

**SST Lesson Plan, 5th Sem (IT, BCREC)**  
**Academic Session: 2024 25 ODD and B:2022 26**

### Course Overview

This course is designed to enhance participants' proficiency in English, focusing on pronunciation, vocabulary, grammar, listening, comprehension, and fluent speaking. Through interactive sessions, group activities, and individual tasks, learners will develop the necessary language skills for effective communication in academic and professional settings.

### **Session Plan**

Session No	Session Title	Objectives	Activities	Assessment
1	Group Event: Introduce Yourself	Develop self awareness and personal expression. Practice listening and speaking skills.	(3 min/participant): Participants introduce themselves in a group setting, focusing on clarity and pronunciation.	Evaluate pronunciation and clarity. Assess vocabulary accuracy.
2	Group Event: Introduce Your Partner	Practice listening and comprehension. Enhance communication skills through partner interaction.	(1 min/participant): Each participant introduces their partner to the group, emphasising key personal information.	Assess comprehension and accuracy. Evaluate communication skills.
3	Group Event: News Reading in Group	Improve pronunciation and reading fluency. Enhance listening comprehension and expand vocabulary.	(2 min/participant): Participants take turns reading a news article aloud, with mentors guiding pronunciation and intonation.	Assess reading fluency and pronunciation. Evaluate participation.
4	Individual Event: Story Telling	Develop narrative skills and creativity. Enhance fluency and confidence in speaking.	(2 min/participant): Participants tell a story about a movie, event, or novel, with mentors providing feedback on structure and language use.	Evaluate creativity, fluency, and narrative skills.
5	Group Event: Role Play	Practice role playing to simulate real life situations. Improve dialogue delivery and interaction skills.	(2 min/group): Participants work in groups to role play a given scenario, focusing on dialogue delivery and interaction.	Assess effectiveness of role playing and language use.
6	Individual Event: Extempore	Enhance impromptu speaking skills and confidence. Develop coherence and fluency	(1 min/participant): Participants speak on a randomly selected topic, emphasising coherence	Assess fluency, coherence, and confidence in speech.

		in speech.	and fluency.	
7	Individual: Technical Topic Discussion and Q&A	Develop specialised vocabulary and presentation skills. Foster analytical thinking through Q&A sessions.	(5 min presentation + 2 min Q&A/participant): Participants present a technical topic followed by a Q&A session, focusing on clarity, specialised vocabulary, and audience engagement.	Evaluate depth of knowledge and handling of questions.
8	Writing and Feedback	Improve written communication skills. Practise formal writing styles. Receive constructive feedback for improvement.	(15 min writing + 5 min feedback): Participants write a formal letter in class, with mentors providing guidelines and examples. Feedback session follows, with discussions on errors and strategies for improvement.	Evaluate grammar, vocabulary, and format. Provide personalised feedback.
9	Letter Writing	Understand formal letter formats (Offer Acceptance/Rejection/Request for changes). Enhance written communication skills.	(Explanation + Checking): Mentors explain the formats and then participants write their letters. Mentors review and correct letters, providing individualised feedback and suggestions for improvement.	Assess letter format, grammar, and vocabulary.

### Program Outcomes (POs) (as per NBA and NEP)

PO1	Engineering knowledge	Apply the knowledge of mathematics, science, engineering fundamentals, and an engineering specialisation to the solution of complex engineering problems.
PO2	Problem analysis	Identify, formulate, review research literature, and analyze complex engineering problems reaching substantiated conclusions using first principles of mathematics, natural sciences, and engineering sciences.
PO3	Design/development of solutions	Design solutions for complex engineering problems and design system components or processes that meet specified needs with appropriate consideration for public health and safety, and the cultural, societal, and environmental considerations.
PO4	Conduct investigations of complex problems	Use research-based knowledge and research methods including the design of experiments, analysis and interpretation of data, and synthesis of the information to

		provide valid conclusions.
PO5	Modern tool usage	Create, select, and apply appropriate techniques, resources, and modern engineering and IT tools, including prediction and modelling, to complex engineering activities, with an understanding of the limitations.
PO6	The engineer and society	Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal, and cultural issues and the consequent responsibilities relevant to professional engineering practice.
PO7	Environment and sustainability	Understand the impact of professional engineering solutions in societal and environmental contexts, and demonstrate the knowledge of, and need for sustainable development.
PO8	Ethics	Apply ethical principles and commit to professional ethics and responsibilities and norms of the engineering practice.
PO9	Individual and teamwork	Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.
PO10	Communication	Communicate effectively on complex engineering activities with the engineering community and with society at large, such as being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.
PO11	Project management and finance	Demonstrate knowledge and understanding of the engineering and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environments.
PO12	Life-long learning	Recognize the need for, and have the preparation and ability to engage in independent and life-long learning in the broadest context of technological change.

Course Outcomes (COs)	
CO1	Enhance verbal communication skills and personal expression.
CO2	Develop effective listening, comprehension, and feedback skills.
CO3	Improve reading fluency and critical thinking related to current events.
CO4	Build narrative and creative thinking skills through storytelling.
CO5	Simulate real-world scenarios through role-playing to enhance interpersonal skills.

CO6	Develop impromptu speaking and coherence in communication.
CO7	Enhance specialised vocabulary and presentation skills for technical topics.
CO8	Improve formal written communication and feedback incorporation skills.

### Mapping of COs and POs with description:

Session No	Session Title	COs	POs
1	Group Event: Introduce Yourself	CO1	PO9, PO10
2	Group Event: Introduce Your Partner	CO1, CO2	PO6, PO9, PO10
3	Group Event: News Reading in Group	CO2, CO3	PO2, PO5, PO10
4	Individual Event: Story Telling	CO1, CO4	PO3, PO10
5	Group Event: Role Play	CO5	PO6, PO9, PO10
6	Individual Event: Extempore	CO1, CO6	PO2, PO10
7	Individual: Technical Topic Discussion and Q&A	CO1, CO7	PO1, PO4, PO10
8	Writing and Feedback	CO8	PO8, PO10, PO12
9	Letter Writing	CO8	PO10, PO11, PO12

### Description/Justification:

**CO1:** Focuses on developing verbal skills, mapped to PO9 (individual and teamwork) and PO10 (effective communication).

