

02/09/2024

## \* Communication Skills \*

100 Marks

70 → RTU

30

M.T. 1 M.T. 2 Assignments  
10 10 10

### Syllabus :-

#### Unit 1 Communication

- Meaning, Importance and Cycle of communication.
- media and Types of communication.
- verbal and Non-verbal communication.
- Barriers to communication.
- Formal and Informal channels of communication (Corporate communication)
- Deviations of Human communication & method to improve Interpersonal communication.
- Qualities of good communication.

1 MT

2 MT

#### Unit 2 Grammar

- Passive-voice MT 1
- Reported speech
- Conditional sentences
- Modal verbs
- Linking words (Conjunctions)
- 

#### Unit 3 Compositions

- Job application and curriculum-writting (Vitae) writing
- Business letter writing
- Paragraph writing MT 1
- Report writing

#### Unit 4 Short stories

- Luncheon by Somerset Maugham
- How much land does a man need? by count Leo Tolstoy
- The night Train at Deoli by Ruskin Bond MT 1

## Unit - 5 Poems

- "No men are foreign" by James Kirkup. → M + I
- "If" by Rudyard Kipling
- "Where the mind is without fear" by Rabindranath Tagore.

## \* Meaning , Importance & Cycle of communication \*

(2 marks)

Q1 Define communication or what is communication?

Ans Communication is developed from a latin word "communi" which means 'to share'.

Communication is that process in which people try to exchange or share emotion, feelings, technology, news, information, thoughts etc. between two or many people.

Human is a social animal which lives in a group. Communication is a social process.

Q2 What is importance of communication in our life?

or

what is importance of communication in our corporate life?

Ans Communication plays a vital role in building up a strong relationship across the world. By communication, we connect with people. There are some important influence of communication

1. In personal life:-

We are dependent on each-other.

Communication is essential to healthy relationships.

It helps you connect with others, share idea and build trust.

→ Effective communication can help you avoid or resolve conflicts in a respectful manner.

→ Communication makes easy to survive on this earth.



## Q. In professional life:-

- (i) It develops the coordination between the people.
- (ii) It is a medium to take the fast proper decision.
- (iii) **Promotes corporation and industrial peace.**  
misunderstanding can be removed by communicate. It smooths work flow and makes people's work easier.
- (iv) **Boost moral and provides motivation:-**  
An informed employee has motivated. He/She has high moral. communication increases confidence and gives a support for working & sense of belongingness.
- (v) Helps to maintain public relationship.
- (vi) It helps in training and development.
- (vii) It increase managerial skills and efficiency.
- (viii) When you communicate properly then employee will accept you. It establishes effective leadership.

## 3. In Social life:-

If you are a good communicator, you will have name & fame. communication makes stronger support network for a person which helps him/her in any kind of situation.

Society will accept you and provides more chances to participate in social activities.

It makes your way easy to get success.

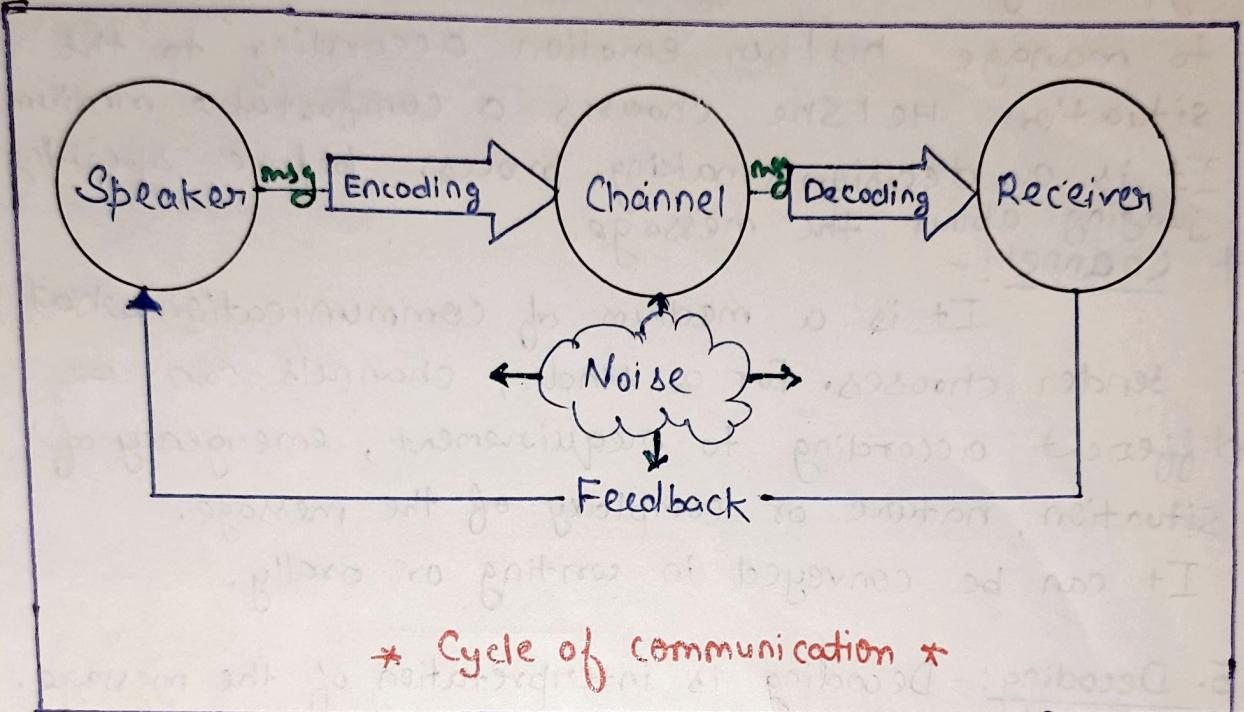
Distortion  $\Rightarrow$  Change in the meaning of topic.

