Solution of University Paper.

Ans 1. The skill of listening is the ability to receive and understand different speech sounds of a language It is the training of one’s ears to understand and discriminate the meaningful messages communicated by the sounds of a language.

Communication is not complete without effective listening • An attentive listener stimulates better speaking by the speaker • A good listener learns more than an indifferent listener • A good listener can restructure vague speaking in a way that produces clearer meaning • A good listener learns to detect prejudices, assumptions and attitudes.

B) cautious- reckless

Crooked- honest/straight

Optimist-pessimist

Generous- selfish

C) A TED talk is a recorded public-speaking presentation that was originally given at the main TED (technology, entertainment and design) annual event or one of its many satellite events around the world. TED is a nonprofit devoted to spreading ideas, usually in the form of short, powerful talks, often called "TED talks.

d) Admitted

Consumed

e) When we attempt to make a mental map of the entire passage that we have read, it is called assimilating. When we say we have understood a concept after reading a chapter, we have actually done assimilation.

f) Clarity helps to ensure that your message is understood. And your audience can see the benefits of taking action. Trust and credibility are critical for effective persuasion. People will trust you if they believe in your speech

Speaking fluency is also an important component of communication competence, because the ability of speaking fluently can help the speaker to produce continuous speech without comprehension difficulties for the listener and to maintain the communicative ideas more effectively.

g) The stress management meaning is to reduce the negative impacts caused by stress and to improve a person's physical and mental well-being. Stress management may include self-care, managing one's response to stress, and making changes to one's life when in a stressful situation.

Q2. A i) A compound sentence is a sentence that has at least two independent clauses joined by a comma, semicolon or conjunction. An independent clause is a clause that has a subject and verb and forms a complete thought. An example of a compound sentence is, 'This house is too expensive, and that house is too small.

ii) A suffix is a word part added to the end of a word (for example, -ful). If you add the suffix -ful to the base word, help, the word is helpful. A prefix is a word part added to the beginning of a word or base word (for example, un-). If the prefix un- is added to helpful, the word is unhelpful.

iii) These are words that sound the same but have different meanings. For example, the most common homophones taught in school are: there/their/they're and to/too/two. These sets of words have the same pronunciation but different meanings and uses.

b) Active listening means mindful and actively hearing and attempting to comprehend the meaning of the speakers.

Traits of a good listener-

Hear you out – free of judgment.

See both sides of the story.

Know when to step in.

Put themselves at speaker’s place Follow up on their promises.

Give the speaker their undivided attention

Provide appropriate nonverbal communication

Pace the conversation Recall previous information

c) Skimming is the act of glancing through a text for gathering a basic idea about that text. For instance, if you want to read an interesting article on the newspaper and you do not have enough time to read more than one article, you will skim through most of the article to decide exactly which article you want to read.

Churning means interpretation and inference. Interpretation Getting the summary of all the important points on a topic. Inference Reading between the lines. Understanding facts that are not stated openly.

d)There are 4 methods of public speaking.

* **Memorization**- This method can be one of the most effective methods of speaking.
* But it requires an extraordinary power to memorize because if the presenter forgets his text, his speech will sound stilled/unnatural and the presentation will go haywire.
* Therefore, the speaker should avoid memorizing long speeches.
* However, memorizing a quotation, an opening paragraph, or a few concluding remarks will strengthen his delivery and impress the audience.
* **Reading the Manuscript**- In this mode material is written and we read it aloud.
* For this mode to be effective we should know what is written where.
* This method is often used whenever a complex or technical presentation is made such as the description of some machine or the policy matters of an organization.
* **Extemporaneous**- Extemporaneous or Speaking from Notes means making presentation with the help of an outline
* The speaker prepares notes on a sheet or cards and then with the help of appropriate audio visual aids, makes the presentation.
* This process makes the delivery easy and impressive.
* It is by far the most popular and effective method when carefully prepared.
* Careful planning and rigorous practice enable one to collect the material and organize meticulously making the presentation quite spontaneous.
* **Impromptu**- The word impromptu means done without preparation or planning.
* Impromptu speech, thus, means a speech delivered without any preparation done beforehand
* An impromptu presentation should be as brief as possible.

