information nearly 4–5 times more rapidly than this.
- Eschew insulting implications.
- Include some relevant information that is interesting and pleasing to the receiver. Allow time to respond.

**Barriers to Effective Oral Communication** Managers have to communicate individually with people at different levels—superiors, subordinates, peers, customers, and public figures. The oral mode of communication is easy, efficient, and functionally helpful in resolving issues. But oral communication demands great control and communicative competence to be successful. The **foremost** barrier to oral communication is **poor listening**. Listening is a psychological act affected by several factors, such as the speaker's status, the listener's receptivity and retention, language barriers, and so on.

**Use positive gestures:** Gestures can add meaning to oral expression but when we tend to make use of repeated gestures, it can be distractive. E.g., do not gesticulate excessively with your hands or fiddle constantly with some object.



### Some Gestures to Avoid

Can you guess some gestures that reveal your mood? Try What do you do when you are tensed?

How do you appear when you are angry? What happens to you when you are nervous?

**PARALANGUAGE:** Paralanguage is a kind of meta-language. It includes accent, pitch, volume speed of speaking, fluency and pause. Paralanguage means simply 'like' language.



**Voice** - Without voice we cannot communicate verbally, voice modulation can make the communication lively. Pitch variations remove monotony and makes the communication interactive. Speaking speedily is different from fluent speech. A person who speaks speedily or in a hurry cannot be understood. Such a speaker is either nervous or confused, where as a person who is fluent knows the language fully well and he is a confident speaker. Say for example Shashi Tharoor, he is a fluent speaker.

**Pause** is nothing but the opposite of speed, pause is to wait or give a gap when speaking so that the listener is able to understand what is being said. At the same time, too many gaps or pauses can also be distracting.

Word stress is another aspect of paralanguage. Word stress on different words can change the meaning in a sentence. Study these sentences and say how it is different.

Voice modulation and stress....

Is this the way to **talk**?

Is this how **you** talk?

Is this **how** you talk?

Is **this** how you to talk?

*Table 1. Textual Paralinguistic Category Definitions*

<b>Voice Qualities</b>	Characteristics of the sound of the words being communicated that have to do with how the words should be spoken. <b>Example:</b> This coffee is amazingggggggg
<b>Vocalizations</b>	Utterances, fillers, terms, or sounds that can be spoken or produced by the body that result in an audible noise that is recognizable (not necessarily a "word") <b>Example:</b> This coffee is amazing. Mmmmm
<b>Tactile Kinesics</b>	Nonverbal communication related to physical, haptic interaction with others. <b>Example:</b> This coffee is amazing. 🤝
<b>Visual Kinesics</b>	Nonverbal communication related to movement of any part of the body or the body as a whole. <b>Example:</b> This coffee is amazing. 🙌
<b>Artifacts</b>	The presentational, formatting, and stylistic elements of a message <b>Example:</b> This coffee is amazing. ☺

**Inflections:** They are small sounds that are attached to a word or utterance, this can actually give us a hint “about the socio-cultural, educational, regional and linguistic background”. The inflections are taken as markers of a speaker’s identity and can cause miscommunication. A regional language speaker is most likely to have the flavor of his language as he speaks in English. Non-fluencies are ‘okay’, ‘you know’, ‘ah’, ‘oh’ etc. Too much use of such non- fluencies can make the communication seem less serious. They are mostly used in anger or frustration, distress, or pain.

## **XXI. Barriers to Communication / Main Difficulties Experienced by Communicators**

Barrier means obstruction, we will see what are the barriers or obstacles of communication. There are many barriers to communication and they may occur at any stage in the communication process. Most of the barriers are self-explanatory.

The communicators (sender/ receiver) generally experience the following difficulties:

**NO RELEVANCE/ COMPLEXITY OF THE MESSAGE:** When the receiver (listener) finds the message of no relevance or interest he/ she, remains unresponsive. If a person is not politically inclined, the subject of politics may not interest him, he/ she will stop listening, it is better to know the audience **COMPLEXITY OF SUBJECT MATTER/MESSAGE:** A difficult message acts as a barrier to a smooth understanding of the message.

**NOISE: WITHIN AND WITHOUT:** Let us understand the concept of Noise, noise may be described as any **distortion or hindrance** that prevents the transmission of the message from the sender to the receiver. It is any disturbance that reduces the clarity and effectiveness of communication. According to some communication theorists’ noise basically refers to any external disturbance in the physical environment. E.g. A phone call in an inappropriate time can also disrupt the process of communication.

**FILTERS/ ATTITUDINAL BARRIER:** Filters are a kind of noise in the mind or mental in state. They include attitudes, beliefs, experiences, consciousness of personal status, and the ability to think clearly. Misunderstandings may arise as the message is transmitted through

the filters of both parties. The attitudinal barriers may result from personal conflicts, poor management, resistance to change or lack of motivation.

**CULTURAL DIFFERENCES:** The word culture refers to the entire system of an individual's beliefs, social customs, and personal values, the individual's educational background and family nurturing. The problem of proper understanding arises in situations of intercultural communication because of the differences in cultures across the world.

**PERSONAL BIASES OR HOSTILITY:** Prejudice and resentment towards the speaker can pose as a barrier to the understanding of the message.

**SENSITIVE ISSUES:** A situation or subject that involves the other person's feelings and problems needs to be dealt with sensitively and carefully, because the matter may upset people. However, it may sometimes be difficult to avoid such sensitive issues entirely.

**LANGUAGE:** A message that includes a lot of difficult words, jargons (technical words) will not be understood by the listener. Regional colloquialism may be misinterpreted and even considered offensive. If words are not pronounced correctly can become a barrier.

**PSYCHOLOGICAL:** People with low self-esteem may not be assertive and may feel shy or embarrassed about saying what they really feel.

**SYSTEMATIC BARRIER:** This may exist in structures and organizations where there are insufficient or inappropriate information systems and communication channels.

## **XXII. How to Overcome Barriers in Communication and be an Effective Communicator?**

So many factors contribute to effective communication. These factors are the barriers that can occur at any level – physical, psychological or be hierarchical in nature. Effective communication will be possible if these obstacles are removed.

### **What is the 3M approach?**

**MIND-** The mind is where the idea is processed, transfer and comprehension of message takes place. The sender must know his audience to present the message.

**MEDIUM-** The medium chosen must be appropriate, if the medium chosen is verbal then the speaker must have good vocabulary. The message must be simple, direct and free of technical words or jargons

**MESSAGE-** The message must be clear, complete precise, correct, relevant and objective.

### XXIII. Dyadic Communication

This term means communication between two persons. Dyadic communication may take a number of forms, Vis. Face to face conversation, telephonic conversation, interview, instruction and dictation

**TASK: Insert an apostrophe mark where necessary**

1. He hasnt come yet
2. Radhas voice is melodious.
3. Arent you coming for the programme?
4. My friends father is a doctor.

### TEST YOURSELF

- 1) What do you understand by the word communication?
- 2) Why is communication necessary?
- 3) Identify the elements of communication
- 4) What is non-verbal communication?
- 5) What are the types of communication?
- 6) Name a few objectives of communication.
- 7) Explain the features of Communication.
- 8) What is paralanguage?
- 9) Explain the process of communication
- 10) What are the secrets of a good conversation?
- 11) Is effective communication possible? How?
- 12) What are the barriers of communication?
- 13) Why are the reasons for poor communication or miscommunication?
- 14) Suggest some ways to avoid miscommunication.
- 15) What is the 3M approach for effective communication?

- 16) What does negative body language indicate?
- 17) Give some positive body language gestures.
- 18) Explain the 7 Cs for effective communication
- 19) Explain the process of communication

#### **XXIV. Miscommunication**

##### **Learning Objective**

- **Understand misconception**
- **Grasp the reasons for misconception**
- **Identify the barriers of miscommunication**

90% of all management problems are caused by miscommunication.

Dale Carnegie

Miscommunication happens when there is a misconception, miscomprehension between what is said and what is understood during a dialogue. Avoiding miscommunication within the workplace entirely is almost impossible. However, identifying its most common causes is a step in the right direction towards reducing miscommunication to bring in success in business enterprises.

It can occur when either the speaker is unable to provide adequate information to the hearer or the hearer misperceived and could not recognize the communication from the speaker. The foremost barrier to oral communication is poor listening. Listening is a psychological act affected by several factors, such as the speaker's status, the listener's receptivity and retention, language barriers, and so on.

It varies depending upon the situation and persons involved it can often result in frustration and confusion. It stems usually from misalignment of explicit and implicit meaning between the sender and the receiver.

Phrasing messages in an explicit manner can prevent miscommunication.

Distortions in communication take place because of the nature of its three elements: the sender, the receiver, and the message. We have seen how messages get filtered and mixed with the thoughts, feelings, and experiences of both the sender and the receiver. Moreover, the message itself is subject to distortions resulting from the limitations of language

as an adequate vehicle for communication. Lynette Long, in her book *Listening/Responding: Human Relations Training for Teachers*, questions the possibility of appropriate communication between the speaker and listener. She defines the communication process as one in which:

1. What the speaker feels and what s/he means to say are not the same,
2. What s/he means to say and what she/he actually says are different, and
3. What s/he says and what the listener hears are also different. It is a wonder, then, that what the speaker thinks is ever what the listener hears.

For example, Simple message as this can be stuffed with implicitness. If you say, "enjoy that cookie" could be a neutral message but it could hurt the other person, could make him or her guilty or make the other person wonder whether the sweet has anything special in it. Miscommunication can also be blamed on receivers' inability to focus.

Some more examples of miscommunication:

**What is said:** *"I'm working way too much for the amount I'm paid."*

**What is meant:** *"I feel undervalued and unappreciated. All my hard work amounts to nothing and I'm feeling overworked."*

**How to make the message clearer?** *"I think I'm giving my best and would like to be compensated accordingly."*

Or: *"I'd like to discuss my workload. Maybe we should delegate some of my tasks to others."*

Once the most common causes of miscommunication in the workplace are identified, it becomes easier to circumvent them. Thus, preventing miscommunication from happening again and again.

Effective communication is essential at work for two reasons ; as it not only **generates** stronger interpersonal relationships but also **impacts** the overall productivity, Mostly miscommunication in the workplace is caused by:

### Written Vs Verbal Miscommunication

Verbal channels like phone or voice mail can be carriers for implicit meaning. Written channels like email, live chats are better for explicit communication.

**Emotional Barriers; Detached Employee – Work Culture**

Detached employees are likely to produce plenty of opportunities for miscommunication and can become a threat to productivity.

The work culture must be conducive for the employees to feel secure and important. Besides financial security and reward, employees also need emotional care. To become highly engaged and productive within the workplace, they need to feel heard, valued, and that their work matters. Encouraging open discussions, can further reduce miscommunication. Having disinterested and unfocused employees is a liability for any company. Poor leadership, can result in miscommunication and can cause low employee morale, it can adversely affect productivity.

**Perceptual Barriers: Unclear Objectives**

When managers fail to communicate particular goals for specific projects with their teams, they are likely to have their employees underperform. When there's unproductivity, there is also financial loss. Thus, miscommunication in the workplace and not setting clear objectives can lead to serious money down the drain. Setting clear and realistic objectives is one the main responsibility of a manager to enhance growth and prosperity.