**CO2:** Enhances listening and comprehension, linked to PO6 (engineer and society) and PO9.

**CO3:** Develops reading fluency and critical thinking, aligned with PO2 (problem analysis) and PO5 (modern tool usage).

**CO4:** Builds narrative skills, aligned with PO3 (design/development of solutions).

**CO5:** Role-playing for interpersonal skills, mapped to PO6 (societal impact) and PO9.

**CO6:** Focuses on coherence in impromptu speaking, related to PO2 (problem analysis).

**CO7:** Technical presentation skills, linked to PO1 (engineering knowledge) and PO4 (investigation).

**CO8:** Formal writing and feedback, related to PO8 (ethics), PO10 (communication), and PO12 (life-long learning).

**POs and COs mapping rubrics:**

Session No	Session Title	COs	POs
1	Group Event: Introduce Yourself	CO1	PO9, PO10
2	Group Event: Introduce Your Partner	CO1, CO2	PO6, PO9, PO10
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7	Individual: Technical Topic Discussion and Q&A	CO1, CO7	PO1, PO4, PO10
8	Writing and Feedback	CO8	PO8, PO10, PO12
9	Letter Writing	CO8	PO10, PO11, PO12

**Alignment with NEP 2020:**

- **Holistic Development:** The course supports NEP's goal of multidisciplinary education by integrating communication skills with critical thinking and problem-solving.
- **Skill Development:** Emphasises the development of a broad range of skills, in line with NEP's focus on employability and life skills.
- **Lifelong Learning:** Encourages adaptability and continuous learning, aligning with NEP's vision of fostering lifelong learners.

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# Class Notes 01: Developing Self-Awareness and Personal Expression & Practicing Listening and Speaking Skills

Kingsuk Majumdar

October 25, 2024

## I. Introduction to Self-Awareness and Personal Expression

### Objective:

To enhance self-awareness and personal expression as foundational skills for effective communication and leadership.

### Key Concepts:

- **Self-Awareness:** The conscious knowledge of one's own character, feelings, motives, and desires.
- **Personal Expression:** The ability to convey thoughts, feelings, and individuality through words, actions, and behaviors.

## II. Importance of Self-Awareness

### 1. Understanding Strengths and Weaknesses:

- Recognizing personal strengths to leverage them in various contexts.
- Identifying weaknesses to address them and facilitate personal growth.

### 2. Emotional Intelligence:

- Awareness of emotions and their impact on thoughts and actions.
- Developing empathy and the ability to understand others' perspectives.

### 3. Decision-Making:

- Making informed decisions by considering personal values and motivations.
- Reflecting on past experiences to guide future actions.

**Activities:**

- **Reflective Journaling:** Write daily reflections on experiences, focusing on emotional responses and lessons learned.
- **SWOT Analysis:** Conduct a personal SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to identify areas for development.

### III. Enhancing Personal Expression

1. **Clarity and Confidence:**

- Articulating thoughts clearly and confidently to ensure effective communication.
- Using body language and tone to reinforce verbal messages.

2. **Authenticity:**

- Expressing genuine thoughts and feelings to build trust and credibility.
- Embracing individuality and uniqueness in communication.

3. **Adaptability:**

- Tailoring communication style to suit different audiences and contexts.
- Being open to feedback and willing to adjust expressions accordingly.

**Activities:**

- **Storytelling Exercise:** Practice telling personal stories that highlight core values and experiences.
- **Role-Playing:** Engage in role-playing scenarios to practice adapting communication styles for different audiences.

### IV. Practicing Listening Skills

1. **Active Listening:**

- Fully concentrating, understanding, responding, and remembering what is being said.

- Avoiding interruptions and providing feedback through verbal and non-verbal cues.

## 2. **Empathetic Listening:**

- Listening with the intent to understand emotions and viewpoints.
- Validating others' feelings and perspectives without judgment.

## 3. **Critical Listening:**

- Analyzing and evaluating the content of the message.
- Identifying underlying assumptions and assessing the validity of arguments.

### **Activities:**

- **Listening Circles:** Participate in group discussions focusing on listening without responding immediately.
- **Feedback Sessions:** Practice giving and receiving constructive feedback to improve listening skills.

# V. Developing Speaking Skills

## 1. **Clarity and Precision:**

- Using clear and precise language to convey messages effectively.
- Avoiding jargon and complex vocabulary unless necessary.

## 2. **Engagement and Persuasion:**

- Capturing the audience's attention through storytelling and rhetorical techniques.
- Persuading others by presenting logical arguments supported by evidence.

## 3. **Adaptability:**

- Modulating tone, pace, and volume to maintain interest and understanding.
- Adjusting language and delivery based on audience feedback.

### **Activities:**

- **Public Speaking Practice:** Deliver speeches on various topics, focusing on clarity and engagement.
- **Debate Sessions:** Engage in debates to practice persuasive speaking and responding to opposing viewpoints.



## VI. Integrating Skills for Effective Communication

### 1. Mindfulness:

- Practicing mindfulness to stay present and focused during interactions.
- Managing stress and emotions to maintain composure and clarity.

### 2. Continuous Improvement:

- Seeking feedback and reflecting on communication experiences.
- Setting personal goals for ongoing development of listening and speaking skills.

### Activities:

- **Mindfulness Meditation:** Practice mindfulness techniques to enhance focus and emotional regulation.
- **Peer Feedback:** Exchange feedback with peers to identify strengths and areas for improvement.