When message passes through multiple medium its essence will / could be change.

Q3 What is the process of communication?  
or

Explain cycle of communication.

Ans



### \* Cycle of communication \*

Communication is an ongoing process that mainly involves three components - sender, message & receiver.

1. Sender:- who transmits the message or delivers the message according to situation. He is the source of this cycle.

2. message:- It is an idea, fact, news, feeling, emotion, knowledge etc. produced by

the sender. It can be in verbal, non-verbal or in written form. depends on the condition or emergency. Sender has intention behind the communication which he/she try to explain to the receiver.

Any piece of information.

3. Encoding:- Encoding is the formation of message by sender. Sender tries to make more effective / powerful message. A person have different types of relation with receivers. So sender tries to manage his / her emotion according to the situation. He / She chooses a comfortable medium. It is a decision making process before speaking. judging about the message.

4. Channel:-

It is a medium of communication what a sender chooses. For a sender, channels can be different according to requirement, emergency of situation, nature or complexity of the message.

It can be conveyed in writing or orally.

5. Decoding:- Decoding is interpretation of the message.

Sensing or understanding the message out of the noise is called decoding. He / She tries to decode the message based on his / her old experiences. So decoding is completely receiver's responsibility.

Language of sender and receiver should be common or known.

6. Receiver:- Receiver who receive the message and tries to make sense or understand.

Receiver can be one or many.

Receiver is the last person of this cycle who receives and acts on the message.

7. Feedback:- Once the receiver confirms to the sender that he received the message and understood it, the process of communication is complete. It is most crucial part of communication. It can be a sign or a verbal answer. It signifies the agenda of communication is successful.

8. Noise:- Restriction caused by the sender, message or receiver during the communication process. There are lots of noise surroundings. Incorrect understanding of the message due to discrimination or inappropriate touch.

11/sept/24

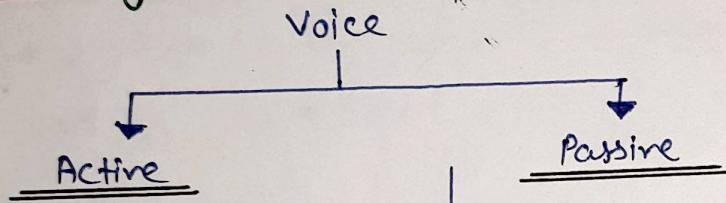
## \* Passive-Voice \*

Unit 2 Grammar

- Voice:- The form of a verb that indicates whether the subject of a sentence performs or receives the action of the verb.  
or

Form of verb indicating the relation between the participants in a narrated event (Subject/Object) and the event itself.

- Types of voice:-



When the doer is more prominent, subject is given more emphasis  
the sentence is in active voice.

→ Sufferer (object) is less importance than doer.

→ The subject of sentence performs the action.

→ The performer of the action must be in the sentence.

• When the Subject is not important but event is more important then we use passive,

When the Sufferer is more prominent, doer is given less importance in the sentence  
the sentence is in passive voice.

→ ~~Doer~~ Sufferer (object) is given more emphasis than doer.

→ The subject of sentence receives the action.

→ The performer of the action may or may not be identified later in the sentence.

Ex  
(A) They are flying reinforcements.

(B) Reinforcement are being flown by them.

### Important Rules

Active : Sub + Verb + object

Passive : object + be form. + V<sub>3</sub> + by Sub  
(helping verb)

<u>1.</u>	Tense identify	Simple/continuous	Perfect/perfect continuous	
	Perfect	is / am / are		
	past	were / were	have / has	
	modal verbs	→ can, may, might, must, should with 'be'		

### 2. Object (Sufferer)

Singular	Plural
is	are
was	were
has	have

← had →

### 3. Action (Verb)

be form + Verb → 3 form

### Examples

(i) A: Please come here.

P: You are requested to come here.

(ii) A: Sit down.

P: You are ordered to sit down.

(iii) A: Open the door.

P: You are ordered to open the door.

(iv) A: Please give me your pen.

P: You are requested to give me your pen.

(v) P: You are requested to remove your shoes outside.

A: Please remove your shoes outside.

(vi) P: Vegetables are being sold by them.

A: They are selling vegetables.

(vii) A: My father gave me a five hundred rupee note.

P: I was given a five hundred rupee note by my father.

(viii) A: The scientists have grown plants on the soil from

P: Plants have been grown on the soil from mars by the scientists.

(ix) A: Someone stole my passport.

P: My passport was stolen.

(x) A: She may win the match.

P: The match can be won.

(xi) A: Please help the poor.

P: You are requested to help the poor.

(xii) A: He sings a song.

P: A song is sung by him.

(xiii) A: The boy killed the spider.

P: The spider was killed by the boy.

(xiv) A: Help him.

P: You are requested to help him.

- (XV) A: Farmer sow maze in the rainy season.  
P: Maze was sown by farmer in the rainy season.
- (XVI) A: She was repairing a car.  
P: A car was being repaired by her.
- (XVII) A: Teacher is not going to complete the next lesson.  
P: The next lesson is not going to be completed by Teacher.

### Q Uses of passive voice?

1. The passive voice to show interest in the person or object that experiences an action rather than the person or object that performs the action.
2. Most important thing or person becomes the object of the sentence.
3. Sometime we use passive voice because we don't know or do not want to express who performed the action.
4. The passive voice is ~~formal~~ often used in formal text. Switching to the active voice will make your writing clearer and easier to read.
5. Active voice makes your writing stronger, more direct and you guessed it, more active.
6. If the doer of sentence (action) is important then we use active voice.
7. Passive voice does a better job of presenting an idea.