Stating Goals are equally needed for larger business and smaller projects.

Again, open discussions about every team member's task, deadlines, and expected results is a great way for a new project to begin on the right foot.

Constant updates, check-ins, and mention of any possible changes are also likely to generate more productivity within the workplace.

**Interpersonal Barriers; Weak Non-Verbal and Interpersonal Communication Skills**

Skills like empathy or outgoingness and clear communication comes naturally to some people. Those with these set of skills are called "born communicators" for them communicating to different individuals and circumstances comes naturally.

Interpersonal communication skills can be improved by emotion or body language management seminars, and public speaking classes can be conducted to help low performers. Employees' weak non-verbal and interpersonal communication skills are one of the most common causes of miscommunication in the workplace. non-verbal or paraverbal hints offered during a call. Miscommunication from weak non-verbal and interpersonal skills can be rectified by

- 1) checking the communication skills of the candidate by way of conducting Group discussion and personal interviews
- 2) by conducting workshops and seminars periodically on communication skill sets.

Poor communication is a vicious circle.

While miscommunication leads to wrong assumptions, these can also generate intense workplace conflicts that alter work productivity.

Workplace conflicts usually arise from miscommunication at one or more levels – depending on the barriers which have already been mentioned – that stand in the way of effective communication.

### **How to Avoid Miscommunication?**

To avoid miscommunication at home or in the workplace, follow these four rules:

- 1) Being clear and concise
- 2) Don't make assumptions
- 3) Discussing expectations
- 4) Practicing active listening

### **Test Yourself**

1. What is miscommunication?
2. Give a few examples of miscommunication.
3. Identify the reasons for miscommunication to occur at workplace.
4. How to avoid miscommunication?
5. How can you improve interpersonal relationship?
6. What are some of the consequences of miscommunication?

## XXV. Listening

**OBJECTIVES**-To understand the aspect of Listening, to know why listening is necessary.

Listening – speaking – barriers of listening – planning and public

### What is Listening?

**M. V. Rodriques** defines Listening as a process of receiving, interpreting, and reacting to the messages received from the communication sender.

**M. Myers and G.E Myers** believe that active listening is to listen to a person without passing judgement on what is being, and to mirror back what has been said to indicate that you understood, what feelings the speaker was putting across”

According to **Leland Brown** listening is an activity that can be turned on and off consciously and unconsciously. It starts with the receiver’s becoming aware that they should listen and become attentive to what is being said.

### Listening and Hearing

Yes, there is. Hearing happens naturally, the ear does its function. We hear several noises the moment we go on the street, bus stand or railway station. Noise of engines, noise of machines running, vehicles plying and people talking. We need not be consciously involved. Hearing is an involuntary physical act. We hear all of it but we do not listen to them.

Listening is process which requires conscious involvement. We choose to listen when we are interested in the person talking.

Let’s look at the differences between Hearing and Listening,

HEARING	LISTENING
Involuntary	Voluntary
Happens automatically	Requires conscious effort
Passive process	Active process
The listener plays a passive role	The listener plays an active role
A one-way process	It is a two-way process

Now we should understand some of the basic principles of Good Listening. If listening is not complete there can be a total breakdown in communication.

Effective Listeners	Ineffective Listeners
Do not interrupt	Take a 'Yes, but...' approach
Remain patient	Do not give their full attention to the speaker
Make eye contact	Look away from the speaker
Show interest	Display impatience to talk
Look attentive	Are very critical
Concentrate	Have poor concentration
Ask open questions	Are over-talkative

## XXVI. Effective Listening

**Step 1:** Keep quiet—as much as possible.

**Step 2:** Don't lead—unless you want to hear the opposite of what is being said.

**Step 3:** Don't react defensively—if what you hear bothers you.

**Step 4:** Avoid clichés—to make meaningful statements. **Step 5:** Remain neutral—no matter what you think of others. **Step 6:** Resist giving advice—until asked for directly.

*Source: Based on Michael Purdy and Deborah Borisoff (eds), Listening in Everyday Life: A personal and Professional Approach (University Press of America, 1997)*

## How to Make People Listen?

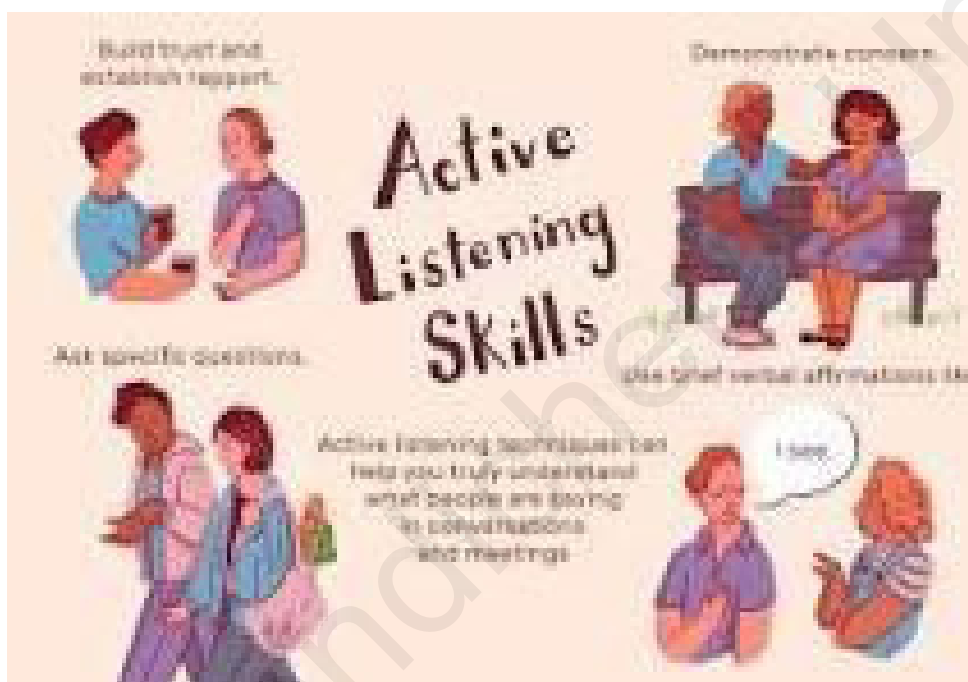
In order to make people listen it is very essential to observe these factors. The **rate** at which one speaks, **volume**, whether you are loud or soft matters.

Next is the **pitch** – this concerns the high and low inflections and finally **pauses** – pauses play a pivotal role in bringing back the attention of the listener.

Apart from all these what's more important is speech should be like a conversation, one should practice relentlessly, internalize the content and delivery will become very comfortable.

### Answer the following questions?

1. How important is the Listening skill?
2. How can you make people listen to you in a conversation?
3. What is hearing? What is listening?
4. Suggest some tips for effective Listening
5. Differentiate between Effective Listeners and Ineffective Listeners.



DDE, Pondicherry University

**UNIT – II****Lesson 2.1 - Talking to Strangers****Objective**

- 1) To learn the patterns of communication
- 2) To illustrate how to begin a conversation.
- 3) To practice the art of communication.

**Who is a stranger?**

A stranger is an unfamiliar person, a person unknown to you. Sometimes, we may have to converse with a stranger to ask for

- A) .....
- B) .....
- C) .....

Can you think of situations?

Picture of traffic policeman and a tourist, imagine a conversation!



Look at the picture given below and comment on it

- What do you understand from the picture given below?
- How is the communication going on?
- Comment on the person you see before the computer.



Here are some examples of a stranger; a policeman on the beat, vendor, an autorickshaw driver etc., a man by the road etc.

Applying some of the strategies we learnt in Unit I, we shall practice and work out some examples of effective communication.

### **I. How to Begin a Conversation?**

When a need arises, we have to talk to strangers. For example, we need to know the time, or direction to reach a destination or at a reception desk at a hotel or hospital.

Here are a few questions words and phrases that may help you begin a conversation. (Complete the question meaningfully)

May I.....?

How to.....?

When will.....?

How can I help you etc. ....?

**Model Conversations**

Asking for Direction

**Common Way of Asking.**

Could you tell me....?

Could you direct me to the laboratory (in a hospital)?

Could you..... (complete it)?

**Model 1**

**VARUN:** Excuse me, could you tell me the way to the Conference Hall?

**ARUN:** Oh sure! Go straight down this road, you'll notice a yellow building, that's the canteen, just beside it there's a path that will lead you to the Conference Hall.

**Model 2**

**RAM:** Hello, Ravi. I have reached the bus stand. Could you please send me your location.

**RAVI:** Oh good! In a minute.

**RAM:** How much do they charge by auto to your place?

**RAVI:** About a hundred rupees.

**Model 3**

**RADHA:** Excuse me, could you tell me where I could find a stationery shop?

**RAMA:** My pleasure. You see a medical shop, take the road next to it and walk till you see a big departmental store, the stationery shop is right behind it.



**Which of the above conversations is an example of talking to a stranger?  
How did you know?**

Introducing Oneself
---------------------

**11 Introducing Oneself**

**COMMUNICATION PURPOSE** - Making enquiries, gathering information, expressing gratitude, and responding to thanks

Let us meet Ashok!

Good morning, all! I am Ashok. I have just completed my B.A in English and waiting for my results. I did my schooling in a government run school in Chet pet. I have two siblings. My brother is in the twelfth standard and my sister is in her tenth. My mother is a homemaker and my father is a tailor.

**Tell Me!**

- What is Ashok's qualification?
- Where did he study?
- How many siblings does he have?
- What is his father?

**Now Ashok is at a Counselor's office in a college seeking some information!**

**Ashok:** Good morning, sir! I am Ashok and I wish to meet the Student Counsellor.

**Student Counsellor:** Yes, Ashok. Tell me, I am the student counsellor. How can I help you?

**Ashok:** I have just completed my B.A in English and my results are awaited. I hope to get a distinction. I want to know the options available for my career advancements.

**Student Counsellor:** Good to know that you are academically inclined and a good student. You can apply for M.A., or M B. A., If you are interested in pursuing your career as a teacher you should do your M. A and B Ed. If you have plans of becoming a corporate professional, you can qualify in C A T and do your M.B.A.

**Ashok:** Thank you, sir, I will come back in a couple of days after consulting my parents. **Student Counsellor:** That' s perfect, Come around any time, Ashok.

**Ashok:** Thanks again sir!

## Practical Work

Write a question for the answers provided.

- Q.....
- Ashok met the Student, Counsellor.
- Q.....
- He wanted to know about career options?
- Q.....
- Ashok told the student counsellor that he' ll come back in two days.

## III. Introducing Others

### Model 1

#### A few friends meet at a party

Ajay has invited a few of his friends to a party, Anand, Arul, Anil and Arthi for a house warming ceremony.

