

UNIT-2

LISTENING AND SPEAKING SKILLS

- Active Listening: Meaning and Art of Listening
- Traits of a Good Listener
- Listening modes, listening and Note taking
- Types of Listening
- Listening Techniques using Ted Talk Audio listening with script reading,
- Pronunciation
- Speaking style; content and sequencing

UNIT-2

LISTENING AND SPEAKING SKILLS

*“We were given two ears but only one mouth,
because listening is twice as hard as talking.”*

– Epictetus

Listening is not something that just happens (that is hearing), listening is an active process in which a conscious decision is made to listen to and understand the messages of the speaker. Listeners should remain neutral and non-judgmental, this means trying not to take sides or form opinions, especially early in the conversation. Listeners should not be tempted to jump in with questions or comments every time there are a few seconds of silence.

Active Listening

'Active listening' means, as its name suggests, actively listening. That is fully concentrating on what is being said rather than just passively 'hearing' the message of the speaker.

Active listening is also about patience - pauses and short periods of silence should be accepted. Active listening encompasses the best of communication: actually hearing and understanding what's being said, processing the information and responding in order to clarify and elicit more information.

Active listening is the foundation of effective communication. It solves problems and resolves conflicts. It builds relationships and careers.

Active listening involves giving the other person time to explore their thoughts and feelings, they should, therefore, be given adequate time for that.

Active listening is a skill that can be acquired and developed with practice. However, active listening can be difficult to master and will, therefore, take time and patience to develop.

Active listening involves listening with all senses. As well as giving full attention to the speaker, it is important that the 'active listener' is also 'seen' to be listening - otherwise the speaker may conclude that what they are talking about is uninteresting to the listener.

Interest can be conveyed to the speaker by using both verbal and non-verbal messages such as maintaining eye contact, nodding your head and smiling, agreeing by saying 'Yes' or simply 'Mmm hmm' to encourage them to continue. By providing this 'feedback' the person speaking will usually feel more at ease and therefore communicate more easily, openly and honestly.

Active Listening v/s Passive Listening

Passive listening is mechanical and effortless. If you are awake and your ears work properly, you can listen passively. It does not require any special effort.

For example, you hear what your teacher says and you might be able to tell the difference between major and minor points of the lecture, but that is about it. Lack of enthusiasm and a "careless" attitude during class characterize a student who is a passive listener.

Active listening on the other hand needs concentration on the content of the lecture and not on the lecturer or any random distractions in the room or the mind of the listener. Active listeners do more than just focusing on facts, figures, and ideas and actively associate the material presented with their own experiences. The content heard at every lecture is converted to something useful and meaningful for the student. You must pay special attention in class because, unlike when reading a textbook, you only get one chance to hear and understand the information presented to you.

Comparison Chart

Basis of Distinction	Active Listening	Passive Listening
Definition	Active listening means that the listener fully concentrates, understand, respond and then remember what is being said.	Passive listening means exhibiting like listening to the speaker nonetheless not trying to know the meanings.
Connectivity Level	Listener connects with the world and actively participates with the target of problem-solving	Listener disconnects himself from the outsiders and has minimal interaction with others
Self-Responsibility	Take obligation for his or her very personal learning and progress	Avoids obligation for learning and problem-solving
Mental Approach	Sharp ideas, alert to find, replicate on information	Accepts and retain information as-is with no intention to question or downside the idea for enhancement
Self-Motivation Level	Strong	Weak
Engagement Level	High	Low
Will-Power	Strong willed, eager on new ideas, open minded	Narrow minded, low or no will power, unreceptive to new ideas

The Art of Listening

Listening *is* an art. It requires us to be patient, receptive, open-minded, and non-judgmental. It requires us not to put words in other people's mouths, fill in gaps, or presume to understand the other person fully.

Those who can listen to others well can listen to themselves deeply.

This is the foundation of self-awareness, self-love, and self-knowledge.

In fact, the art of listening is central to practices such as meditation and mindfulness. So why not hone this skill with others each day, and make the best opportunity of every moment you get?

How to Master the Art of Listening

1) Make Eye Contact

This first rule is very obvious but frequently forgotten. If you don't look at the person while they're speaking, you give them the impression that you don't care what they say. In essence, it appears as though you don't even care *about* them.

2) Don't Interrupt

Let the person speak uninterrupted. To master the art of listening you need to halt any good thoughts that come to mind and let the person say everything they need to say. Often times people simply need someone to talk to, not someone who will butt in and give their own thoughts and opinions. The goal is to shine the spotlight on *them*, not you.

3) Practice "Active Listening"

The art of listening isn't simply about staying quiet 100% of the time; it's also about asking questions. These questions are for clarification or for further explanation so that you can fully understand what the speaker is telling you. For instance, questions like these are brilliant: "Are you saying that _____?", "What I heard you say was _____?", "Did you mean that _____?"

4) Show You Understand

Another great way to show that you understand what the person is telling you is to nod. You can also make sounds that show you're in tune with what the person is saying such as "yes", "yeah", "mhmm", "okay." This seems trivial, but it's important to not behave like a zombie and demonstrate some interest and comprehension.

5) Listen without Thinking

In other words, listen without forming responses in your mind. Be wholehearted and listen to the entire message. It's very tempting to fill the spaces, after all, our minds think around 800 words per minute, compared to 125-150 words we speak per minute. Don't miss valuable information by letting your mind wander!

6) Listen without Judgement

To effectively master the art of listening it's extremely important to withhold any negative evaluations or judgments. Make it your goal to be open-minded as much as possible. After all, who wants to open up to a narrow-minded person? It also helps to be mindful of your "shut off" triggers, which are the specific words, looks, or situations that cause you to stop listening. This way, you can prevent yourself from shutting off in the future.

7) Listen to Non-Verbal Communication

About 60-75% of our communication is non-verbal. That's a lot! In order to know whether to encourage the speaker, to open yourself more, or to be more supportive in your approach, it's essential to know what the person's body is saying. Do they display signs of discomfort? Are they wary of you? Does their body language align with their words?

8) Create a Suitable Environment

It can be difficult to listen to another person when the TV is screaming, your phone is buzzing and there are thousands of cars passing by. When you remove all of these distractions and find a quiet place to sit down and listen, it's much easier to listen empathetically with an open mind and whole heart. Also, when you indicate it would be good to "find a quiet place," you put importance in the person and what they have to say. Once again, you show care and consideration.

