

SPOKEN AND WRITTEN ENGLISH

Two forms of English are:

- (i) Spoken English (oral)
- (ii) Written English

J Verbal communication.

Spoken English requires involvement of the sender and the receiver. This has advantages of immediate feedback. It can be British or American.

Written English is mostly used when the other person is not present or available on call. Long and complex messages can get conveyed in writing.

ATTRIBUTES OF SPOKEN AND WRITTEN COMMUNICATION

The attributes help us in choosing whether to use spoken or written communication.

They are as follows:-

- a) Speed - Written communication is slower in preparation as it takes time to draft and type. Also, the feedback is slower.
- b) Precision and Accuracy - Written is more precise and accurate than oral. Here, the writer has the choice to look at word carefully or modify them.
- c) Expense - Written communication requires stationery and preparation, which costs money. But oral costs money too as it involves 2 people meeting together.
- d) Record - Written communication holds record as a law proof that can be used for future reference. Similarly, voice can be recorded (but it has chances of getting altered).
- e) Body language - Oral communication is supported by body language, where the speaker has control over the style of delivery.
- f) Length - A written message is shorter than oral communication. Written messages are kept short.
- g) Formality - Spoken language is less formal than written language.

FORMAL AND INFORMAL COMMUNICATION

Formal communication states what is to be done, where, how and by whom. It also means following procedures and policies while communicating. Some examples are reports, commands, orders, etc. Proper channels are used.

<u>Advantages</u>	<u>Disadvantages</u>
1) It is official, & more likely to be obeyed.	It is rigid. Only the head can sanction.
2) In written form, it can be more precise.	With excessive formal words, can be difficult to understand.
3) saves time and effort from unnecessary discussion.	But needs effort for formalisation.
4) avoids embarrassment of face-to-face contact.	Since its impersonal, it may not motivate employees.

Informal communication is personal, unofficial and mostly oral. It is based on personal interaction among employees. It is important for growth of the company as employees can discuss work related issues more openly. e.g.: chats between members, private journal or diary, etc.

Advantages

- 1) Since it's less official, new ideas may come up.
- 2) It has no bureaucratic logic, rather follows participation.

Disadvantages

Can lead to spreading of inaccurate information
It involves emotions, can change the meaning.

VARIATION IN BETWEEN INDIAN, BRITISH AND AMERICAN ENGLISH

Firstly, it is important to understand the difference between Indianism and Grammatically correct English.

Indianism

- What is your good name
- I am liking it very much.
- Let us discuss about this.

Grammatically correct English

- What is your name
- I like it very much.
- Let us discuss this.

Differences between Indian and British English

Indian English was a result of the British colonisation but there is still a difference in the way Indians speak English.

And because of cultural diversity, North and South Indians speak different language.

Variations between British and American English

British English

- Spoken in British commonwealth countries.
- travelled (double 'l' syllable)
- Alphabet 'c' is silent
- I have already seen that film.
- Britishers go on holidays.
- I shall go home now (Auxiliary verb)
- I have never got caught (Past tense verb)

American English:

- Spoken in United States of America.
- traveled (single 'l' syllable).
- Alphabet 'c' is expressive
- I already saw that film.
- Americans go on vacations.
- I will go home now (Auxiliary verb)
- I have never gotten caught. (Past tense verb)

Few features / items found in Indian English
 1.) Sounds and Stress - Influenced by mother tongue

- 1.) Colored Words - This means compound formation. (time-pass), C cousin - brother).
- 2.) Abbreviations - Jan, Feb, admin, perincil.
- 3.) Indian English is a mixture of English, Hindi and other languages.

British	American	British	American
Mobile	Cell phone	Queue	Line
Autumn	Fall	Ring up	Call
Bank holiday	National holiday	Jumper	Sweater
Caretaker	Janitor	Cupboard	Closet
Bonnet	Hood	Leader	Editorial
Barrister	Lawyer	Rubbish	Carbage
Bank holiday	Legal holiday	Lift	Elevator
Dustbin	Carbage can	Lorry	Truck
Cooker	Stove	Staff	Faculty
Banknote	Bill	Letterbox	Mailbox
Book	Make reservations	Term	Semester
Number plate	License plate	Toilet	Restroom
Nappy	Diaper	Lounge suite	Business suit

On account of English being used as a second language, English is spoken with different accents, the accent of the first language rolling over to English.