**Ajay:** Hi friends, Welcome.

**Anand:** Hi Ajay, so good to see you in your dream house. Hearty Congratulations!

**Ajay:** Thank you, Anand! Glad you have to come celebrate my happiness. Let me introduce you to a few of my cousins. This is Arul, my maternal cousin

**Arul:** Hello, I'm Arul, working for *Imcops* as HR.

**Anand:** I'm Anand, as you can see Ajay and I are colleagues and of course friends since school.

**Anand:** Meet my wife, Arthi, she' s an entrepreneur

**Arthi:** Hello Mr. Ajay, Hello Arul.

**Ajay:** Hello Arthi, you should meet my wife, she' s must be interested to know about your entrepreneurship. Anand., please come home with your wife someday.

**Anand:** Surely, we shall.

After the introduction they have a sumptuous meal and take leave.

**Answer a few questions:**

1. How many people do you see in the conversation?
2. Why have they come to Ajay's house?
3. Who is Anand? What is he?
4. Who is Arthi? Is he a working woman? If not. What is she?

**Vocabulary**

**Synonyms**

1. Surely .....
2. Colleague .....
3. Entrepreneur .....

**Making Enquiry - 1**

**CONVERSATION between a student and a course coordinator**

**Model 2**

**Student:** Good morning, sir,

**Course Coordinator:** Good morning, what can I do for you?

**Student:** I'm Deepak, I want to learn to speak English fluently

**Course Coordinator:** That's good. But why are you interested?

**Student:** Of course, sir, to learn the art of communication.

**Couser Coordinator:** Let me ask you a few questions to see how well you can speak.: Where do you stay?

**Student:** At Kumaran Extension Lawspet

**Course coordinator:** How far is it from here?

**Student:** Its about 2 kilometers from here sir,

**Course coordinator:** Do you have mobile phone?

**Student:** Yes sir, I have.

**Couser Coordinator:** you should say, I DO. Well. How old are you?

**Student:** I' m eighteen

**Course Coordinator:** Good. What's your father?

**Student:** He's teaching in a college. He's a professor.

**Course Coordinator:** Are you a student?

**Student:** No Sir, I just graduated.

**Course coordinator:** well, how long have you been learning English?

**Student:** for almost twelve years now sir,

**Course Coordinator:** Twelve years is a long time, and you think you cannot communicate well?

**Student:** Sir, I can write well, but when it comes to speaking, I'm not confident.

**Course Coordinator:** You are fairly good I should say.

**Student:** Thank you, sir,

### Tell Me

1. Why did the student come to meet the courses coordinator?
2. What was the first question the counsellor asked the student?
3. Why was the counsellor asking many questions about the student?
4. What did he say about Deepak's English?

### Making Enquiry - 2

### Model 3

#### Conversaton II

**Aravind (student):** Can you suggest how I can improve my fluency?

**Mr. Ashok** (Course Coordinator) : Of course! First of all, you must practice sounds of words and know the accent of the syllables, accent and intonation?

**Aravind:** oh well sir, I hope to join the course to learn all about the concepts

**Mr. Ashok** : well, yes, the course will give you practice in speech activities so that you will learn to speak not only fluently but accurately and appropriately

**Aravind:** thank you sir, for your time, I shall join the course immediately. Sir you could please tell me the duration and the fees involved?

**Mr. Ashok:** This is a three-month course, we will meet on alternative days, for an hour. You could make Online payment as well. You may have a look at the notice board for further details.

**Aravind:** Thank you, sir.

### Evaluate Yourself

#### Answer The Following

1. What are the tips given by Mr. Ashok to improve fluency?
2. What do they do to make the students speak fluently, accurately and appropriately? What is the duration of the course?
3. Has Mr. Ashok mentioned the fees?

#### Let Us Know

**Syllable:** When we utter a word, we split the word into syllable or smaller units, a word one or more syllable, each syllable will contain a vowel. Therefore, we can say a syllable is a unit of one vowel sound.

The word – Camera has three syllables ca/ me/ ra

#### Split the syllables for the following words

1. Therefore
2. Utter
3. Fluently
4. Universal
5. Flight
6. Course

#### Model Conversation 4

**Neena:** hello Arthi

**Arthi:** hi Neena

**Neena:** ?

**Arthi:** Yes, we have moved to our new house

**Neena:** .....

**Arthi:** Yes, it's a large one. We have three bedrooms

**Neena:** .....

**Arthi:** We got it repainted

**Neena:** ?

**Arthi:** Yes, we get enough water

**Neena:** .....

**Arthi:** yes, we can store water in the overhead tank

**Neena:** .....

**Arthi:** Yes, there are many convenient stores.

**Neena:** Very glad you are now quite settled

**Arthi:** Yes, do make a visit

**Neena:** sure, I will be looking forward to it.

### Making Enquiry - 3- At the Airport

#### I

**Client /staff:** Good Morning from Air India, May I help you?

**Customer:** Good morning! I wish to know the scheduled arrival time of Flight

**Staff:** It has been delayed sir; ETA (Expected Time of Arrival) is at 9.30 hours today.

**Customer:** Thank you very much.

**Staff:** You are welcome.

#### II

**Staff:** Good morning, Indian Airlines

**Customer:** Good morning, May I know at what time does the Bangalore Flight AQ 456 arrive?

**Staff:** It's on schedule madam, the arrival time is 8.30 am.

**Customer:** Thank you,

#### III

**Customer:** Excuse me madam, could you please tell me if berth is available by the Shatabdi express on 15 August?

**Client:** How many berths do you require?

**Customer:** Two lower berths, as my parents are travelling.

**Staff:** Give me a moment, madam, I shall check.....yes its available.

**Customer:** Could I confirm booking over the phone, right away?

**Staff:** No, sir. You can do it in person or online. Please check out our website.

**Customer:** But, how do I make the payment online?

**Staff:** Through your credit card madam, Payment instructions are given on the website.

**Customer:** Oh! I see, I' ll do the booking Online. Thank you very much, you have been very helpful.

**Staff:** Most welcome, madam.

### Using Modals

CAN	COULD
MAY	MIGHT
WILL	WOULD
SHALL	SHOULD
MUST	HAD TO

### At The Chemist

**Customer:** hello,

**Shop Assistant:** Hello sir, May I help you?

**Customer:** Yes, please. Can I have these medicines?

**Shop Assistant A:** Let me have a look at the prescription, please.

**Customer:** Here, can I have a cough syrup? Do you have Tulsi based cough syrup?

**Shop Assistant:** Sure sir, we have all the medicines on the prescription and the Tulsi based cough syrup too.

**Customer:** I would like to have the medicines for a month, 30 tablets each.

**Shop Assistant A:** Here is your medicine, here is your bill, sir.

**Customer:** I wish to GPay.

**Shop Assistant A:** You are most welcome sir, here's the number.

**Customer:** .... It's done. Thank you.

**Shop Assistant:** You are welcome, sir.

### Answer The Following

- 1) How will you begin a conversation with a stranger?
- 2) Write a conversation between you and a policeman, ask for direction to a tourist spot.
- 3) Attempt a dialogue between a fruit vendor and a customer
- 4) Imagine a conversation between a receptionist and a client, regarding booking a room.

### At The Restaurant

**Objective:** To practice using question tags in conversation.

**Question tags are used when the speaker expects the listener to agree with him or her.**

**Identify the Question Tags in the below conversation.**

**John:** Well. Here we are. Do you like this place?

**Mohan:** Lovely. Very beautiful! **Isn't it ?**

**John:** Ah, I m glad you like this place. Let's go and sit in the corner there, **shall we?**

**Mohan:** yeah!

**John:** Now, then, let's see if we can get some service.

**Mohan:** Well, we need a menu first, **don't we?**

**John:** We haven't got one here, **have we?** Can we ask the waiter?

**Mohan:** excuse me please, could you bring me the menu card please?

**Waiter:** Here, it is sir.

**Mohan:** Thank you

**Fill in the missing gaps with question tags**

1. You won't tell anyone .....?  
No, I won't I 'll keep it to myself.
2. This man has acted in several films .....?  
Yes, he has. He has acted in several films.
3. You've never been to Mumbai .....?  
Yes, I've been there several times.
4. The shop closes at eight.....?  
No, they are open till ten.

**At the Hotel**

**Tourist:** Excuse me, madam, have you any rooms?

**Receptionist:** Yes, sir. Double room or single?

**Tourist:** I want one double room?

**Receptionist:** There's one on the second floor.

**Tourist:** Oh, Isn't there any room on the first floor or ground floor?

**Receptionist:** Let me check again.... I'm sorry, sir. There's no double room vacant at the moment. I shall book one soon after the guests check out. There are two rooms, likely to be checked out.

**Tourist:** Yes, please book, I don't mind waiting for an hour or two. What's your check out time by the way?

**Receptionist:** It's 12 noon.

**Tourist:** ok, I can wait, it's almost time.

**Receptionist:** Sir, please wait in the lounge and make yourself comfortable.

**Tourist:** Can I have your brochure, to check about the facilities?

**Receptionist:** Here sir.

**Tourist :** Thank you

**At the Cinema**

**Krishna:** What's on at the IMAX this afternoon?

**Enquiry clerk:** It's *Star Wars* at 3 pm, sir.

**Krishna:** (To his wife) Shall we see this movie or come back next week?

**Enquiry clerk:** Sir, the movie is simply superb, both of you will surely enjoy it. The movie is running six weeks now.

**Krishna:** Ok then, we will see the movie. Can we have two tickets please?

**Enquiry Clerk:** Yes sir, 150 rupees per ticket.

**Krishna:** Here, it is.

**Enquiry clerk:** Sir, it's 1.45 pm now, you can go around the mall and be here by 2.30 pm.

**Krishna:** Thank you.

#### Answer the following:

- Where is the conversation taking place?
- Who are the people in conversation?
- Do you know the name of the enquiry clerk?
- How much is a ticket?

#### At the Bank

**Customer:** Good morning! Can I cash my cheque here?

**Clerk:** Good Morning! Please go to counter No.5.

**Customer:** Excuse me sir, can I cash my cheque here?

**Clerk:** Yes, What's the amount? Let me see the cheque please. It's two thousand. You may go to the Teller's counter and encash it there right away.

**Customer:** Hello sir, please take the cheque and give me the cash, I've wasted my time from going counter to counter.

**Teller:** Alright sir, do bear with me for two minutes, I shall give you the cash. (after seeing the cheque) sir, there's an overwriting on the date, could you please put your signature above the date?

**Customer:** Of Course, now please don't make me wait.

**Teller:** It wouldn't take much time, sir, I'll just make the entry and it'll be done. But could I ask you to sign at the back of the cheque please

**Customer:** Why do you want me to sign at the back? I've already

signed on the right side of the cheque.

**Teller:** we need it as an evidence sir, that you've received the money.

**Task: Form pairs and practice the above conversation**

## **Interview**

**KEY WORDS:** Meaning, Definition, Purpose, Features, Structure, Types

### **Objective:**

1. To know the different kinds of interview and strategies
2. To understand the purpose of an interview and to learn the different types of Interview.
3. To know how to face an interview.
4. To overcome the fear of interview.



### **I. What is an interview?**

Interview is meeting of the people for the purpose of getting to know one another. It is a two- way conversation. Interviewing is an art. It is a form of oral communication, where a candidate's soft skills are assessed.

Let us look at some of definitions of interviews.

According to **L. Brown** an interview is considered to be a conversation between two people directed towards a purpose.