### e) Fortunately, there are 4 steps to help reduce stress and cope with the inevitable stressors of everyday life:

**1. Avoid.**

**Believe it or not, it is possible to escape some of the minor stressors that tend to trouble people:**

* Take control of the stress that fills your day by finding ways to ways to make the situation better. For example, if your commute is stressful, try buying a new CD to make it more enjoyable.
* Create distance between you and something that causes stress. If a co-worker continually irritates you, create physical distance between the two of you.
* Say no when necessary.

**2. Alter.**

**Communicate clearly and let people know your expectations. It can make a world of difference:**

* Respectfully ask someone to alter how they are treating you. Remember to use "I" statements when addressing someone about how you feel.
* State your limitations in advance. For example, you can say, "I only have five minutes to talk."

**3. Accept.**

**Accepting the situation can ease much of the stress when avoiding and altering doesn't work:**

* Talk with someone about how you are feeling. Call a friend, get coffee with a relative or schedule an appointment with a therapist.
* Forgive yourself or others. It is an important element of accepting stressful situations, and moving on is easier than sitting around stressing about uncontrollable situations.

**4. Adapt.**

**Changing your standards and expectations of stressful situations can help you cope with stress:**

* Don't strive for perfection. Instead make reasonable substitutes throughout your daily life.
* Choose dinners that are easier to prepare and still make your family happy.
* Don't replaying stressful situations over and over in your head.
* Choose to focus on the positive aspects in your life.
* Change your perspective by asking yourself if the stressor will matter in five years.

Stress is a part of everyday life. Practicing these four steps can help to provide balance for a healthier, happier lifestyle.

Q3. A i) He confessed his guilt.

ii) As soon as he heard the news, he became glad.

iii) Make haste or you will be late.

iv) We went by car as it was cloudy.

v) I went to the doctor for I was sick.

vi)On reaching the office, Balu realised he had forgotten his files.

vii) Since it was very cold, I wore a sweater.

B,i.1 Allusion/ Illusion- Allusion" is the noun derived from the verb "allude," which is to make an indirect or passing reference to something. Example: She made allusions about her wealth. "Illusion" is the action of deceiving the eye or mind by what is unreal or false. Example: The magician created the illusion of flowing water.

* 2. Stationary/ Stationery- **Stationary** means “fixed,” “immobile,” or “unchanging.”
* **Stationery** refers to paper, matching envelopes, and writing implements.
* I don’t care much for the stationary bike; I prefer riding a real one.
* It stands in the square as a stationary reminder of the march of history.

ii) 1. Deny- Contradict

2. Cease- stop

3. Awful- disgusting

4. Timid- fearful

4.

a) Before Class

* Develop a mind-set geared toward listening.
* Test yourself over the previous lecture while waiting for the next one to begin.
* Read assigned material (SQ3R) or at least S (skim) and Q (question) to acquaint yourself with main ideas, new terms, etc. (Reduce, Recite and Reflect)
* Do what you can to improve physical and mental alertness
* Choose notebooks that will enhance your systematic note-taking(Cornell System of Note-taking)
* Intend to listen.

During Class

* Listen for the structure and information in the lecture. Use signal words such as:
  + “Today I want to cover...”  Introduction and/or Title
  + “Four points...” “Three causes...” Organizational cues
  + “Next I want to discuss...” Change of topic
  + “I emphasize...” “To repeat...”  Cues regarding importance
* Pay attention to the speaker for verbal (louder or higher pitched inflections) and body language cues of what’s important.
* Be consistent in your use of form, abbreviations, etc. (key your abbreviations).