ETIQUETTE AND MANNERS

Etiquette is a code of conduct and set of rules needed for positive human interaction.

Manners are behaviours that reflect a person's attitude.

* One major difference between etiquette and manners is, that etiquette changes when the customs of the society change, while manners stay unchanged across communities.

Some ways to practice proper etiquettes & manners are:

- 1.) Be friendly and Respectful - Helps in creating a culture of trust and respect.
- 2.) Dress Appropriately - It shows that we pay attention to details. Also makes you presentable.
- 3.) Be on Time - A well mannered person who reaches on time, shows that he respects others' time.
- 4.) Keep an Open mind - If you do this, you prevent conflicts that helps maintain positive work environment. We should keep in mind that because people come from different backgrounds, not everyone will agree with you.

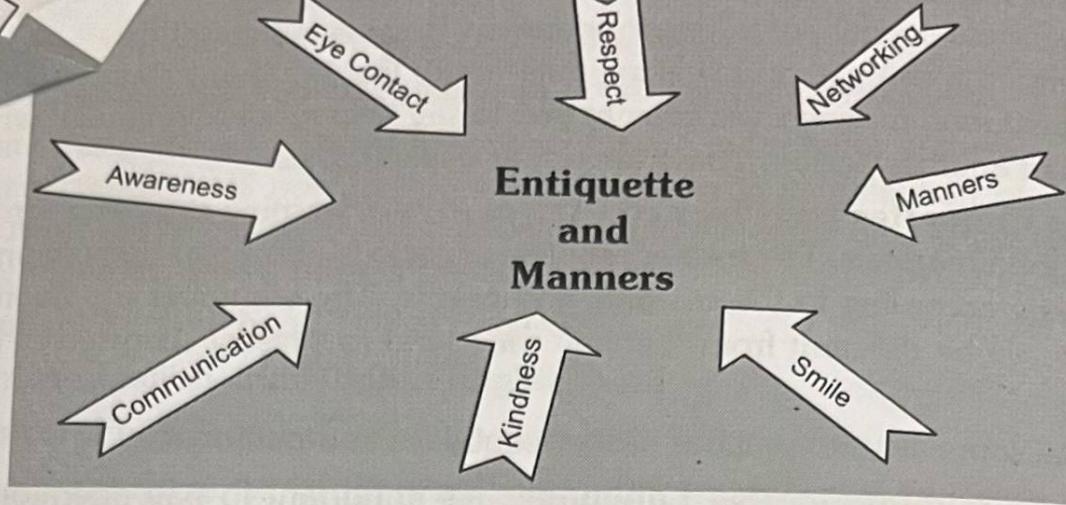


Fig. 2.2

Benefits of good Etiquettes & Manners

Proper etiquettes and manners are necessary for us to coexist and live in harmony. We progress as a society when we know how to behave in socially responsible ways.

Let's look at the benefits of adopting good manners and etiquettes:

- One is more comfortable by being authentic when one can understand what type of behavior other people expect. This can boost one's self-confidence to work and focus on the task being assigned.
- When one is ready to listen carefully and learns to respond respectfully it improves one's effective communication skills.
- Etiquettes and manners help us to understand the feelings of others and develop the capability to put oneself in others' shoes.
- Etiquettes and manners with socio-cultural norms make us treat people with kindness and respect.
- Good manners and proper etiquettes not only help one to develop personal relationships but also helps to strengthen one's professional relationships. One can leave a long-lasting impression on his co-workers and clients when one is aware how to present the best of oneself.
- Without proper etiquettes, rude people would dominate the society, making it a messy place to live in especially with the prevalence of free-for-all behavior. People would shout out whatever they wish to express even if the message is in bad taste. Fortunately, more than 75% of the world is full of good people with proper behavior that proves essential in every aspect of life.

Good manners help people to create good connections with people of higher authorities. Whether or not they are your close friends, you will be exposed to a host of employment opportunities. Besides, the risk of getting fired will be significantly less if you continue with the same spirit regularly. Etiquettes also offer personal security and protects other people's feelings.



PERSONAL BEHAVIOUR

There are two ways why a person behaves differently in their lives.

