

Nehru Institute of Engineering & Technology

T.M. Palayam, Coimbatore-641105

(Approved by AICTE, New Delhi and Affiliated to Anna University, Chennai)

Accredited by NAAC, Recognized by UGC under section 2(f) and 12(B)

**NBA Accredited UG Courses: Mech, Aero, CSE**

***Laboratory Record Work***

***Department of Artificial Intelligence***

***Academic year 2021-2022***

***Interpersonal Communication skills-HS8381***

***Laboratory Record***

***Name:----- Reg No:----- Year/Degree:***

***-----Branch:-----***

***Place:-----***

***Date:-----***

***Staff In-charge***

***Certified Bonafide record of work done by-----***

***University Register Number:***

***Submitted for the University Practical Examination held on-----***

***Internal Examiner***

***External Examiner***

**ANNA UNIVERSITY SYLLABUS(REGULATION 2017) - For second year B.E.**  
***Mechanical, B.E. Mechatronics, BE. E.C.E, B. E. C.S.E&AIDS Students***

<b>Course Objectives</b>	<p><b>The Course will enable learners to:</b></p> <ul style="list-style-type: none"><li>• Equip students with the English language skills required for the successful undertaking of academic studies with primary emphasis on academic speaking and listening skills.</li><li>• Provide guidance and practice in basic general and classroom conversation and to engage in specific academic speaking activities.</li><li>• Improve general and academic listening skills</li><li>• Make effective presentations.</li></ul>
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**Course Outcomes**

**C309.1-**Learners will be able to comprehend the importance of listening skill at work place and gain the confidence to talk in English without fear by enquiring and collecting personal information by applying communication strategies and also formulate to produce fragmented sentences.

**C309.2-** Students will be able to comprehend the stages and types of listening and that would help the learners to collect and give the information and also as a part of applying communication strategies the learners will be able to speak confidently with accent on a wide range of every topics and also able to compare and contrast information and ideas from multiple sources.

**C309.3-** Learners will be able to comprehend the importance of lexical chunking which is essential for accuracy and fluency and also able to deliver an informal talk for five minutes and follow the gist in listening skill for effective listening.

**C309.4-** Students will be able to comprehend the importance of listening skill and being an active listener the learners will be able to give the verbal and non-verbal feedback and also give up irksome by participating in group discussion and by applying reading strategies the learners will be able to analyse the critical reading and listen to lectures speech to collect the information.

**C309.5-** Learners will be able to participate confidently and appropriately in conversations both formal and informal and giving directions and instructions in academic and business contexts and also get ready for effective presentations in group/pair and individually for attaining successful career.

## ANNA UNIVERSITY SYLLABUS

(Third Semester)

*(for second year B.E. Mechanical, B.E. Mechatronics, B. E. E.C.E., B. E. C.S.E and AIDS Programme)*

2017 Regulation

**HS8381 INTERPERSONAL SKILLS/LISTENING & SPEAKING**

**L T P C**  
**0 0 2 1**

### **OBJECTIVES:**

The Course will enable learners to:

- Equip students with the English language skills required for the successful undertaking of academic studies with primary emphasis on academic speaking and listening skills.
- Provide guidance and practice in basic general and classroom conversation and to engage in specific academic speaking activities.
- Improve general and academic listening skills
- Make effective presentations.

### **UNIT I**

Listening as a key skill- its importance- speaking – give personal information – ask for personal information – express ability – enquire about ability – ask for clarification Improving pronunciation – pronunciation basics taking lecture notes – preparing to listen to a lecture – articulate a complete idea as opposed to producing fragmented utterances.

### **UNIT II**

Listen to a process information- give information, as part of a simple explanation – conversation starters: small talk – stressing syllables and speaking clearly – intonation patterns – compare and contrast information and ideas from multiple sources- converse with reasonable accuracy over a wide range of everyday topics.