: How to write -

- Single idea / topic - develop.
- Single piece of writing.
- not less than 100 words.
- Shall not exceed 150 words & limit.
- The first line and the last line of Conclusion is very important.

Style  $\Rightarrow$  clear, simple and lucid.

$\rightarrow$  A "paragraph" consists of related sentences which develop a single idea or theme.

$\rightarrow$  first sentence of paragraph is introduction and last sentence is conclusion of argument.

### \* Types of paragraph writing :

1. Descriptive :- describe the object, write what we know about the object.
2. Narrative :- We have to narrate some incident or event. It is the account of our experience.
3. Reflective :- We try to establish some idea and give our views on some idea or problem.
4. Expository :- Explain some facts about some subject  
for Ex  $\rightarrow$  life of Subhash Chandra Bose.  
 $\rightarrow$  Usefulness of technology.

5. Argumentative :- contains arguments about some controversy.

Ex politics vs cast~~ism~~.

6. Proverbs :- Explaining it with the help of some suitable examples.

### # Some topics for paragraph writing -

1. No pain, No gain.
2. Ill earned, ill spent.
3. Smartphone.
4. Black board.
5. Religion vs Politics.
6. Visit to the Cancer hospital.
7. Dowry System.
8. Reservation.

#### 1. Dowry System

Dowry system is one of the ancient practices of India which should not be adopted. Rich people can easily follow / practice this system but it is very difficult for poor people to follow dowry system. We can see that because of dowry system, poor families do suicide and many families and marriages break because of high dowry system. This system is a big cause of domestic violence. Hence, Dowry system is a curse on Indian society.

## Media for communication (unit -1)

- In Communication, media are the tools used to store and deliver content.
- Media contains semantic information or subject which matters for communication.
  - It includes a broad range of platform and tools that enable communication between individual groups and organisation, according to requirement.
  - It includes face to face , email, social media, written documents , PowerPoint presentation , websites and more.

Here are some of the key objective of this form of media:-

- Connecting people :-

Communication media is the bridge for geographical gaps , allowing individuals from different locations to connects, interact and build relationship.

- Share information :-

Communication media serves as powerful tool for sharing news, knowledge and insights , reaching a wide audience and keeping people informed.

- Facilitating the exchange of Ideas :-

Communication media creates platforms and spaces where ideas can be shared, discussed and debated . It fosters innovation & intellectual growth.

## • Various types of communication media:-

Communication media plays a significant role in delivering information, entertainment and connecting people across the globe.

From traditional forms to digital platform, the evolution of communication media has revolutionised the way we exchange ideas, disseminate news and engage with diverse audience according to requirement.

### 1. Electronic media :-

A form of media that uses electronic or electromechanical means to distribute information and news to audience.

Ex. Radio, Television, Personal computer, Internet, mobile phone etc.

### 2. Social media :-

A way for people to interact & share information, ideas and content in virtual communities & networks. It is used for digital marketing also.

Ex. Instagram, Facebook, Twitter, WhatsApp, Telegram, LinkedIn, YouTube, Pinterest etc.

### 3. Print media:-

It refers to all forms of physical, printed material to share knowledge, spread ideas & how we think about the world. It is used for educating, informing & entertaining.

Ex. News-paper, Magazines, Pamphlets, brochures, posters, books and Journals.

#### 4. Mass media:-

A variety of communication methods that are used to reach large audiences.

This is the primary way to communicate with the general public. That's why mass media is also known as "Traditional media"

#### 5. New Media:-

New media are communication technologies that coined in 21<sup>st</sup> century. The phrase "New media" became widely used as part of sales pitch for the influx of interactive CD-ROM's for entertainment & education.

Many old technologies are replaced by new technologies.

### • Means of Communication

media/means of communication are broadly of two types: Verbal and Non-verbal.

#### (1) Verbal communication:-

Verbal means "related to words and the use of words".

The process of communication involves the use of a common set of symbols between the sender & receiver. Words are more accurate and powerful set of symbols.

All serious and Formal communication is in words.

Spoken communication is known as oral communication.

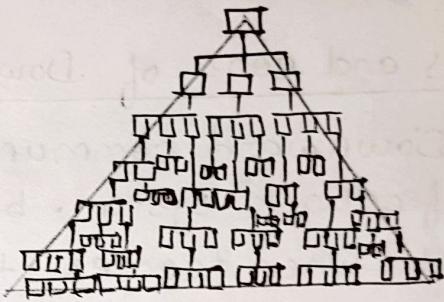
## 2. Non-Verbal communication:-

Non-verbal communication has a vast range of media. Mainly they are: Sign language, body language and para language.

### \* Types of Communication:-

Every organisation has a built-in hierarchical system that can be compared to a pyramid. Communication in an organisation is multidirectional.

- (a) Downward
- (b) Upward
- (c) Horizontal (Lateral)
- (d) Diagonal (Cross-wise)



