

Fundamentals of Communication
and Voice Dynamics



Q. What is Communication?

The word "communication" has been derived from a Latin word 'communicare' which means 'sharing'. Communication is, indeed sharing; sharing of ideas and feeling between two more persons. Communication is a two-way affair which aims at passing on or receiving a specific piece of information.

Unit 1 : Fundamentals of Communication and Voice Dynamics:

Role and Purpose of Communication, Types & Flow of Communication, Barriers to Effective Communication, 7 C's of Communication, Code and Content; Stimulus & Response, Vowel Sounds, Consonant Sounds, Tone: Rising and Falling Tone.

Unit 2 : Communication Skills for Career Building

CV and Résumé Writing, Interview Skills, Group Discussion, Effective Profiling, Communication and Networking: Building relationships, Writing the Statement of Purpose (SOP) for admission in Higher Studies, Seminar & Conference Paper Writing, Expert Technical Lecture: Writing and Presenting.

Unit 3: Communication Skills for Presentation: Writing, Designing, and Speaking

Thesis and Project Report Writing, Technical Proposal Writing, How to Pitch an Idea: Process, Preparation and Structure, Elements of Speech Delivery: Passion, Poise & Illustrations.

Unit 4 : Communication and Leadership Development

Leadership Communication, Communication and Social competence: context, feelings, intentions, behaviors, Providing and Receiving feedback, Difference between Tact and Intelligence, Emotional Intelligence: Trust through Communication, Thinking Skills: Meaning and Types.

Unit 5 : Digital Communication and Personality Making

Content Creation for Social Media: Emails, Webinars, podcasts, Blogs. Effective and Ethical use of Social Media by Text and Technique, Speech and Personality, Personality Analysis: Types of Personality; Concept of Personality: Maslow, Freud, Vivekananda, Jung Typology &Personality Assessment.

What is Technical Communication ?

- Technical communication is the process of communicating a specific message to a specific audience with a specific purpose.
- It is a means to convey scientific, engineering or other technical related information.
- It is a practice-oriented field that emphasizes detailed problem solving tactics such as analysis, research, design and production to communicate intricate information effectively.
- The communication that happens with the aid of technology.

Differentiate between General and Technical communication

Technical Communication	General Communication
Purpose is to inform and impart information.	Just to entertain the people
Technical Communication is based on data and facts.	General Communication is based on imagination and fantasy
Style is accurate and precise	Style is poetic, decorative and bombastic
Language should be simple	Extravagance and pompous words are used
Is for specific audience/reader	Is for general audience/reader
Technical vocab is used	General vocab is used
It follows a systematic pattern; start with introduction, in the mid- discussion are made and at the end conclusion is drawn	It does not have a systematic pattern, it can start with end and the rest of activities can be shown in flash-back.

Q. What are the features of technical writing (Communication)?

A. Written communication is a powerful medium in all walks of life. The scientists, engineers, researchers and doctors write reports and prescriptions which are different from general writing. Some important features of technical writing are mentioned below:

a. Use of familiar and easy words: In professional and technical writing, instead of the abstract words, familiar words should be used. Technical writing does not require unessential words. The writer should not use too many words where few would do since unnecessary talk will divert the attention of the writer as well as of the reader from the main point.

b. Use of clear sentences: The writer should place the main idea at the outset. He should follow normal word order-subject-verb-object. The sentences must be clear in terms of its sense.

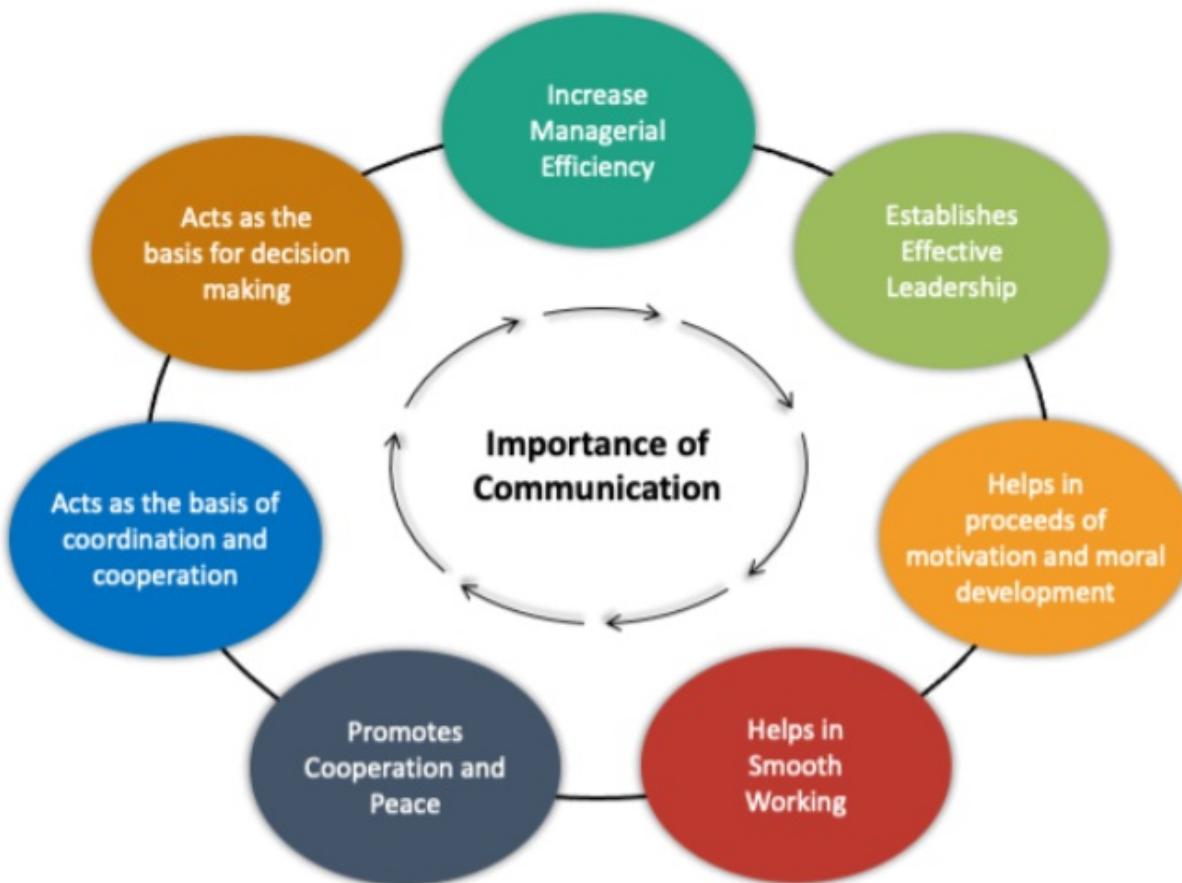
c. Use of sentences of moderate length: Experts are of the opinion that sentences should be of moderate length. Too much short or too much long sentences make the writings either too simple or too difficult. Generally 12-15 words should be put in a sentence