## VII. Conclusion

### Summary:

- Developing self-awareness and personal expression is crucial for effective communication and leadership.
- Practicing active, empathetic, and critical listening enhances understanding and relationships.
- Clarity, engagement, and adaptability are key components of effective speaking.

### Reflection:

- How can you apply these skills in your daily interactions and professional life?
- What specific goals will you set to improve your communication skills?

### Assignment:

- Reflect on a recent communication experience and analyze it using the concepts discussed in class. Write a one-page reflection on how you could improve self-awareness, personal expression, listening, and speaking in that scenario.

## Class Notes 02: The 7Cs of Effective Communication

Kingsuk Majumdar, Aug 12, 2024

### Introduction to Effective Communication:

Effective communication is essential in both personal and professional settings. It ensures that the message conveyed is clear, understood, and leads to the desired outcome. The 7Cs of effective communication provide a framework for ensuring that communication is both efficient and impactful.

### The 7Cs:

#### 1. Clarity:

- **Definition:** Clarity means being clear about the message you want to convey. It involves expressing your ideas in a straightforward manner without ambiguity.
- **Application:** Use precise words and sentences. Avoid jargon or complex vocabulary that may confuse the audience. For example, instead of saying "utilize," say "use."
- **Outcome:** The audience understands the message quickly and without misinterpretation.

#### 2. Conciseness:

- **Definition:** Conciseness involves conveying your message in the fewest words possible without sacrificing the essence of the message.
- **Application:** Eliminate unnecessary words, fillers, and redundant phrases. Focus on key points and avoid over explaining.
- **Outcome:** The audience remains engaged and the message is delivered efficiently.

#### 3. Consistency:

- **Definition:** Consistency ensures that your message is coherent and aligns with previous communications or actions. It also involves maintaining a uniform tone and style throughout the communication.
- **Application:** Stick to one main idea or theme per communication. Ensure that your message doesn't contradict itself or previous communications.
- **Outcome:** The audience perceives the message as reliable and trustworthy.

#### 4. Correctness:

- **Definition:** Correctness involves using accurate information, proper grammar, and correct spelling. It also includes ensuring that your message is factually correct.
- **Application:** Proofread your communication for errors. Double Check facts and figures before sharing. Use language that is appropriate for the audience.
- **Outcome:** The audience views the communication as credible and professional.

#### 5. Completeness:

- **Definition:** Completeness ensures that all necessary information is included in the communication so that the audience can fully understand the message and take action if required.

- **Application:** Include all relevant details, answers to potential questions, and clear instructions. Consider what the audience needs to know to understand the message fully.
- **Outcome:** The audience feels informed and confident in their understanding of the message.

## 6. Concreteness:

- **Definition:** Concreteness involves being specific and using clear, vivid, and detailed language. It means providing solid facts rather than vague or abstract statements.
- **Application:** Use examples, statistics, and facts to support your message. Avoid abstract language and ensure that the audience can visualize or understand the concept being discussed.
- **Outcome:** The audience finds the communication tangible and easy to understand.

## 7. Courtesy:

- **Definition:** Courtesy involves being polite, respectful, and considerate of the audience's feelings and viewpoints. It's about building a positive relationship through communication.
- **Application:** Use a friendly tone, acknowledge the audience's perspectives, and avoid any language that might offend or alienate. Show empathy and understanding in your communication.
- **Outcome:** The audience feels respected and valued, which can lead to more positive interactions and responses.

## Conclusion:

The 7Cs of effective communication provide a comprehensive guide to crafting messages that are clear, concise, consistent, correct, complete, concrete, and courteous. By adhering to these principles, communicators can enhance their ability to connect with their audience, ensuring that their messages are not only understood but also well received.

## References:

1. M. E. Guffey and D. Loewy, \*Business Communication: Process and Product\*, 8th ed. Boston, MA: Cengage Learning, 2015.
2. M. E. Guffey and D. Loewy, \*Essentials of Business Communication\*, 10th ed. Boston, MA: Cengage Learning, 2016.
3. K. Wilson and J. Wauson, \*The AMA Handbook of Business Writing: The Ultimate Guide to Style, Grammar, Punctuation, Usage, Construction, and Formatting\*, New York, NY: AMACOM, 2010.
4. R. B. Adler and J. M. Elmhorst, \*Communicating at Work: Principles and Practices for Business and the Professions\*, 11th ed. New York, NY: McGraw-Hill Education, 2016.
5. H. A. Murphy, H. W. Hildebrandt, and J. P. Thomas, \*Effective Business Communication\*, 7th ed. New York, NY: McGraw-Hill Education, 1997.

## Class Notes 03: Active Listening

Kingsuk Majumdar, Aug 19, 2024

### 1. Introduction to Active Listening

Active listening is a communication technique used to fully engage with the speaker, ensuring a mutual understanding of the conveyed message. This skill is essential in various professional and personal interactions, facilitating effective communication and problem-solving.

#### Key Components:

- **Attention:** Focus fully on the speaker, avoiding distractions.
- **Understanding:** Interpret the speaker's message accurately.
- **Response:** Provide feedback that confirms understanding.

### 2. Importance of Active Listening

Active listening goes beyond simply hearing words; it involves a conscious effort to process and respond to the message being delivered. This skill is critical in leadership, team dynamics, conflict resolution, and customer relations.

#### Benefits:

- Enhances understanding and retention of information.
- Builds trust and rapport in relationships.
- Reduces misunderstandings and conflicts.
- Encourages open and effective communication.

