

Business English Communication

Session 1

Communication Basics

Studies tell that 70% of the mistakes in the workplace are a direct result of poor communication.

Communication works for those who work on it.

What is Communication?

■ The transmission - by speaking, writing or gestures, of information which evokes understanding.

■ The art of being able to structure and transmit a message in a way that another can easily understand and/or accept

■ Attitudinal Skill

Communication – importance given to the 3 parameters

■ Non-Verbal (body language – 56%)

■ Verbal -- 37%

■ Words -- 7%

Basic Communication Principles

1. Everything we do is in a way communication.
2. Real communication is the message received and not the message intended, perspectives will differ
3. Communication is a two-way street – we have to give as well as gather and interpret

HOMEWORK - Exercise 1

1.1 Write the short form of

1. She isshe's.....
2. They arethey're.....
3. It is notit isn't.../ it's not.....
4. I am notI'm not.....
5. You are notyou aren't...

1.2 Put in am, is or are

1. The weather ...is.....nice today
2. Iam.....not tired.
3. This bag ...is.....heavy.
4. These bagsare.....heavy.
5. Look! Thereis..... Rani.
6. My brother and I ...are.....good tennis players.
7. Ramis.....at home. His children.....are.....at school.
8. I...am.....a taxi driver. My sister...is.....a nurse.

1.3 Fill in the details

1. (name) My ...name is Divya Voruganti.....
2. (from) I...am from...Bhongir , Yadadri, Telangana.....
3. (age) I ...am 22 years old.....
4. (job) I...am working as a Software Engineer Trainee
5. (married) I...am not married.....
6. (Favorite color) My.....favorite colour is white.....
7. (interested in) Iam interestd in cooking and travelling.....

1.4 Write true sentences about yourself

1. I/interested in politics ...I am not interested in politics.....
2. I/hungryI am hungry.....
3. It/warm today.It is warm today.....
4. I/afraid of dogsI am afraid of dogs.....
5. My hands/coldMy hands are not cold.....
6. Canada/big countryCanada is a big Country.....
7. Diamonds/cheapDiamonds are not cheap.....
8. I/interested in footballI am not interested in football.....
9. Rome/in SpainRome is not in Spain.....

Exercise 2

2.1 Make questions with these words. Use is or are

1. (at home/ your mother?).....is your mother at home ?.....
2. (your parents/well?)are your parents well ?.....

3. (Interesting/your job?) ...is your job interesting ?.....
4. (the shops/open today?)are the shops open today ?.....
5. (interested/in sport/you?)are you interested in sports ?.....
6. (near here/the post office?).....is the post office near here ?.....
7. (at school/your children?).....are your children are at school...?.....
8. (why/you/late?).....why are you late ?.....

2.2 Complete the questions. Use what, who, where and how

1.How are.....your parents? They are very well
2.where.....is the bus stop? At the end of the street
3.how old are.....your children? Five, six and ten
4. ...How much are.....these oranges? Rs.200 a kilo
5.what is.....your favorite sport? Boxing
6. ...who isthe man in the photo? That's my father
7. ...what colour are.....your new shoes? Black

2.3 write questions for the answers given

1. (name).....what is your name.....? Ram
2. (married or single).....Are you married.....? I'm married
3. (Indian)Are you Indian..... ? No, I'm Australian
- 4.(how old).....How old are you.....? I'm 30
- 5.(a teacher) ...Are you a teacher..... ? No, I'm a lawyer.
- 6.(wife a lawyer)is your wife a lawyer.....? No, she is a designer
- 7.(from)is she Indian.....? She's Italian
- 8.(her name) ...what is her name.....? Anna
- 9.(how old)how old is she.....? She's 27

2.4 Write short answers like No, I'm not, Yes I am

1. Are you married ?No, I'm not.....
2. Are you thirsty ?.....yes, I am.....
3. Is it cold today ?.....yes, it is.....
4. Are your hands cold? ...No, they aren't.....
5. Is it dark now?No, it's not.....
6. Are you a teacher?No, I am not.....