

1. Introduction to Communication

Communication is an essential part of human life. It is through communication that meanings and understandings are exchanged; facts, ideas, emotions and information are conveyed. The word communication is derived from the Latin word 'Communico', which means to share, to make common. Communication refers to the sharing of knowledge or information. The following definitions would make the meaning of communication more clear:

1. *“Communication is an exchange of facts, ideas, opinions and emotions by two or more persons”.* – W.H. Newman
2. *“Communication is the process by which information is transmitted between individuals and/or organizations so that an understanding response results”.*- Peter Little
3. *“Communication is the process of meaningful interaction among human beings. More specially, it is the process by which meanings are perceived and understanding is reached among human beings”.* - Dr. McFarland

The Need of Communication:

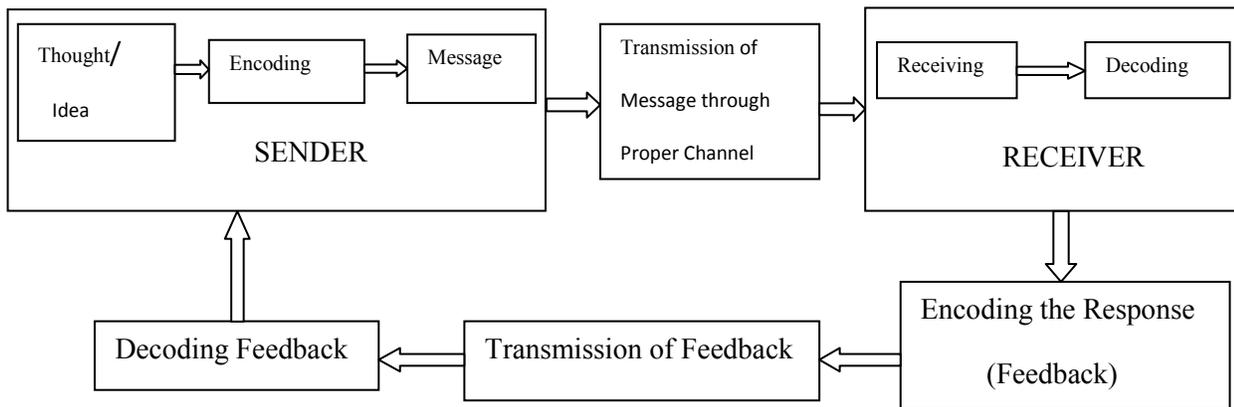
1. Communication is useful for the transaction of ideas, facts & feelings.
2. It is instrumental in fulfilling the objectives of an organization.
3. It is essential for the function of management.

Importance of Communication:

1. Communication is the life blood of any business.
2. It promotes understanding and cooperation between the management and employees.
3. It is an effective tool of supervision.

The process of Communication / Elements of Communication / Communication cycle

The process of communication takes place in a systematic pattern. It involves various elements. The process of communication can be explained with the help of the following diagram:



From the above diagram, the following elements of communication can be explained:

1. **Sender:** Sender is the person who begins the communication process. Sender is the person who intends to convey or transfer ideas, thoughts, information etc. to some other person. It is his information that is transferred in communication.
2. **Encoding:** Encoding is converting or putting the thoughts or ideas into the linguistic codes. It is the system of signs, symbols, language that may be understood by the receiver. The thoughts or ideas of the sender are converted by him in the form of a message that is transferred.
3. **Message:** Message is the content of communication. It is the intended encoded outcome that the sender desires to communicate to the receiver. The information of the sender is encoded in the form of the message and then it is transferred.
4. **Channel:** Channel is the medium of transferring the message. A channel can be oral, written, verbal or non-verbal. The sender sends his message selecting the most suitable channel for his purpose. The selection of the channel depends upon the urgency of the message, the cost of delivery, availability of the medium etc.
5. **Receiver:** Receiver is the person for whom the message is meant. Communication is a two-way process. It must have a receiver. The receiver has to decode the message after receiving in order to mean it.

6. **Decoding:** Decoding is to analyze or interpret the encoded message in order to make the meaning of it. The receiver decodes the message after receiving it. It is after decoding the message that the meaning intended by the sender is generated in the mind of the receiver.
7. **Feedback:** Feedback is the final link in the chain of communication. Feedback is the response given by the receiver to the sender of the message. No communication gets completed without feedback. The sender makes it sure whether his message is understood by the receiver or not only after he gets the feedback. Positive feedback ensures the success of communication while negative feedback implies the need of further communication.

Stages in the Communication Process

Communication is a two way process which involves the role of a sender and a receiver. It is the process of sending and receiving information. It is a step-by-step process which has the following stages:

1. **Defining the Context:** Communication has a definite purpose. The communicator has to be clear about the purpose or object of communication as well as the occasion or situation on which he has to communicate. This helps him to plan his message.
2. **Knowing the Audience:** The communicator also has to have a clear idea about his audience. He should know who is/are going to be his intended audience. The knowledge about the age group, personal interests, likes and dislikes, cultural and social background of the audience helps the sender to design his message.
3. **Encoding:** Encoding is converting or putting the thoughts or ideas into the linguistic codes. It is the system of signs, symbols, language that may be understood by the receiver. The thoughts or ideas of the sender are converted by him in the form of a message that is transferred.
4. **Transmitting:** Once the message gets ready to be transferred, the sender has to think of the appropriate channel or medium through which it can be delivered. He must select a proper channel to transfer his message. The selection of channel depends upon the urgency of the message, the cost required for the transmission and the availability of the channels.
5. **Receiving and Decoding:** The receiver is the person for whom communication is made. He receives the message and decodes it in order to make meaning of it. Decoding is to interpret and analyze the signs or codes in the message in order to get the intended meaning.
6. **Feedback:** Feedback is the final link in the chain of communication. Feedback is the response given by the receiver to the sender of the message. No communication gets completed without feedback. The sender makes it sure whether his message is understood by the receiver or not only after he gets the feedback. Positive feedback ensures the success of communication while negative feedback implies the need of further communication.

Types of Communication

Communication has been classified under different types on the basis of the nature of relationship between the communicators, the channel used for communication and the direction of the flow of information in communication. The different types of communication are as follows:

- 1. Formal Communication:** Communication in which certain norms of behavior, rules and regulations are followed is known as formal communication. The people involved in formal communication have formal relationship. Formal communication takes place under all the official circumstances. Formal communication is a well-planned activity. It is carried out at a stipulated time. Therefore, it is time bound. It is limited to the topic at hand, no diversions from the topic are allowed. Thus it is topic bound. Further, it is language bound, i.e. the speaker in formal communication has to take care of the words or language used in it. Any official communication is formal communication because the sender as well as the receiver follows certain norms and restrictions while communicating.
- 2. Informal (Grapevine) Communication:** The communication in which rules and regulations are not followed is called as the informal communication. It takes place between the people who have informal relationship. The communication between the family members, relatives, and close friends is informal communication. It is not time, topic or language bound. There is no stipulated time for it. The communicators have an informal talk and may shift from one topic of conversation to another. They need not care for the language used in communication.

Grapevine Communication is a form of informal communication which exists along with the formal communication in an organization. The people working side by side for a long time develop the informal relationship among them. The communication between them during the tea break, lunch break, get together, controversies and discussions becomes informal communication which is called as grapevine communication. Gossips, rumors, informal chat among colleagues are the examples of grapevine communication.

Advantages of grapevine communication:

1. It spreads like wild fire.
2. It is acceptable and can provide correct feedback to the management.
3. It can improve relationship between employer and employees.

Disadvantages of grapevine communication:

1. It can't be controlled.
2. It spoils the image of a person.
3. It leads to the spread of false and incorrect information.

3. Verbal Communication: Any communication in which words are used to convey a message is called as verbal communication. Communication made using language is verbal communication. It has two forms: oral and written.

(a) Oral Communication: Communication done using the spoken or oral form of language is oral communication. In oral communication, selection of proper words, pronunciation, voice modulations are important. The sender transfers the message orally and the receiver listens to it. Conversations, meetings, conferences, lectures, discussions, interviews, telephonic conversations are the examples of oral communication.

Advantages of oral communication:

1. It saves time and money.
2. It is interactive and has more flexibility.
3. Quick feedback is possible in oral communication.
4. It is useful to address a large number of people.

Limitations of oral communication:

1. It doesn't have legal validity and cannot be produced as a proof.
2. Disturbances may hinder oral communication.
3. Long speeches may not be effective for the audience.

(b) Written Communication: Communication with the help of written form of language is called written communication. It is widely used in organizational functions. Effective written communication requires command over the language, correct formation of sentences, proper choice of words, and logical sequence of points.

Merits of written communication:

1. It is useful in official transactions.
2. It is a permanent record and has legal value.
3. It is accurate because it is carefully prepared.
4. It is suitable to convey lengthy messages.

Demerits of written communication:

1. It is not useful for illiterate people.
2. Quick feedback is not possible in written communication.
3. It consumes time and money.
4. Doubts and misunderstandings cannot be cleared immediately.

4. Non-Verbal Communication: Communication without the use of language or words is called non-verbal communication. It is made chiefly through expressions, body movements, sounds, signs, symbols, colors, charts, graphs and maps. Non-verbal communication is used along with the verbal communication in order to make it more effective. Non-verbal communication has two forms: body language and graphic language.

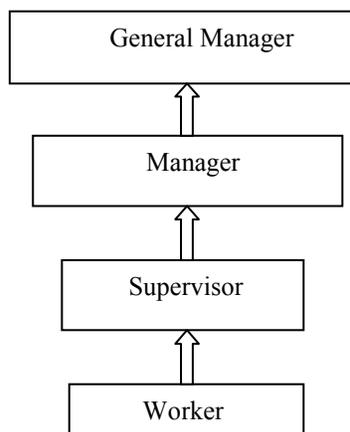
(a) Body Language: Communication using different movements of the human body is called as body language. It includes posture, facial expressions, eye contact, dress and appearance and silence.