**S.G Ginsberg:** "The interviewer's questions must explore viewpoints as well as experiences; they must be tough as the problems that will face the person who gets the job"

**Myers and Myers** say that, "It is simply a highly specialized form of communication, but one which affects how people are hired for jobs, how

they are appraised and told about it, and how they are able to work with others on the job”

## II. WHY INTERVIEW?

The purpose of an interview is

1. Placement,
2. Evaluation,
3. Reason Finding,
4. Information Gathering,
5. Media Broadcasting,
6. Admission,
7. Interrogation,
8. Publicity.

Commonly interviews are taken for two purposes, to be selected to pursue higher education and to be recruited for a job. To be successful in an interview, the candidate has to highlight his/her strength, skills and accomplishments. The three important areas where the candidate has to be careful about are: **etiquette, presentation skills and knowledge of the subject.**

### Types of Interviews

**Employment Interview:** It happens when a company wants to hire people

**Promotion Interview:** This happens for a higher position in the organization.

**Appraisal Interview:** This is conducted periodically or annually by the organization.

**Counselling Interview:** This is conducted to help employers who are facing problems at the workplace, or of the performance of an employee is not up to the mark.

**Disciplinary Interview/ Reprimand Interview:** When an employer breaks the code of conduct, he or she is reprimanded by the employer.

**Grievance Interview:** If an employer has a complaint against the organization or with a senior or junior colleague, grievance interview takes place.

**Exit Interviews:** This is conducted when an employer's leave an organization either voluntarily or through dismissal.

**Stay Interviews:** This is a new phenomenon in Companies, it is used to judge employees' expectations and as it helps them to retain their workforce by making the employees feel appreciated and motivated.

### III. Features of an Interview

**Purpose:** There is a purpose behind every interview.

**Preparation:** Both the interviewer and interviewee must prepare before the interview.

**Arrangement:** All the interviews are prearranged **Openness:** There is a clear exchange of information

### IV. Structure of an Interview

There are three stages in an interview

**The BEGINNING** – In the beginning, introduction takes place, the interviewee must be made to feel at ease.

**THE MIDDLE** – the focus must be in keeping to the point. Listen attentively and patiently, keeping an eye contact is a must.

**CLOSING** – Summing up the discussion and avoid hurried ending. And the interview must end on a positive note.

### V. Points to Keep in Mind Before and During the Interview for the Interviewee and the Interviewer

*Can you mark which are for the interviewer and for the interviewee?*

E.g.

- A) Arrive early. (Interviewee).
- B) Cleanliness and physical appearance create the first and best impression. Avoid loud colors and ornamentation they can distract the attention of the interviewer. (.....)
- C) Welcome the candidates with a smile. Avoid non- fluencies, also refrain from colloquial language (.....)
- D) Fixing your gaze on the interviewer can be considered as bad manners. (.....)

- E) Always avoid uncomplimentary references to your former employers. (.....)
- F) Introduce the interviewer and ask the interviewee (.....)
- G) Ask relevant questions, avoid any prejudicial statements. Ask open minded questions. Be attentive and listen carefully. Make some statements, however to test emotions by politely making some insulting remarks. (.....)
- H) Test endurance, be considerate, be brief (.....)

## VI. Look out for core competence requirements

1. Qualification
2. Experience
3. Networking

## VII. What types of questions to expect?

**Direct questions:** *What's your name? What's the name of your previous employer etc.*

**Open Ended Questions:** They are not so straight like the Direct Question; they rather require an elaborate answer.

*Tell us about your schooling? Share your experience in the previous company.*

**Closed Questions:** This type of questions is also called bipolar questions. They elicit narrow and brief answers like, Yes or No.

*Will you be able to join next month, if you are selected?*

**Loaded Questions:** These questions are used a check to find out whether the interviewee is clear in the mind.

Whatever type of question is thrown to you, you have to be prepared to face an interview

**Questions are normally based on educational qualification, co-curricular activities, Extra-curricular activities, experience, General Knowledge and some Miscellaneous Questions.**

## VIII. Interview Preparation

There are three stages for interview preparation 1) Pre planning 2) Facing the interview 3) Negotiation. In Pre planning stage, you should

know about the employer and know about yourself thoroughly. You should be able to answer any question about your school, college, marks etc. precisely. You should be able to answer why you chose the company, if a question is asked, "I would like to join your institution because ".

Next important factor is your **dress**: Your dress should be comfortable, not causing a bother to walk smartly and confidently. The interviewer is more interested in yourself whether you are consistent in your answers, whether you are able to handle stress, whether you are communicative.

### **IX. Facing the interview:**

Enter the room, with a confident smile. Greet the members appropriately. Take a seat only when asked to. Do not be fidgety or nervous, maintain a calm and composed posture. Have a positive outlook Do not lean on the table or sit with your arms on the table Use appropriate body language. When facing interviews; these aspects must be taken care of. Listen carefully Be honest and open about your previous employer. There should be clarity in both speech and thought.

1. Bid a polite farewell
2. Be confident
3. Provide appropriate responses
4. Give relevant examples

### **Six Mistakes to Taken Care of**

- 1) Etiquette
- 2) Appearing disinterested
- 3) Wearing inappropriate attire
- 4) Appearing ignorant
- 5) Talking badly of previous job
- 6) Chewing gums while talking

### **Some Ways of Asking**

- 1) Tell me about yourself
- 2) Tell me something that I may not find in your resume
- 3) What are your career goals
- 4) Where do you see yourself five years from now?

- 5) Can you tell me some of the qualities in you that will make you a team player
- 6) How good are your communication skills
- 7) What are your major weaknesses?
- 8) How have you been working on your weaknesses?
- 9) Why should we hire you?

### Model Interview - I

Here is an example of a job interview, read it carefully and practice this interview for fun and learning.

**Employer:** Welcome to ABC Controls, Sam. I am Siva.

**Candidate:** Hello Sam, it's nice to meet you.

**Employer:** Nice to meet you too, how are you doing today?

**Candidate:** I am doing great and how about you?

**Employer:** Great, thanks. I hope you were able to find the location without much difficulty.

**Candidate:** No at all, I had the GPS on and I arrived an hour early

**Interviewer:** That's good. Sam, so you would have felt bored? Shall we start right away then?

**Candidate:** In fact I was not bored at all as I had the chance to talk to one of your engineers here.

**Employer:** First of all, by way of introduction, let me tell you that I am the manager of our engineering department here and we have an open position, so we have been interviewing applicants to fill the position as quickly as possible.

**Candidate:** Yes sir, I read about the vacancy on your website, and I think I am will the right candidate.

**Employer:** We currently have several ongoing projects and the team is working hard. We are hoping to keep busy for a long time.

**Candidate:** What are the essential qualifications required for the position?

**Employer:** This is an entry-level engineering position; we do provide a lot of training here. But we do require that you have at least a bachelor's

degree in computer engineering. Previous experience in the field will definitely be an advantage.

**Candidate:** What kind of experience would you count as a work in the field?

**Employer:** Even though we provide training, it would be great if you had some hands-on programming experience, knowledge of database systems or skills on developing applications.

**Candidate:** My final school project was actually developing a mobile application, so I am fairly competent in developing mobile and web applications.

**Employer:** That's good to hear, which school did you graduate from?

**Candidate:** I was a student at DB University, and I graduated with a bachelor degree in computer science. I worked as a computer lab tutor in school for about 3 years. Guiding students through their projects helped me get experience in several programming languages.

**Employer:** What are you looking for in a job?

**Candidate:** The job should definitely help me grow in my career. I will be happy to learn and grow as I work in a passionate company like yours.

**Employer:** You are right. There is plenty of room for advancement in our company. What are

Your strengths? Why should I hire you?

**Candidate:** I am a diligent person and a fast learner. I am very eager to learn. My friends also find me very easy to work with.

**Employer:** Very well. Now, do you mind working overtime?

**Candidate:** No, I do not.

**Employer:** Because, sometimes we get overwhelmed with heavy workload. **Candidate:** I understand that's the nature of the job. When I was going to school, I took quite a few courses each semester while working at least twenty hours every week. And, I handled that situation very well.

**Employer:** Do you have any questions for me?

**Candidate:** No, I think I have a pretty good understanding of the requirements. I believe that I can handle it with ease, and the fact

that you provide all the training sounds excellent. I hope to have the opportunity to work for you.

**Employer:** Sam, It is nice to meet you. I can tell that you are a good candidate. Expect to hear from us within a week or so about the job.

**Candidate:** Nice meeting you too. Thank you for your time.

**Employer:** Thank you for coming.

## Model Conversation - I

### Journalist and a Politician

**Journalist:** Good Morning, sir, I am from *The Emerald*, an English Monthly.

**Politician:** Good Morning, do sit down and make yourself comfortable.

**Journalist:** This interview will be published in the next issue.

**Politician:** Well, I would like to know why this interview is for?

**Journalist:** Sir, In our Monthly we have a column dedicated for Political leaders which will feature some interesting facts about them

**Politician:** Fine, let's get started

**Journalist:** Sir, could you tell us about your daily routine?

**Politician:** Well, my day begins by 5 in the morning, after the ablutions, I am ready for a walk with my pet in my garden. After that I have coffee and I read spiritual book to keep my mind cool. Then I look into the newspapers

**Journalist:** That's a nice way to begin your day, sir.

**Politician:** I have my breakfast by 8.30 every day.

**Journalist:** Does your work begin right then, sir?

**Politician:** Yes, mostly, but before that I have innumerable calls to attend and make.

**Journalist:** I do understand that sir, you being such a man with social responsibility.

**Politician:** Yes, my morning schedule goes up to 1 p.m. I stick to my schedule and my lunch is done by 2pm.

**Journalist:** How do you spend your afternoons sir, I m sure you' ll have some rest, being a systematic person, you are.

**Politician:** I have my siesta and am ready by 4 pm and meet people, attend or hold meetings and by 6 it's my family time and by 7.30 its dinner time and by 9 hit the bed.

**Journalist:** You may be invited to many functions in your locality?

**Politician:** Yes, but unless it's very important I do not go, especially after Covid.

**Journalist:** It was indeed a pleasure to have had some time with you. I am certain sir, that you are an inspiration for the youth, your policy, "early to bed, early to rise makes a person, healthy, wealthy and wise". Good bye, sir.

**Politician:** Good bye, gentleman.

### Answer the Following Questions

1. What is an Interview?
2. Why are Interviews conducted?
3. What are the features of an Interview?
4. Suggest some tips to face an Interview.
5. If you are the interviewer what are the basic qualifications, you will look for in a potential candidate.
6. Enlist the types of Questions usually asked.
7. What is the structure of an Interview?
8. What are some expected questions in an interview?
9. What are the different types of interviews?
10. Write an essay on how to get ready for an interview.
11. What are the types of Questions?
12. Attempt an interview between an employer and an employee.

### Talking to Familiar People

#### Objective:

**To familiarize the pupils with the art of communication with familiar people – like members of the family.**

Who or what do you understand by the word *familiar*?

*Familiar* means knowing about someone or something. As you know that opposite of familiar is stranger or unfamiliar. Communication

between father and son, husband and wife, mother and daughter, friends or between the relatives in the family. So the tone of conversation will be casual and informal.