*After Class: SAME DAY AS LECTURE (Reduce, Recite, Reflect)*

* Clear up any questions raised in the lecture by asking either the teacher or classmates.
* Fill in missing points or misunderstood terms from text or other sources.
* Edit your notes, labelling main points, adding recall clues and questions to be answered. Key points in the notes can be highlighted with different colours of ink.
* Make note of your ideas and reflections, keeping them separate from those of the speaker.

*Periodically (Review)*

* Review your notes: glance at your recall clues and see how much you can remember before rereading the notes.
* Look for the emergence of themes, main concepts, methods of presentation over the course of several lectures.
* Make up and answer possible test questions.

b) Pronunciation is the act or manner of speaking a word. For a variety of reasons, many words in English are not pronounced the way they are spelled, and some sounds can be represented by more than one combination of letters. Consider, for instance, that the words does, was, and fuzz all rhyme with one another.

5.

a) A **deductive paragraph**is the one whose main idea is at the beginning of the paragraph explained in a generalized way. The secondary ideas related to the main are located in the development and conclusion of the paragraph. Among these secondary ideas that are explained there are arguments, examples or motivations.

Then, its structure goes from the macro to the micro. Start by explaining the big picture and as it develops explain the particular ideas that arise from the main idea.

Example

Motivational factors are those material or abstract rewards, which may come from a third party or be intrinsic. Material rewards have proven their effectiveness in repetitive and mechanical learning. This type of learning is short term.

If the reward will be fleeting, the same will happen with learning. This is especially useful in the learning processes of young children.

A topic sentence is a sentence that introduces a paragraph by presenting the one topic that will be the focus of that paragraph.

The structure of a paragraph should imitate the organization of a paper. Just like the thesis statement gives the main idea of the paper at the essay level, the topic sentence gives the main idea at the paragraph level. The rest of the paragraph then supports that topic.

Topic sentences should:

* Be specific and have a narrower focus than your thesis statement.
* Appear in or near the first sentence of the paragraph.
* Introduce the topic of the paragraph.

b) Basis Agenda Minutes

1. Meaning Agenda is a list of ‘the things to be done or ‘business to be transacted at the meeting. Minutes are the record of the business transacted, resolutions passed and decisions arrived at by the meeting.

2. Contents Agenda, generally contains ‘what is to be done, motions, etc. Minutes generally contain ‘what has been done, resolution, etc.

3. When Prepared The agenda is prepared before the meeting. Minutes are prepared after the conclusion of the meeting.

4. Tense It is written in the future tense. It is always in the past tense.

5. Importance Agenda enables the members to know, what business the meeting is going to transact. The Chairman also can conduct the meeting as per the agenda. Minutes are evidence of the decisions taken at a meeting. Even an absent member can know about the proceedings of the meeting.

6. Legal Status Agenda has no legal importance. The Companies Act has not provided any rules regarding the drafting of an agenda. Minutes are the legal evidence of resolutions passed at the meeting. It provides abstract proof of the proceedings at the meeting. It can even be produced in the court of law as a legal document.

7. Approval The agenda is prepared by the secretary and approved by the Chairman, but no approval of the members is required. Minutes are prepared by the secretary and approved by the members, finally, it is confirmed by the Chairman.

8. Alterations in the order of items in an agenda can be made if the members attending the meeting agree to it. Minutes once recorded in the minute book, signed by the Chairman, and confirmed by the members cannot be altered.

6.

a) The [advantages of oral communication](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#advantages-of-oral-communication) are as follows:

1. [Immediate Transmission](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#immediate-transmission)
2. [Time-Saving](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#time-saving)
3. [Cost Savings](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#cost-savings)
4. [Effectiveness](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#effectiveness)
5. [Immediate Feedback](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#immediate-feedback)
6. [A Relationship Develops](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#a-relationship-develops)
7. [Interacting With Groups](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#interacting-with-groups)
8. [Message Can Be Changed](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#message-can-be-changed)

Immediate Transmission

Oral Communication provides immediate feedback and clarification. People listening to the speaker can ask questions and makes comments to add to the clarification. People listening to the speaker can ask questions, makes comments, add to the information provided, and so on. Both the speaker and the listener/listeners by turn can enter into a kind of short dialogue and make the whole communication event purposeful.