Silence sometimes communicates larger and deeper meaning than the actual words. As the saying goes, “speech is silver, silence is golden”, it communicates the feelings of grief, happiness etc. It expresses confidence, guilt, failure to perform a task etc. If a student fails to complete the assignment given by the teacher, he keeps silent when asked for it. Silence, in this example, expresses guilt or failure.

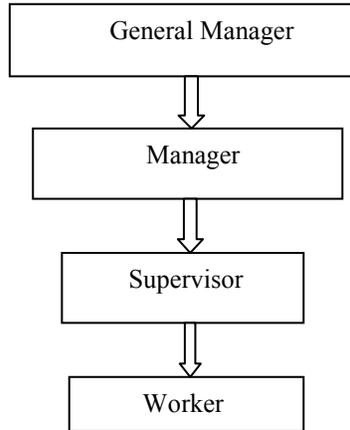
(b) Graphic Language: Communication with the help of different graphs, maps, charts, signs and symbols is called as graphic language. It can be used along with the verbal communication to make it clearer and simpler.

5. Vertical Communication: Vertical communication refers to the direction of the flow of information in communication. In an organization, vertical communication is used between employees and employers. The communication between the people working on the upper and lower level is called as vertical communication. It has two types: upward and downward.

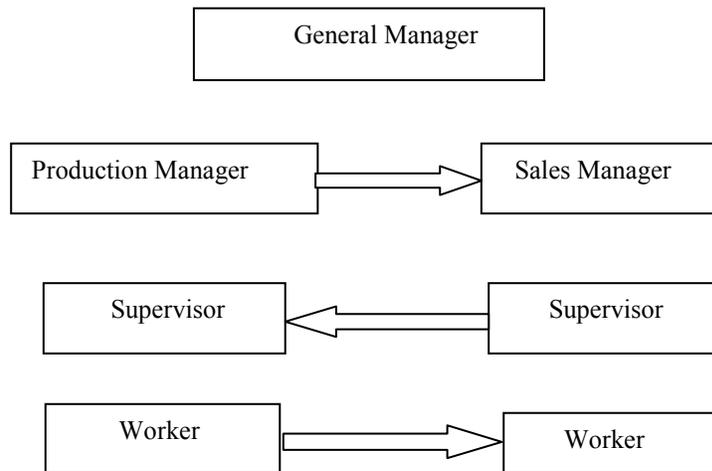
(a) Upward Communication: When a person in an organization working at a lower level communicates to the person working at a higher level or rank, it constitutes the upward communication. E.g. In the following diagram, a worker communicates to the people higher to him in rank.



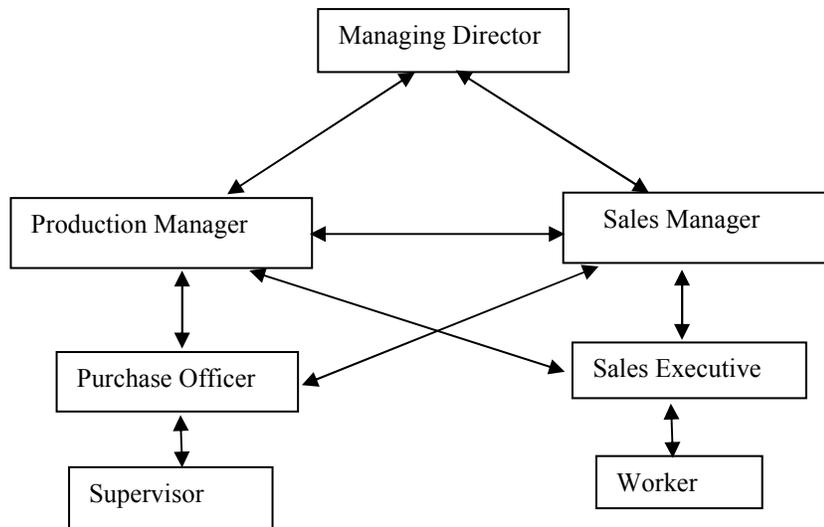
(b) Downward Communication: When a person working at a higher level communicates to a person working at a lower level, it is called as downward communication. In this type of communication, orders, job instructions, company policies are informed to the subordinates. e.g. a general manager communicates to his subordinates in the following diagram:



6. Horizontal Communication: When two persons working at the same level in an organization communicate with each other, it constitutes the horizontal communication. It improves teamwork and helps to solve routine problems quickly. e.g.



7. Diagonal Communication: Diagonal communication does not follow any set pattern. It may be internal or external. It is done between the persons of the same or different organizations working at the same or different levels. E.g. the general manager of a company corresponds to the production manager of another company. Diagonal communication helps to keep the coordination between the various departments of a company as well as involves each and every section of it.



2. Effective Communication

Principles of Effective Communication

Every communication has some purpose or object to achieve. The success or failure of communication depends upon the communication skills of the persons involved in it. Effective communication helps to achieve the desired result. In order to make any communication effective, the following principles should be followed:

1. **Clarity in encoding the message:** The sender should be careful while encoding his message. The message should be clear so that it does not create any confusion or question in the mind of the receiver. Therefore, the sender should avoid any ambiguity while encoding his message.
2. **Stating the purpose:** The purpose or the object of communication should be declared at the beginning of communication. The receiver gets prepared to receive the information once the purpose is made cleared. Therefore the line of action should be made clear in communication.
3. **Conciseness of the message:** The key to effective communication is its conciseness or brevity. Lengthy messages lead to confusion. Therefore, the message should be short in length. Only the statements related to the topic should be allowed in communication.

4. **Completeness of the message:** The message should be complete; it should answer all the possible questions of the receiver. It should cover all areas of consideration. A complete message helps quick understanding.
5. **Coherence of the message:** The message should have a logical sequence and flow. It should progress in a well organized format so that the receiver gets a clear picture and is able to respond accordingly.
6. **Courteous language:** Language in communication should always be courteous. Courtesy develops goodwill between the communicators which has a positive influence on communication. Rude language generates a gap between the communicators.
7. **Principle of Flexibility:** The communicators should be quick to adapt to the new technology invented in the field of communication. Unwillingness to learn the new means of communication hinders the communication process.
8. **Selecting proper channel:** Channel is the medium of transferring the message. A channel can be oral, written, verbal or non-verbal. The sender sends his message selecting the most suitable channel for his purpose. The selection of the channel depends upon the urgency of the message, the cost of delivery, availability of the medium etc.
9. **Minimizing barriers:** The communicator should take care of the possible barriers that may hinder the communication process. Proper precaution should be taken to keep the barriers away so that the communication process runs smoothly.
10. **Facilitating feedback:** Feedback decides the success or failure of communication. Therefore, the communicators should provide the receiver the opportunity to register feedback free of any hesitation.

Barriers to Communication

All the things that hinder the communication process are called as barriers to communication. Barriers are the causes due to which the message as intended by the sender is not received by the receiver. There are many barriers to communication which may occur at any stage in the communication process. They are of the following types:

1. **Physical barriers:** Physical barriers are the disturbances existing in the surroundings of the communication place.
 - a) **Noise:** Noise affects the communication process. Effective communication is impossible at a noisy place like a factory, a bus stand, a railway station etc. Any sound within the hearing distance hinders the communication.

Ways to overcome noise as a barrier to communication:

- i) The place of communication should be away from noise.
- ii) The sources of noise should be controlled.
- iii) Communication should be stopped till the noise is eliminated.

- b) **Distance:** Too much distance between the communicators makes them unable to listen to the message. Too much closeness between them may make them uncomfortable, because their personal space is invaded. Thus, distance can be a barrier to communication.

Ways to overcome distance as a barrier to communication:

- i) There should be a moderate distance between the communicators.
 - ii) The use of technology such as loud speakers, telephone etc. should be used to communicate from a long distance.
- c) **Environmental conditions:** Environmental conditions like lack of sufficient light, poor ventilation, humidity may hinder communication process. Therefore, the communicators should be careful of the environmental conditions of the place of communication.
2. **Physiological/Biological barriers:** Biological barriers are the result of a sensory dysfunction, either on the part of the receiver or the sender. The proper functioning of the organs used in communication is essential for effective communication. Probable biological barriers are:
- i) **Speaking:** Stammering, fumbling or disability to speak clearly leaves the message unclear.
 - ii) **Listening:** Deafness prevents an oral message from being received.
 - iii) **Reading:** Poor eyesight causes difficulty in perceiving written messages.
 - iv) **Writing:** Illegible handwriting makes the writing unreadable.
3. **Mechanical barriers:** Mechanical barriers are caused due to the defects in the machinery or instruments used to transmit the message. A defective telephone, break in the signals while watching TV, failure of loudspeakers, power failure, defective printers are the examples of mechanical barriers. They leave the message incomplete or unclear.

Ways to overcome mechanical barriers:

- i) The devices used in communication should be kept in proper order before communication.
 - ii) Communication should be postponed till the defects in the equipments are cleared.
4. **Psychological barriers:** Psychological barriers are the result of the psychological temperament of the people involved in communication. They are of the following type:

- i) **Day dreaming:** Day dreaming makes a person lose concentration while receiving a message. Day dreaming is to carry on some other thoughts and therefore to be inattentive to the communication.
 - ii) **Status:** This barrier arises due to organizational hierarchy. The people of the higher status don't listen to the people of the lower status. This affects communication process.
 - iii) **Closed mind:** It indicates having fixed opinions and beliefs about people, places and events. These opinions hinder the free reception of information. This prevents people from accepting the ideas and information from others.
 - iv) **Generation gap:** There is a difference in the thinking between people of different age groups. The difference in the age group is called generation gap. This gap hinders communication process because the thoughts and views of each generation are different.
 - v) **Self-image:** it is the consideration of the self. The people who have higher estimate of themselves are not willing to accept what the others say. This may prevent them from receiving the information freely.
5. **Language barrier:** Language is an effective medium of communication. But sometimes language itself can be a problem in communication.
- i) **Difference in language:** When two people do not know the same language or the language of each other, they cannot communicate effectively.
 - ii) **Technical words:** The use of too many technical words and abbreviations confuses the receivers. Such words should be duly explained so that the people may understand them.
 - iii) **Pronunciations:** Words when mispronounced are not understood in their correct sense. Therefore, proper pronunciations should be employed in communication.

