

Certificate

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Listening Comprehension - 1

Listening comprehension is more than just hearing what is said: rather it's a child's ability to understand the meaning of the words that he hears and tries to relate to them in some way. When children hear a story, for instance good listening comprehension enables them to understand it, discuss it and even say it in their own words. This is an important skill to develop at an early age because good listeners grow up to become good communicators.

Speaking out loud is the most common form of communicating and learning to fully understand what is being said.

Tone of voice, pauses between words, where the emphasis is placed in a sentence and the rhythm and pattern of speech, all have an impact on the meaning of words being spoken and the message they want to convey.

Learning to listen carefully and comprehend those subtleties is not only an important task to read comprehensively but also provides a rich resource for your children to draw upon when they

want to convey their own thoughts and feelings.

Traits of a good listener :-

- + A good listener should have the following traits →
- 1. concentration
- 2. Must relate to personal experience
- 3. Paraphrasing
- 4. Positive attitude
- 5. Affirmative prompting
- 6. ~~Facilitators~~ Taking notes
- 7. Grasping between lines
- 8. Asking questions
- 9. Responding non-verbally
- 10. Being non-evaluative

Improve Listening Skills :-

Listening skills can be improved by following the below guidelines →

- 1. Chemistry with the speakers
- 2. Stop talking
- 3. Make eye contact

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4. Put the talker at ease
5. Remove Distraction
6. Pay attention to non-verbal communication
7. Fully involved
8. Hold your temper
9. Ask question
10. Pick up key points

Conversation and Dialogue - 2

Conversation 1 : Going to the beach \Rightarrow

A \Rightarrow How about we go to the beach ?

B \Rightarrow That seems a fair idea

A \Rightarrow I think we haven't been there for a long time

B \Rightarrow It's true, I don't ^{even} remember last time we visited there.

A \Rightarrow The weather is too hot

B \Rightarrow It would be a good time to go to a beach and ease off a little

A \Rightarrow I remember last time, you almost drowned. It was a little scary for you

B \Rightarrow I don't even remember or maybe I don't want to remember

A \Rightarrow At least lifeguard dived in to save you ?

B \Rightarrow Maybe he wanted to cool himself or you are telling a lie.

A \Rightarrow I am telling the truth, let's move things aside and be ready to move.

B \Rightarrow Yes, let's move quickly or this weather will burn me down to my bones.

Conversion 2 : (Hit and run)

A) The cops finally found that husband.

B) What are you exactly talking about?

A) Haven't you heard of the accident that happened yesterday?

B) I would remember if you could explain the incident in much more detail.

A) The husband of the driver who ran over two college students at 3:00 am. The students tried to defend themselves but couldn't get a hold off him.

B) Oh, yes. The girl died at the moment and the boy is still admitted in the Hospital.

A) According to the husband, he tried to help the boy by gently moving him onto the street.

B) But someone saw him pushing him off the car.

A) Did the husband dialled 911 if he saw that something has happened to boy and the girl?

B) Neither did he called nor he turned himself to the cops.

A) The truth will eventually come out. Let's see what happens.

Interviews - 3

Employment interviews are often considered as the most important form of interview. Candidates make a lot of material preparation to appear natural. A person who has sense of value and has the capability to fulfill the confidence, trust, responsibility is given to him / her.

In the interview, the interviewers know the basic details about the applicant like his education background, his hobbies, his work experience, his social status etc. The main aim of the interviewer is to judge the candidate's sense of values, ability of put across his / her idea and character with personality, whether the candidate would be a good fit for the job assigned or not.

The applicant prepare a proper career statement dealing with the following points =>

- Why do you want to join this organisation?
- What is it that you have in your mind, once you join the organisation?

- What scope does your discipline have in this organisation.
- What scope does your discipline have in this organisation.
- How do you plot your career graph in this particular organisation?

It could be by indicating your current standing in the academic or professional world and your inclination towards a particular stream. You want to join the particular organisation because it is fast growing company from your area of specialisation that fits in with the company's requirements and those that you will be able to fulfill the confidence and trust reposed in you.