### Structure of Business

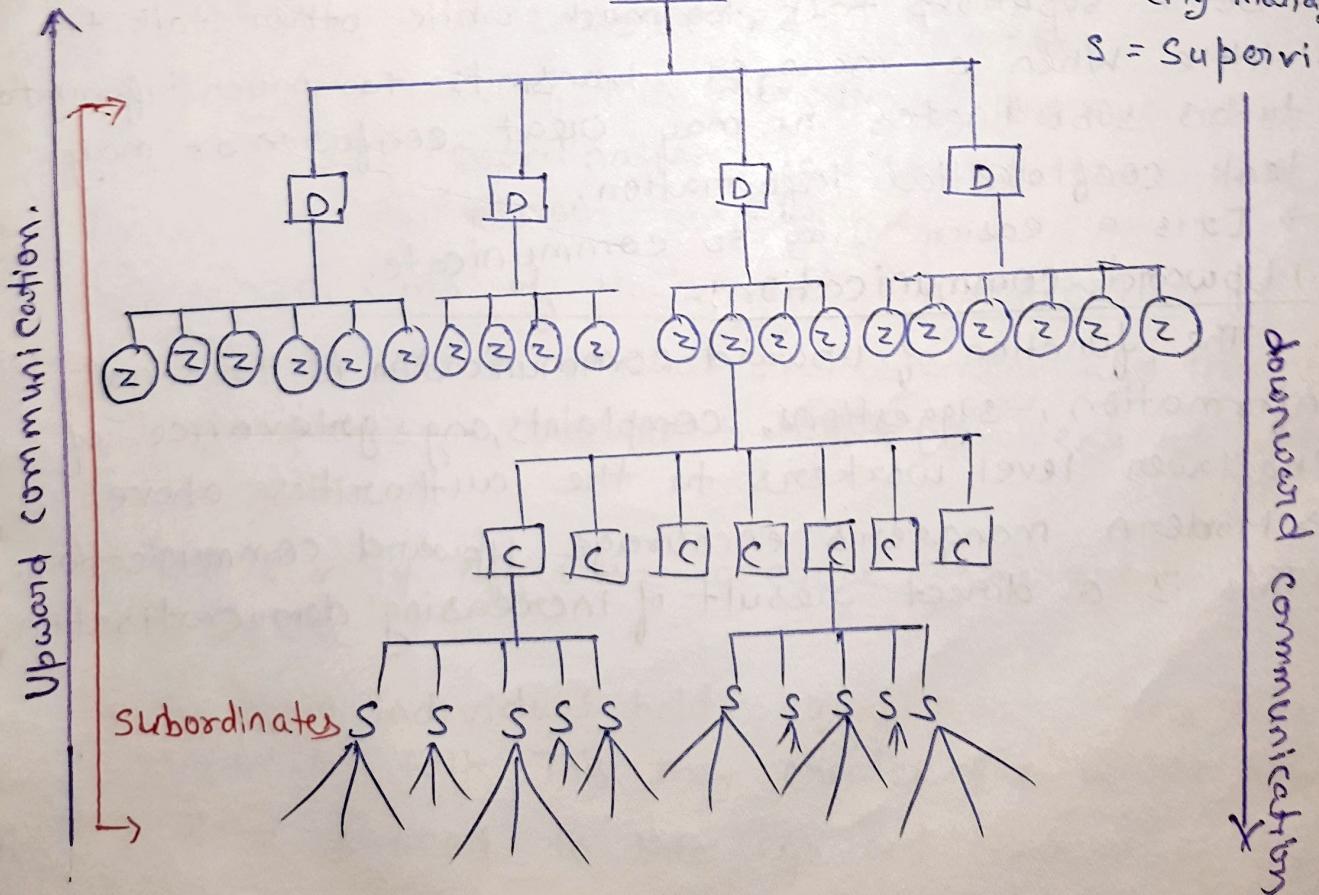
here

D = Director

Z = Zonal manager

C = City manager

S = Supervisor



## (1.) Downward communication:-

It is based on the assumption that the people working at higher levels have the authorities to communicate to the people working at lower levels. This direction of communication strengthens the authoritarian structure of organisation.

- When communication flows superior to subordinates or top to bottom, is called down-ward communication.
- Orders, instructions, policy, statements, notice, job sheets are the main objectives.

### • pros and cons of Downward communication -

- Downward communication requires an efficient feedback system, because sometime messages may get lost when it comes to Higher level to lower level.
- It becomes time consuming. The more the levels, the greater chances of delay.
- Some superiors talk too much while other talk too little. When a manager transmits too much information to his subordinates, he may create confusion or may leak confidential information.
- It is a easier way to communicate.

## (2.) Upward communication:-

The function of upward communication is to send information, suggestions, complaints, and grievance of the lower level workers to the authorities above.

- Modern managers encourage upward communication. This is a direct result of increasing democratisation.

- Pros and cons of Upward Communication:-
- Upward communication provides valuable feedback to managers.
- When employees communicate freely with their employers, they do not resist new ideas.
- It helps to create greater harmony and mutual understandings between management & employee.
- Managers can get constructive suggestion and innovative ideas.
- But subordinates may feel some fear while communicating with seniors.
- Superior may not be patient enough to listen to juniors or may even suppress the message sent to them from below.

### (3.) Horizontal Communication :-

When communication flows among the same designation or same level, it is known as Horizontal or Lateral communication.

The main use of this direction of communication is to maintain coordination and review the activities assigned to various subordinates.

- Pros and Cons of Horizontal Communication:-
- Helps to create mutual understanding and trust.
- It makes it possible to solve problems at lower levels.
- It is very effective because there are no status barriers.
- As each individual holds equal rank, none may take initiative talk. This may creates gap between colleagues.
- There is need to shed ego and communicate freely.

#### (4) Diagonal Communication:-

Diagonal or crosswise communication takes place when people working at the same level interact with those working at a higher or lower level of hierarchy.

→ It completely depends on interpersonal relationships. There is no boundary. No hierarchy follows in such away of communication.

#### • pros and cons of diagonal communication:-

→ This crosswise communication serves the important purpose of coordination.

→ Informal meetings, interact with managers, it gives them moral boost and further commitment.

→ The superior may feel it is as an infringement that his subordinate has been given undue importance and that he has been bypassed.

→ The superior may not implement the suggestion as he has not been consulted.

24/09/24

- Q Difference between Verbal & non-verbal communication  
or  
Q Pros and cons of verbal & Non-verbal communication.

points of comparison	Oral Comm. (Verbal)	Written Comm. (Non verbal)
1. Nature	Informal with personal touch.	Formal without personal touch.
2. Speed	Fast.	Slow.
3. Flexibility	High [Easy]	Low.
4. Record	No record.	Permanent record.
5. Cost	low cost. (Economical)	High cost (expensive)
6. Gestures.	Can be used	Can't be used
7. Feedback	Immediately.	Delayed feedback.
8. Suitability	Short & Simple messages.	Lengthy or Complicated message.