Ways to overcome language barriers:

- i) The speakers in communication should speak slowly and clearly so that it can be understood by the receivers.
- ii) The receivers should ask for clarifications and explanation if necessary.
- iii) Technical words and abbreviations should be well explained.
- iv) Decorative language and idioms should be avoided because they are best known by the people who belong to the culture of that language.

3. Non-verbal and Graphic Communication

Communication without the use of language or words is called non-verbal communication. It is made chiefly through expressions, body movements, sounds, signs, symbols, colors, charts, graphs and maps. Non-verbal communication is used along with the verbal communication in order to make it more effective.

Non-verbal codes: Non-verbal codes are a set of behavioral norms which indicate the ethics and mind set of an individual. They are as follows:

1. **Proxemics:** Proxemics refers to the distance maintained between sender and the receiver. It is the study of the physical space between the communicators. In formal situations, communication is done from a certain distance. Too short distance may make the communicators uncomfortable. Similarly, too long distance may indicate lack of warmth and confidence.

Dr. Mehrabian has defined four different zones maintained in communication:

1. Intimate zone (from 15 cms to 45 cms) - People close to each other like parents, children, spouse, friends and relatives enter in this zone.
 2. Personal zone (from 45 cms to 120 cms) - This is the distance kept from others during friendly interactions, social gatherings or parties.
 3. Private zone (from 1.2 m to 3.5 m) – this is the distance kept from strangers or persons with little acquaintance.
 4. Public zone (beyond 3.5 m) – This is a comfortable distance maintained while interacting or addressing to a large number of people. It could be for the lectures or a public speech.
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2. **Chronemics:** It is the ethics of proper use of time to be observed for non-verbal communication. The way an individual values time, structures the time and reacts to time is a powerful tool of communication. Time perceptions include punctuality, willingness to wait and interactions. Chronemics refers to the effective use of time in communication. The misuse of time or not completing the work within time is a sign of indiscipline.
 3. **Artefacts:** Artefacts indicates the infrastructure and interior of a place of communication. The objects used in offices or houses convey the signals about the occupant's status. A congenial environment helps in communication. It includes the elements like color, ventilation, lighting and temperature. Layout of the surroundings and space arrangements convey status and creates an impact on the communication situation.

Aspects of Body Language (Kinesics)

Kinesics is the study of the physical movements of the body. It also deals with the posture of standing or sitting as well as with eye and facial expressions. The different aspects of body language are as follows:

1. **Facial expressions:** Face is considered as an index of the mind. Several emotions are conveyed through facial expressions. The emotions like fear, happiness, surprise, sadness, truth, lies are well expressed through facial expressions.
 - Eyes reveal happiness, surprise or sadness, truth or lies, anger or sorrow.
 - The mouth and lips reveal happiness or surprise.
 - Smile communicates cooperation and friendliness, agreement and appreciation.
 - Blank face indicates a neutral, unresponsive mood.
2. **Eye contact:** Eyes are the windows to the soul. Maintaining an eye contact with the listener is the most important part of oral communication. Looking into a person's eyes is the best way to understand his attitude to all that you speak. If you avoid eye contact, it indicates fear, doubt, confusion, nervousness etc.
3. **Vocalics/Paralanguage:** Paralanguage deals with the expressions of emotions and feelings with the help of different tones of voice. Vocalics plays an important part in oral communication. It is the effective use of tone and pitch of voice while speaking. Variations in the voice can be used to express the feelings of delight, excitement, grief, boredom etc.
4. **Gesture:** Gestures are used in verbal communication. They illustrate the spoken messages. Suitable gestures make a speech or presentation more effective. Following examples indicate the meaning of various gestures:
 - Waving of hand indicates hello or good bye.
 - Making a fist indicates anger.
 - Thumbs up sign shows appreciation or agreement.
 - Nodding of head means agreement or negative remark.
 - Using hands to support head indicates boredom.
5. **Posture:** Posture refers to the way we stand, sit or walk. It tells how bold, confident, submissive or timid a person is. A person who stands, sits and walks upright commands respect and attention. Poor posture indicates lack of confidence and indiscipline. Following are the tips to maintain correct posture:
 - Do not drag your feet while walking.
 - Do not drop your shoulders.
 - Do not lean on the table.
 - Avoid crossing your legs before your audience.
6. **Dress and appearance:** Appearance is a blend of clothes, hair and presentation style. Proper dress code should be used for the communication situations. It helps to win the

appreciation of the audience. Wrong dress code cannot bear the right results. The choice of clothes, hair style, jewelry and accessories talk about the attitude, beliefs, values and status of a person.

7. **Haptics:** Haptics is communication by touch. It conveys emotions like affection, concern, friendliness, anger, hate, violence, happiness and encouragement. Handshakes are the sign of friendliness and agreement. Patting on shoulders indicates praise. Holding hands of someone expresses concern and care.

Interview Techniques/skills

1. Nervousness at the very idea of getting interviewed. Proper orientation, guidance in addition to the subject knowledge can help to overcome the nervousness.
2. “A Conversation where questions are asked and answers are given.” “A complex means of gathering data about a candidate for a particular job position”.

*Purpose: to ensure the correct selection of the candidates

3. Success in a job interview depends upon knowledge, self-confidence, good communication skills, thorough preparation and use of appropriate interview techniques.
4. Personal interview, evaluation interview, telephonic interview, job interview.
5. Getting Prepared for an Interview:

* Planning: Before the interview: Self-analysis- identifying your background, career goals, accomplishments, achievements and special traits & analyzing the skills required for the position.

* Research the organization- its history, culture, fields of operation, products and services, clients and customers, growth rate, current activities and its competitors in the market.

*Job-analysis- Broad information about the position, responsibilities associated with the job, routine duties and special duties, challenges of the position, skills & abilities required, area of specialization required and your knowledge and fitness concerning the job.

* Revision of your subject knowledge for clarity and confidence. Interview is a test of the level of the competence or knowledge of the candidate and his technical expertise.

*Review the knowledge on social, political, economic, scientific, environmental issues, national and international affairs and other controversial topics. It gets expected as being the educated people.

*Developing the interview File: Application- covering letter- contemporary format along with resume-CV-bio-data- contemporary format, Interview letter, Documents, Experience certificates, other certificates of merit, references and testimonials.

Types of questions:

*Open questions- self-introduction, strengths and weaknesses

* Closed questions- Limit the scope of subjective answers. –Graduation, major subjects, first training etc.

* Probing- ask for deeper explanation or clarification on an issue

* Hypothetical- what would you do if.....

Key to answer the questions:

*Attentiveness: Listen to the questions carefully, don't interrupt in the questions.

*Accuracy, * Brevity, * Focus- specific answers, no deviations. * Clarity- speak clearly & directly avoiding vague and abstract words and phrases. It reveals clarity of thought and professionalism. * Positive attitude * Logical thinking- reflects an organized personality.

Some commonly asked questions in interviews:

1. Introduce yourself/ tell us something about yourself – to assess the authenticity with which a candidate presents himself - a brief introduction focusing on the job-relevant points, highlighting the relevance of one's background, education, skills, experience and career goals, without focusing on any specific area.
2. Why should we hire you? / What makes you fit for this position? Why are you interested to work with us? -To assess candidate's interpretation of the job, the candidate's knowledge of the organization, and his seriousness about the interview.

- The candidate has to establish how well his qualification, knowledge and skills match the need of the organization and job requirements.- qualifications, knowledge and experience as well as the skills relevant to this job.
3. What are your career goals / objectives? What are your short term and long term goals? – To know whether working in the company falls within the candidate's objectives or not. Positive answer conveys the motivation and interest in the job.
 4. What makes you interested in our organization? Why do you want to join our company? – To test the candidate's knowledge of the company and his interest to work with them. A Positive analysis and strength of the company should be presented. Such as professional excellence, innovation, reliability, quality of their products and services. "It has been my goal to work in such an excellent organization"
 5. Your work experience – no fake answers. Explain the right nature of the job.
 6. Academic achievements.
 7. Where do you want to see yourself in the next 5 years? – To assess whether the candidate's ambitions and career goals as well as whether they are realistic or not. Present an intention to stay with the organization for a longer time.
 8. Tell us about your strengths and weaknesses – To assess the candidate's self-estimation and the level of confidence. - Relevant skills like communication skills, soft skills, leadership skills, dedication to work, technical knowledge in certain domains, good analytical skills, ability to get the coordination form others, to motivate others, not to lose control in difficult situations etc.
Weaknesses – intolerance at imperfections, dissatisfied when not able to do something as per my expectations.
 9. Do you have any opportunities? – to know the present status- employed or unemployed. Answer should be given diplomatically. Waiting for the reply/ have a couple of but I shall decide after the outcome of the present interview.
 10. When will you join us? – don't be in urgency. As soon as I am relieved from my present job.
 11. What salary do you expect? Don't leave a figure. They might be thinking of paying you more.

- As per your estimation of my knowledge and experience, the salary offered by you will be **negotiable** to me.

Projection of a positive image throughout the interview- expected a dynamic, energetic personality with professional attitude.

Physical appearance – formal dress up, that fits your personality, simple, sober and dignified. Polished shoes, well groomed hair, breath-freshener or mouthwash, mild perfume, appropriate accessories avoiding any extravagance.

Relaxation- light and healthy meal

Manners - politeness. Be polite and courteous. Not too much humbleness.

Assertiveness avoids arrogance or dogmatism.

Be flexible and tactful. Think first and speak clearly and slowly avoid any controversy. Avoid argumentation either.

*Show the interest in the job. Sometimes more interested but less qualified candidates are preferred over more qualified but less interested ones.

Body language – posture, gestures, eye contact and vocalics.

Group Discussion

An integral part of the selection process. Prior to the personal round of interview. After application and written test. Bring out the real personality and multiple soft skills of the participants.