d. Use of active voice: Most of the sentences should be written by using active voice rather than passive voice. Only when the object (work) is having more importance and the subject does not have any importance; passive voice can be used.

e. Avoid inaccurate expressions: Precision and accuracy are two important features of a technical writing. Inaccurate expressions lead to obscurity that will ultimately mar the purpose of a technical writing.

f. Logical division of paragraphs: In order to make a technical document clear and meaningful, thoughts should be properly arranged into different paragraphs. A paragraph is generally defined as a unit of thought hence a single idea must be conveyed in a paragraph. Just as the usage of the grammatical principles and the rules of punctuation are necessary for coherence in a professional document so is the arrangement of ideas in different paragraphs.

Role of Communication



Q. Write in brief the purpose of technical written communication.

A. The main purpose of technical communication is to make technology more useful and meaningful. It serves the primary communication link between technology and its uses. It is a central factor in the engineering knowledge society where technocrats and professionals are facing new communication challenges.

Killingworth describes the three basic purpose of technical writing – to inform, to instruct, to persuade. The first and foremost purpose of all technical writings is to inform.

1. To Inform- In government or semi-government offices, schools and hospitals, hospitals, people have to supply and also receive information. A research should know how to prepare the documents, giving the information about the result of the experiment, similarly, a mechanical engineer has to furnish the information about the operation of a new machine.

2. To Instruct: The technical writers give instructions for using equipment and also for performing duties. For e.g. The consumers are instructed how to use a new product, the medical practitioners are directed how to use a machine.

3. To Persuade: Technical writing aims at persuading the readers. A technical writer, for instance, may prepare a document to persuade readers to do certain things.

TYPES OF COMMUNICATION

Generally, we categorize communication into the four main mediums

Oral Communication

Oral communication takes place in face-to-face conversations, group discussions, telephone calls and other circumstances in which spoken word is used to express meaning.



Face to Face Conversations



Group Discussions



Telephone Calls



Public Speaking

Written Communication

“ This kind of communication involves any kind of exchange of information in written form. To put it simply, written language communication is communication by means of written symbols that is communicated by or to or between people or groups. ”



Formal Communication



"When an organization communication occurs by following the prescribed or official or predetermined rules, policy and regulations of the organization are called formal communication. Formal communication is governed by the established chain of command."

Informal Communication

"Informal communication is the casual and unofficial form of communication wherein the information is exchanged spontaneously between two or more persons without conforming to the prescribed official rules, processes, systems, formalities and chain of command."



NONVERBAL COMMUNICATION

Nonverbal communication refers to any form of communication that is not transmitted through spoken word.

VERBAL COMMUNICATION

Verbal communication is any form of communication that occurs through spoken word.

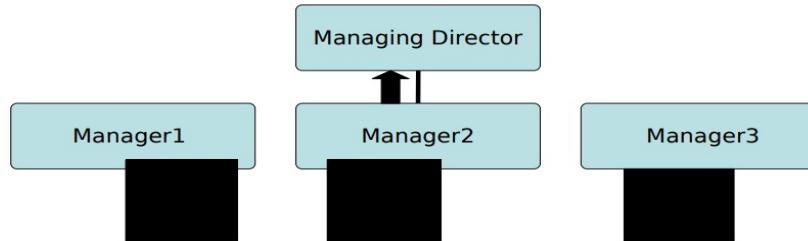
Flow of Communication

Information flows in an organisation both formally and informally. Internal operational and external operational communication can be described as formal. Informal channels, such as policy or procedural changes, offers, instructions, confidential reports, etc. are classified as formal communication. Communication can flow in various directions:

- 1. Downward Communication:** - The communication flows from high official to inform, instruct, advise, or request their subordinates is known as downward communication. Such communication increases awareness about the organisation among subordinates and employees. It can take any form-memos, notices, face to face interaction, or telephone conversation