9) Observe Other People

If you're really serious about mastering the art of listening, why not observe other people? One of the best ways to become a better listener is to observe the way people interact with each other, and all the irritating and rude things they do. Create an "annoying habit" checklist, and see if you do any. If you're brave enough, you can even ask someone you trust about what they like and dislike about the way you interact with others in conversation.

TRAITS OF A GOOD LISTENERS

- Being non-evaluative: firstly we need to achieve the other speaker's frame of reference being non-evaluative makes a listener rational and understandable.
- Paraphrasing: Sometime paraphrasing is taken on "parroting" what the other person says.
- Reflecting implications: feeling reflect that you understand what the other person is going through

- Inviting further contribution : conversational feeders is an important listening tool it encourage the speaker to continue talking .
- Responding non-verbally : It includes facial expressions ,posture , hand movement ,tone of voice etc

Modes of Listening

Communication is about talking AND listening. Listening is key to effective communication. You can be **efficient** in talking to someone but without the ability to **listen effectively**; your message can be misunderstood. That begins the communication death spiral where things break down and you get frustrated or irritated.

The best communicators listen with the right frame of mind to ensure that they maximize their communication effectiveness. We call this listening mode.

Examples of listening modes:

1. **Disengaged** – your body is present but your mind is not. You hear the words that the person is saying and can even repeat them but you are not really listening because your mind is on something else.
2. **Competitive** – you are listening with the intention of “topping” what the other person is saying. Whether its accomplishments, possessions or relationships, the underlying goal is to prove that you are better than the other person.
3. **Combative** – this is an argumentative mode. You listen for flaws or weaknesses in what is being said and wait for an opening to point them out. You are constantly formulating your point of view and creating comebacks that attack the speaker or their message.
4. **Passive** – you listen carefully and seek to understand. You don’t ask questions or validate your understanding.
5. **Active** – you demonstrate your interest in what the speaker thinks feels or means in their message. You restate what you hear to reflect the message back to the speaker for validation. The validation is what makes this the most effective listening mode and distinguishes it from all the other modes.

Pay attention to your listening mode. Ensure that you are in the proper frame of mind to achieve results. Is your goal to be right, or is your goal to maintain and build a relationship? Too often people enter conversations without examining their listening mode and how that mode will impact the outcome of the conversation. Listening well will transform your conversations, your relationships and your life.

Listening and Note Taking

Anything done well is the result of persistency, consistency, and practice!

Listening To Take Good Notes:

Hearing is a spontaneous act. Listening, by contrast, is something you choose to do. Listening requires you not only to hear what has been said but to understand as well. Understanding requires three activities:

- Dynamic listening
- Paying attention
- Concentration

The best way to concentrate is to start with anticipation.

Be a comprehensive listener! Comprehensive listening has to do with the feedback between speaker and listener.

The best way for you to let the speaker know that you don't understand is to ask questions.

Some hints on note making:

- Don't write down everything you read or hear. Be alert and attentive to the main points. Concentrate on the "meat" of the subject and forget the trimmings.
- Notes should consist of key words or very short sentences. As a speaker gets sidetracked, it is often possible to go back and add further information.
- Take accurate notes. You should use your own words, but try not to change the meaning. If you quote directly from the author, quote correctly.
- Think a minute about the material before you start making notes. Don't take notes just to be taking notes! Take notes that will be of real value to you when you review them at a later date.
- Have a uniform system for punctuation and abbreviation that will make sense to you. Use a skeleton outline that shows importance by indenting. Leave lots of white space for later additions.
- Omit descriptions and full explanations. Keep your notes short and to the point. Condense your materials so you can grasp the main points rapidly.
- Don't worry about missing a point. Leave space and pick up the material you missed at a later date, either through reading, questioning, common sense, or looking at a classmate's notes.
- Don't keep notes on oddly shaped pieces of paper. Keep notes in order and in one place. A three-ringed or spiral notebook is preferred.
- Shortly after taking your lecture notes or making textbook notes, go back and edit (not copy) your notes by adding extra points, spelling out unclear items, etc. Remember, we forget rapidly. Budget time for this vital step just as you do for the class itself.
- Review your notes periodically; three types of review are daily, weekly, and a major review just before a test. This is the only way to achieve lasting memory.

Techniques and Tips for Listening and Note Taking

- **Write phrases, not full sentences.** Only record the key words that you need to get the idea of the point. Skip words like "the" and "a" that don't add additional meaning to the lecture content. Retain key technical or discipline-specific terms.
- **Take notes in your own words.** Paraphrase what you hear so it makes sense to you—it helps you to understand and remember what you hear. Try to paraphrase everything except where information needs to be noted exactly.
- **Structure your notes with headings, subheadings and numbered lists.** Use headings to indicate topic areas or to include bibliographic details of the sources of information. Use outline form and/or a

numbering system and indenting to help you distinguish major from minor points and as a clear way of indicating the structure of lecture information.

- **Code your notes**—use colour and symbols to mark structure and emphasis.
- **Use colour** to highlight major sections, main points and diagrams. You can also use different colours to classify and link concepts or information by topic. However, don't focus too much on colour coding when you're in the lecture. It requires time and concentration, so it's more useful to do most of the highlighting and underlining when you're revising your notes later.
- **Underline, circle, star, etc.** to identify key information, examples, definitions, or other important materials. Devise your own marking code to indicate each type.
- **If you miss something**, write key words, skip a few spaces, and get the information later. Leave a space on the page for your own notes and comments.

Use Symbols and Abbreviations

Symbols and abbreviations for frequently used words, phrases or names are useful for note taking in lectures when speed is essential. It's important to be consistent so you remember what they represent and can use them easily. Keep a 'key list' of frequently used symbols/abbreviations and their meanings so that you can refer to them in the future.

Use concept maps and diagrams

Information can also be recorded using a concept map or diagram. Try drawing diagrams or pictures for concepts that are hard to note quickly. For instance, draw a pie chart to roughly indicate the relative strength of political parties in an election instead of writing these details out. Information can be added to the concept map later.

Concept maps can easily become cluttered. Use both facing pages of an open A4 notebook to set out your concept map and allow plenty of space for adding ideas and symbols.

- Begin in the middle of the page and add ideas on branches that radiate from the central idea or from previous branches.
- Arrows and words can be used to show links between parts of the concept map.
- Colour and symbols are important parts of concept maps, helping illustrate ideas and triggering your own thoughts.