Discuss- to talk about something in details. A group of people come together to discuss on a chosen topic. Time- about 30-45 minutes and up to 10 participants.

Topics for GD - social, political, economic, scientific, environmental issues, national and international affairs and other controversial topics

“A communication situation that allows its participants to express views and opinions to other participants, a systematic oral exchange of information, views and opinions about a topic, issue or problem or situation among members of a group who share certain common objectives.” **Participants** – from diverse backgrounds and competitors.

Viewed upon by the judges.

Skills assessed – knowledge of the subject, analytical skills, problem solving and decision making ability, ability to communicate, behavior in group, leadership qualities, attitude, tolerance, body language, self-confidence, ability to convince others, ability to take initiatives etc.

Subject knowledge – to correlate it with personal experience.

Leadership qualities – Clarification of points when required, assertiveness, strong but realistic confidence, persuasiveness, patience and composure, motivation- determination to win as well as ability to motivate others, team management- adaptability, ability to adjust with others, cooperation and coordination.

Different from debate – debate is to advocate a point of view or to argue in favour or against something. GD – positive exchange of views concerning the multiple dimensions of the topic.

Open GD – loose in format, anyone can begin and talk. Good to find out leadership skills and interpersonal skills.

Closed GD- participants speak according to the sequence and everybody gets a chance to speak. Good to observe communication skills.

Characteristics of a GD –

- Aids in decision making
- Agreement on group goals – from general to specific goals. Brings clarity and provides directions to a group.
- Goal-oriented interaction – promoting group interests over personal ones
- Co-operative and friendly atmosphere – disagreements should not lead to any serious conflict.
- Use of effective communication techniques – simple words, short and easily manageable sentences, correct articulation- accent and pronunciations, body language- gestures, eye contact and vocalic. And Assertiveness – ability to disagree without being offensive, arrogant, aggressive or impolite. Polite way of disagreeing.
- Equitable distribution of participation – no dominance or monopoly of one person
- Shared leadership – come forward to perform leadership tasks such as starting a discussion, keeping it going on, encouraging others to participate – by pointing an

issue to him, keeping the discussion on the track, making periodic summaries and concluding with a consensus.

GD Strategies:

Outline the draft, note down the relevant points, list the possible issues and solution.

Opening a GD – Get an introduction of the participants, introduce the topic and state all the aspects by which the discussion will be held on.

Contributing systematically in the various stages of discussion- relate what the others have said, link those to create new ones to develop new ideas. Come up with new issues focusing on the theme. Always be attentive- even at the time of thinking. No control over the ongoing discussion. Ability to grab the opportunity by interrupting at the right moment.

Getting a friendly and cooperative atmosphere and support- by the positive body language such as eye contact and vocalics, making the discussion lively and pleasurable. Don't allow it to get monopolized.

Promote the optimal participation – encourage others to speak. Note the unspoken members and direct a question to him.

Handling the conflict – don't allow the conflict to get personal. Conflict can be between ideas.

Effective closure: a summary, common points, differences, review of the suggestions, and presents conclusion and solution with an agreement. Don't contradict if the conclusion is agreed on by all.

Presentation style – clear and concise expressions, short sentences, slow and clear speech, use of voice modulations, gestures, eye contact.

Presentation

“Half of the world is composed with people who have to say something but they can’t and the other half have nothing to say and keep saying it.”

“A form of oral communication characterized by formal and structured presentation of a message using visual aids.”

Presenting a few basic points in a fairly brief time. Simplicity and brevity are the key to success.

Presentations are purposeful, interactive, formal and audience oriented.

Different from speeches- occasional- to facilitate a person, to welcome or bid farewell to someone, to inaugurate a function etc. Presentation- to raise a particular issue for discussion.

Present- seminars, progress on a project, new projects, proposals, new products, policies and plans and procedures.

Ability to communicate orally in front of a group of people.

A tool of professional and business interaction.

A good presentation may help to get a job, business deals or promotions.

Poor presentation may spoil the professional image and incur business or personal losses.

*Present ideas in a persuasive way

* Make the audience interested

*Use visual aids effectively

*Reflect confidence while speaking.

Planning the presentation:

1. Define the purpose – to inform something, to persuade or to demonstrate a plan or procedure.

Analyse the audience – identify their characteristics, background such as age, interests, fields of working etc., needs and expectations, factors for getting and maintaining their attention, and expectations from you.

Relate your material to the needs and expectations of the audience.

Be appealing in style

Analyse the occasion- event, background, sponsors, people and organizations involved, any other speakers, duration of the speech etc.

Title- first glimpse- should be appealing and impressive.

2. Preparing – Developing the central idea, thinking of the main issues, collecting the relevant material, planning visual aids – objects, drawings, models, sheets, slides, graphs, charts etc. aids help to clarify main points with precision, help to maintain the interest of the audience, keep the presenter focused on the theme.
Avoid bulk of data in aids, avoid time gaps- speak with the pace of understanding of the audience. – moderate speed.
3. Organizing presentation – Introduction- statement of the topic, preview of the key issues, Main body – sequential development of the issues introduced, moving from general to specific, use an anecdote, question, situation or event to get the attention of the audience.
4. Conclusion- a brief summary with reemphasis of the central ideas and providing a possible solution or outcome.

Skills at presentation- fear of speaking in public worse than sickness.

All the skills of oral communication are relevant to presentation including non-verbal communication- body language- gestures, eye-contact and vocalics, avoid filler words.

Handling the fright – plan, prepare, practice.

Eat moderate meal, be familiar with the environment and the people before presentation.

Avoid negative thoughts, speak slowly, start with confidence, be organized, stay relaxed,

Practice- in front of the mirror, record your own presentation, in front of friends – rehearse.

E-mail Etiquette

An electronic medium of communication that sends and receives messages through specially designed computer networks.

A preferred means of communication that has transformed business communication.

Advantages- speed – gets quickly to the intended receiver

Arrival gets notified, quick response possible

Less expensive – only network connection charges.

Quick distribution possible. – messages to multiple receivers possible.

Flexibility – editing, revising, modifying, designing etc.

Easy attachments – files, photographs, audio and video clips, testimonials presentation sheets, etc.

Permanent record

Characteristics – 1. Concise 2. Correct 3. Correct 4. Conversational tone 5. Single theme

Format- heading, salutation, body, closing and signature.

Heading- **date, from, to, subject** – never to be left blank or mails may not get read. **To**- primary recipient **CC**- Just for information and no action is expected. **BCC**- when you don't want anyone else to know the recipient

e.g. date:, From: Tony Bright bright@squ.edu.com

To: Christine Ryers Christine_ryers@gmail.com

Subject: quotation for the language lab

CC:

BCC

Salutation- Dear ...,

Body- central idea with a friendly opening followed by the main points the concluding should restate the purpose of the mail and the necessary action.

Signature: contains only the writer's name such as Regards,,

Telephone etiquette

Common practices: who is speaking? , who's I m talking to?, where r u?, lengthy conversations, repetition of dialogues, talking loudly, offering the receiver no opportunity to talk, use of body gestures.

“A telephone conversation as an exchange of information between two persons over the telephone”

An important channel in business communication. Widely used in all sorts of business transactions.

Profitable- anyone can reach anyone and anywhere. Immediate response.

Alexander Graham Bell- in the phases of evolution- wired, wireless-portability, smart phones,

The etiquettes of global telephonic conversations have not been inculcated by the Indian professionals.

Standard business practices and telephone protocols make a telephonic personality. – being courteous and able to create nice setting for a pleasant conversation and possible business transactions.

Jobs such as receptionists, call centers, managers, salesmen etc.

Skills to create good will. And the features of good communication applicable.

Providing the expected information, address the expected things, make commitments as per the authority.

Accent, pronunciations and voice modulations – recorded sound may be different from the actual.

Stress on the right part of the sentence.

Confirming whether the conversation is going on in the right direction or not.

Avoid multi tasking.

Structure of a business call- **initial greetings, coming down to business**-introduction of the topic of conversation—**ensuring the right person for the right conversation, actual conversation**, clarification of details, **summarizing** and **repeating the actions such as meetings, schedules etc.** greetings and farewell.

On receiving the call- greeting, self introduction with the designation and the firm,

How can I assist/ serve/ help you?, what can I do for y?

Not to be silent after receiving.

On making the call- wait for the receiver to speak, impolite to initiate the conversation.

Identify yourself and state the purpose of calling. Ask for the suitable time to talk.

Get to the business- summarizing. Greetings and farewell.

Use voice-cheerful and energetic, polite words, proper pronunciations, short sentences, allow gaps, simple language, end the conversation on a positive note, make the assurances according to your authority.

Conference call- to connect several people across different location to the same call and have a conference.

Should be treated like the face-to-face meeting. Agenda is set.

Challenges-Time difference, figuring out the speaker, clear accents, interruptions difficult- wait for the right time or till the operator allows you to interrupt, introduce yourself every time you speak.

Voice mail box- leave the message with self introduction, phone no. and purpose of making the call.

Dining Table Etiquette

Forms and manners, ceremonies established by convention as acceptable or required on social occasions in a profession or in official life.

Eating with someone you don't know in a professional environment is a tricky situation.

Know the other, consolidate the relations and thereby business relations and leave an impression through eating habits.

Things to remember- u r there not for food, however delicious it might be. U r there for **business**.

The host should always be in charge.

Don't pull the chairs for the people.

Consider the services in the restaurant over the dietary restrictions or personal likes.

Keep the food options balanced.

Table manners:

Place the napkin on your lap.

Wait until everybody gets served. Let the host begin.

Location- food- at the left side. Drinks such as soup, beverages at the right side.

Large spoon for soup. Large fork for salad items.

Break the bread into only one piece at a time when u r ready to eat it. Don't make the pieces in advance. Fork- left hand, knife in the right hand.

Serving- from left side, drawing plates- from the right side of the customers.

Passing items- from left side to the right side.

Rest position during the meal- knife and spoon/fork in a crossed position.

Finish position- side by side horizontally.