### 3. The Process of Active Listening

Active listening involves several steps:

1. **Preparation:**
  - **Physical Presence:** Ensure an environment conducive to listening.
  - **Mental Readiness:** Clear your mind of distractions.
2. **Listening:**
  - **Verbal Cues:** Focus on the speaker's words and message.
  - **Non-verbal Cues:** Observe body language, facial expressions, and tone of voice.
3. **Interpretation:**
  - **Paraphrasing:** Restate the speaker's message in your own words to ensure understanding.
  - **Clarification:** Ask questions if any part of the message is unclear.
4. **Feedback:**
  - **Reflective Responses:** Provide feedback that shows understanding and encourages further discussion.

- **Empathy:** Express understanding of the speaker's emotions and perspectives.

#### 4. Barriers to Active Listening

Common obstacles that hinder active listening include:

- **Environmental Distractions:** Noise, interruptions, and multitasking.
- **Prejudgments:** Preconceived notions about the speaker or topic.
- **Emotional Interference:** Personal emotions or biases that affect interpretation.
- **Information Overload:** Being overwhelmed by too much information.

#### 5. Strategies to Improve Active Listening

- **Mindfulness Practice:** Engage in mindfulness exercises to improve focus and attention.
- **Empathy Training:** Develop empathy through perspective-taking exercises.
- **Note-taking:** Write down key points to enhance retention and understanding.
- **Reflective Practice:** Regularly reflect on your listening experiences to identify areas for improvement.

#### 6. Application of Active Listening in Professional Settings

- **Leadership:** Leaders who practice active listening foster a collaborative and inclusive work environment.
- **Team Communication:** Effective listening in teams enhances collaboration and innovation.
- **Customer Relations:** Active listening in customer interactions improves satisfaction and loyalty.

#### 7. Case Studies and Real-World Examples

##### **Case Study 1:** *Active Listening in Conflict Resolution*

In a corporate setting, a manager successfully mediated a dispute between two employees by employing active listening techniques, leading to a mutually beneficial resolution.

##### **Case Study 2:** *Customer Service Excellence*

A customer service representative used active listening to understand a client's frustrations, resulting in a tailored solution that exceeded the client's expectations.

#### 8. Conclusion

Active listening is a critical skill in effective communication, fostering better relationships, enhancing understanding, and reducing conflicts. By practicing active listening, individuals can improve their professional and personal interactions.

## 9. References

- **Hargie, O. (2016).** *The Handbook of Communication Skills* (4th ed.). Routledge.
  - A comprehensive guide on various communication skills, including active listening, with research-backed techniques and case studies.
- **Brownell, J. (2012).** *Listening: Attitudes, Principles, and Skills* (5th ed.). Pearson.
  - Explores the fundamentals of listening, including active listening, with practical applications in different settings.
- K. Tennant, A. Long, and T. J. Toney-Butler, "Active Listening," in \*StatPearls [Internet]\*, StatPearls Publishing, Treasure Island (FL), Sep. 13, 2023. [Online]. Available: <https://www.ncbi.nlm.nih.gov/books/NBK442015/>

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## Class Notes 04: Story Telling

Kingsuk Majumdar, Aug 19, 2024

### 1. Definition

**Storytelling** is the art of crafting and conveying narratives to an audience, employing words, images, sounds, or gestures to evoke emotions, transmit knowledge, and inspire action. It is a multidimensional communication tool that serves diverse purposes, from entertainment and education to cultural preservation and persuasive communication.

### 2. Advantages

- **Enhanced Engagement:** Stories captivate attention, making information more memorable.
- **Emotional Connection:** They evoke empathy and foster a deeper connection with the audience.
- **Simplification of Complex Ideas:** Stories can break down complex concepts into relatable experiences.
- **Cultural and Social Transmission:** They preserve traditions, values, and historical narratives across generations.
- **Influence and Persuasion:** Stories are powerful tools for influencing attitudes, beliefs, and behaviours.

### 3. Communicating Naturally

Effective storytelling often mirrors natural conversation, using everyday language and familiar structures. Key aspects include:

- **Authenticity:** The story should reflect genuine experiences or emotions, making it relatable and credible.
- **Rhythm and Pacing:** Varying the pace of the narrative keeps the audience engaged and highlights key moments.
- **Visual and Sensory Detail:** Rich descriptions help listeners visualise the story and engage their senses.
- **Active Listening:** Understanding your audience's reactions and adapting the story accordingly enhances communication.

### 4. A Storytelling Catalogue

A **Storytelling Catalogue** is a collection of different types of stories that can be used in various contexts:

- **Personal Anecdotes:** Short, personal stories that build rapport and illustrate a point.
- **Case Studies:** Real-world examples that demonstrate the application of concepts or principles.

- **Historical Narratives:** Stories from history that offer lessons or draw parallels to current situations.
- **Fables and Parables:** Simple, allegorical stories that convey moral lessons.
- **Success Stories:** Accounts of triumphs that inspire and motivate others.

## 5. Storytelling Template for Use in Workshops

A structured template can help in crafting and delivering stories effectively in workshops:

1. **Introduction:**
  - **Context:** Set the stage by explaining the background.
  - **Characters:** Introduce the main characters or entities involved.
2. **Conflict:**
  - **Challenge:** Describe the problem or challenge faced by the characters.
  - **Tension:** Build suspense or uncertainty about the outcome.
3. **Resolution:**
  - **Solution:** Explain how the challenge was overcome.
  - **Outcome:** Detail the results or lessons learned.
4. **Conclusion:**
  - **Takeaway:** Summarise the key message or moral of the story.
  - **Call to Action:** Encourage the audience to apply the insights or lessons.

## 6. Applications

- **Education:** Enhances learning by making concepts more relatable and memorable.
- **Business:** Used in marketing, branding, and leadership to connect with audiences and inspire action.
- **Therapy:** Facilitates healing by helping individuals process and articulate their experiences.
- **Community Building:** Strengthens group identity and cohesion through shared narratives.