TYPES OF LISTENING

Listening skills can be developed, but it takes practice. Whether you're interested in improving your networking, landing a new client, or connecting better with your family, strong listening skills can help. Below are just a few effective listening styles. There are various types of Listening:

1. Informational listening

The listening that is done to get information and learn something is called informational listening. It usually takes a high level of concentration. Listeners can learn some new concepts. Some examples are-

- a) Listening during Training/ lecture
- b) Self-paced learning through online classes
- c) Listening to an educational e-book

Advantages of informational learning

- a) It makes the listener a better learner.
- b) It enhances active participation.
- c) It updates knowledge and increases interaction with others.

2. Discriminative listening

The listening in which the listener gives more importance to sounds rather than only words is called discriminative listening. This is the most basic form of listening and does not involve the understanding of the meaning of words but merely the different sounds that are produced. Everybody is born with discriminative listening. The subtleties of accent and pronunciation of a language can be identified by this kind of listening. Nonverbal cues are also used to listen and analyze.

- a) It helps to differentiate to differentiate between familiar and unfamiliar language.
- b) It helps to identify the differences among various moods - happy, sad, worried, etc.
- c) Listening to identify the speaker- father, mother, any relative, etc.

Advantages of discriminative listening

- a) It helps the listener to read the speaker's mindset.
- b) It helps the listener to understand more than the words.
- c) It helps the listener to realize the actual scene behind words.
- d) It helps the listener to hear what remains unspoken.

3. Comprehensive listening

The listening that concentrates on language and vocabulary to understand a speech is called comprehensive listening. It requires basic language skills and vocabulary to understand the conversation. It is the opposite of discriminative listening. This type of listening goes on lifelong. Some examples are-

- a) Listening to make some decisions
- b) Listening to give a response to the speaker

Advantages of comprehensive listening

- a) It prepares a base for other listening types.
- b) It helps to find the exact meaning of the message.
- c) It helps to analyze and understand complex calculations, technical as well as scientific articles.
- d) It is used to receive feedback.

4. Sympathetic listening

Sympathetic listening is based on emotion. Instead of focusing on the language of the message, the listener focuses on the feelings and emotions of the speaker.

Advantages of Sympathetic listening

- a) To provide support and sympathize with the speaker.
- b) To understand the feeling of the speaker.
- c) To win the trust and confidence of the speaker.
- d) To build a good relationship with the speaker.
- e) To remove stress and frustration of the speaker

5. Empathetic or Therapeutic Listening

The listening that is helpful to see a problem from another's perspective is called Empathetic Listening. It helps to understand someone else's point of view as they're speaking. Instead of just focusing on the message, Listener relates to someone else's experiences as if they were his own. It is different from sympathetic listening.

Advantages of Empathetic listening

- a) It helps you to tackle the problem.
- b) It helps the listener to avoid unnecessary guesses.
- c) It helps to focus on the real intention of the speaker rather than doubting.
- d) It helps to lead an unbiased professional and personal life.

6. Critical Listening

The listening that is used to analyze complex information to evaluate the message is called critical listening. It goes deeper than comprehensive listening. The listener tries to compare the facts with his own knowledge and concludes.

Advantages of Critical Listening

- a) It helps in problem-solving.
- b) It helps to choose better options.
- c) It helps to decide or conclude.

7. Biased listening/Selective Listening

The listening that allows the listener to listen only to a selective piece of information is called biased listening. Biased listening is also known as selective listening. Biased listening results in incomplete information because the listener wishes to listen only about the things he likes.

Disadvantages of Biased Listening

- a) It interrupts the communication cycle.
- b) It does not help in future conversations.
- c) Information is incomplete.

8. Appreciative Listening

Listening for enjoyment is called appreciative listening. We do appreciative listening to enjoy music, hymns worship, motivational speeches, standup comedy, etc. The choice of the listener varies from person to person.

Advantages of Appreciative listening

- a) It is used to enjoy the favourite audio.
- b) It is used to reduce stress and tension.
- c) It is used for self-pleasure.
- d) It may bring positive results.

9. Active Listening

The listening in which the listener remains active and attentive is called active listening. The listener carefully listens to the speaker and later, responds accordingly. The listener shows interest through facial expressions, body language, asking questions, etc. Active listening makes a good relationship between the listener and the speaker.

Advantages of Active Listening

- a) It provides a positive environment for communication.
- b) It helps to continue the conversation.
- c) It helps the speaker to open up his feelings and share his thoughts.
- d) It creates a good rapport between the speaker and the listener.

10. Passive Listening

The listening in which the listener listens quietly but doesn't show his interest in communication is called passive listening. The listener neither interrupts nor participates in the conversation.

Disadvantages of Passive Listener

- a) The message is not absorbed by the listeners.
- b) Communication is ineffective.
- c) The listener cannot use information effectively in the future.

11. Intuitive Listening

Listening between the lines to know the true intention of the speaker without caring about his words is called intuitive listening. It is a higher form of listening in which the listener listens with an intuitive mind without judgment and assumption. Meaning isn't conveyed only in words; hence, voice tone, body language, the context of the conversation, and even our intuition create meaning. The listener uses all the senses (nonverbal and verbal) to tune with the speaker.

Advantages of Intuitive Listening

- a) It leads to the best form of leadership.
- b) Listeners can make better decisions,
- c) It is used to build stronger relationships.
- d) It is used to resolve problems more quickly.

12. False listening

False listening is the process in which the listener appears to be listening but is not actually involved in the listening process, interpretation & understanding of the message. They make the speaker believe that they are listening. They also exhibit eagerness and intense looks and try to put periodic comments or a question, which is the usual technique.

Listening Techniques using Ted Talk audio

Listening with script reading

Julian Treasure, a leading expert on sound and how to use it best, states that "listening is our access to understanding. Conscious listening always creates understanding." We listen through filters of our culture, language, values, beliefs, attitudes, expectations, and intentions. To be a better listener, he suggests we listen with an awareness of our filters and adjust them to fit the context and to what we are listening.

Five ways to listen better

- **Be silent:** Spend three minutes a day in silence.
This "is a wonderful exercise to reset your ears and to recalibrate so that you can hear the quiet again."
- **Hear:** Listen to the individual sounds that contribute to the mix of sounds in a noisy place. Ask yourself "how many channels of sound can I hear? How many individual channels in that mix am I listening to? You can do it in a beautiful place as well, like in a lake. How many birds am I hearing? Where are they? Where are those ripples? It's a great exercise for improving the quality of your listening."
- **Savor:** Find the joy in mundane sounds; they can be really interesting.
For example, listen to the rhythm of the dryer or coffee grinder. He calls the mundane sounds "the hidden choir. It's around us all the time."
- **Adjust:** Change "your listening position to what's appropriate to what you're listening to." Be conscious of the filters (culture, language, values, beliefs, attitudes, expectations and intentions) through which you are listening and make adjustments.
- **RASA:**
"Receive, which means pay attention to the person;

**Appreciate, making little noises like "hmm," "oh," "okay";
Summarize, the word "so" is very important in communication; and
Ask, ask questions afterward."**

The process of learning by listening to TED Talks

The basic way to use TED talks is to simply listen to them. To improve listening, listeners should listen, analyze, repeat, work with it, and use it.