Be polite with waiters.

Chew with the mouth closed. Don't make sound of drinking or eating. Don't talk when the mouth is full. Speak in the gaps during eating.

Don't pick your teeth at the table. Excuse before leaving.

Remove the unwanted items with utensils and not with fingers.

Observe the others while eating unfamiliar items.

Don't place elbows on the table.

Don't lean or pass the person to reach to an item.

Don't lick the fingers.

Turn the phones off.

Articles

“Articles are the words used before nouns, particularly, common and collective nouns.”

eg. 1) I saw a doctor.

2) We met with an accident

3) I met the doctor who had come from London.

Indefinite articles- a/an

By using the indefinite articles, we do not specify which particular person or thing we are referring to, the person or the thing referred to remain indefinite, not specifically defined.

Indefinite articles are used before singular countable nouns.

‘a’ is used in the sense of one/every.

‘an’ is used in the sense of one.

eg. 1) I saw a man standing on the road.

2) I ate a mango.

3) He gets the salary of Rs. 20000/ a month.

4) He is an idiot.

The indefinite article ‘a’ is used-

- Before the words beginning with a consonantal sound. - a boy, a horse, a young man, a one rupee coin.
- Before certain vowels which have a consonantal sound. - a unit, a university.

The indefinite article ‘an’ is used-

- Before the nouns beginning with a vowel sound- a, e, i, o, u.-an army, an enemy, an American.
- Before the nouns beginning with a silent ‘h’ – an hour, an honest man, an honour.

Eg. 1) An elephant and a cat became friends.

2) He waited for an hour.

3) Its a nice university.

4) Its an open university.

Definite article ‘the’ is used to refer to a particular person or thing. It is used before the common, singular plural and uncountable nouns.

‘the’ is used-

- Before the things which are only one of their kind-the sun, the moon, the earth, the sea, the sky
- When we talk about a person or thing already referred to-

Eg. 1) The book you want is not available.

2) An elephant and a cat became friends. The elephant liked the cat.

- When we talk about a particular person or thing or it is clear from the context which particular person or thing we are talking about.

Eg. 1) Lets go to the park-the park in the city

2) I saw the mayor.

3) He went to the market to buy provisions.

- When a singular noun is used to represent the whole class of things to which it belongs.
Eg. 1) The Eskimo lives in an igloo.
2) The camel is the ship of the desert.
- Before the names of well known books-the Bible, the Ramayana
- Before the proper nouns used as the common nouns-Kalidas is the Shakespeare of India.
- Before an adjective in the superlative degree-
 - 1) Socrates was the greatest of all Greek philosophers.
 - 2) It is the fastest train on this route.
- As an adverb- The more one gets, the more he wants.
- Before the group of things taken as a whole- The Andaman and Nicobar islands.

Articles are not used before-

- Before proper nouns- Tagore was a great poet.
- Before abstract nouns- Wisdom is the key to success.
- Before material nouns- The most precious metal is gold .

Exercises:

- 1) We want ___ help of ___ few volunteers.
- 2) This is ___ historic occasion.
- 3) After ___ year or two, ___ question will be reconsidered.
- 4) Einstein is ___ Newton of our age.
- 5) ___ lotus is ___ lovely flower.
- 6) He has ___ ulcer on his leg.
- 7) I saw ___ elephant in ___ zoo.
- 8) I saw ___ infant suffering from ___ cholera.
- 9) He is ___ NRI living in USA.
- 10) I made ___ STD call to him.
- 11) In ___ few years, he became ___ richest merchant in the town.
- 12) Its ___ ISO certified company.
- 13) ___ more I hear pop music, ___ less I like it.
- 14) They stayed at ___ hotel.
- 15) The ship sailed through ___ Bay of Bengal.
- 16) I have visited ___ Deo and Daman islands.
- 17) I have visited ___ United States of America.
- 18) Copper is ___ useful metal.
- 19) He is not ___ honest man.
- 20) He returned after ___ hour.
- 21) ___ college will begin soon.
- 22) I met him ___ year ago.
- 23) Yesterday, ___ American came to me.
- 24) Kalpana Chawla was ___ first Indian woman to become ___ astronaut.
- 25) Sanskrit is ___ difficult language.
- 26) Ganga is ___ sacred river.
- 27) French is ___ easy language.
- 28) ___ lion is ___ king of forest.
- 29) Who is ___ prime minister of India?

- 30) Which is ____ most beautiful city in ____ world?
 31) How blue ____ sky looks?
 32) Which is ____ longest river in the world?
 33) I bought ____ horse, ____ ox and ____ dog.
 34) English is ____ language of ____ people of England.
 35) Sri Lanka is ____ island.
 36) John got ____ best present.
 37) Saina Nehwal, ____ Indian player, won ____ medal.
 38) ____ Australian player won ____ gold medal.
 39) May we have ____ pleasure of your company?
 40) ____ tiger, ____ animal like lion, is ____ native of Asia.
 41) Japan is ____ important industrial country.
 42) ____ match is won by ____ Indians.

Prepositions

“Prepositions are the words placed before a noun or pronoun to show its relation to some other noun, adjective or verb used before them.”

Eg. I saw Ram *in* the school.

- The noun or pronoun that comes after the preposition is called its object.
- When a pronoun is used after preposition, it is used in its objective case.
- Usually placed before its object, preposition is followed by its object when it is a relative pronoun and in the case of interrogative sentences.

The prepositions show the relationship of-

- Place-
 He ran *across* the road.
 She fell *among* the thorns.
 He was *at* the gate.
 He stood *behind* the statue.
 - Time-
 At 6 O' clock
 Before the sunset
 Till tomorrow
 For a month
 - Manner-
 By post, with a knife
 - Reason- with anger, died of cholera, for health, for freedom
 - Possession- of India, with red hair, of principles
 - Motion- into the well, towards the market, up the tree, round the earth
- Prepositions are placed at the end in case of –
- Relative pronoun-
 This is the book that you were looking *for*.
 I heard the song that I am fond *of*.

- An interrogative sentence-
What are you looking *for*?
What are you talking *about*?
What are you thinking *of*?

List of prepositions:

At, by, for, from, in, of, off, on, out, through, till, to, up, with, about, above, across, along, amidst, among, amongst, around, behind, below, beneath, beyond, before, beside, besides, between, under, inside, over, outside, underneath, within, without, towards, according to, in accordance with, along with, in order to, in front of, in spite of, instead of, for the sake of, on behalf of, in the course of, in addition to, on account of, by way of, by means of, owing to, because of, in place of, in consequence of.

The meanings and difference between certain prepositions:

- In/at-
In- a place as an area, large places- countries, districts, cities.-He stayed *in* Mumbai for five days.
At- seen at a point, small and unimportant places like villages, small towns, group activities- The train stopped *at* the station.
At the party, meeting
- Beside/besides-
Beside- by the side of -The house was *beside* the river.
Besides- in addition to - He plays cricket *besides* football.
- Since-for
Since- from a point of time in the past-continuity of the action and present perfect continuous tense –
He has been living in Pune *since* five years.
It has been raining *since* morning.
He has been absent *since* Monday last.
I have been waiting here *since* 2 O' clock.
For- refers to a period of time and not a point of time.
I waited for two hours.
He was absent for five days.
- Between/among
Between-when we refer to or talk about two persons or things.
I've to choose *between* these two pictures.
He stood *between* Ram and Hari.
She walked across the park *between* the streets.
The meeting will be held *between* 2 and 4 O' clock.
Among- when we refer to more than two persons or things.
Indian princes quarreled *among* themselves.
The UN tries to maintain peace *among* the nations.
- By/with
By- refers to the doer of an action-
He was killed *by* a tiger.

With- refers to the instrument with which the action is done-

He was killed *with* a gun.

- On/in/ at/by

On- general point of time- I shall come *on* Mondy.

At- exact point of time- I shall come *at* 2.00 p.m.

In- a period of time- The postman brought this *in* the morning.

By- the latest time at which an action will be finished- I shall leave *by* 5.00 p.m.

- In/into

In- a state of rest or being inside something- He is *in* bed, in town

Into- movement to the inside of something- He fell *into* the well, He came into the room.

- On/upon-

On- things at rest- He sat *on* a chair.

Upon- things in motion- He jumped *upon* the horse.

- In/within-

In- at the end of a certain period- The train will reach the station *in* three hours.

Within- before the end of a certain period- The loan will be sanctioned *within* a week.

- Under/below

Under - controlled by, extending below, directly below something.-Before independence, India was *under* the British rule.

Below- at a lower position.- The book is *below* the table.

Use the appropriate prepositions:

1 (at, by, for, from, in, of)

- 1) He sat *by* the gate and spoke to me.
- 2) There is a cow *in* the field.
- 3) He is fond *of* tea.
- 4) This is what you were looking *for*.
- 5) He won *by* the hard work.
- 6) The man *in* the corner is my friend.
- 7) The deer was killed *by* the tiger.
- 8) The tiger looked *at* the deer *in* the garden.
- 9) He stopped *at* the gate of the building.
- 10) He left *for* Delhi.
- 11) The city looks beautiful *from* the mountain.
- 12) It is clear *from* the evidence that he is a thief.
- 13) He came *by* bus.
- 14) We fought *for* freedom.

2 (off, on, out, through, till, to)

- 1) He sat *on* the table.
- 2) The cat jumped *off* the chair.
- 3) He has gone *to* Mumbai.
- 4) The train ran *through* the tunnel.

- 5) It was raining *till* 3 O' clock.
- 6) The session will continue *till* March.
- 7) The current passes *through* water.
- 8) We went *out* for a walk.
- 9) The prizes were given *to* the winners.
- 10) He blew *off* the horn.
- 11) He came *to* me to discuss the problem.
- 12) The book is *on* the table.

3 (up, with, about, above, across, along)

- 1) The monkey went *up* the tree.
- 2) The man was killed *with* the gun.
- 3) He ran *across* the road.
- 4) The doctor told us *about* the course.
- 5) Bring him *along* with you.
- 6) He brought his friends *with* him.
- 7) The room is *up* the stairs.
- 8) You must respect your country *above* everything.
- 9) The river runs *through* the forest.
- 10) Man is *above* all animals.