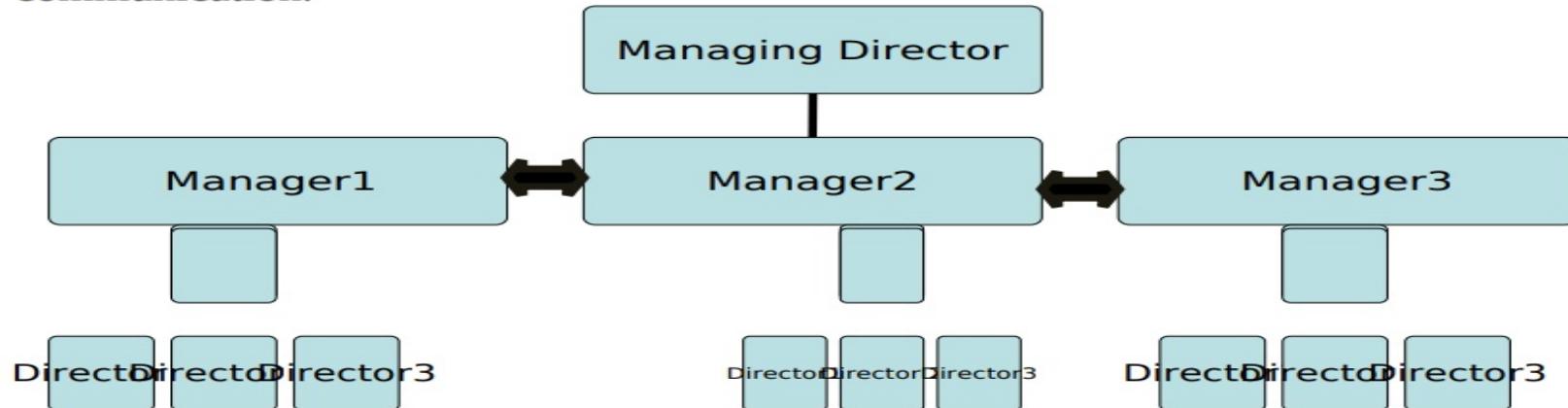


2. ***Upward Communication:*** -Communication which flows from subordinates to higher officials. When subordinates send reports to inform their superiors or to present their findings and recommendations, the communication flows upward.



3. ***Lateral or Horizontal Communication:*** - The communication which takes place among equivalent employees hierarchy in an organisation is known as lateral or horizontal communication. It enables the sharing of information with a view to up rise the peer group of activities of a department.

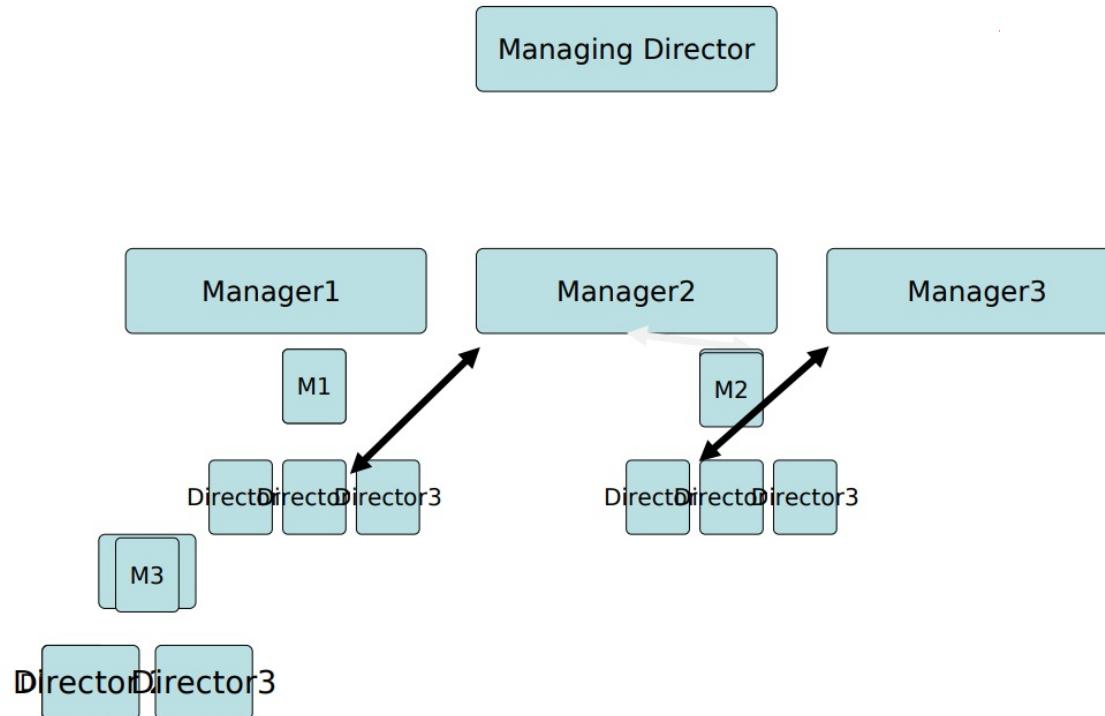
For e.g.: - The vice-president (marketing) sending some survey results in the form of a memo to the vice-president (Production) for further action is an example of lateral communication.



4. Diagonal Communication or Cross-wise Communication: - This type of communication flows in all direction and cuts across function and levels in an organisation.

For e.g. When a sales manager communicates directly with the vice president (production), who is not only in a different division but also at a higher level in the organisation, they are engage in diagonal communication.

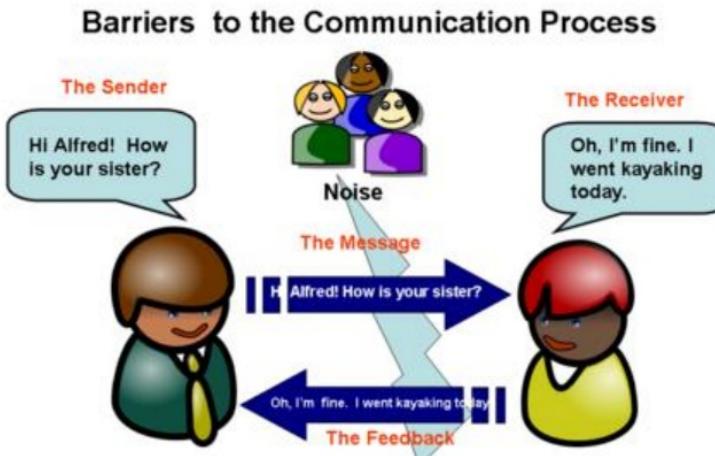
The increased use of e-mail also encourages cross-wise communication.