- a) Watch the video more than once: TED videos that are three to five minutes long should be watched more than once.
- b) The first time, watch for enjoyment and focus on the main idea.
- c) The second time, watch to learn something and focus on the details.
- d) The next time, watch for note-taking by writing down the main ideas.
- e) Listen many times and use new vocabulary

Benefits/importance/advantages of TED TALKS

There are several benefits of using TED Talk videos-

- a) TED Talk videos are interesting for all due to wide range.
- b) TED Talks' 'interactive transcript' help listener to read also. It enhances students' motivation.
- c) TED videos are sharable and downloadable easily.
- d) TED Talks can be easily searched in many ways, including by speaker, subject, or theme.
- e) TED Talks can be accessed at any time and any place the internet facility on any A/V device.
- f) TED Talks motivates students and promotes self-directed and independent learning.

Tips to improve listening by using TED Talks

- a) An active listener must apply listening and writing together.
- b) Try to use the new words while speaking or writing.
- c) The listener must use the transcript feature to understand the speaker.
- d) Read the transcript aloud with the speaker to practice pronunciation and vocal skills.
- e) Listen carefully the words the speaker emphasizes and repeats.

Conclusion

"I believe that every human being needs to listen consciously in order to live fully — connected in space and in time to the physical world around us, connected in understanding to each other, not to mention spiritually connected, because every spiritual path I know of has listening and contemplation at its heart."

Pronunciation

Pronunciation is the way in which a word or a language is spoken. This may refer to generally agreed-upon sequences of sounds used in speaking a given word or language in a specific dialect ("correct pronunciation") or simply the way a particular individual speaks a word or language.

"Pronunciation" refers to the way in which we make the **sound** of words.

To pronounce words, we push air from our lungs up through our throat and vocal chords, through our mouth, past our tongue and out between our teeth and lips. (Sometimes air also travels through our nose.)

To change the sound that we are making, we mainly use the muscles of our mouth, tongue and lips to control the shape of our mouth and the flow of air. If we can control the shape of our mouth and the flow of air correctly, then our pronunciation is clearer and other people understand us more easily.

Speakers of different languages tend to develop different muscles of the mouth for pronunciation. When we speak a foreign language, our muscles may not be well developed for that language, and we will find pronunciation more difficult. By practicing the foreign language pronunciation, our muscles develop and pronunciation improves.

PHONETICS SYMBOLS/PHONEMES

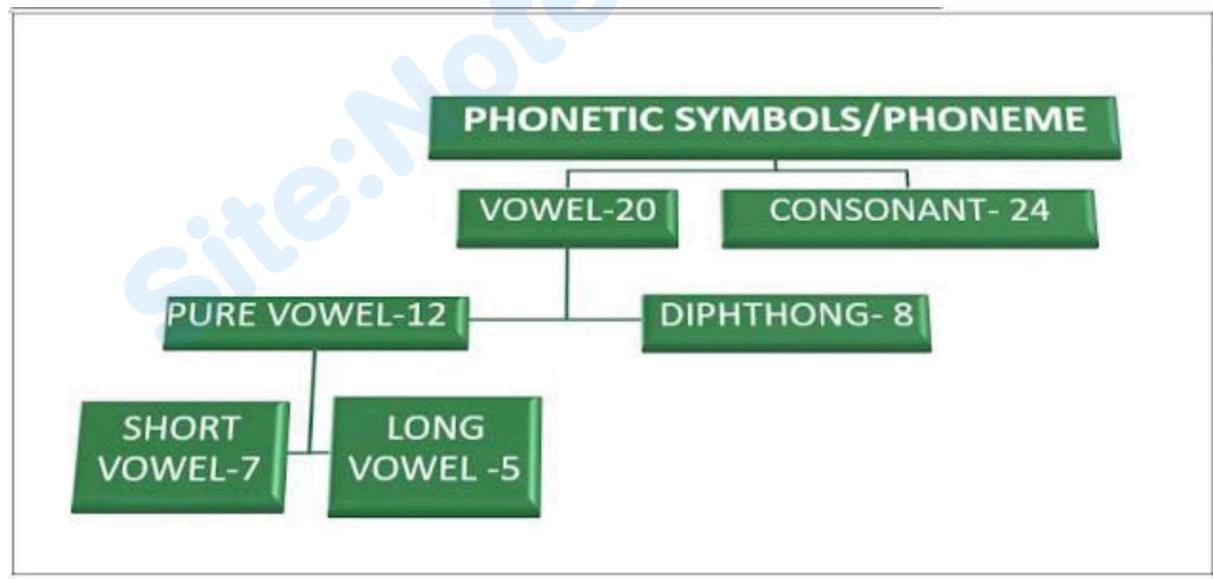
PHONETICS

In language learning, we use writing, reading listening and speaking. To learn a second language, we depend either on reading so that we can write a language or on listening so that we can speak. Hence, we must practice all the four skills to learn a language perfectly. Grammar is a branch of language learning where we learn the basic structure of a language and various rules related to sentence formation. On the other hand, Phonetic is the branch of language learning in which we study the speech sounds. It helps us to pronounce a word correctly. We study about the sound symbols. These sound symbols are called phonemes.

PHONETIC SYMBOLS (PHONEMES):

Phonetic symbol is a written character (symbol) which represents a sound. A single sound has a distinct symbol. These symbols are called phonemes. Phonetic symbols are different from the alphabet (letters-vowels and consonants). In English language, we have forty-four (44) sounds and to represent these sounds we have forty-four (44) phonetic-symbols. Each symbol has a specific sound which is used to pronounce it correctly.

TYPES OF PHONETIC SYMBOLS (PHONEMES)



When we speak a language, the important thing is to pronounce sounds clearly. Speech sounds are studied on three stages like the production stage, the transmission stage and the reception stage. We must know how we can produce a sound using speech of organs. All the sound symbols are classified into two categories-

1. Vowel
2. Consonants

But remember, Vowels and consonants are sounds, not letters.

1. VOWEL SOUNDS:

In English language, we are informed that five letters - a, e, i, o, and u are vowels but we must understand the vowel is not a term related to letters rather it is related to sound. Vowel is not related to writing. It is related to the production of sound. we all have a confusion regarding this. Vowel is a category of speech sounds not of alphabet.