Time-Saving

Oral communication is a time-saving device. While a letter, dictate and typed, entered in the diary, put in the envelope, and carried to the person addressed will take a long time, oral transmission of the message makes the communication immediately effective.

Cost Savings

Cost is involved in any communication. When communication is needed within the organization and if it is completed in orally, it has not needed any paper, pen or stamp, or computer. So the transmission of information by oral communication saves [money](https://getuplearn.com/blog/what-is-money/) for the organization.

Effectiveness

Oral Communication is the most effective tool of persuasion as it lends a personal touch to the whole business. Resolving a conflict will not be possible in the absence of oral communication. Unless a manager/supervisor‘ talks’ to the workers in a persuasive tone, the conflict will remain there. No exchange of letters can achieve what a meeting can.

Immediate Feedback

The speaker can get immediate feedback on whether it is creating a favorable impression on the receiver or whether the receiver will protest or whether the receiver has clearly understood his meaning or is feeling perplexed or baffled and he can mold and adjust his message accordingly.

A Relationship Develops

It is mostly carried out and helps to promote friendly relations between the parties communicating with each other.

Interacting With Groups

It is very effective in interacting with groups. The speaker can immediately understand the group’s reaction and arrive at a satisfactory conclusion by putting his views across and exchanging points.

Message Can Be Changed

Oral communication provides ample scope to the sender of the message to make himself clear by suitably changing his words, voice, tone, pitch, etc. On the other hand, the words are once written cannot be changed. In other words, the message once transmitted in written form cannot be retracted. Oral communication, on the other hand, has the advantage of on-the-spot adaptation/improvement.

Oral communication contains many advantages. Following are the [disadvantages of oral communication](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#disadvantages-of-oral-communication):

1. [No record](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#no-record)
2. [Expensive](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#expensive)
3. [Inaccuracy](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#inaccuracy)
4. [Limited Use](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#limited-use)
5. [Probability of Omitting Main Subject](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#probability-of-omitting-main-subject)
6. [Confused Speech](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#confused-speech)
7. [No Legal Validity](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#no-legal-validity)
8. [Late Decision](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#late-decision)
9. [Less Important](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#less-important)
10. [Lack of Secrecy](https://getuplearn.com/blog/advantages-and-disadvantages-of-oral-communication/#lack-of-secrecy)

### No record

In oral communication, messages are difficult to record. So it is impossible to preserve the message for the future.

### Expensive

It is also an expensive medium of communication. Sometimes the audience can be managed by paying T. A and D. A. On the other hand, Technological devices that are used in this system are costly.

### Inaccuracy

There is very possibility of inaccurate messages to reach the destination. So, the reverse result of the expected plan may have occurred.

### Limited Use

The scope of usage of oral communication is limited. It is not suitable for lengthy messages. It should be sued for short messages.

### Probability of Omitting Main Subject

Sometimes, the main subject may be omitted to express a word for communicating. So, the expected result may not be achieved.

### Confused Speech

Sometimes the receiver fails to understand the meaning of a message due to the habitual productions of the speaker.

### No Legal Validity

There is no any legal validity of the oral message. As the oral messages are not taped and kept records, they can be denied easily if the situation goes against the speaker.

### Late Decision

It takes time to reach a decision. In the beginning stage, sometimes is killed in the discussion of any personal matters. Besides some time is also wasted on the irrelevant discussion. In this way, decision-making is delayed.

### Less Important

In oral communication, meaningless speech can mislead the main effects of the communication. But when the information comes out in writing, we take it seriously.