BARRIERS TO COMMUNICATION

Communication can be successful only when the receiver understands the message, sent by the sender. But if there are some errors and misunderstandings in communication, the message will be lost. Anything that inhibits or distorts the message sent is called a **communication barrier**. Barriers to Communication can be classified as-

- Intrapersonal Barriers
- Interpersonal Barriers
- Organizational Barriers



The noise in this diagram could be any barrier to communication.
It is not limited to audible sounds.

INTRAPERSONAL BARRIERS

This includes an individual's inbuilt barriers which may block the communication process. The same message is often interpreted in different ways by different people.

This is often a major cause of misunderstanding among people. Individual differences are a main reason for this. Intrapersonal barriers are often linked to the following causes-

- Wrong assumptions
- Varied perceptions
- Differing background
- Wrong inferences
- Impervious categories
- Categorical thinking

Wrong Assumption: - These are generally made because the sender or the receiver does not have adequate knowledge about each other's background or entertains certain false notion, which are fixed in their mind.

Varied Perceptions: - It occurs with the individuals who perceives situation in different ways. It happens only when a narrow perspective of the issue is used in communication.

Differing Background: - It occurs when the communication takes place between the speakers of different backgrounds with listener of different backgrounds. Backgrounds differ in education, culture, language etc.

Wrong Inferences: - The inference in fact and confusion because of difference between what actually exists and what had assumed to exist. This is wrong inference.

Impervious Categories: - When Individuals react positively to information only if it is in consonance with our own views and attitudes. Conversely, when individuals information that does not conform to our personal views, habits and attitudes or appears unfavourable to them, they tend to react negatively or even disbelieve. This is impervious categories.

Categorical Thinking: - When individuals react like pansophists (Known it all); they refuse to accept any further information which they feel that the information is known to them.

INTERPERSONAL BARRIERS

These are barriers which occur as a result of inappropriate transaction of words between two or more individuals. identify the following basic interpersonal barriers:

- Limited vocabulary
- Incongruity of verbal and non-verbal message
- Emotional outburst
- Communication selectivity
- Cultural variations
- Poor listening skills
- Noise in the channel

Incongruity of verbal and non-verbal messages: - When non-verbal cues do not match with verbal message, then barriers in communication takes place. Non-verbal cues provide a deeper insight into sender's message. For example: - Action speaks louder than words

Emotional Outburst: - A moderate level of emotional involvement intensifies, communication, making it more personal. Excessive emotional involvement can be an obstacle in communication. Positive emotions like happiness and excitement also interfere in communication, but to a lesser extent than negative feelings.

Limited Vocabulary: - An inadequate, improper vocabulary can be a major hindrance in communication. A good vocabulary is of no use unless the communicator knows how to use it.

Communication Selectivity: - When the receiver pay attention only to a part of the message, a barrier is created and it is known as communication selectivity. In such a situation, the sender is not at fault. It is receiver's fault.

Cultural Variance: - Cultural variance can be in the form of laws, customs and business practices in the area or management and companies. It is one of the predominant factors in communication failure.

Poor Listening: - A common obstacle to communication is poor listening habits. Listening requires careful attention and accurate decoding of the signals received from the speaker. Various distractions that hinder listening can be emotional disturbances, indifference, aggressiveness and wandering attention. It acts as a barrier when an individual is so engrossed in his/her own thoughts and worries the he/she is unable to concentrate on the listening.

Noise in the Channel: - Noise interferes greatly in the transmission of signals. Noise is any unwanted signals which acts as a hindrance in the free flow of communication. Technical noise can be in the form of disturbances in the telephone wires/lines, illegible writing, dim typescripts etc.

ORGANIZATIONAL BARRIERS

These are barriers to communication in an organization. The communication barriers may exist in an entire organization which often disrupts the smooth flow of communication. Some causes are-

- Too many transfer stations
- Use of inappropriate media
- Fear of superiors
- Information overload
- Negative tendencies

- I. **Too Many Transfer Station:** - The reasons for filtering or distorting the message, having too many transfer stations is always a deterrent to effective communications.
- II. **Fear of Superiors:** - In rigidly structured organisations, fear or awe of the superiors stops the people to communicate frequently by which communication does not flow freely.
- III. **Negative Tendencies:** - Communication barriers occur in an organisation due to confusion of idea between members and non-members of a group. These groups may be formal or informal and generally consists of people who shares values, attitudes, opinions, beliefs and behaviours.
- IV. **Use of Inappropriate Media:** - The common media used in an organisation are graphs, charts, telephones etc, while choosing the medium, we should consider time, cost, type of message and intended audiences. If there is no balance between the factors of medium, it leads to barrier.
- V. **Information Overloaded:** - The availability of huge amounts of data which the receiver is unable to handle effectively is known as information overloaded. It is one of the major problems faced in the organisations today.

Effectiveness of the communication largely depends on the reciprocal understanding; mutual exchange of ideas, facts, and information for it is not one-sided game or the exclusive affair of the transmitter of the message. The characteristics of a good communication system are as follows:

(i) Two-Way Process:

In communication, two parties are involved, namely, the sender or transmitter, and the receiver. The effectiveness of the communication depends on both the transmitter and the receiver, a joint role in making it perfect. A good communication system should be like a two-way-traffic to transfer knowledge, information, message etc.