### **UNIT III**

Lexical chunking for accuracy and fluency- factors influence fluency, deliver a five-minute informal talk – greet – respond to greetings – describe health and symptoms – invite and offer – accept – decline – take leave – listen for and follow the gist- listen for detail

## **UNIT IV**

Being an active listener: giving verbal and non-verbal feedback – participating in a group discussion – summarizing academic readings and lectures conversational speech listening to and participating in conversations – persuade.

## **UNIT V**

Formal and informal talk – listen to follow and respond to explanations, directions and instructions in academic and business contexts – strategies for presentations and interactive communication – group/pair presentations – negotiate disagreement in group work.

**TOTAL :30PERIODS**

### **OUTCOMES:**

At the end of the course Learners will be able to:

- Listen and respond appropriately.
- Participate in group discussions
- Make effective presentations
- Participate confidently and appropriately in conversations both formal and informal

### **TEXT BOOKS:**

1. Brooks,Margret. Skills for Success. Listening and Speaking. Level 4 Oxford University Press, Oxford: 2011.
2. Richards,C. Jack. & David Bholke. Speak Now Level 3. Oxford University Press, Oxford: 2010

### **REFERENCES:**

1. Bhatnagar, Nitin and MamtaBhatnagar. Communicative English for Engineers and Professionals. Pearson: New Delhi, 2010.
2. Hughes, Glyn and Josephine Moate. Practical English Classroom. Oxford University Press: Oxford, 2014.
3. Vargo, Mari. Speak Now Level 4. Oxford University Press: Oxford, 2013.
4. Richards C. Jack. Person to Person (Starter). Oxford University Press: Oxford, 2006.
5. Ladousse, Gillian Porter. Role Play. Oxford University Press: Oxford, 2014

## LIST OF ACTIVITIES FOR THE INTERPERSONAL SKILLS-HS8381

S. NO	Date	DESCRIPTION OF THE CONTENT	MARKS ALLOTTED	MARKS OBTAINED	SIGNATURE
1		Self Introduction & Small Talk	10		
2		Talk about your Home Town for 5 minutes	10		
3		Face to Face Conversations & Telephonic Conversations (Conversation Starters - Informal)	10		
4		Listening and Answering the Questions (Cloze Tests) A Day @Mysore Zoo	10		
5		Listening to Lectures & Taking Notes (Listening for details)	10		
6		Listening to Process and Explaining/Describing it	10		
7		Listen to Information and Converse on it	10		
8		PPT presentation -use 10 slides	10		
9		Listening -History of Mysore Palace- Answering the questions	10		
10		Presentation for 5 minutes	10		
<b>TOTAL</b>			<b>/ 100</b>		
<b>AVERAGE</b>					

SIGNATURE OF THE LAB IN CHARGE: **Dr. R. Deepa**

## **SELF INTRODUCTION & SMALL TALK**

Speech is one of the three fundamental communication modes. The ability to communicate through *effective* speaking is as important to language skill development as is the ability to write effectively.

### **SELF INTRODUCTION**

In this task students would be taught how a self introduction should be given in a formal tone and would be asked to introduce them.

### **SMALL TALK**

Small talk is integral to the success. Whether networking, speaking with a new prospect, or warming up a customer before upselling or asking for a referral, one must be able to build rapport with casual conversation. In helping to master this crucial skill four strategies would be taught to students.

**First, ask open-ended questions.** Most people enjoy talking about themselves -- not only are we are our favorite subjects, but it's also easier to discuss yourself than something you know little about. Think about it: Would you have a harder time speaking about 14th century glass-blowing or your favorite book? Open-ended questions generate an interesting, dynamic conversation and encourage the person you're speaking with to open up.

**Second, practice active listening.** It's tempting to tune out occasionally, but you'll forge much stronger connections if you pay attention. The other person will notice how engaged you seem. In addition, it's much easier to ask relevant questions and remember details to bring up later if you're not listening with one ear.

**Third, put away your phone.** We tend to pull out our phones when we're feeling uncomfortable or awkward in social situations, but nothing will sabotage your conversational efforts more quickly. Few people will approach you if you're scrolling through your phone -- and you'll send a plain message to anyone you're already talking to that you're not interested.