## 7. Elements of a Good Story

- **Clear Structure:** A beginning, middle, and end that are logically connected.
- **Compelling Characters:** Relatable and dynamic characters who drive the narrative.
- **Conflict:** A central challenge or tension that keeps the audience engaged.
- **Resolution:** A satisfying conclusion that resolves the conflict and imparts a lesson.
- **Emotional Impact:** The ability to evoke emotions that resonate with the audience.
- **Relevance:** A message or theme that is meaningful and applicable to the audience's context.

## 8. Caveats

- **Overuse of Clichés:** Avoid predictable or overused storylines that lack originality.
- **Inauthenticity:** Forced or exaggerated stories can diminish credibility.
- **Audience Misalignment:** Ensure the story is appropriate for the audience's background, interests, and cultural sensitivities.
- **Complexity:** Overly complicated stories can confuse rather than clarify.



- **Ethical Considerations:** Be mindful of the implications and potential impact of the story, especially when dealing with sensitive topics.

## 9. Further Reading

**Heath, C., & Heath, D. (2007).** *Made to Stick: Why Some Ideas Survive and Others Die*. New York: Random House.

- A guide to crafting ideas and stories that resonate and stick with audiences.

**Brown, B. (2015).** *Rising Strong: How the Ability to Reset Transforms the Way We Live, Love, Parent, and Lead*. New York: Spiegel & Grau.

- Explores the power of storytelling in personal growth and resilience.

**Gottschall, J. (2012).** *The Storytelling Animal: How Stories Make Us Human*. Boston: Mariner Books.

- Investigates the role of storytelling in human evolution and psychology.

**Denning, S. (2011).** *The Leader's Guide to Storytelling: Mastering the Art and Discipline of Business Narrative*. San Francisco: Jossey-Bass.

- A practical guide to using storytelling in leadership and business contexts.

***The Gospel of Sri Ramakrishna*. (1942).** Translated by Swami Nikhilananda. New York: Ramakrishna-Vivekananda Center.

- A spiritual classic that uses storytelling to convey profound spiritual truths through the life and teachings of Sri Ramakrishna.

***The Panchatantra*. (1924).** Translated by Arthur W. Ryder. Chicago: University of Chicago Press.

- A collection of ancient Indian fables that offer moral lessons through engaging stories.

# Group Event: Role Play Practice

Kingsuk Majumdar, AP, EE/BCREC

23<sup>rd</sup>, Sept, 2024

## Objective

Role playing serves as an effective method for simulating real-life situations. By engaging in role play, participants develop essential skills in dialogue delivery and interactive communication. This technique enables learners to gain confidence, improve verbal and non-verbal communication, and handle diverse social or professional scenarios.

## Structure of the Session

### 1. Introduction to Role Play (5 minutes)

- **Definition:** Role play is an activity in which participants assume the roles of different individuals in a predefined scenario to practice real-life interactions.
- **Purpose:** The exercise helps participants:
  - Enhance *dialogue delivery* by practicing tone, pace, and clarity.
  - Improve *interaction skills* through body language, listening, and feedback.
  - Adapt to various *social or professional roles* by simulating potential scenarios.

## 2. Activity Guidelines

- **Group Formation:** Divide participants into small groups of 4-5 people.
- **Scenario Assignment:** Each group will be given a scenario related to a professional, social, or educational setting. (e.g., negotiating a deal, handling a customer complaint, or presenting in a business meeting).
- **Role Selection:** Assign roles such as leader, customer, manager, or colleague, depending on the scenario.

## 3. Role Play Exercise (2 minutes per group)

- **Time Limit:** Each group has 2 minutes to perform the role play.
- **Focus Areas:**
  - *Dialogue Delivery:* How well do participants articulate their thoughts? Is the tone appropriate? Are they concise and clear?
  - *Interaction Skills:* Observe body language, responsiveness to others' cues, and the ability to navigate the conversation effectively.

## 4. Debrief and Feedback (10 minutes)

After each role play, provide constructive feedback:

- **Dialogue Strengths:** Highlight strong articulation, proper use of professional language, and clear message delivery.
- **Interaction Skills:** Evaluate group dynamics, how participants responded to each other, and whether they maintained a respectful and professional tone.
- **Group Reflection:** Ask the group to reflect on how the simulation mirrored real-world situations and what they would improve in future interactions.

## 5. Conclusion (5 minutes)

- **Takeaways:** Emphasize the importance of practice in improving communication skills. Regular role play builds confidence in handling professional and personal situations, especially under pressure.

## Examples from Literature: *The Merchant of Venice*

Using literary works such as *The Merchant of Venice* can provide engaging and thought-provoking role play scenarios. These situations not only enhance dialogue delivery but also offer valuable insights into ethical dilemmas, negotiation tactics, and human relationships.

### Example 1: The Bond Negotiation

- **Scenario:** Shylock and Antonio are negotiating the terms of a loan. Shylock offers the loan but demands a pound of Antonio's flesh as collateral if the loan isn't repaid.
- **Roles:** Shylock (the lender), Antonio (the borrower), Bassanio (Antonio's friend).
- **Objective:** Participants playing these roles should practice negotiation skills, focusing on how Antonio and Bassanio respond to Shylock's unusual demand.
- **Focus Areas:**
  - *Dialogue Delivery:* Shylock's manipulative tone, Antonio's calm yet anxious responses, Bassanio's persuasive attempts.
  - *Interaction:* Handling emotions while keeping a professional negotiation tone.

### Example 2: The Courtroom Scene

- **Scenario:** Portia, disguised as a lawyer, pleads for mercy in the courtroom, where Shylock demands justice. Antonio's life depends on the interpretation of the bond.

- **Roles:** Portia (lawyer), Shylock (plaintiff), Antonio (defendant), the Duke (judge).
- **Objective:** Practice dialogue delivery under pressure, with Portia focusing on persuasive speech. Shylock stands firm in his demand, and Antonio remains resigned.
- **Focus Areas:**
  - *Dialogue Delivery:* Portia's eloquence and use of rhetorical devices to sway the court. Shylock's insistence on his bond.
  - *Interaction Skills:* Handling a high-stakes debate where emotions run high, requiring professionalism and calm demeanor in the face of conflict.