4 (amidst, among, amongst, around, before)

- 1) India was a British colony *before* independence.
- 2) The news came *amidst* the discussion.
- 3) The prizes were distributed *among* the winners.
- 4) The dog ran *around* the garden.
- 5) We have never seen such a thing *before*.
- 6) This is the only option *before* you.
- 7) I found the letter *amongst* his papers.

5 (behind, below, beneath, beside, besides, under)

- 1) Taj Mahal is *beside* the river Yamuna.
- 2) He stood *beside* me.
- 3) *Besides* being a good speaker, he is also a good writer.
- 4) The chair is *behind* the table.
- 5) We sat *under* a tree.
- 6) Captain is *below* the rank of a major.
- 7) To order him is *below* his dignity.
- 8) We live *under* one roof.

6 (between, among, beyond, inside, over)

- 1) *Among* all my students, he is my favorite one.

- 2) You have to choose one shirt *between* red and yellow.
- 3) Think over the matter.
- 4) The rail track runs *over* the bridge.
- 5) The brain rests *inside* the skull.
- 6) The problem is *beyond* my understanding.

7(outside, underneath, within, without, towards)

- 1) The bird was *underneath* the bush.
- 2) The inspection ended *without* any problem.
- 3) That area is *outside* our administration.
- 4) He has gone *outside* the country.
- 5) The inflation rates are *within* control.
- 6) Mumbai is *towards* West.
- 7) The semester ends *within* three months.
- 8) The poor live *without* essential things.

8(according to, in accordance with, along with)

- 1) *In accordance* with your instructions, we have made changes in the plan.
- 2) Why don't you go *along with* your brother?
- 3) The bill was passed *in accordance with* the provisions.
- 4) *According to* Galileo, the earth moves around the sun.
- 5) Selling of cigarettes is banned *according to* the law.

9(in order to, in front of, in spite of, instead of)

- 1) *In spite of* many problems, we made it possible.
- 2) One must work hard *in order to* be successful.
- 3) *Instead of* talking, do something.
- 4) There is a big tree *in front of* his house.
- 5) I take coffee *instead of* tea.
- 6) The soldiers stood *in front of* each other.

10(for the sake of, on behalf of, in course of)

- 1) He visited many places *in course of* his tour.
- 2) *For the sake of* safety, we should use masks.
- 3) He read the speech *on behalf of* the chairman.
- 4) The manager spoke *on behalf of* the company.
- 5) He met many persons *in course of* his research.
- 6) He became a martyr *for the sake of* his country.

11(in addition to, on account of, by way of)

- 1) *On account of* his negligence, the company suffered a heavy loss.
- 2) He got the reward of Rs.2000/ *in addition to* the prize.

3) *By way of* introduction, he made some relevant remarks.

12(by means of, owing to, because of)

- 1) He failed *owing to* his illness.
- 2) *By means of* a rope they scaled the wall.
- 3) He was absent *because of* his illness.

Exercises:

- 1) The boy sat *in* a corner.
- 2) The monkey sat *on* a tree.
- 3) The brave soldiers fight *for* the country.
- 4) The river runs *through* the forest.
- 5) She sat *by* the fire and told me a tale.
- 6) A little girl sat *under* a tree.
- 7) The dog stepped *into* the street.
- 8) The thief was hit *by* the policeman.
- 9) The news came *over* our ears.
- 10) The police shot the man *with* the gun.
- 11) He has a cottage *beside* a hill.
- 12) We cannot live *without* water.
- 13) Return the book *within* seven days.
- 14) The cat searched *around* the bush for its prey.
- 15) He was the president *for* five years.
- 16) He is the president *since* five years.
- 17) The voice comes from across the garden.
- 18) This is the statue *of* a leader.
- 19) He goes every Saturday *to* church.
- 20) I have not seen him *since* Monday last.
- 21) Mumbai is 220 kms *from* Pune.
- 22) I am tired *of* walking.
- 23) Where are you going *to*?
- 24) Contentment is essential *for* happiness.
- 25) I prefer tea *to* coffee.
- 26) He was killed *by* a tiger.
- 27) He moves *around* the room.
- 28) I have been waiting here *since* 9.00 a.m.
- 29) This road goes *to* the forest.
- 30) Man is known *by* the company he keeps.
- 31) The principal did not agree *with* the proposal.
- 32) The river is *under* the bridge.
- 33) The tender has been cancelled *by* the manager.
- 34) He stayed *behind* his team.
- 35) The accident occurred *because of* the wrong signal.
- 36) It is 2'O clock *by* my watch.

- 37) He suffers *from* cholera.
- 38) I bought it *for* fifty rupees.
- 39) There is nothing new *about* the matter.
- 40) It has been raining *till* yesterday.
- 41) I am sorry *for* the mistake.
- 42) I shall do it *with* pleasure.
- 43) I hope he will come *by* an hour.
- 44) There are *about* sixty students *in* this class.
- 45) The child was missing *for* four days.
- 46) The child has been missing *since* yesterday.
- 47) He started at six *in* the morning.
- 48) *Besides* being fined, he was also sentenced to a term of imprisonment.
- 49) The train departs at 3.00 p.m. *from* Pune.
- 50) He quarreled with me *over* a matter.
- 51) He was found guilty *of* theft.
- 52) We should rely *on* our own efforts.
- 53) I exchanged *with* him my phone *for* a camera.
- 54) I am not satisfied *with* your explanation.
- 55) He is different *from* him.
- 56) He is absorbed *in* thought.
- 57) This book is ascribed *to* him.
- 58) Death is preferable *to* disgrace.
- 59) He has no liking *for* maths.
- 60) A child is not able to distinguish good *from* evil.
- 61) Law doesn't distinguish *between* the rich and the poor.
- 62) The patient is now free *from* danger.
- 63) He acted *according to* his advice.
- 64) She was accompanied *by* her brother.

Conjunctions

Phrase- “Phrase is a group of words which makes sense, but not complete sense.”

Eg.

- 1) The sun rises *in* the east.
- 2) The monkey sat *on* a wall.
- 3) It was a sunset *of* great beauty.
- 4) He has a chain *of* gold.

Clause- “Clause is a group of words which forms part of a sentence and contains a subject and predicate of its own.”

Eg.

- 1) He has a chain *which is made of gold*.
- 2) *I think that* you have made a mistake.

- 3) The people *who pay their debt* are trusted.

Conjunctions

“Conjunctions are the words used to join together words, phrases and clauses.”

Eg.

- 1) This is the place where he lived.
- 2) John and Mary are married.
- 3) He played well and won the match.

Coordinating conjunctions- join the clauses of equal rank and thus form the compound sentences.

Eg.

- 1) Birds fly and fish swim.
- 2) I told him but he didn't listen to me.
- 3) They went across the fields and into the woods.

Coordinating conjunctions are of the following types:

1. Cumulative- join two statements.

Eg. and, as well as, both...and, not only...but also.

Eg. God made man and man made money.

2. Adversative- express opposition or contrast between two statements.

Eg. but, yet, still, whereas, nevertheless, only, nor.

Eg. He is slow but he is sure.

I was annoyed, still I kept quiet.

3. Alternative- propose a choice between the two alternatives.

Eg. or, otherwise, else, either...or, neither ...nor

Eg. Walk quickly else you will not catch the train.

She must weep or she will die.

4. Illative- express an inference or conclusion.

Eg. so, hence, therefore, for

Eg. He must be asleep for there is no light in his room.

He has been working hard so he will pass.

Subordinating conjunctions- By joining a clause to another on which it depends for its full meaning, subordinating conjunctions form complex sentences.

Eg. After, because, if, that, though, although, till, before, unless, as, when, while, why, how, whether.

Eg. I read the paper because it interests me.

I don't care whether he comes or not.

By forming the complex sentences, subordinating conjunctions form the adverb clauses of:

Time: when, while, till, until, as, since, before, after, as soon as, as long as

Eg. I have not seen him since he was a boy.

Please, see me before you go.

Reason: because, since, as, that

Eg. I must go now as I have some work to do.

Since you wish it, it shall be done.

I shall promote him because he is efficient in his work.

Purpose: so that, in order that, lest

Eg. We eat so that we may live.

He held my hand lest I should fall.

Result or consequence: as, so that, so...that

Eg. He was so weak that he could hardly stand.

Condition: if, unless, in case, provided that, on condition that

Eg. Grievances cannot be redressed unless they are known.

I shall go abroad if I get a scholarship.

I can help you provided that you tell me the truth.

Concession: though, although

Eg. He works hard though he is weak.

He comes in a car, although he is not so rich.

Comparison: than, as(so)...as

Eg. He is clever than me.

Manner: as, according as, as if, as though, even if

Eg. He came as if he were a thief.

Some words may be used as prepositions as well as conjunctions:

Preposition	Conjunction
1) Stay <i>still</i> Monday.	1) We shall stay here <i>till</i> you return.
2) He died <i>for</i> his country.	2) I must stay here <i>for</i> it is my duty.
3) I have not met him <i>since</i> Monday.	3) I shall go <i>since</i> you wish it.
4) Everybody <i>but</i> Ram was present.	4) I tried, <i>but</i> did not succeed.
5) The dog ran <i>after</i> the cat.	5) We came <i>after</i> they had left.
6) He stood <i>before</i> the painting.	6) Look <i>before</i> you leap.

Correlative conjunctions:

- 1) **Either...or-** He is either a fool or a mad man.
- 2) **Neither...nor-** He is neither a fool nor a mad man.
- 3) **Not only...but also-** He is not only a fool but also a mad man.
- 4) **Whether...or-** It doesn't make any difference whether he comes or not.
- 5) **Not...but-** He is not a fool but a genius.
- 6) **Though...yet-** Though he is hurt, yet he wants to play.
- 7) **Both...and-** Both Ram and Shyam spoke at the meeting.
- 8) **As...so-** As you sow, so you reap.
- 9) **So...as-** He is not so dull as you say.
- 10) **So...that-** The mist is so thick that we cannot see the street.
- 11) **Such...that-** Such was his fame that all the people respected him.
- 12) **Such...as-** I gave him such help as I could.