Inherited characteristics

- colour of a person's eye
- Religion / Race
- Facial features

Learned characteristics

- Perception
- Values
- Personality
- Attitude

Few things to acknowledge -

- Keep good posture
- Proper grooming & dressing.

GREETINGS - Greetings mean connecting with people on personal level. Simply, it is a way of saying hello to someone.

Formal Greetings - Business meeting with important person.
(i) Good morning / afternoon / evening
(ii) How do you do?
(iii) Pleased to meet you

Informal Greetings - Hi, Hey, How you doing?

Greetings in different countries.

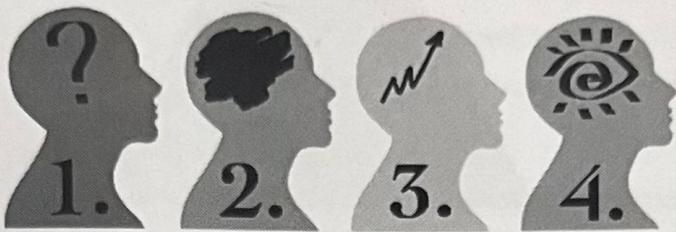
1.) India - Namaste

2.) Japan - A Bow

3.) Russia - A firm handshake

- Spur**
- Show commitment to the success of each task and strive to successfully overcome setbacks.
 - Take initiative for the progress of work by taking decisions and retaining responsibility for the outcomes.
 - Search for ways to improve standards and results.

Types of Personalities and Behaviors



According to one definition; "Behavior can be described as the action or reaction of an individual in response to external or internal stimulus situations." To apprehend the behavior of a person we have to recognize what that individual will do if something happens. Approving or disapproving human behavior is recognized as evaluating behavior.

"Most bad behaviors' come from insecurity."

Debra Winger

A study on human behavior has revealed that 90% of the population can be classified into four basic **personality** types:

- | | | | |
|---------------|-----------------|----------------|-----------------|
| 1. Optimistic | <i>positive</i> | 2. Pessimistic | <i>negative</i> |
| 3. Trusting | | 4. Envious | |

1. Optimistic Personality: About 20% of human beings in this world are believed to have this personality type. A confident man or woman stays hopeful in all situations and keeps trying no matter how challenging the circumstances might get. Furthermore, these human beings can be pessimistic in some situations.

2. Pessimistic Personality: There appears to be some stability in specific character types. About 20% of humans in the world are estimated to have this personality type. A pessimistic person doubts everything around him or her. Moreover, these human beings can be optimistic in some situations.

3. Trusting: Trust means to ensure that the other person wants to see me happy and prosperous. About 20% of humans residing in this world are believed to have this personality type. One of the important qualities of trusting people is that they trust others. These human beings do not want a major reason to trust others. There are conditions when these human beings may not trust people.

4. Envious: The number of humans having this sort of personality varies from society to society. According to the research we are discussing here, about 30% of humans in the world are estimated to have this personality type. Envious human beings are not always like this; they can be supportive as well.

It is essential to point out that a single person may additionally become optimistic, pessimistic, envious or trusting in some situations. It is due to the cause that these qualities exist

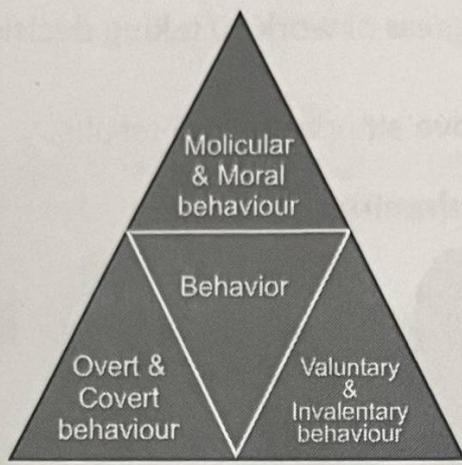
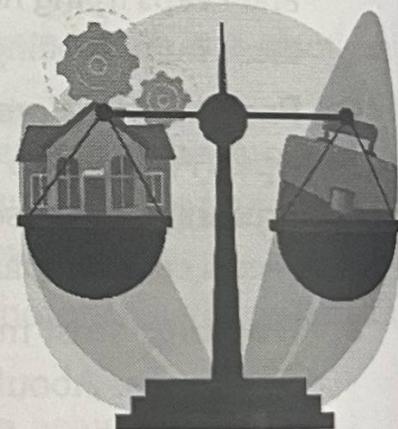