Q Write a paragraph on "Future of AI" within 150 words.

### Future of AI

Artificial intelligence is rapidly evolving, promising to reshape our world in profound ways. Within the next few decades, we can expect AI to become even more integrated into our daily lives, from self-driving cars and personalized healthcare to advanced robotics and intelligent virtual assistants. As AI continues to develop, it will likely lead to breakthroughs in fields like climate change, medicine, education. However the rise of AI also raises insecurities about job displacement, privacy and the potential for misuse. Nowadays, Human is bei. adding towards AI. There will be a time, when Human will be undercontrolled by AI. Thus, Using of AI should be limited.

## Modal Verbs

(Unit 2)

\* Modal :- 'Auxiliaries' or helping verbs, which express the 'mode' or 'manner' of the actions indicated by the main verbs.

- Modal verbs provides flexibility to a sentence.
- They express ideas as probability, ability, possibility, permission, obligation, advice etc.

### \* Helping verbs

is / am / are

was / were

will / shall

have / has / had

Helping verbs changes  
with the subject or  
according to the subject.

### \* Properties of Modal verbs :-

- Modal verbs have no -s in third person singular.
- Modal verbs do not have inflection such as -s, -ing or -ed.
- Modal verbs are usually followed by an infinitive without 'to'.
- Modal verbs are often used to form questions & negatives.
- Modal verbs usually do not have past form.
- Modal verbs generally can't be used on their own / alone.
- All modal verbs are here -

Can	Could	Shall	Should	will	would
may	might	must	Dare	Ought-to	
need	used-to				

## \* Uses of Modal verbs

### (i) Used to

→ for expressing past habits or state which has ceased now.

→ it is used to when we relate something to our past but it shouldn't relate to present.

Ex My grand mother used to swim, when she was young. (Past habit)

My grandmother could swim, when she was young. (Past ability)

→ I used to play basketball.

→ Her hair used to be black in her youth. (but it is not black now).

(ii) Could :- it is used for past ability or in ability.

→ it can be used to show possibility as well.

Ex The doctor said that he could care the patient within a week.

→ When I was young, I could climb all the stairs in one breath.

→ I could run a 100 m in 50 sec.

→ If you had a motorcycle, we could go on a long ride.

→ Could you please bring me a glass of water.  
(Polite request)

(iii) Ought to :- When we talk about social duties / responsibilities. (Moral duties)

Ex

→ Children ought to obey their parents.

→ You ought to be regular with your studies.

→ A soldier ought to fight for his country.

(iv) Can :-

for showing ability, expressing permission, to be allowed. (Informal)

→ I can fix this car. (Skill)

→ He can jump from this height. (Dare)

→ She can solve this sum. (Ability / skills)

→ H. You can go out & have fun. (Informal Permission)

→ Diseases can spread in Rainy season. (Possibility)

(v) May :- Used to express Formal Permission, blessings, high possibility, offer for help.

→ May I help you Sir? (Offer)

→ May God bless you my child! (Blessings)

→ You may go now & attend your class. (Formal Per.)

→ It may rain today. There are clouds in the sky.  
(High probability)

### (vi) Might :-

→ to express lower/lesser possibility than may.

For most polite request (Might I)

Can be used as the past tense of May. (Not usually)  
[only when it is used in narration]

Ex

→ He said that I might win that match. (Narration)

→ Might I suggest something. (Polite request)

→ The sky is very clear and no clouds in the sky but it might rain today. (Less possibility)

### (vii) Should :-

→ Suggestive, manner., duty, and past tense for narration.

Ex You should save some money for future.

You shouldn't remain absent from the class.

You should stop smoking. (Suggestion)

We should help our friend. (duty)

He said that I should prepare the breakfast. (Narration)

### (viii) Must :-

→ Used for emphasis, necessary, Compulsions.

→ negative form for prohibition,

Ex → We must tone our country.

→ You must give up drinking.

→ You mustn't smoke here.

→ He is preparing food. He must be cook. (such)

### (ix) Will :-

- It is used to show future time.
- with please  $\Rightarrow$  request (humble)
- without please  $\Rightarrow$  order (command)
- Strong determination.
- For threatening.

Ex  $\rightarrow$  Will you please give me some books? (humble req.)

- $\rightarrow$  He will have heard the news (Past event with )
- $\rightarrow$  He will come tomorrow (Future tense) guess
- $\rightarrow$  Will you marry me? (Humble request)
- $\rightarrow$  He will kill you. (Threatening)
- $\rightarrow$  We will come out victorious. (Strong determination)
- $\rightarrow$  Will you please shut up your Mouth? (Command)

### (x) Would :-

- Extra polite request  $\Rightarrow$  (would you)
- Past form in indirect speech.
- with 'rather' for expressing as we prefer.

Ex  $\rightarrow$  Would you like a cup of coffee? (request)  
 $\rightarrow$  She said me that she would go to her office soon. (Past)  
 $\rightarrow$  I would rather die than live in disgrace.

I would advice you to stop smoking.

(xi) Dare :- auxiliary means "to have courage" (polite request)

- $\rightarrow$  I dare talk to the Principal. How dare you?
- $\rightarrow$  She doesn't oppose her in-laws.

### (xii) Shall :-

- To express future time (I/we)
- Sometimes used for command.

Ex → I shall bring chocolates from the market.

→ Shall I bring a packet of cigarettes for you?

→ You shall come to the class regularly.

### (xiii) Need:-

→ express obligation

→ Negative form ⇒ needn't.