Dress code and Body language for job interview =>

- a. Firstly, the physical appearance which creates the first impression. Cleanliness and neatness are the first requirements of a smart one.
- b. Being able to work in a smart and brisk manner also helps in catching the

eyes of the interviewer.

- c. Don't put on outstanding dress. Your dress should be natural. The same thing can be said about hairstyle, footwear, and handbag / briefcase. Harmony and sobriety should mark your attire.
- d. Use positive gestures.
- e. Make eye contact.
- f. Push your body to the back of the chair. It keeps you straight and alert.
- g. Keep right leg stationed firmly on the ground and left leg dropped behind it, so that the legs are in a logically formal manner.

Formal Presentation - 4

It is a kind of participative tool may communication which is focused and goal oriented and communication message to an audience in a way that brings about the desired change in their comprehension or opinion of the topic.

Features of good presentation

1. Subject matters according to the audience.
2. Maintain audience attention
3. Define clear goals
4. Follows a logical sequence
5. Use non-verbal communication.
6. Use learning aid
7. Listen and responds to questions and objective.
8. Summarize the presentation
9. Language according to the audience.
10. Signs of presentation and no.s,

Tips for Effective Presentation

1. Planning
2. Treat the floor as a stage.

3. Removal of fear.
4. Motivational
5. Be positive
6. Tone
7. Important point
8. Flexibility
9. Talk, just don't read
10. visual aid
11. Be straight forward
12. Welcome questions
13. Know your subject
14. Timing
15. Conclusion

Note :- So take care of body language while giving the presentation.

Stage of presentation

Stage I → Planning the presentation

Step 1 ⇒ defines the purpose

Step 2 ⇒ Analyse the audience

Step 3 ⇒ Gather supporting material

Step 4 ⇒ Plan visual aids

Stage II ⇒ Preparing the presentation

Step 1 ⇒ Develop the central idea

Step 2 \Rightarrow Develop the main idea

Step 3 \Rightarrow Gather supporting material

Step 4 \Rightarrow Plan visual aids.

Stage III \Rightarrow Organising the presentation

An effective presentation must be organised in given three parts

1. Introduction
2. Body
3. Conclusion

Stage IV \Rightarrow Rehearsing the presentation

1. Plan the rehearsal
2. Rehearse before live audience
3. Timing during rehearsal.
4. Try to create the presentation environment.

[Delivery]

Step V \Rightarrow There are three basic methods

1. Memorising method
2. Reading method
3. Notes method

communication at workplace -5

workplace communication is the process of exchanging information and ideas, both verbal and non-verbal with an organisation. An organisation may consist of employees from different parts of the society. They may have different cultures and background, and can be used to different room, to unite activities of all employees and restrain from any missed deadline or activity that could affect the company negatively. Communication is crucial. Effective workplace communication ensure that all the organizational objectives is tremendously important to organization because it increases productivity and efficiency.

communication leads to communication gaps between employees, which causes confusion, waste time and reduces productivity. Misunderstanding that cause friction between people and be avoided by effective workplace communication.

Effective communication often called communication, prevent barriers from

forming among individuals within companies that might impede progress in different situations to reach a common goal for business to function at deserved managers and lower level employees must be able to interact clearly and efficiently with each other through verbal communication and non-verbal communication to achieve specific communication to achieve specific business goals. Effective communication with clients plays a vital role in development of an organization and success of a business. When communicating, non-verbal communication must also be taken into consideration. Now a person delivers a message has a lot of influence on the meaning of this one.

Another important aspect to have effective workplace communication is taking into consideration the different backgrounds of employees while diversity enriches, it can also cause communicating barriers. Difficulties arise with a cultural background than another. It is for this reason that knowing about inter-cultural

communication at work and learning how to speak other without offending them. Different people absorb information in different ways. To make sure that the information conveyed is understood by all, the method used for communication should be easy, simple, clear and precise. When presenting visual information using pictures will make way for easy understanding, the presence of trust inside and co-operation will also simplify the use of communication.

Relationship must be established between co-workers to create a tension free workplace. Message should be sent and received with no alteration. To achieve healthy relationship in the workplace,

Behaviours such as trying taking credit for someone else's work and free riding should be avoided. These will create toxic relationship, in long run impact negativity in a company and reduce productivity. Referring to May communication is considered best for communication

Adequate important can be given for discussion, questions and classification

content → The content of the information plays a major role in workplace communication. The level of detail must be according to the grasping capacity of the audience giving too much detail won't make them involved use of while communication is not considered good effective workplace communication.