Fig. 2.3

Let's discuss some recognized and important types of human behaviors:

- **Molecular Behavior:** It is unexpected conduct that takes place without thinking. One example is immediately closing eyes when something is about to happen.
- **Moral Behavior:** Unlike molecular behavior, this kind of behavior happens after thinking. For example, an individual changes the way when he/she sees an unsafe thing.
- **Overt Behavior:** It is a visible type of behavior that can take place outside of human beings. Eating food and enjoying a football game are some examples.
- **Covert Behavior:** Unlike overt behavior, this kind of conduct is now not visible. Thinking is a good instance of covert behavior due to the fact that no one can see us thinking.
- **Voluntary Behavior:** It is a kind of conduct that relies upon human want. In this way we can characterize walking, speaking and writing as voluntary behaviors.
- **Involuntary Behavior:** This type of behavior occurs naturally and without thinking. Breathing air is the best example of involuntary behavior.
- **Personal Behavior:** This type of behavior helps to balance life with the right understanding.



Responsibility for Results

This behavior is about accepting responsibility for achieving agreed objectives and through challenging existing standards which meet or exceed the required quality.

Expected Outcomes

- Seeks and accepts responsibility and personally ensures that results are achieved.
- Prioritizes work appropriately and delivers results as per time and budget.
- Shows commitment to the success of each task and strives to successfully overcome setbacks.

Acting Assertively and Fairly

This behavior is about displaying belief in one's ability, whilst at the same time being open-minded and objective about alternative views.

Expected Outcomes

- States own position and views clearly and persuasively.
- Listens and responds constructively to the views and concerns of others.
- Gives clear and objective advice, even when faced with a challenge.
- Uses well thought through arguments to promote understanding of one's view.

Showing Concern for Improving the Service

This behavior is about establishing high expectations of performance for self and others, and working towards improved service.

Expected Outcome

- Sets challenging but realistic standards of performance for self and others.
- Encourages new ideas from colleagues for improving quality of work and output and supports others to give their best

Flexibility: This behavior is about dealing with change; contributing to change in work methods and environment and challenging accepted practices.

Expected Outcome

- Identifies both positive and negative aspects of change, seeks to maximize opportunities and minimize threats.
- Adapts to changes in strategies, work methods, environment and culture taking a balanced view.
- Generates new ideas and breaks away from established ways of thinking.

Personal Drive: This behavior is about being self-motivated and determined to see tasks through to conclusion with a willingness to overcome obstacles.

Expected Outcome

- Displays commitment to their daily work.
- Identifies opportunities for personal development.
- Displays self-confidence, taking control of situations and making things happen through constructive leadership and/or contribution.

Team Working: This behavior is about actively promoting the benefits of collaboration and teamwork, encouraging team efforts and maintaining motivation within the team in order to achieve objectives.

Expected Outcome

- Optimizes the use of knowledge pool and skills to achieve results.
- Ensures that teams are clear about objectives, resources and levels of authority and responsibility.

- Takes responsibility for the actions of their teams and shares the credit for their successes.
- Promotes a learning culture rather than 'blame' culture in response to difficulties.
- Seeks to promote team morale and productivity

Analytical Thinking: This behavior is about analysing and making deductions from information to form a judgement and take decisions. It is about seeing links between issues and getting to the essence of these without over-simplifying/overlaborating.

Expected Outcome

- Takes a logical/systematic approach to solving problems.
- Is prepared to see things from others' points of view.