Ex You need to get a first division.

They needn't work hard.

You need not to worry, everything is fine.

She needn't have bought another phone.

## Banners of Communication (Unit - I)

→ Anything that prevents a message from being delivered or received effectively.

Some examples of barriers of communication -

### \* Semantic Problems :-

Semantic is "the study of the meaning" from dictionary. The problems arising from expression or transmission of meaning are called Semantic Problems.

A speaker assigned different meaning of the word but listener / receiver misunderstood the message. It depends on how sender encodes his message.

### \* Lack of Planning :-

Many times people take communication lightly. The result is that the message to be sent across may not be carefully planned. He may not explain his motive to listener or listener may miss-communicate. So pre-planning before communication is important.

### \* Noise :- The unavoidable, unwanted sound is called noise. Sound of machine in workshops makes oral communication difficult. Technical problem, Adverse weather condition or some fault in telecommunication system may also cause of wrong interpretation of message.

### \* Socio Psychological :-

Everyone have different status, different social condition. They may interrupt their status barrier in a hierarchy system. It may cause of less communication.

5

## \* Cultural Barriers:-

In International environment, the same category of words, phrases, symbols mean different things of people of different countries or different cultural background. It is caused of miscommunication.

## \* Information Overload / Poor listening:-

Unchecked inflow of information very often becomes another barrier to communication. It may bore or frustrate the listener. It may cause of poor listening. It may lead serious problems. Communication needs effective, patient and empathetic listening with sufficient information.

## \* Wrong Assumptions:-

When listener do not pay attention on effective listening, He/She may assumed some missing place of message according to situation. Many times lack of information may cause of wrong assumption.

## \* Emotions:-

Both encoding & decoding of message are influenced by emotions. Anger is the worst emotion to enemy of communication. Every emotion has their different own meaning.

## \* Filtering:- Manipulating the message in more favourable for receiver is caused of distorting of info.

They may ignore the important part of information due to filtering.

## \* Selective Perception:-

It means that the receivers selectively select & hearing depending upon their needs, background, experience & other personal characteristics.

Decoding is mostly receiver's project, their own interest & expectations into process of communication leading to a particular kind of feedback.

## \* Offensive Style of Communication:-

Offensive style of communication leads to communication breakdown. It is a rather sensitive point. Status barrier in hierarchy / hierarchical system is major reason of offensive style. It is necessary for the management to adopt a persuasive style of communication.

## \* Goal Conflicts :-

Diff. departments have diff. goals. If they don't have interdepartmental communication, then they can't progress in their goal. Companies do exercises to resolve the problem of conflicts like cultural program or games etc.

## \* Loss of transmission :-

When the message transmits by the chain of receivers, then message changes / dilutes drastically.

So care to be taken in transmission. It may be a form of Rumors

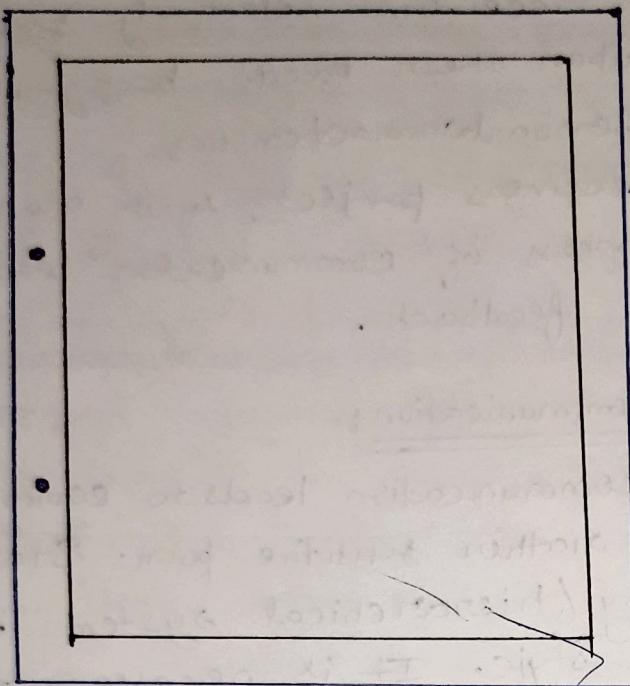
## \* Insufficient Period for adjustment:-

People respond to change in a diff. ways. If Management do not give/provide sufficient time for adjustment with sudden change, they will respond negatively.

4 Nov

## Curriculum Vitae

(unit -3)



It is also known as  
Résumé or Professional  
Bio Data, (C.V.)

- It should be written on A4 size white sheet
- Margin should be 1 inch from each sides.
- It can be in soft copy or hard copy.

→ Font size : 12 (At least)

→ Font => Calibri /  
Times new Roman

→ For fresher 1 page is enough.

→ It should be updated every year.

→ Signature is must.

→ Reference name for crosscheck or verify the candidature [min 2]

→ Personal details in starting.

Name should be in block.

- It describes your personal and educational achievements.
- It includes information about one's career goals, education, work experience, activities, honours and any special skills.

Purpose To generate the employer's interest and get an interview call.

→ It should be into segments. Concerned qualities or matter in this section to which they belong.

→ Education (i) Start with highest education qualification.  
(with duration/completion date)

(ii) Achievements / honours and knowledge.

(iii) Special skills.

Style The language of resume should be short, simple & clear.

Employment exp. who have prior Job exp.

projects or preconclusion project can be mentioned  
in this section.