In phonetic terms 'a vowel' is a sound which is produced without an obstruction in the pharynx and the mouth. When we speak vowels, air comes out freely through mouth and there is no closure or narrowing of passage.



TYPES OF VOWEL SOUNDS

There are twenty (20) vowels in English Language. All the vowels are divided into two categories-

- A. Pure Vowels
- B. Diphthongs



A. Pure Vowels:

When the quality of sound doesn't change it is called the pure vowel sounds. Pure vowel sounds are 12 in number. The list of pure vowels with examples in words is given below-

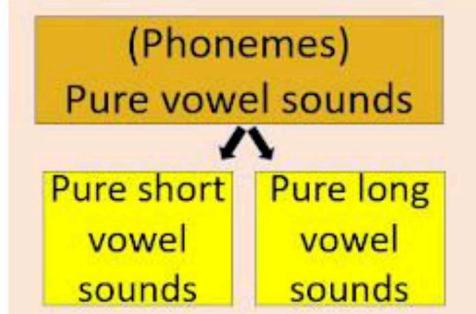
iː sheep	ɪ ship	ʊ good	ʊ tooth
e bed	ə her	ɜː bird	ɔː law
æ cat	ʌ up	ɑː car	ɒ on

PURE VOWEL SOUNDS (PHONEMES) WITH EXAMPLES

/ɪ/ as in ship, hit
/ʊ/ as in book, could
/e/ as in egg, bed
/æ/ as in cat, black
/ʌ/ as in cup, luck
/ɒ/ as in hot, rock
/ə/ as in father, cinema, away
/i:/ as in sheep, please
/u:/ as in boot, food
/ɜ:/ as in learn, turn
/ɔ:/ as in door, four
/ɑ:/ as in car, father, arm,

These Pure vowel sounds are also divided in to various basis-

1. According to the duration of the sound, they can be



a) Short Vowel Sounds (/ɪ/, /e/, /æ/, /ɒ/, /ʊ/, /ʌ/, /ə/): When they are produced for a shorter duration. For examples:

/ɪ/ as in ship, hit
/ʊ/ as in book, could
/e/ as in egg, bed
/æ/ as in cat, black
/ʌ/ as in cup, luck
/ɒ/ as in hot, rock
/ə/ as in father, cinema

b) Long vowels (/i:/, /u:/, /ɑ:/, /ɔ:/, /ɜ:/): when they are produced for a longer duration. For examples-
i:/ as in sheep, please

/u:/ as in boot, food
/ɜ:/ as in learn, turn
/ɔ:/ as in door, four
/ɑ:/ as in car, father

B. Diphthongs (Phonemes)

When there is a gliding movement from one vowel to another then the vowel sounds are called diphthongs. Hence, Diphthongs means two vowel sounds spoken together. Diphthongs are 8 in number. The list of diphthongs with examples in words is given below-

ɪə deer	eɪ say
ʊə pure	ɔɪ boy
ee pair	aɪ mine

DIPHTHONGS- WITH EXAMPLES

DIPHTHONGS- WITH EXAMPLES	
ai	five, eye
au	now, out
əʊ	go, home
ɛə	where, air
eɪ	say, eight
ɔɪ	near, here
ɪə	boy, join
ʊə	pure, tourist

2. CONSONANTS:

A consonant is a sound pronounced with mouth fairly closed. The air stream is obstruction either at one point or the other in the way before it is released from the mouth. Over all we have twenty-four consonants.

p park	b bike	t tree	d day	f chair	θ June	k cat	g goal
f photo	v very	θ think	ð this	s sorry	z zoo	ʃ shout	ʒ vision
m man	n never	ɪŋ sing	h honey	l lake	r red	w what	j yes

The list of consonants with examples is given below-

CONSONANTS WITH EXAMPLES

b	<u>bad, lab</u>	r	<u>red, try</u>
d	<u>did, lady</u>	s	<u>sun, miss</u>
f	<u>find, if</u>	ʃ	<u>she, crash</u>
g	<u>give, flag</u>	t	<u>tea, getting</u>
h	<u>how, hello</u>	tʃ	<u>check, church</u>
j	<u>yes, yellow</u>	θ	<u>think, both</u>
k	<u>cat, back</u>	ð	<u>this, mother</u>
l	<u>leg, little</u>	v	<u>voice, five</u>
m	<u>man, lemon</u>	w	<u>wet, window</u>
n	<u>no, ten</u>	z	<u>zoo, lazy</u>
ŋ	<u>sing, finger</u>	ʒ	<u>pleasure, vision</u>
p	<u>pet, map</u>	dʒ	<u>just, large</u>

Aspects of Pronunciation

To improve pronunciation, there are 3 main aspects of pronunciation:-

- a) Phonetics: Phonetics is a branch of science that studies speech sounds and their physiological production and acoustic qualities.
- b) Stress in pronunciation: Stress is the relative emphasis that may be given to certain syllables in a word, or to certain words in a phrase or sentence.
 - i. Word Stress: Word stress is the emphasis we place in a specific syllable of a word when pronouncing it.
 - ii. Sentence Stress: Sentence stress in English is the way a speaker highlights certain words in each sentence. It helps the listener focus on important parts and understand the speaker's meaning.

Phonetics

Phonetics is a branch of linguistics that studies speech sounds, their physiological production and acoustic qualities. It is useful to know its phonetic structure. Recognizing phonemes will allow you even pronounce correctly words you have never heard.

- a) Phonemes- Phonetics also studies of the range of sounds which occur in speech these sounds have their own graphic representation that are called Phonemes. Phonemes are 44 in number and these are further classified into Vowel (20) and consonant (24).
- b) Syllable- A syllable is a unit of spoken language that forms an entire word or parts of words. Syllables are usually made up of a single vowel sound and any surrounding consonant sounds. For instance, the word 'butter' contains two syllables: 'but' and 'ter'.

Stress

Stress is the relative emphasis that may be given to certain syllables in a word, or to certain words in a phrase or sentence. In English, stressed syllables are louder than non-stressed syllables. Also, they are longer and have a higher pitch. English is a stress-timed language. Stress may be primary (strong), secondary (weak) and tertiary (lowest) stress.

Word Stress

Word stress is the emphasis in a specific syllable of a word when pronouncing it. A word has one or more individual sounds of a word (i.e. syllables). If there are two or more than two syllables in a word then they aren't pronounced with the same weight. One syllable receives more emphasis than the others.