Imbalanced Behavior - Lack of trust and Lack of Competence

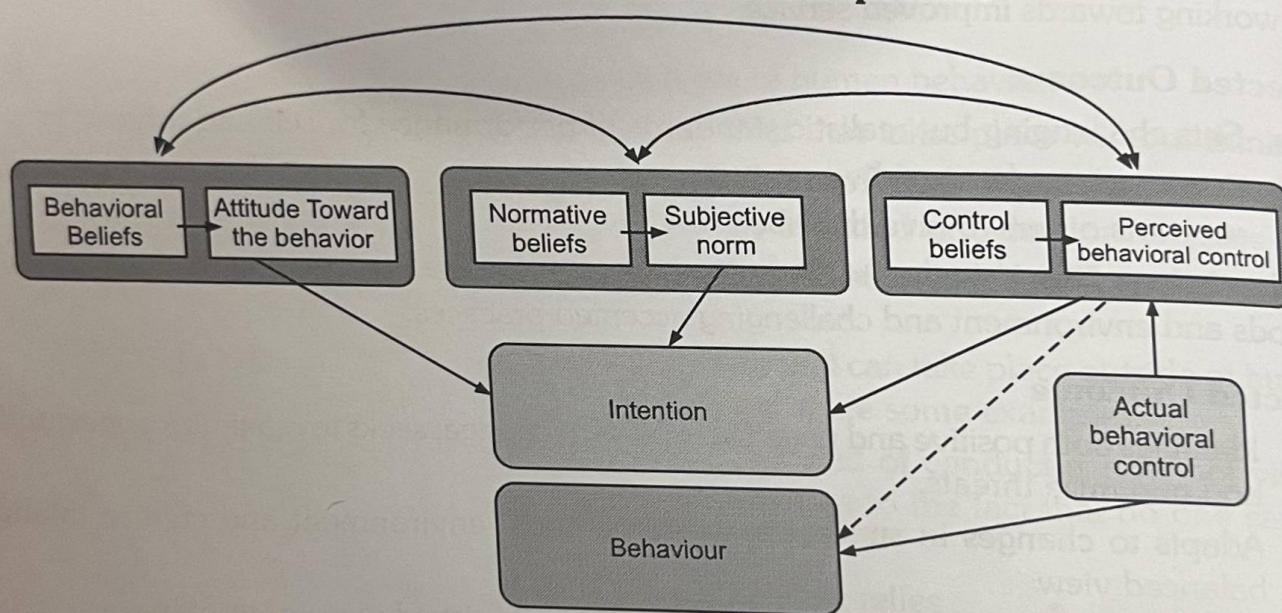


Fig. 2.4

Trust is the foundational value in a relationship. "To be assured that each human being inherently wants oneself and the other to be happy and prosperous" is known as trust. Mutual trust is a shared belief that we can depend on each other to achieve a common purpose. Trust is the expectation of people that they can rely on our word. It is built through integrity and consistency in relationships. There are two aspects of trust:

1. Intention (wanting as per our natural acceptance)
2. Competence (being able to do)

Both intention and competence are aspects of trust. The intention is what one aspires for our natural acceptance and competence is the ability to fulfill that aspiration. In intention every human being wants to do what is right, only the competence may be lacking which needs to be developed through proper understanding and practice. But what we are doing today is that when we are judging ourselves we are judging on the basis of our intention, whereas, when we are judging others, we are judging on the basis of his competence. We trust our own intention while we are not ready to trust the others intention. It is the same for others as well. We find that while we look at our intention we are sure of it, but we are not sure of the other's intention. We

Introductions - You need to introduce yourself in conferences, seminars so that others can feel at ease and belong.

Basics of an Effective Self - Introduction 3-

- 1.) Start your name
- 2.) Mention your place of study / position you hold
- 3.) Bark guard - Something about your skill or qualification / hobbies
- 4.) Nervousness - How to cope? The way is to organize your thoughts before you them.

Telephone Etiquette - This means understanding the norms for phones or calls.

* Things to Remember

- 1.) Answer without delays
- 2.) Speak clearly
- 3.) Don't eat, chew gum, etc.
- 4.) Introduce yourself
- 5.) Listen Attentively
- 6.) Respond Positively
- 7.) Minimize emotional reactions
- 8.) Ask for Permission
- 9.) Be confident.

VOCABULARY DEVELOPMENT

- Vocabulary plays an important part in learning to read, listen, speak and write.
- We should know what we hear or what we speak.

Dictionaries and Thesaurus

Dictionaries contains a list of words in alphabetical order with their definitions, spellings.

Thesaurus contains a list of words in alphabetical order that are similar in meaning (synonyms)

How to use Dictionaries and Thesaurus?