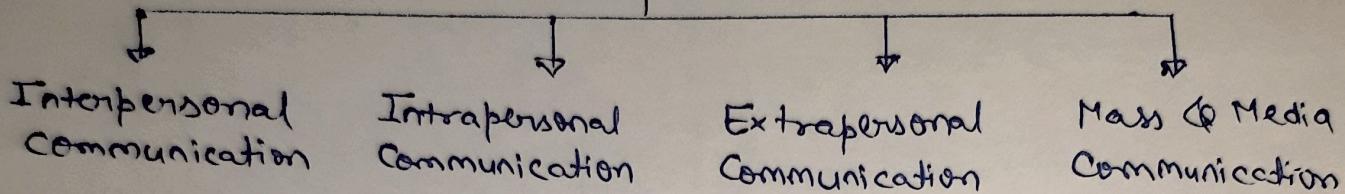
5 Nov

(Unit 1)

## \* Divisions of Human Communication & Methods to improve Interpersonal Communication

### Human Communication

(i) "



(i) Interpersonal Comm. :- This communication takes place b/w two people, Using words or symbols. It depends on the familiarity of knowledge, background & experience.  
Ex. Small group meetings, some interviews and letters.

(ii) Intrapersonal Comm. :- A person talks to himself, that is, he talks to his own self, without Intra means within. In such a communication, activities of the bodily senses are involved.

(iii) Extrapersonal Comm. :-

Human being also communicate large groups. In this communication, sender uses words but may receive response in form of gesture as in the case of animals. This is a medium to express sender's joy, sorrow & frustration.

(iv) Mass and Media Comm. :- When we have to communicate with large groups senders use electrical/mechanical device to send his message. Channel - Newspaper, radio, T.V., video etc. Feedback & response are difficult to be sought or expected.

# Methods to improve Interpersonal Communication:-

Actions speak louder than words

## (1) Be open and ask for feedback:-

Whenever you are talking or discussing, you should ask the receiver for feedback. It implies that you are interested to know about their point of view.

## (2) Never talk over people:-

We should wait for our turn. Don't jump into other discussion. It left bad impression on other.

## (3) Don't finish other people statement:-

Many times, we guessed what other ~~are~~ wanting to say and we complete their sentence where they take a small pause. But it shouldn't be done. It irritates others.

## (4) Paraphrasing:-

Use short and simple words for making the message clear. Do not complicate it by using typical words.

## (5) Listen actively:-

Concentrate on listening to what the other person is saying. Listen with an open mind. Once you understand the meaning of the message, you can engage in effective interpersonal communication.

## (6) Maintain eye Contact:-

Maintaining eye contact implies that you are interested and you are involving in discussion. But it doesn't mean you stare at only one person. You should be careful.

## (7) Be aware of your body language:-

- Actions says more than word'

It make more effective your conversation. You should nod your head up & down showing approval. Be aware your facial expressions. Like smile, crossing your arm or nodding.

## (8) Avoid unnecessary fillers:-

Avoid fillers → be conscious of words like "um", "uh", "you know", brief pause etc. that should not too much in talking.

## (9) Be respectful of others people's thought & opinion:-

We should think about others prospectives. We are independent to think but should respect other's opinion. Don't show strong disagreement. Give chance to others.

## (10) Practice:-

- Practice make a communicator perfect".

For being a good communicator we need a lot of practice of given points and need extra careful for others' emotions. So do practice & make your communication skill strong.

## \*Qualities of Good Communication\*

(Unit 1)

Also known as 7 C's of Communication:-

(1) Clarity:- Good communication never "happens".

It is result of Advance thinking & planning.

It implies clarity of thought & expression. Communicator needs to clarify it in his mind that what / why / whom and how he communicate.

(2) Completeness:- Every communication must be complete & adequate. Incomplete message keep receiver guessing, misunderstanding and delay. All figures & facts should be mentioned.

(3) Conciseness:- "Brevity is the soul of communication" we should use only relevant details in our message. It saves time.

(4) Consideration:- We should think about receiver's angle. We should understand the emotion & sentiments of receiver.

"First understand then be understood"

(5) Correctness:- Accuracy & authenticity of message is required. Transmission of incorrect information to outsiders may spoil relation & reputation.

(6) Courtesy:- Courtesy means a friendly & helpful behaviour. Polite manners facilitate communication.

Thank, Apologize, Avoid irritating expression and ~~and~~ use empathy, it ensures courtesy.

#### (7) Careful of body language:-

In Oral communication, body language should be used to reinforce words. Proper gesture & posture are needed.

#### (8) Attentiveness :- You must pay full attention. It is necessary to insure that all relevant details are included.

#### (9) Objectivity :- Communicator should not allow his emotional attitudes or bias to distort message. He should be careful that the feelings of the receiver are not hurt.

#### (10) Use grapevine strategically:-

Informal channels of communication should be used judiciously to supplement the official channels.

#### (11) Feedback:-

Feedback should be used carefully in planning & executing. If feedback is not available automatically, sender should ask for feedback.

#### (12) Elimination of Noise:-

→ Noise is the greatest barrier to communication. Every possible method should be done to eliminate noise.

## Poem - No men are Foreign (unit 5)

~James Kirkup.

### Explanation:-

This poem states that all men are brothers. They are essentially the same.

This first stanza of the poem says that beneath their clothes all people are the same, all walk on the same kind of land and will all be buried in it and that all are fed by the harvests and the harvests are ruined by wars. We all have same needs to live.

This second stanza emphasises that our hands are the ~~beneath~~ flame and we all do the same work, all of us sleep and wake up in the same manner and that love is strong enough to win all people. In this manner, he tries to establish that all people are same.

The third stanza says that when we hate others, we actually hate ourselves. The final stanza points out that by quarrelling with each other, we defile the earth we all live on and the air we all breathe.

### Central Idea of poem -

'No men are foreign' tells us that we should not consider anyone as foreign or 'strange'. Humanity is the same all over world and in hating anyone we harm ourselves. This is a symbolic poem. The world is threatened by wars, poverty, misery but all these have failed to crush mess love for pleasure. It aims to preach the message of universal brotherhood of God & brotherhood of men.