In this chapter there is model conversation between familiar people.

### **Conversation between niece and aunt**

**It happens in the dining area, as the two eat their meal.**

**AUNT:** Radha, its time you learnt to cook some dishes.

**RADHA :** Why aunt, What's the need?

**AUNT:** You need to know some basic dishes as you'll be moving out for work soon now

**RADHA:** Oh aunt! I wish I could take some rest. Don't bother me with responsibilities already. I'm here on a vacation.

**AUNT:** Ok I understand, but I promised your mom that you' ll go learning one or two dishes

**RADHA:** Ok aunt,teach me how to make biriyani and ice-cream, my favourite dishes.

**AUNT :** Fine, so my sweet niece will begin visiting the kitchen now and then and learn your favourite dishes.

**RADHA :** I should put my heart and soul into it.

Answer the following questions?

1. Identify the two in the conversation?
2. Who is a niece?
3. What does her aunt want Radha to learn? Why?
4. Is Radha reluctant or eager to learn?

### **Vocabulary Used in The Household, Especially Kitchen**

**Ingredients-** garlic, ginger paste, onions, tomatoes, mint leaves, chillies oil, ghee, cinnamon, cardamom, star anise etc, biriyani rice. Etc.

Pan and Dishes, Spoons, Spatula.

### Task

**Come up with vocabulary commonly used among friends, teacher, and pupil.**

### Model Conversation Between Two Friends

**Goerge:** Hi Ram, what's bothering you? You look tensed.

**RAM:** I don't know what else to do George

**GEORGE:** Tell me, what happened?

**RAM:** Nothing worse could have happened to me, my best friend Manu has left me for good.

**George:** But Why, you were two such good friends, weren't you?

**RAM:** we weren't' t just friends, we were more than that. We have been so close since our Kindergarten days.

**GEORGE:** Then what happened in between?

**RAM:** I don't know

**GEORGE:** perhaps some miscommunication cropped up?

**RAM:** What do you mean?

**GEORGE:** May be you didn't mention about your studies abroad?

**RAM:** Could that be the reason? I did mention about it last year.

**GEORGE:** But didn't you update him?

**RAM:** Yes, I didn't tell him that my visa was processed. My dad had mentioned to Uncle. Since then he's not talking to me.

**GEORGE:** Don't worry Ram, things will get better in a day or two.

**RAM:** I shall try one last time. He hasn't been picking my calls for the past days, that has kept me worried.

### Answer the following Questions:

Name the two friends you met in the above conversation? Which of the two is worried?

What do you think of George? Why is Ram worried?

What is Ram's friend's name?

Why do you think Manu didn't take Ram's calls?

**UNIT – III****Lesson 3.1 - Telephone Conversation****Objective**

To know the art of conversing in telephone- telephone etiquette.

To demonstrate how to communicate effectively.

**Introduction**

Telephone Conversation is inevitable these days and mostly even interviews are conducted through telephone conversations. Telephone conversations are economical and less time consuming, it is called as “the priceless means of communication” for this purpose. Telephone conversations have many advantages, there is no time lag and it is an equalizer. We can talk over the phone even with a celebrity easily, if they are willing. A Junior clerk can talk to his manager over the phone.

However, miscommunication can occur easily as the communicators cannot see each other. Most telephone users are not aware of telephone etiquette and how to be effective over the telephone.



**TELEPHONE ETIQUETTE:** According to Cambridge Advanced Dictionary, “etiquette is a set of rules or customs which control accepted behavior in particular social groups or social situations. Some accepted behaviour to be followed when making or receiving calls

1. Try to answer a call in the first or second ring
2. Press the correct number on your mobile, if you haven't a contact to avoid a wrong call
3. If you happened to call a wrong number, apologize before hanging up

4. Speak clearly
5. Use the caller's name during the conversation
6. Keep calls as short as possible
7. Smile while you are talking
8. Avoid giving curt replies, be helpful to the caller
9. Do not pass on your mobile, unless it is required in a call.
10. While passing on your mobile phone, do alert the caller.

### **Advantages of Making a Phone Call**

1. Instant Reaction and Consequent Action
2. Decisions Made Quickly
3. Acts as an Equalizer

### **Disadvantages of Using a Telephone**

The answering machine can become a barrier. The conversation depends entirely on voice modulation, there must be good accent, perfect pronunciation, and very good language. The receiver's state of mind may not be known and it can become problematic, if he is in a bad mood. The purpose of communication is lost.

### **Follow the tips given when engaging in a telephone conversation.**

- Use a friendly tone, be cheerful
- Voice modulation can make the talk lively
- Do not sound impatient or as if you are in a hurry
- Avoid using slang
- Listen carefully
- Be courteous

### **How to Recieve a Call?**

- First give your name, say who is speaking, like for example – Radha, HR, SIMS, Idea Ltd.
- Ask politely to know who is speaking, if you do not know who the caller is.

### **When You Want to Know Something....**

Could you please let me know.....?

Could you please tell me when.....?

**When You Want to Know How Often....**

How many.....?

Is it a daily.....?

**When You Want to Know the Cost?**

How much.....?

What is.....?

Is it an.....?

**I. Commonly Used Expressions When Making a Phone Call**

- 1) Good Morning, I am ..... Radha .....  
from ..... Chennai .....
- 2) Hello, this is ..... Meena, calling .....
- 3) Hello, my name is ..... Ram I 'm calling from Madurai

**II. Can you tell what is happening in this question?**

**You are** ..... (introducing/enquiring)

I would like to speak to Mr .....

Could you please connect me to .....

Is ..... there?

Am I speaking to .....

I'm calling to .....

I 'd like to confirm.

**Model Conversations****I. A Sample Telephone Conversation**

**Latha:** Hello, May I speak to Sudha, please?

**Sudha:** Speaking.

**Latha:** It's me Sudha! Latha here. **Sudha:** Hi Latha

**II. Between a Secretary and a Client**

**Client:** Hello, Is this Center of English Studies?

**Secretary:** Yes, please. How may I help you?

**Client:** I wish to speak to the director.

**Secretary:** May I know who this is?

**Client:** I am Samitha Sam **Secretary:** Please be on the line.

**Director:** Hello, This is Dr. Ravinath, Director of the Center.

**Samitha:** Good morning, sir, I am Samitha. I just saw your advertisement about a course in spoken English.

**Director:** Yes, you are right.

**Samitha:** I wish to enroll in the course

**Director:** Sure, you may. We have only two seats left. Do be prompt. The course begins on first of December.

### III. Making an Appointment

*Secretary and Vasanth*

**Secretary:** Hello, Dr. Srikanth's clinic. Can I help you?

**Vasanth:** Hello, Madam, I'd like to have an appointment with Dr. Srikanth tomorrow, please.

**Secretary:** Who is speaking?

**Vasanth:** I am Vasanth

**Secretary:** Vasanth, can you come the day after tomorrow? That is Friday. Will 4.30 PM be ok for you?

**Vasanth:** Sure ma'am. I'll be there by 4.30 on Friday.

### IV. Receptionist and a Prospective Candidate

**Candidate:** Hello, sir, good morning. My name is Arul. I had seen your advertisement in The Hindu today for a walk-in interview for the post of marketing executive.

**Receptionist:** Good Morning Arul, you are most welcome to attend the interview today. It's going on now.

**Candidate:** Well, I just called to find out if I may attend the interview tomorrow. I'm not in a position to attend today.

**Receptionist:** Oh ok, so when can you make it tomorrow in the forenoon or afternoon?

**Arul:** I'll be extremely glad if I can come tomorrow afternoon.

**Receptionist:** Could you be on the line, I'll confirm in a while. How about 4 pm?

**Arul:** Fine, madam, I'll be there well before time, By the way, ma'am, may I know who will interview me?

**Receptionist:** Our GM and his team will interview you.

**Arul:** Thank you very much. You have been very kind,

**Receptionist:** You are most welcome, All the best to you.

### Vocabulary

Vacant

Brochure

Suit

Check-out / check -in

### Carefully Read this Conversation

**Rathan:** Can I speak to Raghavi please?

**Raghavi:** Speaking

**Rathan:** It's me Rathan calling from long distance

**Raghavi:** Rathan! Where are you ? Do you know what time it is?

**Rathan:** Sorry I guess I' ve woken you at a wrong time, But it's quite urgent. That's why...

**Raghavi:** Well, go ahead

**Rathan:** Listen I' m in London. It's 7-30 pm here, You are still there, hope I haven't lost you?

**Raghavi:** Yeah Ram, I m listening

**Rathan:** Mani, our friend in New Delhi is coming over, so I am sending 'a packet of surprise a gift to you

**Raghavi:** 'Surprise,' Rathan?

**Rathan:** It's your birthday tomorrow? Have you forgotten?

**Raghavi:** Oh yes! But I haven't received anything yet. Hope everything is fine.

**Rathan:** Hope he is safe.

**Raghavi:** What do you mean? Was there some accident or something.

**Rathan:** I just heard that one flight from Heathrow to a destination in South Asia crashed

**Raghavi:** So you are worried that he....

**Rathan:** Yes, very much. He was supposed to arrive here last night.

**Raghavi:** Don't worry. I'll try to find out what happened.

**Rathan:** Yes, please. The sooner the better

**Raghavi:** I'm at it already.

**Rathan:** That's so nice of you.

**Raghavi:** I will ferret out where he is or what has happened to him.

**Rathan:** Thank you very much I hope and pray that all will be well

#### **Answer the following questions**

1. Who is calling whom?
2. Through whom was the surprise gift sent?
3. Where is Rathan calling from?
4. What do the two friends suspect about Mani's situation?

#### **Answer The Following Questions**

- 1) When is telephone conversation necessary?
- 2) What is telephone etiquette?
- 3) List the advantages and disadvantages of making a telephone conversation
- 4) When should you cut a call?
- 5) What are the advantages and disadvantage of a landline and mobile phone?
- 6) What is etiquette? Enlist some telephone etiquette.

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**UNIT – IV**

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**Lesson 4.1 - Group Discussion**

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**Learning Objective**

- To understand the need for group discussion'
- To identify the different kinds of groups and why they are formed.
- To conduct and participate in group discussion.

**I. Introduction**

*What do you understand from the topic Group Discussion (GD)?*

*What is a group?*

*What is the nature of a group?*

A *Group* refers to a bunch of people who have an interpersonal relationship. Some groups the members are well-connected. They have common goals. Some groups have a purpose. Some groups are expedient and are formed to improve, impart gather information or negotiate.

The term discuss comes from a Latin word, “**discutere** which is to shake or strike. In a GD, the topic given is thoroughly shaken and analyzed. Most often a GD is used as an addition to written text or interview.

Group discussion as the name suggests is a group activity, it is a means by which ideas are exchanged, problems are discussed. This is used to evaluate candidates for admission to management schools and for job recruitment.

There are two ways in which a GD is planned, in one the topic is given beforehand and the candidates come prepared and, in another type, the topic is given just ten before ten minutes before the GD.

In a GD, there are usually 5 to 10 members. There is no real leader in a group. One of the participants may emerge as a leader as the discussion proceeds. Each participant must should give chance to others to speak. The participants must be well informed to contribute positively to the discussion. He or she must be a good listener and be open to ideas and views of other members. He or she must not bully other or dominate. The participant must jot down the points to take note of others' views.