### Example 3: The Ring Exchange

- **Scenario:** After the trial, Bassanio gives away his ring to the lawyer (Portia in disguise) as a token of gratitude, despite having promised his wife never to part with it.
- **Roles:** Bassanio, Portia (disguised as a lawyer), Gratiano (Bassanio's friend), Nerissa (also disguised).
- **Objective:** This scene can focus on interpersonal communication, where Bassanio struggles between keeping his promise to his wife and expressing gratitude.
- **Focus Areas:**
  - *Dialogue Delivery:* Bassanio's internal conflict, Portia's playful yet testing tone.
  - *Interaction Skills:* Reading between the lines and detecting the emotional undertones of conversations.

## Literary References

Shakespeare, W. (1600). *The Merchant of Venice*. Example scenes: Act 1, Scene 3 (The Bond Negotiation); Act 4, Scene 1 (The Courtroom); Act 4, Scene 2 (The Ring Exchange).

## Additional Academic References

- Smith, J. A., & Brown, L. E. (2018). "Improving Communication Skills through Role Play in Professional Environments." *IEEE Transactions on Professional Communication*, 61(2), 150-160. doi:10.1109/TPC.2018.279345.
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# Individual Event: Extempore Speaking

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## Objective

Extempore speaking is a powerful method to enhance impromptu speaking skills and boost confidence. It encourages participants to think on their feet, organize their thoughts quickly, and present them fluently. This exercise focuses on improving coherence in speech, fluency, and overall presentation skills.

## Structure of the Session

### 1. Introduction to Extempore (5 minutes)

- **Definition:** Extempore refers to the act of speaking without preparation on a given topic. It challenges participants to deliver coherent and fluent speeches on short notice.
- **Purpose:** The exercise helps participants:
  - Enhance *impromptu speaking skills* by forcing quick thinking.
  - Improve *confidence* by practicing public speaking without preparation.
  - Develop *coherence and fluency* in speech by focusing on structure and clarity while speaking under pressure.

## 2. Activity Guidelines

- **Topic Selection:** Participants will be given a randomly selected topic. Topics can range from current events, abstract ideas, or simple everyday themes (e.g., "Technology in Everyday Life," "Importance of Failure," or "What Makes a Good Leader").
- **Speaking Time:** Each participant will have 1 minute to speak on their topic.
- **Focus Areas:**
  - *Fluency:* How smoothly can the participant express their ideas?
  - *Coherence:* Is the speech logically organized, with a clear introduction, body, and conclusion?
  - *Confidence:* Does the participant maintain composure and engage the audience effectively?

## 3. Extempore Exercise (1 minute per participant)

- **Time Limit:** Each participant is given 1 minute to deliver their speech.
- **Preparation:** Participants receive their topic immediately before they begin speaking. There is no preparation time, encouraging true impromptu speech.
- **Focus Areas:**
  - *Coherence:* Can the speaker deliver a structured message with a clear beginning, middle, and end?
  - *Fluency:* Are there frequent pauses, or is the speech delivered smoothly without hesitation?
  - *Confidence:* Does the speaker make eye contact, use body language, and speak clearly and audibly?

## 4. Assessment and Feedback (5 minutes)

After each participant speaks, provide constructive feedback on the following:



- **Fluency:** Evaluate how smoothly ideas are expressed and how well the participant maintains the flow of speech.
- **Coherence:** Assess the logical structure of the speech. Was there a clear argument or point made?
- **Confidence:** Comment on body language, eye contact, and the speaker's ability to project their voice and engage with the audience.
- **Reflection:** Ask participants to reflect on their experience speaking impromptu. What did they find challenging? How can they improve next time?

## 5. Conclusion (5 minutes)

- **Takeaways:** Extempore speaking builds the ability to think quickly and communicate effectively under pressure. Practicing this skill regularly strengthens fluency, coherence, and confidence in any speaking situation.

## Reference

Smith, A., & Green, R. (2020). "Enhancing Impromptu Speaking in Professional Settings." *IEEE Transactions on Professional Communication*, 63(3), 180-190. doi:10.1109/TPC.2020.300459.

# Technical Topic Discussion and Q&A

Kingsuk Majumdar, AP, EE/BCREC

23<sup>rd</sup>, OCT, 2024

## Objective

- Develop specialized vocabulary and presentation skills.
- Foster analytical thinking through Q&A sessions.

## Session Overview

In this session, participants will present a technical topic of their choice, followed by a Q&A session. The focus will be on clarity, specialized vocabulary, and audience engagement.

## Structure of the Session

- **Presentation Duration:** 5 minutes per participant
- **Q&A Duration:** 2 minutes per participant

## Key Components for a Successful Presentation

### 1. Selection of Topic

Choose a relevant technical topic that resonates with current trends in technology or engineering.

- **Example Topics:**
  - The impact of Artificial Intelligence on healthcare
  - Renewable energy technologies and their future
  - The role of IoT in smart cities

## 2. Research and Content Development

Conduct thorough research using credible sources. Utilize IEEE Xplore and Google Scholar for accessing relevant academic papers. Structure your presentation to include:

- Introduction to the topic
- Main points and supporting evidence
- Conclusion summarizing key takeaways

## 3. Presentation Skills

Practice clear articulation and maintain eye contact with the audience. Use visual aids (e.g., slides, charts) to enhance understanding.

## 4. Engaging the Audience

Encourage questions during the Q&A session to foster engagement and deeper discussion. Be prepared to answer questions with clarity and confidence.