This poem is a universal appeal to all for brotherhood. Poet emphasizes that people of different nation are alike in every respect, fate, time of sorrow & happiness. We all have same basic needs to live. So we should not decimate our Earth by waging war. He is of the opinion that by fighting with others, we condemn ourselves.

Short story - The Night train at Deoli (Unit - 4)  
~ Ruskin Bond

Summary

Student narrator tells of his train ride every summer to visit his grandmother. The train stops at Deoli where "Nothing ever happens". There he meets a young girl selling baskets. She is poor, barefoot, old clothed, but dark eyes, "searching and eloquent". He felt a strange attraction towards the girl.

1<sup>st</sup> meeting:- He jumps off the train and looked at the girl. He buys a basket to hold conversation. He gave 1 rupee to the girl and rarely touched her hand. Station master whistled and he had to go.

2<sup>nd</sup> meeting:- On his return trip to Delhi, he saw her at the station again, this time he met her and for few minutes. Both were happy that they remembered each other.

The third time he wants to be bolder in expressing his feeling but she was not there. No one at the station can tell him where she was. His true feeling came out. He wanted to find her, know that what happened to her. He felt a tenderness & responsibility towards her that he had never felt before.

This story of first love is something common to human heart. Human Heart can savour the bitterness & sweetness of the feeling that has no expression.

## Imp Question

Q1 Description of Deoli station.

Ans A small station about 30 miles from Dehra, marked the beginning of the heavy jungles of Indian Terai. There were dimly lit with electric bulbs and oil-lamps.

There was a tea stall, a fruit vendor & few stray dogs. An office for the station master & a waiting room. Railway tracks would just be visible in the first light of dawn, a loan platform.

Q2 Description of that girl.

Ans A young girl ~~was~~ with bare feeted, old clothed, a shawl was thrown across her shoulder. She had a pale skin, set off by shiny black hair, and dark, troubled eyes. In searching & eloquent. She was a baskets seller.

Q3 Why did the Author not want to break his journey at Deoli station to find that girl?

Ans The Author didn't want to lose hope because he was feeling for that girl. He didn't want to spoil that game to keep hoping & dreaming about her. He didn't want to clear mystery about that girl. If he found her married to someone or left Deoli the his love story would end there. Her feelings gave him a false hope that they would meet again. This feeling has no expression. This a one sided love.

# Short Story - The Luncheon (unit-4)

~Somerset Maugham

## Summary

- Luncheon means a "light snack" which turns out to be an abundant and expensive meal.
- The tone of the text is ironical. → (stressed form)
  - 20 years ago, poet Maugham was young and credulous.  
in Paris. His first literary works <sup>were</sup> just published.  
A lady sent a fan mail to the writer praising his work,  
that lady was passing through Paris and interested to chat  
with author. She suggested for a little luncheon at  
"Foyot's". (Restaurant) where the French senators eat. which  
about he never even dreamt. He had only 80 francs for  
whole months.
- Being flattered by attention being showered on him by the  
lady & a novice about the worldly affairs, he couldn't  
decline the request.
- That lady was not a young lady as author had imagined  
rather she was an imposing woman of forty.  
She had large & white teeth and an excess of what was  
required for practical purpose. She was talkative.
- Lady assured author that "she" had never eat anything  
for luncheon.
- They have ordered Salmon (little fish), caviare,  
mutton chop, a half-bottle of champagne and asparagus.  
and coffee and icecream.

Panic seized the author when he made mental  
arithmetic about paying bill and that was most  
traumatic part of story. His self-esteem wouldn't permit  
him to borrow any cash from his guest.

If the bill exceeded the amount that he had, he planned to put his hand in his pocket and cry out that it had been picked. and he would leave his watch & come back to pay later.

He had barely enough to pay a decent tip.

The lady suggested with irony that take only one item for luncheon.

After 20 year he found that lady weighing twenty-one stone. He observed with satisfaction the way the immortal gods deliver justice.

Q1 Attempt a character sketch of lady?

Ans That g was not a young lady as author had imagined rather she was an imposing woman of forty. She had large & white teeth and an excess of what was required for practical purpose. She was talkative & a little bit greedy.

Q2 What is the theme of the story?

Ans This story is contrast between appearance & reality. It include social manipulation and subtle power dynamics in human relationships. It also touches on themes of irony and consequence of social obligation. The unnamed narrator is greed for recognition. It aims to guide human behaviour.

Q3 Describe the humour of the story.

Ans The luncheon is a story of Maugham the author & the lady that he dated. Maugham belonged to the middle class family. He says to the lady to go in cheap restaurant for date but lady suggests for rich restaurant. Author can't refuse the lady take advantage of Author by ordering expensive foods and drinks. He ends up paying for it. This story is full of satire & humour.

Q10 Describe the scene at Deoli Station.

Ans A small station about 30 miles from Dehra, marked the beginning of the heavy jungles of Indian Terai. There were dimly lit with electric bulbs and oil-lamps. There was a tea-stall, a fruit-vendor, An small office for the station master & a waiting room. Some stray dogs <sup>were</sup> wandering here & there. Railway tracks would just be visible in the first light of dawn of a loan of platform.

Q11 Explain the ~~passive voice~~ in details.

Ans When ~~the~~ Sufferer is more important / prominent, doer is given less importance in the sentence, that is called passive voice sentence.

→ The Passive voice to show interest in the person or object that experiences an action rather than the person or object that performs the action.

For example

A car was being repaired (by her).

→ Some time we use passive voice because we don't know or do not want to know express who performed the action.

For example

My passport was stolen.

→ News, information are stored in passive form because the doer is not prominent here.

For example

Rainforcement are being flown (by them)

Medicines are arrived today in the morning.