(ii) Mutual Trust:

For a good communication system mutual understanding between the transmitter and the receiver of the message is very important.

Clarity of Message:

Clarity is a very important for the free of communication. The information must be as clear as possible. No ambiguity should creep into it. The message should be encoded in direct and simple language so that the receiver is able to understand it without much difficulty.

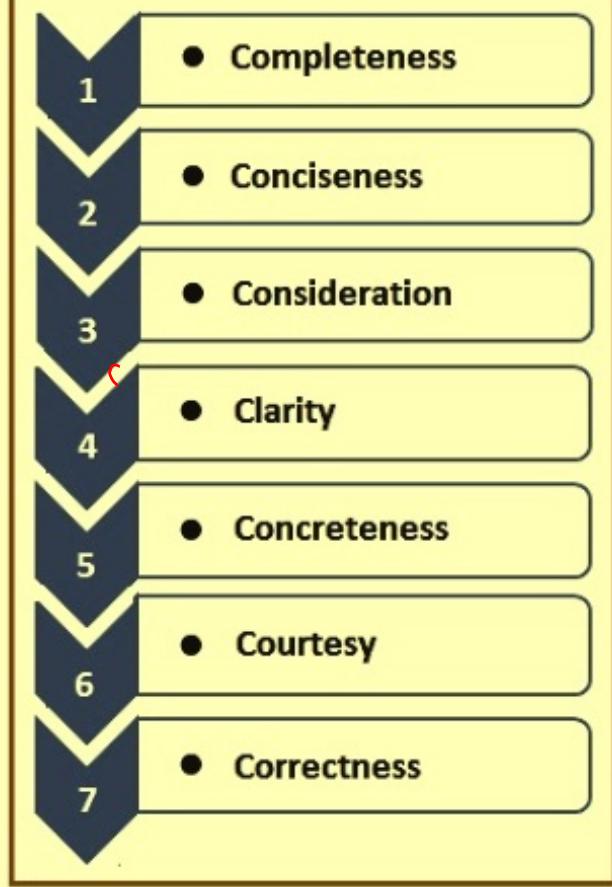
(iii) Timely Message:

Considerable attention should be given to the timeliness of communication. Delayed information is worse than none at all. Thus the information must reach on time to the receiver of the

Feedback: Communication cannot attain its goal unless the feedback is given. Through feedback system only can understand the impact of the delivered message.

7 Cs of Communication

7 C's of effective communication



1. **Correctness(Accuracy)** Free from mechanical or factual mistakes. Accuracy is not easily achieved. It requires attention to detail and critical review by the writer.

2. **Conciseness (Brevity)**- Elimination of unnecessary words or data. Concise writing enhances clarity, emphasizes nouns and verbs, minimizes adjectives and adverbs, omits unnecessary modifiers, present data and supporting details in appendices and reference only as needed. Tables and figures help brevity.

Examples

wordy

At this point of time
Due to the fact that
In due course
Sole monopoly

concise

now
because
soon
monopoly

3. **Clarity**-Correspondence should lack ambiguity. A reader should understand what the writer is trying to say with no room for misinterpretation. To enhance clarity avoid jargons.

- >Minimize acronyms and abbreviations.
 - >Use short-simple sentences.
 - >Place figures, tables and diagrams in close proximity to observations and conclusions.
- If clarity and brevity conflicts, choose clarity.

Examples

Use simple words

Pompous
Demonstrated
Visualize
Utilize

Simple
Show
see
use

4. Completeness- Every communication must be complete and adequate
While striving for completeness, we should follow the following guideline

- Provide all necessary information
- Answer all the questions asked
- Give something extra when desirable

5. Concreteness- (specific and precise)-

- Choose vivid image building words.
- Words have single specific meaning.

Examples

Abstract(vague and general)

Majority

Concrete (specific and precise)

68%

6. Consideration- Reader's point of view should be given preference.

1. Emphasize positive pleasant facts
2. Show empathy. Ask how would you feel if you were to receive this message

Example

I want to express my sincere thanks for the good words

The chairperson handled the situation tactfully (not chairman)

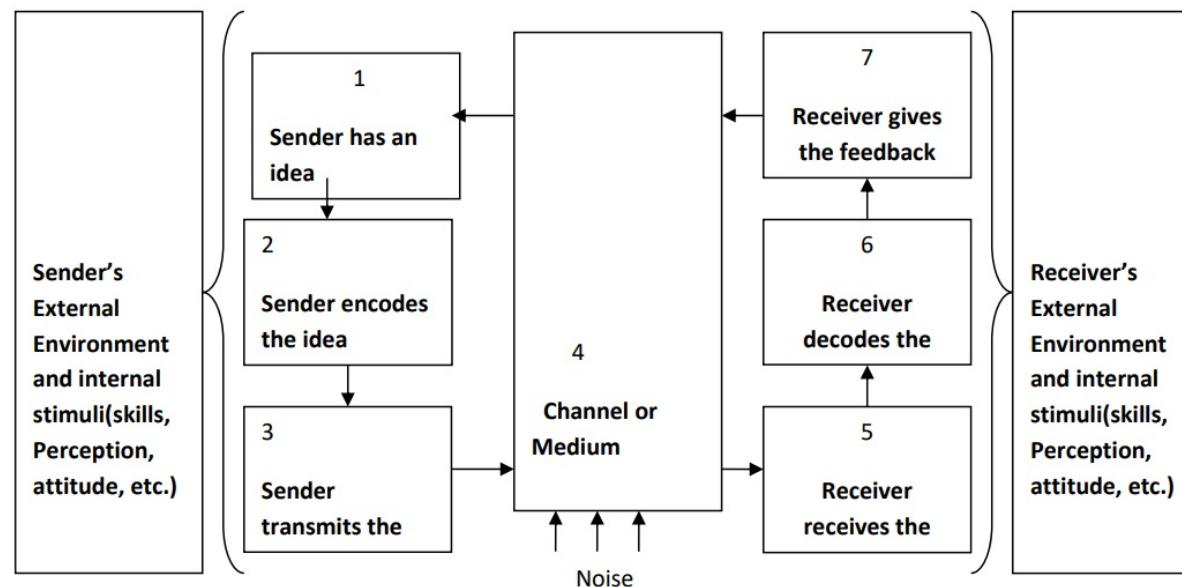
Use 'Customer service department' instead of 'complaint department'