Exercises:

1. And, as well as, lest

1. Two *and* two make four.
 2. The PM *as well as* the president attended the function.
 3. You should study hard *lest* you should fail.
 4. Hari *and* Ram are brothers.
 5. Drive carefully *lest* you should meet an accident.
- 2. But, yet, still, whereas, only, nor**
1. The poor don't have money *but* they have big hearts.
 2. He is very wealthy, *still* very unhappy.
 3. We are losing, *yet* we are fighting.
 4. He is ill *but* he is cheerful.
 5. Neither a borrower *nor* a lender be.
 6. I would come; *only* that I am engaged.
 7. I was annoyed, *still* I kept quiet.
 8. He is slow *but* he is sure.
 9. John is intelligent *whereas* his brother is dull.
- 3. Or, otherwise, else**
1. Accept the defeat or get ready to fight.
 2. Run fast else you will miss the bus.
 3. Work hard otherwise you will get failed.
 4. Follow the rules otherwise you will get punished.
 5. Walk quickly else you will not overtake him.
 6. I would be a doctor or an engineer.
- 4. So, hence, therefore, for**
1. He didn't work hard so he failed.
 2. He didn't come so we left.
 3. He must be ill for he is absent.
 4. He is ill therefore he is absent.
 5. It is said by our leader so it must be believed.
 6. The man must be a soldier for he has a gun.
 7. He didn't study hard therefore he failed.
 8. He didn't study hard hence his failure.
- 5. When, while, till, until, as**
1. While there is life, there is hope.
 2. We were leaving the office when the boss came.
 3. The girls sang while the boys played.
 4. I waited till the train arrived.
 5. We identified him as he came nearer to us.
 6. Don't go until the class gets over.
 7. The thief had already escaped when the police came.
 8. We were writing till the bell rang.
 9. He was not relieved until the bail was sanctioned.

10. Until you join us we shall not depart from here.

6. Since, before, after, as soon as, as long as

1. My grandfather died before I was born.
2. Many things have happened since I left school.
3. We arrived after you had gone.
4. He took off his coat as soon as he entered the house.
5. Leave the ground as soon as the match is over.
6. I will stay here as long as it rains.
7. Do not go before I come.
8. The inquiry will begin after the police come.

7. Because, as, since, that

1. Since you say so, I must believe it.
2. He behaved as a brave man should do.
3. I did not come because you did not call me.
4. I heard that your brother is in London.
5. Because he had not paid his bill, his electricity was cut off.
6. I am so tired that I cannot go on.
7. Since I am not feeling well, I shall not attend the party.
8. Do it as it is told to you.

8. So that, in order that, lest

1. He fled lest he should be killed.
2. Take care of your health so that you should not fall ill.
3. Take care of your health lest you should fall ill.
4. He fled so that he should not be killed.
5. Please talk slowly in order that I dictate.

9. So...that, though, although, even though.

1. He lives simple though he is rich.
2. He finished first though he came late.
3. A book is a book, although there is nothing in it.
4. The language is so difficult that we cannot interpret it.
5. He is so afraid of the ghost that he doesn't go out in the night.
6. He works hard even though he is ill.

10. If, unless, in case, provided that, on condition that.

1. He asked me if I was ready.
2. Catch me if you can.
3. You will not succeed unless you work hard.
4. Unless you tell me the truth, I shall punish you.

5. He will be punished in case he is found guilty.
6. The deposit won't be refunded in case you cause any losses.
7. You shall be given the admission on condition that you follow our rules.
8. We may believe you provided that you should be honest.

11. As well as, as soon as, after, before.

1. As soon as I finish this book, I shall begin another.
2. Ram as well as Shyam played in the match.
3. Do not go before I come.
4. It must be finished before Monday.
5. Tom as well as John qualified for the finals.
6. As soon as the police come, the thief escaped.
7. The police came after the thief had escaped.
8. The notice will be announced after the programme gets over.
9. She is beautiful as well as intelligent.

12. Either...or, neither...nor, not only...but also, whether...or, not...but, no sooner...than.

1. Neither Ram nor Shyam attended the party.
2. Either you or he will have to go.
3. Either you are a fool or a genius.
4. He visited not only France but also Germany.
5. You have to come whether you want or not.
6. He was not punished but granted the bail.
7. No sooner did I hear the shot than I rushed to the spot.

13. As...so, so...as, so...that, such...that, such....as.

1. As you sow, so you reap.
2. He is not so dull as you say.
3. The statue is so heavy that one man cannot lift it.
4. Such was his fame that all the people respected him.
5. I gave him such help as I could.

Exercises:

1. Walk carefully, lest you should fall.
2. You can reach there by train as well as by bus.
3. Buses and trains are available for the passengers.
4. He tried hard but did not succeed.
5. He didn't try hard yet he succeeded.
6. He was afraid of the dark; still he went out in the night.

7. The wood floats on water whereas metal does not.
8. He is neither a friend nor an enemy.
9. You were busy otherwise I would have called you.
10. You are a fool or a genius.
11. Read it carefully else you will miss the point.
12. He is weak therefore he cannot play outdoor games.
13. The player was nervous for he did not do his best.
14. They were arrested because they had stolen gold.
15. They were arrested for no reason.
16. He was a strong warrior so he won the battle.
17. He was found guilty hence his arrest.
18. The guest will leave after they finish their work.
19. The students talked while the teacher taught.
20. Answer only when you will be asked.
21. She will wait until you arrive.
22. It is unbelievable, till it is true.
23. It must be cloudy as no stars are visible in the sky.
24. Everybody speaks of him since he made a century.
25. He prayed God before taking the exam.
26. You can keep it with yourself as long as you want.
27. The players ran as soon as the gun was fired.
28. It has been proved that he is guilty of the crime.
29. Though it is cheap, it is rare.
30. They greeted him with love, though they didn't like him.
31. Don't do anything unless it is told to you.
32. If you work hard, you will get passed.
33. He said sorry after he had slapped her.
34. How can one fight when one has no weapon?
35. You need to be here until it all gets over.
36. You won't be punished unless you are found guilty.
37. She has no other helper but you.
38. He is weak so he cannot play outdoor games.
39. The incident was either liked or disliked.
40. Wisdom is better than riches.
41. Because he blamed me; I spoke against him.
42. The explosion destroyed not only the shops but also many houses.

Verbs

“Verbs are the words stating an action, a state of being, existence or possession”.

For example:

1. We play football.
2. The moon is a star.
3. I have a pen.

- Transitive verbs: take one or more than one objects.

He rings the bell.

I gave a pen to him.

- Intransitive verbs: do not take an object.

I ran a long distance.

The baby sleeps.

- Regular: are changed into past with -ed- look -looked, work-worked.

- Irregular: are not changed into past using -ed -

Meet-met-met

Write-wrote-written

See-saw-seen

Take-took-taken

Give-gave-given

- Infinitive- base of a verb, preceded by to- to go, to sing

- Auxiliaries-primary auxiliaries-

Be-is, was, were

Have-has, had

Do-does, did

Modal auxiliaries-can, could, may, might, shall, should, will, would, must, ought, used to, need to, dare to.

- **Tense: “tense is the form of the verb that indicates the time of the action”**

❖ Present tense-

- Simple present-simple form of the verb-

I write a letter.

He/she writes a letter.

They write a letter.

- Present continuous- am/is/are +v+ -ing

I am writing a letter.

He/she is writing a letter.

They are writing a letter.

- Present perfect- has/have + v + -en/past participle

I have written a letter.

He/she has written a letter.
They have written a letter.

- Present perfect continuous-has/have been +v+ -ing
I have been writing a letter.
He/she has been writing a letter.
They have been writing a letter.

❖ Past tense

- Simple past- simple past form of the verb
I wrote a letter.
He wrote a letter.
They wrote a letter.
- Past continuous- was/were +v+ -ing
I was writing a letter.
He/she was writing a letter.
They were writing a letter.
- Past perfect-had +v+ -en participle
I had written a letter.
He/she had written a letter.
They had written a letter.
- Past perfect continuous-had been +v+ -ing
I had been writing a letter.
He/she had been writing a letter.
They had been writing a letter.

❖ Future tense

- Simple future- shall/will +v
I shall/will write a letter.
He/she will write a letter.
They will write a letter.
- Future continuous- shall/will +be +v -ing
I shall/will be writing a letter.
He/she will be writing a letter.
They will be writing a letter.
- Future perfect- shall/will +have +v+-en participle
I shall/will have written a letter.
He/she will have written a letter.
They will have written a letter.
- Future perfect continuous-shall/will +have been +v+ -ing
I shall/will have been writing a letter.
He/she will have been writing a letter.
They will have been writing a letter.

❖ Uses of the tenses:

- Simple present: to indicate:
Habitual actions
Universal truth
General statements
Sayings and proverbs
- Present continuous: for the ongoing action or the action to happen in the near future.
- Present perfect: just completed action.
- Present perfect continuous: action started in the past and that is still going on.
- Simple past: for the action happened in the past.
- Past continuous: the action started in the past and was continued in the past.
- Past perfect: completed in the past.
- Past perfect continuous: started in the past and was going on in the past.
- Simple future: future action.
- Future continuous: going on in the future.
- Future perfect: completed action in future.
- Future perfect continuous: will start in the future and will be continued in the future.