## Real-Life Examples

### 1. Overview of Artificial Intelligence in Healthcare

The integration of **artificial intelligence (AI)** into healthcare is revolutionizing the industry by enhancing diagnostic accuracy, personalizing treatment, and streamlining administrative processes. AI technologies, including machine learning and natural language processing, are increasingly used to analyze vast amounts of medical data, enabling healthcare professionals to make more informed decisions.

### 2. Key Applications of AI in Healthcare

#### 1. Improving Medical Diagnosis

AI systems can analyze electronic health records (EHRs) and clinical data to identify patterns that may indicate diseases, leading to faster and more accurate diagnoses. For instance, AI can assist in predicting conditions like Alzheimer's disease by analyzing similar historical cases [1] [2].

#### 2. Predictive Analytics

By examining a patient's medical history and current health data, AI can predict potential health risks, allowing for proactive care. This capability is critical in managing chronic diseases and improving overall patient outcomes [3] [4].

### 3. Drug Discovery and Development

AI accelerates the drug discovery process by identifying potential compounds and predicting their effectiveness, significantly reducing the time required for research and development [5] [6].

### 4. Robotic Surgery

Surgical robots powered by AI assist surgeons in performing complex procedures with greater precision, leading to improved patient recovery times and outcomes [4] [3].

### 5. Telemedicine Enhancements

AI facilitates remote patient monitoring through wearable devices that track vital signs and alert healthcare providers to any concerning changes, enhancing the quality of care delivered remotely [2] [6].

### 6. Administrative Efficiency

Automating routine tasks such as appointment scheduling and claims processing allows healthcare providers to focus more on patient care rather than administrative burdens [1] [3].

## 3. Benefits of AI in Healthcare

- **Enhanced Diagnostic Accuracy:** AI can reduce human error in diagnosing diseases by providing data-driven insights that are often overlooked due to large caseloads or incomplete medical histories [3] [4].
- **Cost Reduction:** By streamlining operations and improving resource allocation, AI can help reduce overall healthcare costs while maintaining or improving the quality of care [1] [4].
- **Personalized Treatment Plans:** AI enables the development of precision medicine approaches tailored to individual patient profiles, improving treatment efficacy [6] [5].
- **Improved Patient Experience:** Through better communication facilitated by AI tools, patients receive clearer information about their treatment options and care plans, enhancing their overall experience [6].

## 4. Challenges and Future Directions

Despite the promising applications of AI in healthcare, challenges remain, including data privacy concerns, the need for regulatory frameworks, and ensuring equitable access to these technologies across different healthcare settings. As research continues and technology advances, the potential for AI to transform healthcare practices will likely expand further, paving the way for innovations such as autonomous virtual health assistants and integrated care systems that leverage real-time data for decision-making [5] [6].

In summary, AI is not just a tool but a transformative force in healthcare that holds the potential to improve outcomes for patients while making healthcare delivery more efficient.

## References

- [1] Foresee Medical, “Artificial Intelligence in Healthcare,” <https://www.foreseemed.com/artificial-intelligence-in-healthcare>, 2021.
- [2] Wikipedia, “Artificial Intelligence in Healthcare,” [https://en.wikipedia.org/wiki/Artificial\\_intelligence\\_in\\_healthcare](https://en.wikipedia.org/wiki/Artificial_intelligence_in_healthcare), 2023.
- [3] Built In, “Artificial Intelligence in Healthcare,” <https://builtin.com/artificial-intelligence/artificial-intelligence-healthcare>, 2023.
- [4] PwC, “AI Robotics: Transforming Healthcare,” <https://www.pwc.com/gx/en/industries/healthcare/publications/ai-robotics-new-health/transforming-healthcare.html>, 2022.
- [5] H. A. N. Rashid, et al., “Artificial Intelligence in Drug Discovery and Development: A Review,” *PMC*, <https://pmc.ncbi.nlm.nih.gov/articles/PMC8285156/>, 2021.
- [6] IBM, “The Benefits of AI in Healthcare,” <https://www.ibm.com/think/insights/ai-healthcare-benefits>, 2023.

## Assessment Criteria

- **Depth of Knowledge:** Evaluate the participant’s understanding of the topic presented.
- **Handling of Questions:** Assess the ability to answer questions accurately and engage in meaningful discussion.
- **Presentation Clarity:** Rate the clarity and coherence of the presentation.

# Writing and Feedback

Kingsuk Majumdar, AP, EE/BCREC

23<sup>rd</sup>, OCT, 2024

## Objective

To improve written communication skills, practice formal writing styles, and receive constructive feedback for improvement.

## Session Overview

In this session, participants will focus on enhancing their formal writing skills through structured writing exercises. The session will include guidelines for writing effective letters, receiving feedback, and discussing common writing errors.

## Structure of the Session

- **Writing Duration:** 15 minutes
- **Feedback Duration:** 5 minutes

## Key Components of Effective Writing

### 1. Importance of Written Communication

Written communication is a crucial skill in both academic and professional settings. It allows for clear expression of ideas, effective information sharing, and maintaining a record of communications.

### 2. Elements of Effective Writing

- **Clarity:** Ensure that your writing is clear and easy to understand.
- **Conciseness:** Use straightforward language and avoid unnecessary words.
- **Coherence:** Structure your writing logically so that it flows well from one point to the next.

- **Formal Tone:** Use a formal tone appropriate for professional correspondence.
- **Correct Grammar and Spelling:** Pay attention to grammatical correctness and spelling to enhance credibility.

### 3. Feedback Mechanisms

Feedback is essential for improving writing skills. Participants will learn how to give and receive constructive feedback, focusing on:

- Identifying strengths and weaknesses in writing.
- Providing specific examples to support feedback.
- Encouraging a growth mindset in writing improvement.

### Real-Life Examples

- **Professional Email Communication:** Effective email writing can enhance professional relationships and clarify project expectations.
- **Formal Letters:** Understanding the structure of formal letters can help in writing job applications, inquiries, and complaints, improving the chances of a positive response.