We know that GD is a usually a pre-requisite in the selection process. It is a method to judge the communicative competency of an individual. Leadership quality is assessed in the process. A GD is a group activity for debating upon or exchange of opinions.

1. What is a Group?
2. What is a Group Discussion?
3. What is the purpose of a Group Discussion?
4. What are the qualities required in assessing during the Group Discussion?

## II. Three Essential Ingredients in a GD

The three most essential ingredients in a GD are the **3Ps** –

**Purpose,**

**Planning**

**and Participation.**

A group discussion should always have a purpose, without a purpose, the GD can be a frivolous affair. Planning is essential too; a relevant topic must be chosen if it is conducted for recruitment purpose. Since it is a cooperative work, all members should participate to showcase their skill in communication.

## Role of a Group Leader in a GD

A group leader has a dynamic role to play, he has to plan the meeting and have an agenda. He/ She must encourage everyone to participate and act as a moderator when someone talks too much.

If there are different opinions, he or she must resolve the differences in an amicable manner. Summarize every member's view to arrive at a common consensus on the decision to be taken. Coordinate the discussion by giving a clarification on any issue and help arriving at a decision. Suggest creative strategies to arrive at a decision.

Must be impartial in his/her observation and must ensure that everybody observes decorum of interaction.

### **Role of the Participants**

1. They must communicate positively to facilitate decision-making
2. They must be well informed to contribute in the decision
3. Be a good listener and open to ideas and views of other members
4. Must be cordial when interacting, though you make a valid point, one's hostile attitude may deter the listening process.
5. Do not bully people to come to consensus on any issue.

**Leadership Qualities:** Whether the candidate takes initiative, guide and give direction, the capacity to listen to what others in the group say.

**Knowledge of the Subject Matter:** Presentation of Details

**Analytical Ability:** Whether the candidate uses arguments, examples, logic etc

**Clarity of thought:** Whether the candidate is able to convey in a precise manner what he wants to say.

**Conviction and Flexibility:** Whether the candidate is able to be strong in presenting his view.

Whether the candidate is able to accept other's opinion.

People often have their own opinion and views; we should always remember that no one is absolutely wrong or right.

**Listening Ability:** Whether the candidates are listening by absorbing, assimilating and reacting in an appropriate manner.

### **III. Types of GD**

A group discussion can be categorized as topic based group discussion and case study-based discussion.

### **Topic Based Group Discussion:**

In **Topic Based Group Discussion**: The topics may be factual, controversial or abstract.

In **Factual Topics**: Such topics give an opportunity to the candidates to impress upon them that they are sensitive to their environment and are aware of the topics of regional, national or international importance.

**Controversial topics**: Such topics can pose a question, like Is Gender Distinction necessary jobs? The basic idea behind such topics is to assess, evaluate how the and how type of stance they take, whether they are rational, non- emotional and how willing or not willing to be accommodative of others opinion.

**Abstract Topics**: Such topics are not common in GD. "If I can...."

**CASE-BASED GROUP DISCUSSION**; In a case-based Group Discussion, let us understand a case, a case is usually as written description of a situation, a type of problem, factors causing a problem case is presented which has some unanswered questions. Such topics are given for GDs in selecting candidates for jobs and in professional courses. The examiners examine how the candidate has approached the case and what his suggestions are. It is the problem solving of the candidate is taken into consideration.

### **IV. The Strategies to be Followed in a GD**

1. Initiate the GD
2. Keep eye contact while speaking Allow others to speak
3. The focus should not to talk much but be relevant
4. Follow the **KISS** principle- (K)EEP (I)T (S)HORT AND ( S)IMPLE
5. Be slow and deliver your points Be polite and courteous
6. Listen carefully to others
7. Be aware of the current issues and topics
8. Try and give a new perspective to the discussion.
9. Give examples to shows that you have a fair understanding of the subject.

### Few Traits to be Successful in Group Discussion

<b>Flexibility:</b>	Avoid being rigid and self-opinionated. Listen to the opinion and idea of others. Show willingness to change.
<b>Assertiveness:</b>	Do not be aggressive because it is a negative trait. Be emphatic and at the same time positive. Be clear and say with conviction.
<b>Initiative:</b>	Take the initiative to begin the conversation. Do so, only if you know the subject well. Create a positive impression initially
<b>Communication Skills:</b>	Have a good communication skill. Be confident and positive.
<b>Listening Capability:</b>	Develop the habit of listening to other people This will help you to think on other lines.

### To join in the discussion, the following phrases can be used:

1. I'd like to raise the subject of .....
2. What I think is .....
3. I think it's important to consider the question of .....
4. If I could say a word about ....., May I make a point about .....
5. When supporting what another participant has said, remember that you should not say, 'I agree with him/her'.
6. Instead, you should say that you support their views—not the person.

### Phrases that can be used to support are:

1. I'd like to support Y's point about ..... That is what I think too.
2. I agree fully with what X has just said

When voicing disagreement, again remember that you are opposed to someone's ideas and not the person. You can disagree by using polite expressions instead of saying something curt such as 'You are wrong.'

**For instance, you can say:**

1. Please allow me to differ.
2. I beg to differ.
3. I think differently on this issue. I do not agree; in my opinion .....

**To emphasize a point**, one can say: I am convinced that ..... You can't deny that ..... It is quite clear to me that .....

**To bring the discussion back on track**, one can say: That's very interesting, but I don't think it is relevant to the point. Perhaps we could go back to .....

Could we stick to the subject please? I am afraid we are drifting from the original point

**V. How to Improve**

It is always better to recall how you performed in a GD and try to improve on it. See whether you spoke clearly and audibly, recall whether you spoke hurriedly or hastily so next time, you will be able to regulate your speed. Did you notice how the participants responded to you, whether their body language was encouraging or distracting, so you'll know when you should stop and allow others to agree or disagree to your opinion. This self-check will definitely makes you perform better next time

**VI. Do Not's in a GD.**

- Do not Speak loudly
- Be careful not to be negative
- Avoid casual look
- Avoid talking fast
- Give chance for others
- Do not be authoritative.
- Do not use high sounding words

**VII. Body Language for Group Discussion**

1. When you sit far into the chair- it means you are alert and eager
2. Keep your hands on your lap, the right above the left- It conveys that you are a logical person

3. Your legs should be firmly on the ground, the legs intertwined beneath the chair- Keeps you at ease.
4. Restrict your hand movements- It shows that you don't depend on hand props when speaking.
5. Do not joke, mimic or clown to disrupt the progress of the discussion.
6. The employer checks the candidate for their oral and people management skill, positive body language and for their logical and argumentative skills.

### **VIII. Advantages of GD**

The following are some of the advantages of a GD

- Ideas can be generated
- Idea can be shared
- It ensures team spirit
- GD skills have professional applications.

### **IX. A few topics are given below for practice in Group Discussion**

*Mobile phones are a threat to social life. Online Education has come to stay.*

*Women in the areas of socio-economic activities.*

### **Answer the Following Questions**

1. What is a group?
2. What is Group Discussion?
3. Why is GD necessary?
4. Enlist the advantages of GD.
5. Suggest a few body language tips during a GD
6. What are the different types of GD?
7. What is the role of a leader in a GD?
8. Suggest a few tips to be successful in a GD

DDE, Pondicherry University

**UNIT – V****Lesson 5.1 - Public Speech - Compering Learning****Objective**

**To master the art of speaking in a crowd**

**To understand the art of capturing the audience attention**

*The first time you say something, it's heard. The second time, it's heard, it's recognized, and the third time, it's learned.* - **William Ramstetter.**

*There are only four ways, and only four ways in which we have contact with the world. We are evaluated and classified by these four contacts, what we do, how we look, what we say, and how we say it.* - **Dale Carnegie.**

**Introduction**

Speech is man's unique gift. A Public speech is made before a group of people. Some examples of public speech are conferences, paper presentations, presenting a proposal, inaugurating an event and addressing a general body meeting. Public speaking requires certain skill sets. All speakers cannot become like Swami Vivekananda, Mahatma Gandhi, Aringnar Anna and others like Abraham Lincoln, Winston Churchill, Martin Luther King from the West.

**Pre requisites of Public Speaking**

Preparation: Prepare well for the great day. Gather relevant and sufficient material, from the internet, Library, books and journals. After collecting the content, it has to be structured. Arrange them and rearrange the points gathered and keep an outline ready

Let us look at an example to understand the process and preparation of a public speech. A public speaker should have in mind the following factors- What is the time allotted? What is the key

idea? Whether there are sufficient supporting ideas? How to fulfill the expectation of the audience?

We all understand that the first impression is the best impression, so the speaker has to impact the audience in the beginning itself. The audience have arrived with an expectation to know something so they will be very alert and full of excitement, the first few minutes therefore is crucial. First of all, the speaker has to establish a rapport with audience. Talk to them, elicit a response and get them to interact and break the ice!

There are quite a number of ways to encourage the audience to listen to the speaker, first of all, State the objective – WHAT

Give a context for the speech – WHY

Provide a preview of your speech – HOW? -METHOD

Finally connect the objective to the interest of the audience- CREATE AN IMPACT Establish your credibility

### **How to begin?**

Always greet the audience, then introduce yourself and state the topic.

Explain the purpose and state your method also inform the audience that the presentation will be for just 20 minutes. Also inform them that questions are welcome at the end of the presentation. Sum up the main points and conclude.

### **Tips for Public Speaking**

- Assemble and arrange your ideas beforehand, to put it simply, brood over the topic.
- Rehearse your talk- catch a friend and talk to him, you may get valuable points.
- Keep your attention off negative stimuli.
- Give yourself a pep talk - Psychologists believe that motivation based on auto suggestion is one of the strongest incentives to rapid learning even when stimulated.

### **How to Keep Your Audience Engaged?**

1. Always begin your talk with an incident,
2. Arouse suspense
3. State an arresting fact

4. Ask for a show of hands- Ask a question....
5. Promise to tell the audience how they can get what they want.
6. Use an exhibit

### What to Avoid in Public Speaking?

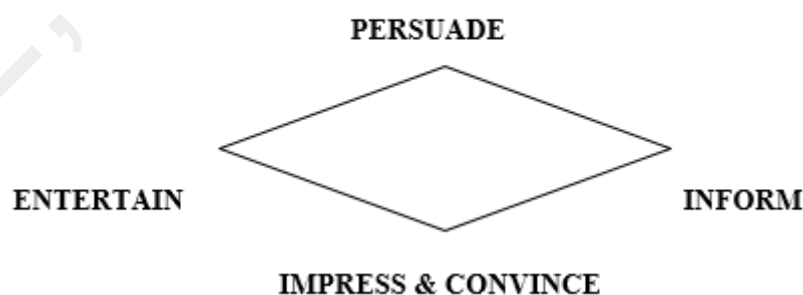
1. Avoid getting unfavorable attention- avoid distracting gestures
2. Do not open with an apology
3. Avoid funny story as an opening.