7. Courtesy(politeness)-

1. Thanks generously for a favour
2. ~~Apologize for an omission~~
3. Avoid irritating expressions
4. Use non-discriminatory expressions that reflect equal treatment of people regardless of gender, race, ethnic origin and physical features.

Language as a tool of communication.

Whatever an individual visualizes thinks or looks through the thought process in his/her mind carry images and memorizes these experiences, which shape our ideas and influence our thoughts and actions, the moment we experience something new we alter our viewpoint. Hence individuality is the sum of all these myriad experiences, this is the reason people have varied new points. Language is used by the people to give shape to their experiences but language too is subject to error and many a times leads to misunderstanding. Language is essentially a means of communication among the members of a society. In the expression of culture, language is a fundamental aspect. It is the tool that conveys traditions and values related to group identity.





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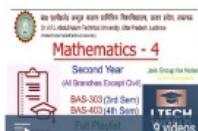
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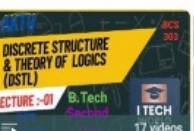
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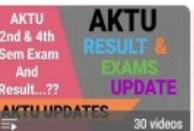
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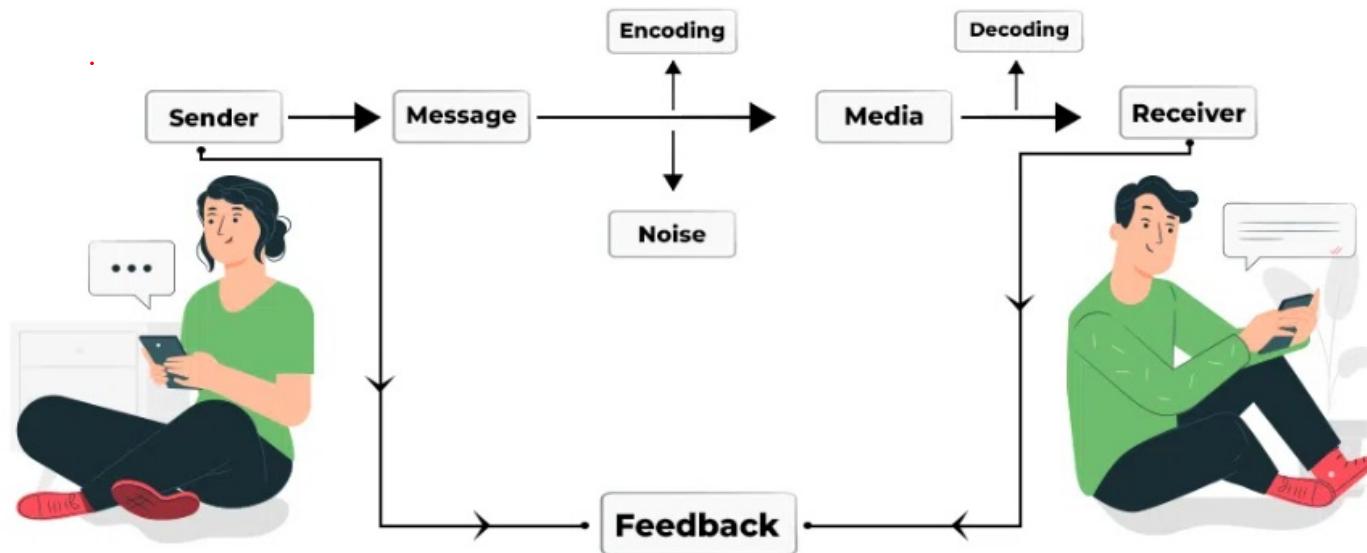
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code and content in communication skills.

Any human communication system involves the production of a message by someone, and the receipt of that message by someone else.

To encode a message, one must possess the necessary encoding skills.



Communication is a dynamic, transactional (two-way process) in which there is an exchange of ideas linking the sender and the receiver towards a mutually accepted direction or goal.

1. **Sender(Source)-** The process of communication begins with a sender, the person who has an idea and wants to share with.
2. **Encoding-**The sender must choose certain words or non-verbal methods to translate the idea into a message. This activity is called Encoding. While encoding a message, one needs to consider what contents to include , how the receiver will interpret it and how it may affect one's relationship.
3. **Message-**For communication to occur your receiver should first get the message. A message is any signal that triggers the response of a receiver. Message could be verbal (written or spoken) or non-verbal(such as appearances, body language, silence, sounds, yawns, sighs, etc.)
4. **Channel-** How will you send the message? The choice of channel or medium (written or oral) is influenced by the inter-relationships between the sender and the receiver. It also depends on the urgency of the message being sent. Besides, one may consider factors such as importance, no. of receivers, costs and amount of information.
5. **Receiver-** The receiver is any person who notices and attaches some meaning to a message.
6. **Decoding-** the receiver must decode (absorb and understand) the message. The decoded message must then be stored in the receiver's mind. If all goes well, the receiver interprets your message correctly, assigning the same meaning to your words as you intended and responding in the desired way.
7. **Feedback-** After decoding the message, the receiver responds in some way and signals that responds to sender. This feedback enables to evaluate the effectiveness of the message. If the receiver has not understand what the se4nder meant, can be understood by the response and refine the message

The sender sends the message. His message formulation or encoding depends upon external factors and internal stimuli such as his experiences, attitude, opinions, emotions, likes and dislikes etc. The message could be verbal or nonverbal and it could be sent by any of the various media such as medium of sound, or medium of written words etc. When the message reaches the receiver, he decodes it. His decoding again depends upon external environment or internal stimuli. The way the receiver responds or gives feedback shows how correctly or incorrectly the message was sent(encoded) and received and reacted (decoded).

