14ᵗʰ Jan '23

ACS
~ Shrimathy, Ma'am

- Contents:
  - Unit I
    - understanding cross cultural comm"
    - assertive & aggressive comm"
    - managing emotional steadiness in aggressive comm" contexts.

  - Unit V:
    - understanding the contexts and needs for technical reports
    - reading and analysing sample technical reports
    - understanding the components of a technical report.
    - writing technical reports.

Q) what is communication? news/
Solⁿ · Exchange of information / thoughts / ideas
      · Listener & a speaker

Q2) When would you say someone is communicatively competent in language?

Q3) What are the various components that come under communication?

ANSWERS: (speaking your mind)
• confidence.

ANS 2) • able to make the others understand their
w/o listing to point. (put forth points in such a way that
on it properly
appropriately   others understand)
don't   • active listening / analytical / critical.
waste   • stick to the point (don't beat around the
time)   bush
effective/   • fluency • content/
• appropriate tone of voice   ideas
• body language   (speaking +
ANS 3. • Tone of voice   writing)
    • intonation   (content +
    • vocabulary   language)
    • Grammar.
    • clarity of language.   • fluency
    • content.   • comprehension
    • body language   • clarity
    • good listening skills. • writing
    • speaking   • reading

Q) How to get clarity? — 1 → read extensively
            2 → reflect

• Italian of the East — Telugu

• language is imp. for commⁿ because it is
   species-specific

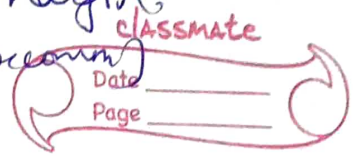(ANS 2) Extended:
  • direct & simple vocabulary
     ← paraphrase ? important ?
     {use vocab appropriately & naturally?}
  • clarity
  • eye contact / body language (P positive, confident)
  • Enunciation (pauses, pronounciation)
  • punctuation
  • intonation
  • tone of voice

(ANS 3) • listening: — ⌐→ active
          └→ passive

  • speaking ⌐ → content
       → enunciation
       → intonation (rhythm)
       → pace
       → clarity
       → tone of voice (ndy, bally, flat
       → emotions that we convey
I am stood ← └→ good pronounciation ≈ intelligible
understood   └→ fluent
w/ my own   └→ spoken grammar &
w/ any accent   └→ vocabulary ≈ simple 820%....

- Annotating the text : comments in the margin.
- SOP / ~~TOC~~ Project Report, LOR (letter of recommendation)
  reading.

- content > language.

↳ speak slowly & clearly.

- reading → comprehensiveness.
  (skimming)   ↳ authentic reading
  scanning/
  predicting)   (i) authentic texts to be read
                    (ii) engage w/ text.
           ↳ retention (✓ annotation)
           ↳ extensive (multiple sources)
           ↳ read what you like.
           ↳ understand the meaning
                    (agree / disagree)

- writing → organisation — "coherence".
           ↳ content.   (recognisable
           ↳ flow of ideas.   structure)
           ↳ clarity.
         ↳ connectivity of paragraphs.
           ↳ vocabulary
           ↳ task fulfillment.
         ↳ cohesion (cues → words that
                              you use
      "cohesive devices / transition
         markers / signals / discourse
                              markers "
         eg because, however,
              although,

↳ grammer (formal)

Q) Why is passive voice used in project reports?

Sol⁼ objectivity, impersonal writing

↳ spelling (cross check w/a person
for correct word content
- density of spelling error
(no. of mistakes/frequency)
- seriousness of spelling error

↳ fluency:
- natural hesitation
- forced hesitation

Assertive & Aggressive Commⁿ:

- assertive: confident, sticks to their point
commands, clear, in control,
controlled , speaks his or her
mind

⟶ ★

v. conscious of his/her rights
individual space

- older & aware of sanctity of self
- "shut up" ⇒ unparliamentary language
- rolling / raising eyebrow

CLASSMATE
Date _____
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very self aware, don't cross the line w/ them; not people pleasers.

- aggressive ? { disrespectful, out of control ?
  { not emotionally balanced,
  { doesn't listen to others, do...
  { body language: folded arms ⇒
  { closed off; sign of authority

  → their ideas are the best & that's final, let their tongue loose,

  ↳ body language: rolling eyes, raising brows, "shut up"

  ↳ damaging the other person & don't let them share their opinion.

  ↳ not necessarily raising their voice, just through body language, displaying that you don't care at all.

- assertion ✓✓ , aggressive XXX, lol

Q) why is corporal punishment banned?

ANS: Beating up → leads to aggression
& more aggression the adult displays
the more aggression the child will observe/become &
have enough to imitate aggression eventually
take it as good behaviour

- aggression: anger, frustration, overconfidence

Q) How to be assertive w/o being aggressive

Sol^n
- Be Clear, Be confident, Be controlled.
- calm & collected.
- patient & willing to listen to others.
- be open to new opinions.

agree to disagree → Don't take disagreements personally.
1. listening to others.
2. facilitate / sit down & talk
3. Respect even if you don't accept.
4. Mistakes are a sign of learning
- Don't be judgemental...
- Don't evaluate people.

[ASSERT YOURSELF]
- "Don't push to the corner, people will hit back"
- "Don't take things lying down"
- Hold on to your views
- Don't give off "I don't value you" vibes.
- Don't belittle, you don't know when you trigger people

- aggression ⌐→ outright blowing up
  └→ slowly killing a person
  (intense)
- people become aggressive because they think they can keep things in control that way.
- class

Q) How do we gently push back an aggressive person & maintain emotional stability in such situations?

Advanced Communication Skills (ACS)
Unit 2

— Body language in various contexts:
   $\underline{7\%}$ % from actual words
   $\underline{38}$ % from tone of voice
   $\underline{55}$ % from body language

— Signs: $\underline{\text{self-hug}}$ ↑

① Crossed Arms & legs : closed, not welcoming
   perhaps self defensive / self-protective
   → repels people
   ↱ when we don't want interactions
   ↱ conveys resistance
   → perhaps not willing to listen
   ✳ not an intentional behaviour
   (—) disagreement.

source

Body language - How to know what's really being said - 3rd edition - James Borg
by Pearson Education.

" All the world's a stage, And all the men &
women o merely players,
They have their exits & their entrances
And one man is his time plays many
parts ".
～Shakespeare

○ Body language is a 2 way road — to do
it w/ awareness is what makes comm^n
effective

interpreting other person's body lang is telling us

controlling our own body language to create the right impression.

✗ Tough to carry on a conversation w/o
→ (this) in a group discussion, don't
get to self-obsessed, always respond
w.r.t. what the others are doing.