**Fourth, show your enthusiasm.** Small talk might not always be the most stress-free activity. However, if you go into it with the right attitude, you can actually have fun. View these conversations as opportunities to learn more about other people. You never know whom you'll meet or what they'll have to share -- so embrace the chance it'll be an amazing discussion.

**Sample Topic Type (*Small Talk*)**

### **1) The location or the venue**

Discuss your surroundings. Are you in a beautiful hotel, home, or conference area? Is the town noteworthy? Did you recently visit somewhere cool nearby?

### **2) Entertainment**

Talk about what you've enjoyed lately and what's on your list. That might include the Netflix show either of you are binge-watching, the last movie each of you saw, the books you're reading, the podcasts you're streaming, any plays you've attended, and so on.

### **3) Art**

If the person you're speaking to enjoys art, ask them which museums they've gone to and would like to visit, their favorite exhibits, which artists they enjoy, if they have any recommendations for galleries, which genre and medium of art they prefer, how their interest developed, and so on.

You can also discuss changes in the art world. Are there any new trends developing they're interested in (like "post-internet art")? What are their thoughts?

### **4) Food**

Food is one of the best small talk topics, since almost everyone loves to eat. Ask which restaurants they'd recommend and the dishes you should order. If they don't eat out often, ask which dishes they like to make at home. Describe an upcoming scenario and get their opinion on what you should cook or bring. For example, *"I'm responsible for dessert for a housewarming party. There are 10 people coming -- two vegans, one person with a nut allergy, and another who doesn't eat gluten. What would you suggest?"*

### **5) Hobbies**

Delve into the other person's passions. They'll be enthusiastic to talk about what they love, and you'll get the chance to connect with them on a deeper level.

Ask what they do in their free time, which activities they participate in outside of work (and how they became involved), what their childhood hobbies were versus now, whether they're taking any classes, and what they'd like to try (sushi-making, novel-writing, salsa dancing, etc.).

### **6) Work**

Talking about your day jobs can be tricky. You don't want the conversation to devolve into a boring comparison of what you do -- which it quickly will unless you steer toward more interesting territory.

On the other hand, work is a good small talk topic because the vast majority of people have something to say.



Instead of asking generic questions like, “Where do you work?” “How long have you worked there?” and “Do you like it?”, use interesting, unexpected ones such as:

- “My [niece/son/grandchild] wants to become a [profession]. Do you have any advice I should pass on?”
- “What’s your favorite aspect of your job? Why did you decide to work in [X field]?”
- “Many of my clients in [X role] tell me [Y detail about job]. Has that held true in your experience?”
- “Which skill do you use the most in your work? Is that what you expected?”
- “What’s the stereotype of a [job title]? Does it hold up?”
- “Is there anything you didn’t anticipate about this role? Do you like or dislike that?”

## **7) Sports**

Some people could talk about sports all day. Others would rather talk about anything but. There are a few rules of thumb for discussing sports.

First, if you’re in a group of two-plus people, make sure everyone is a sports fan. You don’t want to exclude someone from participating.

Second, while an enthusiastic conversation is fun, a heated one won’t help your networking goals whatsoever. If you or the other person starts getting riled up, change the topic.

## **8) The weather**

Weather is the ultimate small talk topic. It’s typically not the most scintillating conversation-starter, but with a little creativity you can spark some engaging discussions.

Ask about the other person’s plans given the weather (for example, if it’s rainy are they going to stay at home and watch movies? If it’s sunny, are they going to have a BBQ, do something outdoorsy, go on a hike, eat dinner on their patio, etc.?)

You can also discuss their favorite type of climate and why they like it. This frequently turns into a discussion about their personality, which can be fun and interesting.

Get them talking about the climate in their hometown. Is it different from where they live now? The same? Which type do they enjoy more? If they could choose to live anywhere based solely on the weather conditions, where would it be?