Barriers ⇒ common barriers to effective communication at workplace.

- i) Physical barriers ⇒ physical structure, local and construction of the workplace act as a barrier to effective communication.
- ii) Language Barrier ⇒ Language Barrier such as difference such as in slang or register among second language speakers within a workplace can create issue impeding proper work task completion.

- (iii) cultural barrier \Rightarrow The cultural diversity among the employee can act as barrier for effective communication at workplace.
- (iv) Emotional Barrier \Rightarrow Emotional barriers like fear, shyness, lack of self confidence and skills will stop an employee in communicating effectively with the colleagues.
- (v) Perception Barriers \Rightarrow Employee will have different experiences, value, preferences and attitudes. These may lead to variety of ~~assumptions~~ ^{assumptions} and can act as communication barriers.

Intonation - 6

When we listen someone speaking, we can distinguish variation in his/her voice sometimes, the voice goes up and at other time, it goes down. No language can be spoken on the same note or tone level.

The pitch of our voice keeps on changing. The intonation of a language. This refers to the pattern of with variation on the tone it uses in its utterance.

The factor which chiefly determine the choice of a tone/pitch pattern are both objective and subjective.

Objective Factors =

→ The type of utterance; statement versus question; command versus request.

Subjective Factors =

→ The speaker's mood, attitude, relationship with the listener etc.
e.g. She's very beautiful is a sentence that can be spoken in different ways to mean difference every time.

Tone groups :-

A. Falling tones \Rightarrow Falling tone is used in following categories of utterance.

1. ordinary statement made without emotional implication.

It's seven o'clock
The house is empty

2. 'uh' questions said in neutral, unemotional casual way.

When are you going?
What are you doing?

3. commands / orders.

So as I say
shut the door

4. Formal invitation

Come over for a cup of tea,

5. Exclamations (In excitement)

You are coming, aren't you?

They are not going, are they?

B. Rising tone \Rightarrow Rising tone is used in following categories of utterances.

1. The incomplete utterance, ~~as~~ usually as the first clause of a sentence.
It's seven o'clock (but she hasn't got up yet)
The house is empty (but Mr. Verma lived here some years back)
 2. In 'uh' questions said in warm and friendly way.
Where are you going?
How's your mother?
 3. Request, greetings, emotions of sorrow, apology
Please open the door, Good morning
Do sit down, Good morning
 4. In questions demanding answer in yes/no
Are they going?
You want to go?
- C. Falling-Rising tone \Rightarrow This tone group is used to indicate special / hidden meaning of the utterance and listener is required to understand more than the apparent meaning of the utterance.

1. Warning.

Don't do like this

2. concern
careful
3. reproach (to rebuke, to criticise)
Leave something for your sister.
4. Doubt (Reservation).
This car is good (but doesn't look like it).
- D. Rising Falling Tone =>
1. Sarcasm (satire) -
How good of you!
Oh, really
2. Suspicious
What has he been doing?
Will you be able to do it up?
3. Enthusiastic Argument
~~yes yes~~
of course

Pronunciation- 7

Pronunciation is a way in which a word or language is spoken. The pronunciation of word may vary due to various factors such as cultural exposure, ethnic group, their's social class or their education.

Pronunciation highly influences intelligibility of a language as a result the pronunciation tends to vary and create ambiguities for the others.

Some salient features related to pronunciation are -

Silent D →

1. D is not pronounced in dg
judge, hedge, sledge, dodge, grudge
2. D is not pronounced in day of week or rd
Wednesday, handsome, sandwich
3. D is silent after A.O.O
calm, talk, walk, would, half, fork

4. silent 'B' (not pronounced after 'm')
climb, comb, dumb, thumb, limb
5. Not pronounced 't' usually
debt, doubt, subtle
6. Silent 'k' ('k' is silent after A.O.O.)
calm, talk, walk, half, would, should
7. Pronunciation + syllable stress
The way word is ~~said~~ said -
syllable = part of word
stress = emphasis