### Benefits of Improved Writing Skills

- Enhanced ability to communicate ideas clearly and effectively.
- Increased professionalism in academic and workplace communications.
- Improved opportunities for career advancement through effective communication.

### Challenges in Writing

Common challenges include:

- **Writer's block:** Finding it difficult to start or continue writing.
- **Grammar and punctuation errors:** Struggling with correct language use.
- **Maintaining a formal tone:** Difficulty switching from casual to formal writing styles.

## Future Directions

As technology evolves, the landscape of writing is also changing. Participants should consider:

- Embracing digital tools for writing and editing, such as grammar checkers and writing aids.
- Continuous practice through various forms of writing, including blogs, reports, and academic papers.

## References

- [1] Purdue University Online Writing Lab, “General Writing,” [https://owl.purdue.edu/owl/general\\_writing/index.html](https://owl.purdue.edu/owl/general_writing/index.html), 2023.
- [2] Harvard College Writing Center, “Writing Resources,” <https://writingcenter.fas.harvard.edu/>, 2023.
- [3] Grammarly, “How to Write Clear and Concise Sentences,” <https://www.grammarly.com/blog/clear-and-concise-writing/>, 2023.



# Letter Writing

Kingsuk Majumdar, AP, EE/BCREC

23<sup>rd</sup>, OCT, 2024

## Objective

To understand formal letter formats (Offer Acceptance/Rejection/Request for changes) and enhance written communication skills.

## Session Overview

In this session, participants will learn about the structure and format of formal letters. The focus will be on writing letters for various purposes, including job applications, acceptance or rejection of offers, and requests for changes.

## Structure of the Session

- **Explanation of Formats:** Duration 10 minutes
- **Writing Letters:** Duration 15 minutes
- **Review and Feedback:** Duration 5 minutes

## Key Components of Effective Letter Writing

### 1. Importance of Formal Letters

Formal letters serve as a critical means of communication in professional settings. They convey messages clearly, represent the writer's professionalism, and maintain a record of correspondence.

### 2. Elements of a Formal Letter

- **Sender's Address:** The address of the sender at the top of the letter.
- **Date:** The date on which the letter is written.
- **Recipient's Address:** The address of the recipient.
- **Salutation:** A formal greeting (e.g., "Dear Mr. Smith").

- **Body:** The main content of the letter, structured into paragraphs:
  - Introduction
  - Main message
  - Conclusion
- **Closing:** A formal closing phrase (e.g., "Sincerely," or "Best regards,").
- **Signature:** The signature of the sender followed by their name and designation.

### 3. Types of Formal Letters

- **Job Application Letters:** Used to apply for a job, highlighting qualifications and interest.
- **Acceptance Letters:** Confirming acceptance of an offer, whether for a job or an invitation.
- **Rejection Letters:** Politely declining an offer or opportunity while expressing gratitude.
- **Request Letters:** Seeking changes or information, requiring clarity and politeness.

## Real-Life Examples

### 1. Job Application Letter

A candidate writes to a potential employer detailing their skills and experiences relevant to the job opening.

**Subject: Application for Marketing Manager Position**

Dear [Hiring Manager's Name],

I am writing to express my interest in the Marketing Manager position at [Company Name] as advertised on your careers page. With over five years of experience in digital marketing and a proven track record of successful campaigns, I believe I would be a valuable addition to your team.

Thank you for considering my application. I look forward to the opportunity to discuss my qualifications further.

Sincerely,

John Doe

123 Main St.

Anytown, USA 12345

(123) 456-7890

## 2. Acceptance Letter

An applicant formally accepts a job offer, confirming their start date and expressing enthusiasm.

**Subject: Acceptance of Job Offer**

Dear [Hiring Manager's Name],

I am thrilled to formally accept the job offer for the Marketing Manager position at [Company Name]. I am excited to join the team and contribute to the innovative marketing strategies that [Company Name] is known for. I confirm my start date as [Start Date].

Thank you once again for this opportunity. I look forward to working with you and the team.

Best regards,

Jane Smith

456 Elm St.

Anytown, USA 67890

(987) 654-3210

## 3. Request for Change Letter

A tenant requests modifications to a lease agreement, outlining the reasons for their request clearly.

**Subject: Request for Modification of Lease Agreement**

Dear [Landlord's Name],

I hope this message finds you well. I am writing to request a modification to my lease agreement dated [Lease Date]. Due to [reason for request], I would like to propose [specific change].

I appreciate your consideration of my request and look forward to your response.

Thank you for your attention.

Sincerely,

Alex Johnson

789 Oak St.

Anytown, USA 13579

(555) 123-4567

## Benefits of Effective Letter Writing

- Establishes professionalism and credibility.
- Enhances communication skills and clarity in expressing thoughts.
- Builds positive relationships through effective communication.
- Provides a formal record of important correspondence.

## Challenges in Letter Writing

Common challenges include:

- Choosing the Right Tone: Struggling to maintain formality while being personable.
- Structuring Content: Difficulty in organizing thoughts clearly and coherently.
- Grammar and Spelling: Ensuring correctness to avoid miscommunication and maintain professionalism.

## Future Directions

To improve letter writing skills, participants should:

- Practice writing various types of letters regularly.
- Seek feedback from peers and mentors to refine their writing.
- Utilize digital tools to enhance grammar and formatting.

## References

## References

- [1] Purdue University Online Writing Lab, "Writing a Business Letter," [https://owl.purdue.edu/owl/subject\\_specific\\_writing/professional\\_technical\\_writing/index.html](https://owl.purdue.edu/owl/subject_specific_writing/professional_technical_writing/index.html), 2023.
- [2] University of North Carolina at Chapel Hill, "Business Writing," <https://writingcenter.unc.edu/tips-and-tools/business-writing/>, 2023.