For example-

There are three syllables in the word “beautiful” /beau/ti/ful/ and the word stress falls on the first one /BEAU/. We will give the highest emphasis when pronouncing ‘beau’.

Sentence Stress

Sentence stress in English is the way a speaker emphasizes more only on certain words and highlights them in each sentence. It helps the listener focus on important parts and understand the speaker's meaning. Normally this emphasis is on words that carry important information, although this pattern can be changed depending on the specific meaning the speaker wants to communicate.

For Example-

She 'bought a new 'car. (Primary stress is on 'car' and secondary stress on 'bought').

Importance of learning Pronunciation

- a) Correct pronunciation helps you to create good impression on other.
- b) It builds confidence of a speaker.
- c) There are less chances to mispronouncing the words which have similar sounds.
- d) Correct pronunciation makes language learning easy.
- e) Without correct pronunciation, speaker's vocabulary will become effective when communicating.
- f) Good pronunciation can help improve your social skills.

Tips to improve pronunciation

- a) Get to know the phonemic chart.
- b) Listen carefully while learning.
- c) Take help of recommended online dictionaries
- d) Notice how mouth and lips move.
- e) Pay attention to tongue.
- f) Break words down into sounds.
- g) Understand syllables.
- h) Add stress to sounds and words.
- i) Exaggerate certain sounds (make them bigger).
- j) Write out difficult words by their sounds.
- k) Practice with tongue twisters.
- l) Use pronunciation podcasts and videos.
- m) Record yourself.
- n) Practice many times.
- o) Speak as much as you can.
- p) Don't speak too fast.

SPEAKING STYLES

Definition of ‘Speaking Styles’:

In literature, there is so far no standard framework for classifying speaking styles. The following definitions can specify the speaking style:

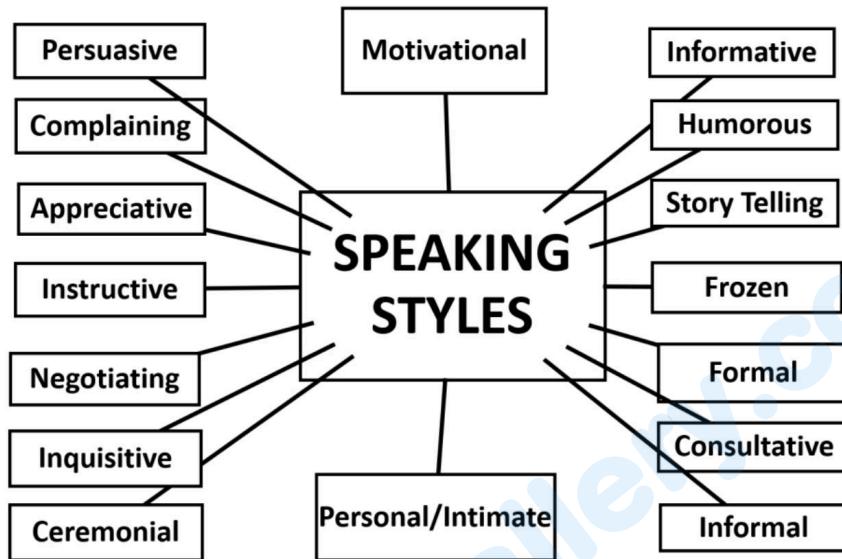
- *Speaking style is a set of properties by which you can link speech to a certain communicative situation.*

This situation is multi-dimensional:

- Content (news, poem, dialogue, etc.)
- Speaker (habits, personality, etc.)

- Situation (distance, noise, room size, etc.)
- Listener (relation to speaker, number, etc.)

A skill that uses sounds, correct pronunciation, and style with the help of speech organs is called speaking. It is the delivery of language through the mouth. Speaking includes various voice features (tone, pitch, pronunciation, rate of speech, intonation, etc.) in different ways to create different speaking styles.



1. Informative Speaking style (Rich and facts-based Speaking style):

Informative speaking style means straightforward style and is formal and objective in nature. Simple language is used. It is suitable for facts and knowledgeable messages.

Examples- announcements at public places

2. Humorous Speaking style (for Fun-based content)

A humorous Speaking style means an informal style with tricky words to create humour. Speakers take the liberty to impress listeners. It is used for entertainment. Entertaining speakers make sure the audience has something to enjoy.

Examples- standup comedy, informal parties

3. Storytelling Speaking style

Storytelling speaking style means informal style with the use of dramatic dialogues and different voice features to create scenes of the story. It is used to entertain and to break the boredom in a lengthy presentation. The story may be factual or fictional.

Examples - telling bedtime stories by family members, Storytelling in the classroom, Storytelling in the middle of a presentation, and small stories by preachers

4. Frozen Speaking style

Frozen Speaking style is the most formal level of speaking style that has a tough formal tone, scientific vocabulary, and long, complex sentences.

Examples- international meetings, conclaves, conferences, etc

5. Formal Speaking style

The formal style is also known as the deliberative style. It follows some rules such as careful selection of words and formal sentence structure. A tough workplace is a very common place for such a style. It is used in formal environments like in a business meeting, a lecture hall, a guest speech, etc.

6. Consultative Speaking style

The consultative style is semi-formal in nature. It is remarked with small and easy sentences. It is used to find problems and solve queries. This style is generally used during consultation with a doctor, at the help counter, etc.

7. Informal/Causal Speaking style

Informal Speaking style doesn't follow any code of conduct/rules. This speaking style is used in regular and relaxed conversations. People use this style while engaging in daily conversation at the workplace, at home, and in society with friends and family.

8. Personal/Intimate Speaking style

It is considered the most informal speaking style. Its characteristics include the use of deletion such as shortened words or skipping syllables, jargon, extraction or using incomplete sentences or phrases, or slang. It takes place during intimate conversations. It is the most natural type of speaking. People use such a style when they are very emotional.

9. Ceremonial Speaking style

The ceremonial Speaking style is a kind of formal speaking style blended with an occasion. This style is used in ceremonies, functions, festivals, and parties. This style is suitable for public speaking where the speaker needs to speak in front of a large audience. For example- toast, award ceremony, farewell, welcome gathering, etc.

10. Inquisitive Speaking style

Inquisitive Speaking style is remarked with a lot of questions, formal tone and intelligently drafted sentences. It can also be used informally. This is the style that is used to inquire or ask questions. This style addresses a lot of inquiries. It is used when students ask questions to teachers, interviewers ask questions to the candidate, an anchor interviews a celebrity, etc.

11. Negotiating Speaking style

Negotiating speaking style may be formal or informal, and it is full of arguments and suggestions. When two people communicate with each other in order to reach a common goal they use negotiating style. Such style is very common between a seller and a buyer, employer, employee, dealer and client, etc.