Seasonal rituals and traditions are handy conversation-starters as well. Do they do anything special this time of year? Are there any places they visit, trips they take, people they see, or other activities they do?

For prospects:

- “What’s the most exciting thing about your business?”
- “What’s the most exciting thing about your product?”
- “What’s the most exciting thing about your team?”

- *“What’s the most exciting thing about your industry?”*
- *“What’s the most significant change at your company in the past six months?”*
- *“If you could go back one year in time, what would you do differently?”*
- *“I’m curious to know your story.”*
- *“Tell me about your highlights at [company name].”*
- *“Tell me about your lowlights at [company name].”*
- *“What’s your biggest priority right now?”*
- *“What’s your lowest priority?”*
- *“What is your boss fixated on right now?”*
- *“What’s your number one most important metric?”*
- *“What can I do to help you achieve [X goal]?”*

For customers:

- *“How are things going?”*
- *“What’s your progress on [X goal]?”*
- *“How has business changed since we talked last?”*
- *“What are you worried about?”*
- *“What are you happy about?”*
- *“Which industry events are you planning on attending?”*
- *“How are your efforts in [related business area]?”*
- *“How’s life in [city]?”*
- *“What can I do to make you even more successful?”*

For professional acquaintances:

- *“What’s your industry like right now?”*
- *“Do you need any introductions?”*
- *“As an expert in [field], I’d love to hear your thoughts on [event, announcement, major change].”*
- *“Tell me about your latest work win.”*
- *“We’ve discussed your role before, but it’s probably evolved since then.”*
- *“Which blogs are you reading to stay informed on [topic]?”*
- *“You’re still one of the only people I know who [did X, achieved Y].”*

**FACE TO FACE CONVERSATIONS & TELEPHONIC CONVERSATIONS**  
**(INFORMAL)**

**PRACTICE AND PRESENTATION**

**Conversation Starters**

**Talk about the spread**

Many situations that are appropriate for small talk involve food, so use that as a way to open up dialogue:

- Wow, this food looks amazing. What would you recommend?
- That cake looks divine, where did you find it?
- Everything is delicious; do you know who prepared it?
- I'm not familiar with this dish. Do you know what's in it?
- Oh wonderful, they have my favorite dish!

**Pay someone a compliment**

Everyone loves to be paid a compliment from time to time, so don't be shy and let someone know when they've impressed you in some way:

- That brooch is beautiful, wherever did you get it?
- I wish I could steal your stylist for myself!
- Your letter to the editor was a great read. I would love to hear more of your thoughts on the issue.
- How do handle so much responsibility so calmly?
- You've done such a nice job handling the merger, you really helped lighten the load for me and I appreciate that. Can I help you out with anything?

**Talk shop**

Discuss what you do and what you are interested in doing:

- Are you in the film industry, too?
- Oh, interesting. What made you go into psychiatry?
- Educators are so amazing to me, your work is so important! What's your favorite thing about teaching?
- How long have you been a weatherman?
- What do you think about the new technologies coming out in the design world?
- Where's your favorite business-trip destination?

- Can you recommend any conferences I should attend as a writer?

### **Talk about background**

This can be tricky, as no one wants to be nosey. But, asking polite questions about someone's background shows interest and can be a great way to open up dialogue:

- What town did you grow up in?
- Do you come from a large family?
- Where is the furthest place you've ever travelled to?
- Did you play sports throughout school?
- I noticed your accent, where's it from?
- What brought you to the city?

### **Get a little bit personal**

By asking more personal questions you will get to become more quickly become familiar with the person you are speaking with:

- What's your favorite book?
- Who would you bet on to win the Super bowl this year?
- Do you have any interesting hobbies?
- I love water sports, they're my passion. How about you?
- What's your favorite holiday?
- If you could go back in time, to what time period would you travel?