1. Languages are codes :

- i. A code may be defined as any group of symbols that can be structured in a way that is meaningful to another person.
- ii. The English language, like any other language, is a code which contains elements that are arranged in a meaningful order.
- iii. A code has a group of elements (vocabulary) and a set of procedures for combining these elements meaningfully (syntax).

Code -A code is an arrangement of changing the words in a message with some other words or some such other symbols, so that information remains confidential and no one can comprehend it unless one knows the system.

2. Content :

- i. The message content, i.e., the message that is selected by the source to express its purpose.
- ii. Content, like codes, has both element and structure. When more than one piece of information is to be presented, they should have some order or structure.
- iii. An individual may sometimes be identified by his characteristic way of structuring messages. This is because the individual communicates in a way that is distinctive to him.
- iv. An individual uses a distinctive way or method, which has become his habit by constant use.

Content- It is the main subject matter or information in form of a magazine, story, television show, website, power-point presentation etc. For instance- the content of a computer class can be 'Programming with C', the content of a mathematics lecture might be 'Fibonacci sequence', The content of physics class could be 'reflection of light' etc. Whenever one finds a subject or subject-matter; one will always witness content.

1. A stimulus is a thing that a person can receive through one of his senses. In fact, it is a thing that can produce a sensation.

Stimulus- The plural form of stimulus is ‘stimuli’. To stimulate means to invigorate or to electrify a response. is a force that evokes or leads to a response, as in “Topping in the class test was the stimulus she needed to studying harder and maintain her position in the class.”

Stimuli are the forces that make us act or respond.

Response-It is the action, reaction or feedback.

2. A response is a thing that an individual does as a reaction to the stimulus.
3. Stimulus and response are the two terms that are frequently used in any discussion on the communication process.
4. Stimulus and response are ultimately connected with the whole learning process.
5. The communication objective of the source is to bring about a change in the behaviour of the receiver.

Stimulus–Response- Usually people get to see a direct one-to-one stimulus-response action or reaction. A sudden change in the milieu is the stimulus triggering the reaction or response of the individual.

What Is a Vowel?

The term ‘vowel’ is used to refer to letters used to represent vowel sounds. In the English language, five letters among the twenty-six letters of the English alphabet are called vowels. They are a, e, i, o, and u. The Oxford Learner’s Dictionary defines a vowel as “a letter that represents a vowel sound”. Now, let us find out what a vowel sound is.

What Is a Vowel Sound?

A vowel sound is a speech sound that is pronounced without the lips, tongue, teeth or throat blocking the air produced when uttering the letter. According to the Oxford Learner’s Dictionary, a vowel sound is “a speech sound in which the mouth is open, and the tongue is not touching the top of the mouth, the teeth, etc., so that the flow of air is not limited”. There are only five vowels in the English language, but there are twenty vowel sounds in total. Out of the twenty, eight of them are called diphthongs. Let us look at the following lists of vowel sounds and diphthongs to have a clearer idea.

Short Vowels

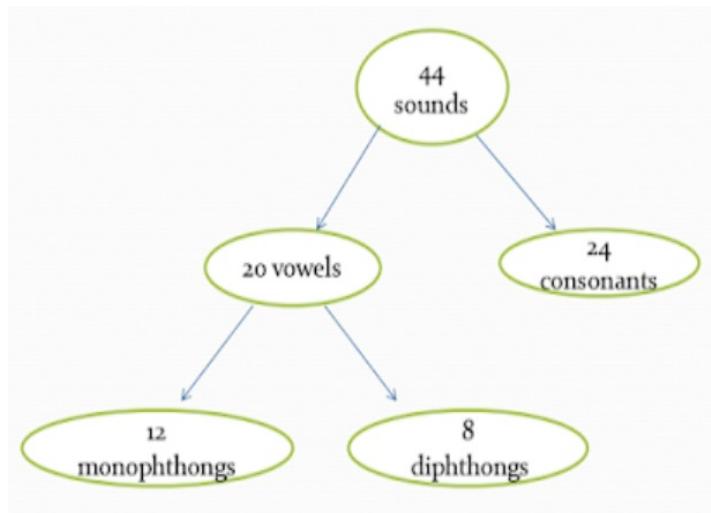
Short vowels are those that appear individually in words. These words normally end with consonants. They can, in no way, appear at the end of the last syllable of a word.

Here are a few examples.

- ‘a’ in ‘pan’
- ‘e’ in ‘rent’
- ‘i’ in ‘pit’
- ‘o’ in ‘cot’
- ‘u’ in ‘truck’
- ‘a’ in ‘fake’
- ‘e’ in ‘tedious’
- ‘i’ in ‘blind’
- ‘o’ in ‘rote’
- ‘u’ in ‘cumin’

Long Vowels

The term ‘long vowels’ is used to refer to two or more vowels that appear in words. Words with long vowels can start/end with vowels. Take a look at the following examples to understand.