12. Instructive Speaking style

This style is used while giving instructions to someone. Instructive speaking style follows one-way communication with many imperative sentences and a formal tone. The receiver plays a passive role. It is used by trainers, coaches, air hostesses, mentors, etc.

13. Appreciative/Complementing Speaking style

Appreciative Speaking style is related to positivity. It has lots of positive, and good words with a polite or exciting tone. This style is used to appreciate or compliment someone or something. This style is utilized to give positive feedback. For example, Teacher appreciates students, seniors appreciate juniors, etc.

14. Complaining Speaking style

Complaining Speaking style is that style which uses negative words with either a loud voice or an aggressive tone. This style is used to make complaints. Negative feedback is given in this style.

15. Persuasive Speaking style

Persuasive Speaking style has the confidence to achieve goals. It has a lot of arguments, suggestions, tempting strategies, etc. This Speaking style is used when the main purpose of the speaker is to persuade someone to do something. This style has great value in personal and professional life. It is extensively used in sales pitches, presentations, promotions of products, etc.

16. Motivational Speaking style

This style is generally used to motivate or inspire listeners to take action. The motivational speaking style takes high pitch and a lot of energy. Larger-than-life scenes are created to motivate listeners. There are lots of fluctuations in voice to get the complete attention of the listener. It is used by many speakers to reduce the stress of the audience and to make them ready to achieve their dreams.

Content

Any text, audio clip, video, etc. that is used to prepare a presentation is called content. We should prepare the content for the presentation by writing and adding audio-visual aids if required. It is the base of any presentation hence it should be written carefully. The content must have easy diction and simple sentence structures; so that the audience can easily understand it. The final content should match the purpose, audience, and time duration.

Parts of content

Generally, Content has three parts

a) Introduction

This introduction part gives an idea about the theme of the presentation. It also raises the curiosity of the audience about the rest of the presentation. Hence, it should be very impressive and promising, too.

b) Main Body

It is the main part of a presentation. It may have several Headings and Sub-headings depending upon the duration and length of the presentation. This part has great value as it attracts the audience and makes them sit throughout the presentation. Hence, it should be very strong.

c) Conclusion

This end part of a presentation is very crucial. The concluding note creates a lasting impression on the audience. A powerful ending is remembered for many years. Hence, concluding part must have a strong message with powerful style and tone.

Importance of Content

Content is the soul of a presentation. If there is no content means there is no presentation.

- a) It is used to educate the listeners.
- b) It is also used to bind the presentation
- c) It adheres the presenter to the topic.

SEQUENCING

Whenever we draft a message/content we have to write many lines. All these lines cannot be written altogether. We have to put them one after another according to the need of document. We need to give them a sequence. Hence, sequencing refers to the placing of a number of lines one after another in a single chain form. It is helpful to understand the content completely.

Sequencing is defined as the efficient ordering of the content in order to improve the learners' understanding and help them achieve their objectives (Morrison, Ross & Kemp, 2007).

SEQUENCERS

Proper sequencing needs certain words and phrases that indicate the beginning or middle or ending of the content. Such words and phrases are called sequencers. These sequencers can be classified in four different types on the basis of their usage:

- a. Sequencers used in the beginning
- b. Sequencers used in the middle
- c. Sequencers used for the interruptions
- d. Sequencers used in the end.
- e. Sequencers used in Procedures or Steps
- f. Sequencers used in Chronology
- g. Sequencers used in Flashbacks or Retrospection
- h. Sequencers used in interruption

Sequencers Indicating Beginning

First, let's gather all the ingredients.

First of all, I would like to thank everyone for being here.

To start with, we need to prepare the dough.

In the first place, we must ensure our safety.

Initially, I was hesitant to try rock climbing.

To begin with, we must define the problem.

Sequencers Indicating Middle

- Secondly, let's discuss the budget for this project.
- Next, chop the vegetables.
- Then, we'll add the chopped vegetables to the pan.
- After that, we will let the mixture cook for a while.
- Following that, the quarterly sales figures improved.
- Subsequently, she went on to win the award.
- Meanwhile, I'll prepare the dessert.
- Simultaneously, we will launch the two marketing campaigns.

Sequencers Indicating End

- Finally, we have completed the project.
- Lastly, I would like to thank my family for their support.
- In the end, it's the effort that counts.
- To conclude, I will restate my main argument.
- Ultimately, our goal is customer satisfaction.

Sequencers for Describing Procedures or Steps

- The first step is to preheat the oven.
- The second step involves mixing the ingredients.
- The next step is to pour the mixture into the pan.

- The last step is to let it bake for 30 minutes.
- The following step includes decorating the cake.
- The preceding step was to whip the cream.

Sequencers Indicating Chronology

- Before we proceed, let's review our guidelines.
- After the event, we will gather for a debriefing.
- Later, we'll catch up for a coffee.
- Soon, the sun will set.
- Then, I realized I had forgotten my wallet.
- While I was cooking, the phone rang.
- As soon as the bell rang, the children rushed out.
- By the time we got there, the show had started.

Sequencers Indicating Flashbacks or Retrospection

- Looking back, I can see how much I've grown.
- In retrospect, I would have done things differently.
- Years ago, we used to vacation here every summer.
- At that time, I was not aware of the consequences.

Sequencers used for interruption

- Suddenly, I remember my college days.
- All of a sudden, a loud noise dragged me back to the present.
- But then, we could not manage to escape.

Importance of sequencers

a) Clarity and Coherence

Sequencers help to arrange thoughts, actions, or events in a logical order.

b) Narration and Explanation

Sequencers are used to indicate the order of events and make a story (narration) or instructions easier to understand.

c) Effective Communication

Sequencers facilitate smooth transitions between ideas and improve communication

d) Academic and Professional Writing

In academic or professional writing, Sequencers helps to organize ideas and arguments logically. They make writings effective.

e) Reading Comprehension

For language learners, understanding Sequencers can improve reading comprehension.

f) Language Proficiency

Finally, the correct use of Sequencers helps to draft more complex sentence structures and develop the ability to express thoughts in a clear and organized manner.

TYPES OF SEQUENCES

There are several simple sequences available -

1. Chronological sequence
2. Step-by-step sequence
3. Spatial sequence
4. Paired sequence
5. Topical sequence
6. Perspective-based sequence
7. Sort-by-property sequence

Each of these simple sequences is discussed below.

1. Chronological Sequence

In a chronological sequence, items are ordered according to the date or time when they occurred. We use chronological sequence in making reports, experiments report, data analysis, etc.