### The Three Aspects of Every Speech

First of all, limit your topic, so you will be able to finish on time. Secondly develop a reserve power- always prepare such that you are ready for emergencies such as change in emphasis because of a previous speaker's remarks. Thirdly fill your talk with illustrations and examples

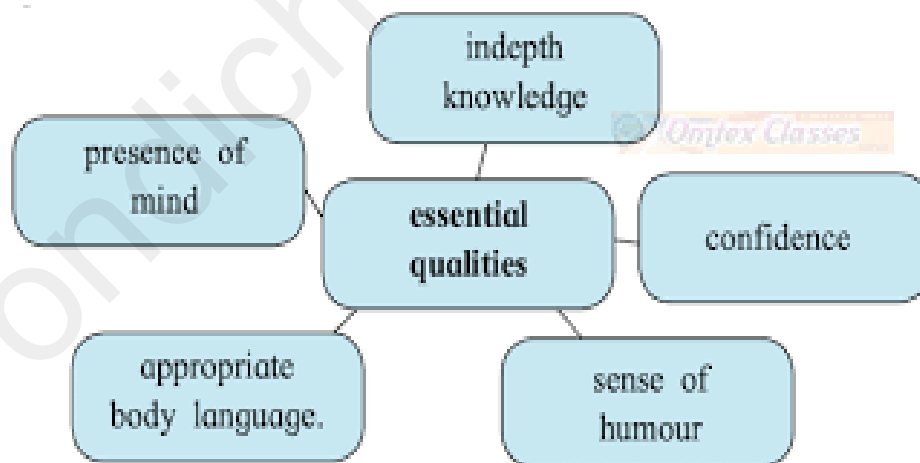


A talk must have 4 goals



### Answer the following questions

1. Can you name a few important public speakers?
2. Can everyone become a public speaker? Why? Why not?
3. If you are a public speaker, how will you start your speech?
4. Can you give some public speaking tips?
5. What are the three aspects of a speech?
6. What should you avoid in public speaking?
7. How can one be successful public speaker?
8. A talk must have four goals, what are they?



### Compering

#### Who is a Compere?

Collins Dictionary defines a compere as a person is who introduces the people taking part in a radio or television show or a in a live show. A compere can actually lift the mood and quality of the program. It calls for skill, grace, and eloquence.

Here are some useful hints to be an effective compere

Be sure of all the names of people on the stage, if there is a stage with guests on it. Try and get familiar with the names, pronounce them correctly. Never get the names wrong, Be certain of their qualification.

Be clear about your role: You as a compere has to introduce, felicitate or only invite, Are there any award presentations? If so, the order of the program schedule, is it ready?

Write down the script: Prepare a script, it'll give the compere confidence and also freedom to make last minute adjustments in the program. Type the script on large font, easy to read in double space.

One should be enthusiastic in presentation. A compere sets the tone for the entire program. It is wise to keep the momentum going., He or she must keep the audience wait eagerly anticipate the segment that follows.

A compere must always wear a smile. The introduction should set the entire program for the day.

Find a few apt quotations which can be quoted between speeches and programs. Humour or content of speeches can be used to connect with the audience.

Voice modulation matters, reducing the speed, it needs a lot of practice. Be loud enough to be heard.

The role of the compere is to facilitate and not dominate. Do not talk for too long.

Anything can go wrong: Many times, things do go wrong unexpectedly, be prepared with knowledge so as to be ready with a back up to redeem a situation, if anything goes wrong, like power cut or any other kind of interruption.

It is wise to practice compering on stage at the actual venue a day before the event. Finally connect with your audience.

Here is an example of how a compering is done. You have the program schedule before you and you can now begin writing a script to compere and be ready for the Big Day!

## **Model for Compering!**

### **Inauguration of a Literary Club**

**14-8-24**

#### **Program Schedule**

9.00 am – 10 am: Registration / Attendance may be taken on a sheet of paper

10.00 am – Inauguration

10.05 – Prayer song

lighting the lamp

10.10 – Welcome address-. Ashok – Student leader

10.15 – Honoring the guest:

Shri. Aarav – Librarian Central Library

10.20 – Presidential Address - by Dr. Rajeev, (the Principal xyz college)

10.25 – Special Address by the chief guest -Shri Aarav

11.00 – Vote of thanks- Dr. Rohith

#### **National Anthem**

The compere mentions a quote relevant to the occasion wishes the gathering and states the purpose of the gathering!

*“A very good morning to one and all gathered here, today as you all know we are celebrating the inauguration of the Literary Club”*

#### **Introducing a Speaker**

Follow the TIS formula, T stands for TOPIC, start your introduction by giving the exact title of the speaker’s talk and I Stands for IMPORTANCE, in this step the speaker bridges over the area between the topic and the particular interests of the groups and S stands for the SPEAKER –, the compere must present his outstanding qualification and give his name distinctly and clearly.

Always remember that an introduction should be spontaneous, avoid cliches, like, “it gives me great pleasure”, “It is a great privilege to introduce to you...” The best way to present a speaker is to give his name or to say,”

I present so and so....". Avoid turning to see the speaker when you say his name. Be warmly sincere.

Prayer song: *Shall we all stand up for the Prayer song*

Ms Anitha will invoke God's grace,.....

*Thank you Anitha*

*As a mark of initiating may I request the dignitaries to light the lamp. "Lighting the lamp is a significant and meaningful ritual. God created Light first to dispel darkness and ignorance. Let the Literary Club be one such that it will ignite the young, youthful, and dynamic minds to be active in the Literary Club with their time and talent.*

*Thank you, sirs, thank you madam*

*I call upon the Student leader to formally welcome the gathering.*

*"Thank you Ashok"*

Honouring the guest: *Athithi devo bava. we deem it a privilege to honour the dignitaries on the Dias. May I request our beloved Principal Dr Rajeev to do the honours...*

1. Shri. Arav
2. Shri Rohith -MALA, member
3. Smt.Kumari – Vice Principal

*Thank You Sir.*

(About the Principal) – introduce

*Our Principal Dr.Rajeev is a dynamic personality. He has earned a prestigious title for our college, Ours is now recognized by as the Best College in terms of Academic Excellence*

*Sir, please may I invite you to deliver the presidential address Thank you, sir,*

(About the speaker) introduce the speaker

*Special address by our Chief Guest: Shri Arav*

May I request request Shri Arav, the chief guest to deliver the special address

*Thank you, sir, for the words of encouragement*

We have come to the final part of the program to say a thank you is

a show of gratitude – definitely the program would not have been a success without the assistance and cooperation of many.

*May I ask Dr Rohith to propose the vote of thank*

.....

*Let us all raise for the National Anthem.*

*Tea and snacks will be served in the adjacent room. Please have and leave. Thank you.*

Answer the following Questions

1. What is compering?
2. What are the things a compere should bear in mind?
3. What makes a good compering?
4. What are the essential qualities of a compere?
5. Prepare a program schedule for a college Day.

## **Appendix**

### **Some useful phrases**

#### **When asking for directions**

How do I get to.....?

What 's the best way to.....

Where is.....

Is there a.....near here?

Can you help me find.....

How far is.....

#### **When seeking clarification.**

I have a question for you.....

Can you tell me what is meant by.....?

Please clarify .....

I haven't really understood what you just said,

Please explain Could you spend a moment in telling me.....?

Do you mean.....?

What do you mean by.....?

**When making apologies**

I am sorry

Ooops! I'm sorry about that.

Sorry to bother you

I am sorry for the inconvenience caused.

I apologise for the inconvenience caused

My sincere apologies

**When expressing opinions**

I think.....

In my opinion.....

As far as I am concerned.....

I suppose.....

I believe that .....

If I were in your shoes.....

I am pretty sure that.....

I'm convinced that,

The way I see it.....

**When delivering a welcome address**

Good morning/ good evening

Let me first welcome

I feel privileged to welcome

I welcome you all

I extend a warm welcome to

I would like to welcome

I take this opportunity to welcome

**When making a phone call**

Good morning Hello

This is.....

I 'd like to speak to.....

Can I speak to.....

I am calling from.....

I would like to make an appointment with.....

Would it be possible to make an appointment with.....

### **When you express agreement or disagreement,**

Absolutely Definitely Exactly How true.

I couldn't agree more. That's exactly my view

I entirely agree with you,

I don't think anyone could disagree...

### **When expressing disagreement**

I disagree

I can't agree with..... That's not right That's wrong

No, I don't think

I see it very differently

I have an alternative way of doing I can't accept

### **Grammar to Grasp**

**Frame sentences**

**Verb + Preposition**

**Listen to .....** Eg I like to listen Rahman's music.

**Disagree with.....**

**Confide in.....**

**Inquire about.....**

**Converse with .....**

**Approve of.....**

**Associate with.....**

**Complain about.....**

**Cooperate with .....**

**Compete with.....**

**Apologise to.....**

**Worry about.....**

**Combine the pairs of sentences using the expressions given in the bracket**

My friend joined an evening class. She wanted to learn French. (to) My uncle took a huge Loan. He wanted to build a big house (so that) Use : to, in order (not) to so as (not ) to

- 1) You get yourself vaccinated.....
- 2) You eat.....
- 3) You open accounts in banks.....
- 4) You pay taxes.....

### **Comparisons / Similes to Spice Up Your Communication Skills**

When you want to compare (when you see similarities in Nature) someone or something with someone else, you may use these expressions

- 1) As cunning as a fox
- 2) As firm as a fiddle
- 3) As hard as a rock
- 4) As green as grass
- 5) As gay as a lark
- 6) As light as air
- 7) As welcome as flowers in spring
- 8) As patient as Job
- 9) As nervous as a cat
- 10) as fat as a pig
- 11) as gentle as a lamb
- 12) as quiet as a grave
- 13) as regular as a clock
- 14) as proud as a peacock
- 15) as thick as thieves

### Proverbs Used in Everyday Conversation

- 1) As you make your bed you must lie- One must bear the consequence of his/her own acts
- 2) Birds of a feather flock together- People of the same sort are found together
- 3) Charity begins at home- the first and foremost duty of a person is to take care of his/her family first.
- 4) A belly has no ears- Its useless to talk to a hungry man.
- 5) Well, begun is half done- Anything started well will end well definitely
- 6) You cannot burn the candles at both ends- You cannot spend your energies on too many things
- 7) A friend in need is a friend indeed- A true friend helps at all time
- 8) Rome was not built in a day- Achievements of great importance take a long time to accomplish
- 9) To rob Peter to pay Paul- to take away from one person to give to another 10 Strike while the iron is still hot – Do not miss a golden opportunity.