### Lack of Secrecy

In oral communication, important and secret information may be disclosed.

b) Kinesics studies nonverbal communication between people: how gestures, postures, facial expressions, the timbre of voice give away our true thoughts and intentions, even if we want to hide them. Kinesics is a separate discipline in psychology dedicated to the study of the language of nonverbal communication. In business, the next definition is more commonly used: kinesics is the language of nonverbal communication.

People always use nonverbal signals, such as facial expressions and gestures, in communication. These signals can be a much more informative source of data than speech: if you know kinesics, the person you are talking to can “reveal” you much more than they intended.

In business communication, many phrases, gestures and even the distance between interlocutors get set by the cultural code.  In different cultures, these can vary greatly: in the US, for example, business partners always shake hands, while in Japan, they bow to each other.

Kinesics includes many components.  For business communication, the first component to pay attention to is the gaze.  Firstly, we should analyse whether the partner seeks to establish visual contact: if they do, this indicates interest in the topic of conversation.  Nevertheless, if your business partner avoids making eye contact with you, it may not be a sign of disinterest but banal fatigue.

You should pay attention not only to the person’s gaze but also to any non-verbal means of communication.  In business ethics, nonverbal communication tools such as facial expressions, gestures, and posture are imperative.  You can “read” the pose of the interlocutor by analysing it along three dimensions:

* openness-closedness.  Someone in a closed position tries to use gestures to block out the other person: they cross their arms and legs, lean to the side, try to put an object between themselves and the other person if the negotiations held at a table;
* dependency-domination.  Usually, a person who expresses dependence looks up from below and lowers their head.  The one who wants to dominate does the opposite: they try to look down on the other person, patronisingly patting the other person on their arm or shoulder;
* harmony-confrontation.  If a person is in a mood for confrontation, they involuntarily adopt an aggressive posture, clenching their hands into fists or placing their hands on their hips.

When analysing nonverbal signals, it is essential to bear in mind that the psychology of communication is not unequivocal. Identifying the true motives of the interlocutor can be challenging. Nevertheless, kinesics often helps us better understand the true thoughts of the conversation partner and unravel their real motives. The most unambiguous gestures are the most common gestures people use. These gestures can unintentionally express a person’s true attitude to the speaker’s words or a problem.

7.

* a) Leadership is the ability to develop a vision that motivates others to move with a passion toward a common goal.
* *leadership is the “process of social influence in which one person can enlist the aid and support of others in the accomplishment of a common task”. M Chemers.*
* *"Leadership is ultimately about creating a way for people to contribute to making something extraordinary happen." Alan Keith.*
* Integrity is the integration of outward actions and inner values. A person of integrity is the same on the outside and on the inside. Such an individual can be trusted because he or she never veers from inner values, even when it might be expeditious to do so.
* A leader must have the trust of followers and therefore must display integrity.
* values : Leadership values are the core beliefs and principles that guide us in our personal and professional lives. Your values can be defined as the things you believe are most important to achieving your goals and being happy.
* Leadership values are closely connected to both your personal core values and the values of your company.
* Trust : In a leadership context, trust means that employees expect their leaders to treat them well, and, consequently, are comfortable being open with their leaders.
* Self-confidence can be described as an ability to be certain about one's competencies and skills. It includes a sense of self-esteem and self-assurance and the belief that one can make a difference .
* Leaders who are self-confident tend to deal immediately and directly with problems and conflicts, rather than ignoring, or passing problems to others .
* Leadership involves influencing others and self-confidence allows the leader to feel assured that his or her attempts to influence are appropriate and right.
* Communication and Networking
* The leaders must communicate the vision and goals to his team to motivate them to achieve them with efficiency.
* According to Center for Creative Leadership, “leadership networking is about developing and using your networks in a way that builds relationships and strengthens alliances in service of your organization’s work and goals.”
* In order to maintain a strong relationship with other people, it’s important to have good communication skills, as well as the ability to manage conflict and maintain relationships over time.

b) Active listening in the workplace is important because it's a way to show your team members that you value what they say. During meetings or brainstorming sessions, active listening can help you fully absorb what others are sharing and think of meaningful ways to add to the conversation. When you show others that you're listening to them, they may feel you respect them. This is an important part of establishing open communication and camaraderie in the workplace.