Exercises: Insert the correct form (tense) of the verb in the blanks:

1. The servant (work) since morning.
2. He stayed at home because he (be) tired.
3. (do) they finish the project before deadline?
4. He (come) next week.
5. We shall wait here until the teacher (come).
6. I (study) English from the last two years.
7. A child always (speak) the truth.
8. She (visit) the library tomorrow.
9. Suresh (complete) his graduation in 2012.
10. He (write) a letter yesterday.
11. I would not have come if you had not (call) me.
12. The soldier advanced as far as he (dare).
13. Whenever we meet, we (talk) of old times.
14. After the shower, the sun (shine) again.
15. He called me when I (write) a letter.
16. His health (improve) after his illness.
17. As soon as he (hear) the news, he wrote to me.
18. We shall rest here until John (come).
19. He (work) very hard over the past six years.
20. The manager (visit) Australia recently.
21. We ... (work) on the project since 2011.
22. (have) you (commit) the mistake?
23. (do) you call me yesterday?
24. Where there (be) a will, there (be) a way.
25. Have they (finish) the project?

26. The Indian team (go) to Australia next month.
27. The work is being (do) by us.
28. The experts have been (call) to discuss the matter.
29. Virat (score) a century in the last match.
30. What (be) the causes of global warming?
31. Ten miles (be) a long distance to cover.
32. I (own) a factory last year.
33. He (own) a car.
34. Presently, they ... (play) well.
35. We..... (not meet) him for a long time.
36. When I reached home, my mother (cook) in the kitchen.
37. A bird cannot swim as a fish (do).
38. We (visit) you tomorrow.
39. I knew that the strike (call) off.
40. She (bear) a child last week.
41. Who has (bear) all the expenses?
42. I (wait) for his reply for two weeks now.
43. The train (leave) by the time we reached the station.
44. Every morning, I (read) the paper.
45. The child (suffer) from fever since last week.
46. I ... (help) you if I had money.
47. By this time next year, he (complete) the construction of his house.
48. He (work) on this project for two years now, but he (not complete) it yet.
49. I (go) home next Sunday.
50. This book is not long. I (read) it by lunch time.

Voice

The dog bit the man.

The man was beaten by the dog.

Active voice- subject is active, it does something. The subject is prominent in active voice.

Passive voice- subject does nothing but passively allows something to be done to him. Action is prominent in passive voice.

Changing the sentences from active voice into passive voice:

1. Object of the verb in the active voice becomes the subject of the verb in passive voice. E.g.
He killed a tiger – A tiger was killed by him.
2. Subject of the verb in active voice becomes the object of the preposition 'by' in passive voice/ is followed by the preposition by.
3. Verb in the active voice is changed into the passive form (-en participle) in passive voice.

4. Sentences having verbs with two objects can be changed into passive voice in two ways: either of the objects (direct or indirect) can be made the subject of the sentence in passive voice.
Ex. He gave me a pen- I was given a pen by him;
A pen was given to me by him.
5. In an interrogative sentence, an auxiliary verb precedes the subject.
E.g. Do you know my name?- Is my name known to you?
Have you done the homework? – Is the homework done by you?
6. An imperative sentence begins with 'let...be' in the passive voice.
E.g. Score a century before you are out – Let a century be scored before you are out.
Close the door. – Let the door be closed.
7. The pronoun 'it' is used in case of the sentences where the subject is absent.

Exercises:

1. Neera planted a tree.
2. He called a meeting.
3. The boy sings a song.
4. I love all children.
5. He had visited us.
6. He hasn't helped me in those days.
7. Ram was watching birds.
8. People say that there will be a war in Asia.
9. He has taught us the grammar of English.
10. Students are showing good progress.
11. Shut the door.
12. The students decided to report the matter to the principal.
13. Ram caught the snake with a stick.
14. Someone calls me every night.
15. I was taught English at the university by him.
16. A purse has been stolen at night.
17. She was given a wonderful gift.
18. These files will be completed by Meera.
19. The work was done by us.
20. A gift will be given to you by me.
21. You will be given a gift by me.
22. An article was written by him.
23. The papers are checked by the teacher.
24. My pocket has been picked.
25. It must be understood that this will not be permitted again.
26. It cannot be denied that he tries his best.
27. Be prepared for the consequences.
28. Advertise the post.
29. Circumstances obliged him to resign his post.
30. Who sent this letter?
31. Who wrote Ramayana?
32. Shakuntala, a wonderful play was written by Kalidasa

Speech

1. Ram said, "I am busy now".
Ram said that he was busy then.
2. Mohan said, "I want to become a doctor".
Mohan said that he wanted to become a doctor.
3. He said to me, "I have often told you not to play with fire".
He said to me that he has often told me not to play with fire.

Direct speech: actually quotes the words of the speaker, those words are kept within the quotation marks.

Indirect/reported Speech: it is the reproduction of the words of the speaker without quoting his exact words.

- The reporting verb – reports the actual words of the speaker.
- The reported speech – contains the actual words of the speaker.

Changing direct speech into indirect:

1. Removal of comma after 'said' and removal of the quotation marks.
2. The conjunction 'that' is put between the principal clause and subordinate clause.
3. Changes in the personal pronouns of the reported speech. E.g. I – he, you – him.
4. Changes in the verbs of the reported speech according to the tense of the reporting verb. All the present tenses of the direct are changed into their corresponding past forms in the indirect.

Is, am – was, are – were, has, have – had, can – could, may – might, shall – should, will – would.

(i) Simple present tense is changed into simple past.

E.g. The boy said, "I like sweets". – The boy said that he liked sweets.

(ii) Present continuous – past continuous.

E.g. He said, "I am buying a new pen". – He said that he was buying a new pen.

(iii) Present perfect – past perfect.

E.g. He said, "I have read this book". – He said that he had read that book.

(iv) Present perfect continuous – past perfect continuous.

E.g. He said, "I have been waiting here for a long time". – He said that he had been waiting there for a long time.

(v) **Simple past –Past perfect /Unchanged.**

E.g. He said, "I bought a book". – He said that he had bought a book.

He said, "I had a dream last night". – He said that he had a dream the previous night.

(vi) Past continuous – past perfect continuous.

E.g. He said, "Ram was swimming in the pool". – He said that Ram had been swimming in the pool.

5. Changes in the adjectives and adverbs of the reported speech.

6. Pronouns and possessive adjectives of the first and second persons are changed in the third person in indirect speech.

E.g. He said, "I shall pay your wages tomorrow". – He said that he would pay his wages the next day.

The teacher said to the boys, "If you do your best, you will surely get passed".

The teacher told the boys that if they did their best, they would surely get passed.

7. If the person addressed reports the speech himself, then the second person is changed into the first person.

E.g. He said to me, "what are you doing now?" – He asked me what I was doing then.

8. Words expressing nearness are changed into words expressing distance.

This-that, these-those, now-then, here-there, today-that day, tomorrow-the next day, yesterday-the day before/ the previous day, last night-the night before/the previous night, thus-so, ago-before, hence-thence.

9. If the reported speech has two statements, they are joined with the connective 'and'/'but'.

Changing the speech of the interrogative sentences:

1. The reporting verb asked, inquired, demanded etc is used.

2. The question mark is dropped and the order of the last two words is changed.

E.g. He said, "How many brothers have you?" – He asked how many brothers I had.

3. The questions beginning with have, has, will, may, do, did, is, are have the answer either 'yes' or 'no'. When reporting such questions the reporting verb should be followed by 'whether' or 'if'.

E.g. He asked, "Have you done your homework?" – He asked if/whether he had done his homework.

Changing the speech of the imperative sentences:

Sentences containing an order, request, warning, advice- the introductory word said is replaced by asked, ordered, commanded, advised, warned etc. The verb in the direct is changed into the Infinitive-beginning with 'to'.

E.g. "Keep quiet", said the teacher to the students. – The teacher ordered the students to keep quiet.

He said, "Please let me go". – He requested to let him go.

Changing the speech of exclamations, wishes-

Reporting verb said is changed into: exclaimed, declared, cried out, wished, prayed and the interjections are omitted and an intensifier is used before the adjectives.

E.g. He said, "What a fool Tom is?" – He exclaimed that Tom was a big fool.

He said, "God save the king". – He prayed that God might save the king.

Exercises:

1. The teacher said, "You may leave now".
2. The father said to the son, "Are you studying your lessons?"
3. John said, "I shall come tomorrow".
4. She said, "Are you coming to the class today?"
5. Rahul said, "I was watching TV yesterday".
6. He said to me, "Will you not feel anything for an old man?"

7. "Slow and steady wins the race", said the tortoise.
8. "I just want to see the football match", he said.
9. The teacher advised the students not to waste their time in idle pursuits.
10. He says to me, "You will give me your book". – He tells me that I shall give him my book.
11. The captain said to the player, "You must be disciplined. You should come in time in proper uniform". – The captain told the player that he must be disciplined and he should come in time in proper uniform.
12. The player said to the captain, "I am always punctual. Today I am late and beg your pardon." – The player told the captain that he was always punctual but that day he was late and begged his pardon.
13. He said, "I am going to Mumbai tomorrow morning".
14. Meena said to him, "I can help you in your mission if you wish".
15. Gopal said to me, "You have given me this book today".
16. Gopal said to me, "You have given me this book today".
17. Ram said to her, "Are you coming with me in the forest where there are many tigers?"
18. "We must go for the practicals now, Ajay", he said.
19. "Sit down", she told him.
20. "I will never forget your kindness", Neeta said to her friend.
21. She said to her son, "Are you absolutely sure you want to read this book?"
22. She said to him, "I have no words to thank you for the gift that you have given me".
23. She said, "Let the child go home now".
24. The teacher said to the student, "Do not make noise".
25. He asked, "What do you want?"
26. The chairman said, "Was he present for the meeting yesterday?"
27. He said, "I have never seen such a movie".
28. "Friends, I shall wait for you at the temple", Deepak said.
29. The president said, "What a beautiful place!"
30. "How nice of you!", she said.
31. She asked, "Have you published your book?"
32. An old mouse asked who would bell the cat.
33. He said that though he had come, it was against his wish.
34. He said that he would go as soon as it was possible.
35. He said, "My god! I am ruined". - He cried out to God that he was ruined.
36. He replied that he had promised to reward his soldiers and that he had kept his word.
37. He said, "I do not wish to see any of you. Go away". - He said that he did not wish to see any of them and ordered them to go away.
38. Ram said to him, "You are a great singer".