### Revision

#### Questions With Answers

#### Answer All The Questions (10 X 2 = 20)

1. Define Communication.  
*Communication comes from a Latin word, "communis" which means to share. Brown defines Communication as the transfer of information from one person to another, whether or not it elicits confidence, the information transferred must be understandable to the receiver.*  
*Communication is a two -way process, it involves sending and receiving information.*
2. Give an expression each to convey the sense of  
a) Partly agreeing- *Hopefully, May be*  
b) disagreeing- *I don't agree, Impossible*
3. As regards giving suggestions and advice, write a sentence each to convey these in

- a) Formal – suggestion- *It would be good if you give it a chance/try*  
 b) and b) neutral manner. - *Maybe you could just try to.*
4. Write a sentence each of address to a  
 a) Stranger- *Hello sir, excuse me*  
 b) and a b) familiar person – *Hi (friend's name)*
5. Mr. A goes to a city and enquires at a hotel reception for his stay. The receptionist says: Rs. 1,500 per person for *full board*. What do you understand of the underlined expression?
6. Full board- *boarding and lodging.*
6. What are the advantages of talking on phone in husky voice and using slang?
7. Give a format of telephone message.  
 Begin with a **greeting**. – *Hello, this is ....., Am I speaking to ....*  
**Introduce** yourself if the other person is not your friend. —*Can I have a few moments with you, this is regarding the enquiry you made.... I am a representative of ....*  
**Listen** and give time for reply...  
 Close with a **thank you**.... *Thank you for your time. Do feel free to call me anytime this week.*  
 This is for recording details of message given to be further conveyed to employees in an organization.
8. Mention the requisites for participating in a closed group discussion which is called conference.  
*If the members of a group are communicating only with each other, the discussion is a closed- group discussion. Probably the most common form for a closed-group discussion is the committee.*  
*A committee is a small subgroup of a larger organization that has been given a specific task or set of tasks to perform. The committee is often used for decision-making. Some committees have only the power to recommend action or policy to the larger body of which they are apart.*  
*Other committees can actually make a decision and carry out a task. A conference is generally understood as a meeting of several people to discuss a particular topic.*

*At a conference, innovative ideas are thrown about and new information is exchanged among experts. Its purpose could be one of the following: **academic, business, trade.***

9. Essentially spontaneous verbal behavior is required for compering. In this regard, clarify what “contextual cleverness means”. *Contextual cleverness means giving prompt and spontaneous comment or remarks to a speech.*
10. What kind of speech traits that act as deterrent need avoidance in public speaking? speaking mistakes....  
*Talking too Fast or too softly, not making eye contact and using distracting mannerisms are some of the traits that act as deterrents in public speaking.*
11. What is panel discussion?  
*A panel discussion, involves a group of people gathered to discuss a topic in front of an audience, typically at scientific, business, or academic conferences and on television shows. Panels usually include a moderator who guides the discussion and sometimes elicits audience questions, with the goal of being informative and entertaining.*
12. What do you mean by interpersonal communication?  
*Interpersonal communication is the process of exchange of information, ideas and feelings between two or more people through verbal or non-verbal methods.*  
*It often includes face-to-face exchange of information, in a form of voice, facial expressions, body language and gestures.*
13. What is the best way to impart communication skills to the students?  
*By giving the students practice /practice sessions.i.e., by giving them hands on experience in communication skills*
14. Explain verbal communication.  
*Verbal communication is any communication that uses words to share information with others. The words may be both spoken and written.*  
*Speech, group discussion, letters, emails all come under this category.*
15. How to speak with strangers? Give it in two lines.  
*When we speak with strangers it is best to be polite, courteous and*

*formal. Always begin with an 'Excuse me sir/madam'. Give the purpose of why you are talking very precisely. Close the talk with a 'thank you'*

16. What do you mean by effective communication?

*Effective communication is the process of successfully exchanging information, ideas, opinions, or other types of messages between two or more people, resulting in mutual understanding. In other words, apart from reaching an understanding, they also need to reach an agreement about the communication objective.*

17. What are the secrets for good conversation? Explain.

a) Don't multitask -Be present. b). Don't pontificate- preach c) Use open-ended questions "Try asking them things like, 'What was that like?' 'How did that feel?' Because then they might have to stop for a moment and think about it, and you're going to get a much more interesting response. d). Go with the flow. e) If you don't know, say you don't know

People appreciate vulnerability and honesty and it should always be the foundation of a good conversation. Understand it's perfectly fine not to know something, and people do not expect you to know everything. f) Don't equate your experience with theirs. All experiences are individual. And more importantly, it is not about you. Conversations are not a promotional opportunity. "Listen and lend support if needed. g) Try not to repeat yourself h). Stay out of the weeds-When recounting experiences or stories try to focus more on what happened rather than the specifics. You are not being tested on this; the other person just wants to learn more about you. i). Listen-The most important thing to remember is you are listening to understand, not just to reply. Our job is to focus on the other person's responses, ask insightful questions, and not wait for the conversational trigger to transition talk back to us. j). Be brief. Just get to the point. Don't over-explain. Say what you need to say, then stop talking and listen to what the other person has to say.

18. What are the three ways to be good at group discussion?

*Clarify- one should clear any doubts before the GD to start on a clear note. Content -speak soundly (depth), Confident -Be confident. The 3 C's to be good at a GD.*

20. Tell how many steps are there to compere excellently.

*To compere excellently one needs to be enthusiastic, write up a compere-script, practice, maintain good eye contact, vary your voice, keep smiling.*

21. What are the benefits of soft skills training?

*Some of the benefits of soft skill training are increased productivity-one can become more productive in work, learning active listening can help one understand others better. This can help you complete your task quicker and more effectively.*

*Increased self-confidence and greater ability to adapt in an organizational environment.*

22. What do you mean by interview?

*Interview is a planned interpersonal communication with a predetermined purpose. All the members participating in this activity need to prepare themselves for it.*

*Interview can be defined as a conversation between two parties in which at least one of them has a defined and serious purpose.*

23. What is soft skill training?

*Soft skill training focusses on soft skills as opposed to technical skills. Soft skill training includes, relationship building, leadership training, time management, negotiation techniques and customer service.*

The 7 Cs to improve your communication skills:

1. Conciseness
2. Clarity
3. Courtesy
4. Consideration
5. Completeness
6. Correctness
7. Concreteness

24. Frame two sentences when you want a point to be repeated for clarification. Could you please elaborate on that?

*I am afraid I didn't get what you just said.*

25. Illustrate with a statement that led to miscommunication.

26. Give any two common expressions that are used when seeking an apology.

27. Write any two points to be kept in mind when taking a call for another person.  
*Be cordial, be polite and make it known who you are.*
28. Give any two closed questions that are used in a conversation.  
*Can I call you later?*  
*Am I speaking to Sudha?*
29. What is the role of listening in a closed conversation?  
*The role of listener is very important in any conversation and in a closed conversation, it can increase productivity, as well as the ability to influence, persuade and negotiate.*
30. What is meant by 'impromptu speech'?  
*Impromptu speech is a speech that a person delivers without predetermination or preparation.*
31. What are the two ways of delivering a speech?  
*Memorised style and impromptu.*
32. What are the symptoms of 'stage fear'?  
*Physiological- Sweaty and cold hands, racing pulse and rapid breathing.*  
*Cognitive-congestion and mental confusion, fear of failure and ridicule Behavioural- Urge to escape the situation, stuttering, frequent or long silences*
33. What is meant by verbal crutches?  
*In speech they are filler words that give us more time to think. These are some examples of crutches such as "and", "well", "but", "so", and "you know" ah, um, "er". Also, words like actually, basically, literally. Crutch words have two attributes 1) over use and meaninglessness.*
34. What is the role of listening skills in the Communication process?
35. What are the types of vocabulary?
36. What do you mean by oral skills?
37. How will you introduce yourself as an online student?
38. What is a mind map?
39. What are the five effective communication skills?
40. What types of questions are good to ask in a group discussion?

41. What is the role of a facilitator in strategic planning?
42. What is a manuscript speech delivery? 43. What are the basic elements of public speaking?

**Section B (200 words)**

- 1) Illustrate the ways by which problems in fluency occur when delivering a speech.
- 2) What are the characteristics of a good group leader?
- 3) List out the techniques to be adopted for holding a good telephone conversation.
- 4) Draft a dialogue declining an invitation to preside over a function and deliver the key note address
- 5) Prepare a list of questions you would ask a candidate who is facing an interview for the post of Sales Executive in your firm.
- 6) Write a note on Telephone etiquette.  
Etiquette is a set of rules to be followed in social groups. As far as possible answer a call in the first or second ring. b) Speak distinctly and clearly c) If you are calling on a mobile phone, check if it's a good time to talk. Use the caller's name during the conversation. Avoid curt replies, Keep calls as short as possible.
- 7) What are the strategies to be followed to cope with nervousness when delivering a speech?
- 8) What are the basic principles of effective public speaking?
- 9) Write a conversation as taking place on a bus between you and your friend. This should revolve around paying the ticket fare and the route, the bus takes.
- 10) Imagine that you are travelling alone on a train to a distant place. There are two other passengers in a cubicle. Initiate a conversation role playing the strangers.
- 11) Write a telephone conversation with the tourism manager of a star hotel Hotel. Enquire about the facilities the hotel provides for tourists. Role Play the tourism manager.
- 12) Describe the nature of question-Direct, Open-ended, closed and loaded -in interviews.
- 13) Write a group discussion among three persons on the do's and don'ts of the mobile phone usage. Give three exchanges each.

- 14) A maestro in music is giving a performance. Assume you are a compere. What kind of details would you require for compering on the occasion.
- 15) Write a speech for the public on behaviour in public places. Lay stress on speaking standard language and avoidance of criticism of individuals and political personalities. Use phrases that create pictures with words that set images floating before your eyes.
- 16) Assume you are a special correspondent of a reputed daily. You have to interview the environment minister on pollution and preservation of environment. Harp on preventive maintenance. Role play the minister. Give eight exchanges on your part and answers from the minister.
17. Write a paragraph on the difference between formal and informal communication.
18. Why written communication is important than verbal communication
19. What are the predominant insidious psychological obstacles standing between you and fluency
20. How to start a conversation with a stranger?
21. Frame a telephone conversation with your friend about your recent trip to a mall.
22. How will you prepare for an interview?
23. What is the vital role of group discussion in enhancing???

### **Section -C (3 x 10 =30)**

- 1) Role play an office scenario when four members take part in a discussion on the topic "Do engineering Colleges provide necessary training for students to qualify themselves for jobs.
- 2) Write an essay on the importance of positive body language for effective communication.
- 3) What are the points to be kept in mind when presenting yourself for a job interview?
- 4) Draft a telephone conversation between a Bank Manager and a customer seeking clarification on Net banking.
- 5) Elucidate the various skills to be developed for presenting a good speech.

- 6) Turn the following statements into questions: (5 x 2 =10)
  - a) He has to explain everything
  - b) He has forgotten their names
  - c) Fred didn't study yesterday
  - d) He found the correct answer
  - e) He doesn't have to do that.
- 7) Assume that habitually take to walking daily in the morning. There is a stranger whom you meet regularly. One day you pick up a conversation with him. Write role playing the stranger. Give five exchanges.
- 8) How should one prepare and present oneself for interview. Elaborate
- 9) Write a group discussion among three persons on AI.. Give five exchanges each.
- 10) Critically estimate a public speech that inspired you. Comment on the matter, manner, language, images and gesticulations of the speaker. Avoid writing on politics, political personalities and government

## **Ii. Evaluvate Yourself**

1. Give some examples of positive and negative gestures
2. Suggest a topic for group discussion
3. Prepare a schedule for a program
4. Point out the differences in the conversation between familiar people and unfamiliar people.
5. List some barriers in communication
6. What are the kind of gestures to avoid when you are presenting?
7. How does listening skill help in communication?

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