Follow these steps to show that you're an active listener at work:

### 1. Limit distractions

While having a conversation, limit your distractions as much as possible. This may entail putting your computer to sleep, turning your phone on silent and closing the door to your office. If you're planning a meeting, try to reserve a closed conference room. By limiting excessive noise or interruptions, you can keep your focus directed to the speaker.

### 2. Use the right body language

While someone is talking to you, show them you're listening by using the appropriate body language. A slight head nod and smiling are great ways to show you're engaged in a conversation. Along with these nonverbal cues, you can also use verbal affirmations to show you're listening. These actions can make the speaker feel more comfortable and inclined to continue to share their thoughts and opinions.

### 3. Focus on the present

Instead of thinking of a response, truly listen to what the speaker is saying. Try to quiet your thoughts and live in the present moment. When they finish their thoughts, you can then try to think of what to add. During a meeting, you could bring along a notebook to jot down any questions you may have so you can focus on the meeting and remember what to ask later. You may find that as the person continues speaking, they answer your initial questions.

### 4. Look for meaning later

Try to first understand what someone is saying before searching for a deeper meaning. Once you absorb what they said, you can begin to decide if they were conveying any underlying messages. By taking what someone says at face value, you can remember what they said better. As you reflect on the conversation, think about their tone, demeanor and body language.

### 5. Summarize what the speaker said

One way to show you understand what someone just told you is to give a brief summary of what they said. While paraphrasing, you could start the sentence with, "From my understanding, you're saying..." This is helpful especially if you misinterpret what they said. It gives the speaker a chance to clarify any points they made.

### 6. Ask follow-up questions

Asking thoughtful questions is another way to show you're invested in a conversation. When thinking of what to ask, reflect on what the speaker just said so you're only seeking new information. Try to think of questions that help them elaborate on what they just shared. Both specific and open-ended questions are a helpful way to get more information from the speaker. They may appreciate your questions if they forgot to mention a specific point.

* Allow moments of silence. During a pause in the conversation, let the speaker think of additional things to say and give them an opportunity to think through what they want to share. Instead of filling the gap with your own thoughts, this gives you both the opportunity to think through what they said.

* Take notes. When someone is explaining something to you, taking shorthand notes can help you remember the information. As you take notes, make sure to regularly look up from your laptop or notebook to show the speaker that you're listening.

* Show empathy. When someone is sharing something personal or emotional, your response and body language can [show your empathy](https://www.indeed.com/career-advice/career-development/empathic-listening-importance). For example, responding with, "I understand your concerns. Let me help you figure this out," shows them that you truly care.

* Find balance. If someone is sharing a problem with you, [sharing your own experiences](https://www.indeed.com/career-advice/career-development/support-for-employees) can be helpful in small doses. Make sure to still focus on them but to use your own experiences to help them feel your empathy.

* Try to learn. When going into a meeting or training session, expect to learn something. This attitude can help you make more of an effort to process what the speaker is saying.

* Recharge your body and mind. When you know you're going to have a long meeting, move around a little bit before it or get some light exercise like walking or stretching to get your blood flowing and make you feel more awake. Likewise, getting some fresh air can boost your energy level and help you stay focused.

* Be honest. If a [team member](https://www.indeed.com/q-Team-Member-jobs.html?from=careerguide-autohyperlink-en-US) wants to chat while you're busy or feeling stressed, be honest and let them know now isn't the best time to speak. Plan a time to talk to them later when you can keep your focus on them and not a pressing deadline.