Advantages:

- a) A chronological sequence is easy to apply.
- b) It is useful when time is more important in a document.
- c) It helps to develop a series according to time.

Disadvantages:

The chronological sequence has “and-then” syndrome. It means whenever we connect one sentence to another we generally use ‘and ‘then. It is a tiring sequence.

2. Step-by-step Sequence

In a step-by-step sequence, items are organized according to their order within a process. We can use step-by-step sequences when we write any process like How to upgrade financial management software, how to change a flat tire, how to make tea, etc.

Advantages:

- a) The sequence is easy to apply, and easy to follow.
- b) It helps to write any process.
- c) It is easy to understand step wise instructions.

Disadvantages:

- a) Not ideal for many content preparation.
- b) Only ‘how to...’ can be written in this sequence.

3. Spatial Sequence

The spatial sequence means use of geographic dimension to describe a structure or place, etc. Direction, sides (left, right, above, below, etc.) are used to visualize how items are placed together. For example- Description of roadside attraction in Delhi Hatt, the human nervous system, design of an engine, etc.

Advantages:

- a) It emphasizes the spatial relationships between items.
- b) This can lead to a stronger understanding of the whole.
- c) Audiences can easily visualize how items are placed together.

Disadvantages:

- a) The unnecessary use of spatial dimension may make the description lengthier.

4. Paired Sequences

Paired sequences are used to compare and contrast and mostly two items at a time are taken for such comparison. This sequence is used to write about Advantages vs. Disadvantages, Cause vs. Effect, etc.

Advantages

- a) Natural pairings are easy to understand.
- b) Using a paired sequence helps to disclose the suspense.
- c) It is a very simple sequence.

Disadvantages

- a) It is not flexible to handle real life situations.

5. Topical Sequences

The sequence that follows the simple pattern of writing sentences according to topic is called topical sequence. When other sequences cannot work then you can use topical sequence

Examples- Presentation on ‘greenhouse effect’ (topics-introduction, reason, effects, advantages, disadvantages, etc.)

Advantages

- a) It can be applied in almost every presentation.
- b) It is easier to write any topic in this sequence.

Disadvantages

- a) Being simplest, it is weaker than any other sequence.
- b) By their nature, topical sequences are more abstract. The audience can easily get lost.
- c) Presenter may ‘miss’ an important topic.

6. Perspective-based Sequences

A perspective-based sequence involves investigating some entity through a series of different lenses. For example, to consider a proposal for a loan to start a new business, several perspectives are checked:

- a) From the perspective of telecommuting employees
- b) From the perspective of office-based employees
- c) From the perspective of managers
- d) From the perspective of IT
- e) From the perspective of Accounting

Advantages:

- a) Good for persuasive presentations.

Disadvantages:

- a) Can be repetitive (boring) as you consider each of the perspectives.

7. Sort-by-property Sequences

Here, property means quality. This sequence is a special topical sequence that allow a presenter to choose one property (quality) of their material and organize content along that property (or dimension). Once a quality is chosen, the content can be organized in an appropriate order, like

- a) Smallest to largest
- b) Most understood to least understood
- c) Most concrete to most abstract (specific to general)
- d) Least impactful to most impactful

Advantages

- a) Easy for an audience to follow and predict.

Disadvantages

- b) Difficult to choose right dimension.

8. Compound and Nested Sequences

When the Presentation grows longer, it may be divided it into separate parts, and different sequences are used to present each part, one after the other. This is a compound sequence.

Advantage

- a) The complex presentation can be easily presented in this sequence.

Disadvantage

- a) Being complex, it is difficult for beginners.

Tongue Twisters to improve pronunciation in English

Tongue twisters are a great way to practice and improve pronunciation and fluency. They can also help to improve accents by using alliteration, which is the repetition of one sound. They help us to clear sound while speaking. If you can master them, you will be a much more confident speaker.

Examples: -

1. Peter Piper picked a peck of pickled peppers
A peck of pickled peppers Peter Piper picked
If Peter Piper picked a peck of pickled peppers
Where's the peck of pickled peppers Peter Piper picked?
2. Betty Botter bought some butter
But she said the butter's bitter
If I put it in my batter, it will make my batter bitter
But a bit of better butter will make my batter better
So 'twas better Betty Botter bought a bit of better butter
3. How much wood would a woodchuck chuck if a woodchuck could chuck wood?
He would chuck, he would, as much as he could, and chuck as much wood
As a woodchuck would if a woodchuck could chuck wood

Complexity of Pronunciation

The complexity of Pronunciation demonstrates the advisability of teaching the ***English alphabetic code*** (the grapheme-phoneme correspondences) for reading, and for spelling, systematically and thoroughly.

The complexities of the English Alphabetic Code include:

1) one sound (phoneme) can be represented by one, two, three or four letters:

e.g. /k/ c, /f/ ph, /igh/ igh, /ai/ eigh

2) one sound can be represented by different spellings (graphemes):

e.g. /oa/ is represented by: o, oa, ow, oe, o-e, eau, ough

3) one spelling (grapheme) can represent multiple sounds:

e.g. ‘ough’: /oa/ though, /or/ thought, /oo/ through, /ou/ plough, /u/ thorough

Conclusion

This demonstrates that learning to read the English language is not straightforward.

It is easier to teach and learn reading and spelling in English, however, when beginners are not expected to read and write independently with words that have complex and unusual code.

The Synthetic Phonics Teaching Principles are based, therefore, on introducing the alphabetic code systematically and providing words, sentences, texts and reading books which match, more or less, the incremental introduction of the alphabetic code in the synthetic phonics programme.

AKTU QUESTIONS

SR.NO.	QUESTION	MARKS	CO
1	Describe the types of listening activities(AKTU 2020-21)	. 2	2
2	What do you mean by art of listening?(AKTU 2022-23)	2	2
3	What do you understand by the term 'Ted Talk'? (AKTU 2022-23)	2	2
4	Distinguish listening from hearing. (AKTU 2023-24)	2	2
5	What is active listening? Describe the traits of a good listener. (AKTU 2022-23)	7	2
6	Elucidate the techniques of note taking. (AKTU 2022-23)	7	2
7	What is pronunciation? Elaborate the speaking style in your own words. (AKTU 2022-23)	7	2
8	Discuss the traits of a good listener. (AKTU 2023-24)	7	2
9	Explore two modes and five types of listening. (AKTU 2023-24)	7	2
10	Justify the importance of content sequencing in speaking style. (AKTU 2023-24)	7	2