Vowels	Monophthongs (one sound)				Diphthongs (2 sounds)		
	i: <u>tree</u>	ɪ <u>sh_ip</u>	ʊ <u>look</u>	u: <u>shoot</u>	ɪə <u>ear</u>	eɪ <u>say</u>	
	e <u>bed</u>	ə <u>the_e</u>	ɜ: <u>w_ord</u>	ɔ: <u>horse</u>	ʊə <u>tour</u>	ɔɪ <u>bo_y</u>	əʊ <u>phon_e</u>
	æ <u>mat</u>	ʌ <u>fun</u>	ɑ: <u>car</u>	ɒ <u>on</u>	eə <u>air</u>	aɪ <u>bu_y</u>	aʊ <u>how</u>

What Is a Consonant?

Consonant is a term used to refer to the letters of the English alphabet other than the five vowels (a, e, i, o, u). They include letters that are pronounced by obstructing the flow of air in the vocal tract. The Oxford Learner's Dictionary defines a consonant as "a speech sound made by completely or partly stopping the flow of air through the mouth or nose".

Consonant Sounds in English

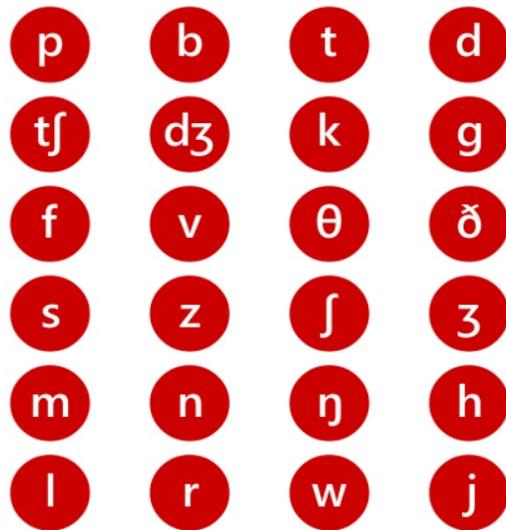
Like vowels, consonants can also be better perceived by learning their sounds. A consonant sound is a speech sound that is produced by the partial or complete obstruction of air by the lips, teeth, tongue or throat. The Collins Dictionary defines a consonant sound as "a sound such as 'p', 'f', 'n', or 't' which you pronounce by stopping the air flowing freely through your mouth". There are 44 speech sounds in total in the English language. Among them, 24 are consonant sounds. Let us look at what they are and how they are classified.

Classification of Consonant Sounds

Consonant sounds are divided into categories based on two aspects, namely,

- The place of articulation – with reference to the parts of the mouth that are used to pronounce the particular sounds.
- The manner of articulation – with reference to the movement of air from the lungs and through and out of the nose and mouth.

Consonant sounds



Consonants	p <u>p</u> ot	b <u>b</u> at	t <u>t</u> ip	d <u>d</u> og	tʃ <u>tʃ</u> in	dʒ <u>dʒ</u> og	k <u>k</u> at	g gap
	f <u>f</u> ly	v <u>v</u> ideo	θ <u>θ</u> ink	ð <u>ð</u> this	s <u>s</u> it	z <u>z</u> oo	ʃ <u>ʃ</u> ot	ʒ <u>ʒ</u> ision
	m <u>m</u> an	n <u>n</u> ext	ɳ <u>ɳ</u> sing	h <u>h</u> at	l <u>l</u> et	r <u>r</u> un	w <u>w</u> et	j <u>j</u> yes

1. Tone is the movement or level of pitch that is used and it forms the central part of intonation.
2. When we are engaged in normal speaking, the tone and pitch of our voice constantly changes depending on our mood to express what we just mean to say. Here the pitch of the voice says a lot.
3. For example, if we are angry while speaking with somebody, we can express our anger by just calling his name in a very high pitch. The same sentence can be said in different ways, which would indicate whether the speaker is angry, happy, grateful or just indifferent.

For example :

1. When the speaker is asking a question and is genuinely interested in the answer, he uses a rising tone.

When are you coming ? ↑

Where are you going ? ↑

What is he reading ? ↑

2. When the speaker is not at all interested, and is indifferent, the falling tone is used.

When are you coming ? ↓

Where are you going ? ↓

What is he reading ? ↓

3. When the speaker expects a positive answer, the rising tone is used.

Aren't you happy ? ↑

Is he reading ? ↑

4. If the speaker already knows the answer and now only wants a confirmation or agreement, the falling tone is used.

Aren't you happy? ↴

Is he reading? ↴

5. The rising tone is also used with request, polite statements or when apologizing.

Please come again. ↑

I beg your pardon. ↑

Please take your seat. ↑

6. The rising tone is also used in very simple questions such as the following :

Is it? ↑

Is she? ↑

Aren't you? ↑

Are they? ↑

Hasn't she? ↑

Kinds of Intonations:

There are mainly the following types of Intonations:

The Falling Tone: When the speaker begins a sentence at a high note but gradually shifts to a lower as he reaches to the end of a sentence, it is known as a falling tone. A falling tone will be marked with a symbol \ in front of the syllable to which it refers. The symbol will be above the line for a high falling tone and below the line for a low falling tone. As 'Then, \ Look, 'Do \ Tell

The Rising Tone: When the speaker begins at a lower note, but gradually shifts to a higher note as he reaches to the end of a sentence, it is known as a rising tone. A rising tone will be marked with a symbol / in front of the syllable to which it refers. As What's the matter? Are you calling me?

The Falling-Rising Tone: This tone is sometimes referred to as the dive. It consists of a fall from high to low and then a rise to the middle of the voice. It can be used either on one syllable or different syllables of a word or sentence. This tone is often used to indicate wish, warning etc. As: Don't go out in winter. I am waiting. Please be careful

THANK YOU!!

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