### **Have fun with hypothetical questions**

These sorts of questions are a great way to enjoy an informal social gathering:

- What would you do if you won the lottery tomorrow?
- If you were about to be stranded on a desert island and could bring one person with you, who would it be?
- You just found a genie in a bottle. What would your three wishes be?
- Aliens just landed and want you to share with them the five best foods in the world. What would you give them to try out?
- If a movie was made about your life, what famous actor or actress would play you?

### **Beautiful day, isn't it?**

There are some topics that never get old, talking about the wheather is certainly one of them.

- It looks like it's going to rain.
- This wheather makes me think of BBQ, how about you?
- Can you believe all of this snow we've been having?
- How about this wheather?
- I hear they're calling for rain all weekend. Did you order this?
- We couldn't ask for a nicer day, could we?

- Can't believe it is February, it is so hot outside.

### **What a nice occasion!**

Use the following ideas for events like business lunches or parties, where the event itself helps give you common ground.

- How do you know the host?
- Did you enjoy the speech/presentation just as well as me?
- Have you attended this event in the past?
- Have you tried the strawberry cake?
- What do you do for a living?
- What do you like to do when you are not working?
- Pretty nice place, isn't it?
- I love your dress. Where did you get it from?

### **Follow up questions**

Be sure to pay attention to the answers people give you. The 5 Ws and H can be great for this:

- Who first introduced you to your favorite film?
- What was it like moving across the country on your own?
- When did you know that you wanted to be a doctor?
- Where did you pick up your impeccable fashion sense?
- Why aren't you writing professionally, you're so talented with words.
- How do you manage to stay so up to date on the new technologies?

Students would be given practice for conversing. They should select any one of the topics from the given list and must present it for a minimum of five minutes.

### **Sample Topic Type**

- |  |                                    |
|--|------------------------------------|
| • Greeting and Introducing                     | • Introducing Another Person       |
| • Making Requests                              | • Meeting a Person First Time      |
| • Asking for and Giving Permission             | • Meeting People after a Long Time |
| • Offering Help                                | • Appreciating Something           |
| • Giving Instructions and Directions           | • Apologising                      |
| • Describing People, Places, Events and Things | • Asking for Information           |
| • Discussion on Announcements                  | • Expressing Disapproval           |
|  | • Taking Leave of Somebody         |

EX. NO : 1  
DATE:

### **SELF INTRODUCTION AND SMALL TALK**

Students have to prepare and make a write up of your self-introduction in the manual and present Infront of the class.

EX. NO :2  
DATE:

Students have to prepare and to talk about their home town for 5 minutes.

EX. NO : 3  
DATE:

Prepare a face-to-face conversation & Telephonic conversation dialogue. (In this exercise students have to prepare and make a write up in the manual and practice to do Infront of the class.



EX. NO : 4  
DATE:

**LISTENING AND ANSWERING THE QUESTIONS – A day @ Mysore zoo (CLOZE TESTS)**

Sample audios would be played and the students should listen to it and answer the given questions.

EX. NO : 5  
DATE:

## **LISTENING TO LECTURES AND TAKING NOTES**

### **(LISTENING FOR DETAILS)**

Audios from TED or sample lectures would be played and the students should listen to it, take notes and discuss on it.

EX. NO: 6  
DATE:

### **LISTENING TO PROCESS AND EXPLAINING/DESCRIBING IT**

Online audios related to process description would be played. Students should listen to it and explain the same and make a write up in the manual

EX. NO : 7  
DATE:

**LISTEN TO INFORMATION AND CONVERSE ON IT**

Online audios related to current affairs would be played and students should listen to it and converse among the team members on it.

EX. NO : 8 DATE:
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### **PAIR PRESENTATION - PPT**

Students should give a Power Point Presentation, on the given topic, with a minimum of ten to fifteen slides. Presentation should be in an interactive way and must not exceed a maximum of fifteen minutes.

EX. NO: 9  
DATE:

Students have to listen to the audio of History of Mysore palace and answer the questions.

EX. NO: 10 DATE:
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Students have to prepare and come forward for the oral Presentation to be presented for 5 minutes.