1.) Digital Dictionaries

- a.) Online Dictionaries and offline Software
- b.) Digital Dictionaries on CD's/DVD's

2.) Printed Dictionaries

- These are more relevant than digital ones.
- Always be aware of the context, because there are too many meanings of one particular word.

Dictionaries and thesauruses are available in various forms, viz., printed volumes, CDs and DVDs and even in the form of software on the web that can be downloaded and used even on the mobile phone. This has no doubt solved the problem of carrying big volumes to our work place, but they need to be further developed in terms of quality. We have to apply our mind, knowledge and wisdom even after referring to a dictionary or thesaurus during translation. Moreover, different types of dictionaries and thesauruses are also available for various subjects and methods of compilation therefore, it is very important to have knowledge about all such types so that we can pick-up the most appropriated one for our specific use.

Terms Related to Dictionary and Thesaurus

Before we proceed to use a dictionary or a thesaurus, let us go through some of the technical terms that are intimately associated with such compilations without which it may be difficult for us to use and take full advantage of such compilations:

1. **Collation:** Collation is the assembly of written information into a standard order.

Many systems of collation are based on numerical order or alphabetical order or extensions and combinations thereof. Collation is a fundamental element of most office filing systems, library catalogues and reference books. Collation is different from classification. We find that classification is concerned with arranging information into logical categories, while collation is concerned with the ordering of the items thereof, usually based on the form of their identifiers. Formally speaking, a collation method typically defines a total order on a set of possible identifiers called sort keys (differentiating or selecting key or formula), which consequently produces a total pre-order of the given items.

2. **Alphabetical Order:** As we know, a dictionary is a list of words of a particular language with their meanings in the same or other language(s). A language has millions of words out of which the reader wants to find out the meaning or usage of only one. It is therefore necessary that all these words have to be listed in such a scientific manner that one can easily locate his search consuming least time. Collation is listing of things. There are various ways of listing things. We list numbers in a numerical order and historical events in a chronological order. In numerical order, the listed numbers go on increasing or decreasing according to their value. In chronological order the events are arranged in the increasing order of the dates of their incidence. However, in case of words, they have to be listed alphabetically. The alphabetical order is a system whereby words are placed on the basis of the position of their initial letters in the conventional order of the alphabet. It is one of the methods of collation.

To determine which word comes first in the alphabetical order, their first letters are compared. If they differ, then the word whose first letter comes earlier in the alphabet is the one which comes first. If the first letters are the same, then the second letters are compared, and so on. In this sequence if a position is reached where a word has no more letters to compare while the other does, then the first (shorter) word is deemed to come first; for example, 'cart' comes before 'carthorse', 'woods' comes after 'wood', 'a' comes before 'add' which in turn comes before 'addition' and 'an'. The initial letters of words are compared serially from the beginning to determine the place of a

word in comparison to others. Capital letters (upper case) are generally considered to be identical to their corresponding lower-case letters for the purpose of alphabetical ordering, though conventions may be adopted to handle situations where two words differ only in capitalization. Certain limitations, complications and special conventions are common in the alphabetical order;

Some of them are:

- (a) When there are spaces or other word dividers, the decision must be taken whether to ignore these dividers or treat them as symbols preceding other letters of the alphabet. For example, if the first approach is taken, i.e., ignore the space or word divider, then 'car park' will come after 'carbon' and 'carp' as in case of 'carpark', whereas in the second approach 'car park' will come before 'carbon' and 'carp'. The first rule is used in many dictionaries (but not all) while the second in telephone directories.
- (b) Abbreviations may be treated as if they were spelt out in full. For example, names containing 'St.' (short for the English word Saint) are often ordered as if they were written out as 'Saint'. There is also a traditional convention in English that surnames beginning with Mc and M' are listed as if those prefixes were written Mac.

3. Diacritics: A 'diacritic' is a sign such as an accent or cedilla, which when written above or below a letter indicates a difference in pronunciation from the same letter when unmarked or differently marked. A cedilla is a diacritical mark placed below 'c' to indicate that it is pronounced as 's'.

4. Radical-and-stroke sorting: Another form of collation is radical-and-stroke sorting which is used for non-alphabetic writing systems such as the 'hanzi' of Chinese and the 'kanji' of Japanese, whose thousands of symbols defy ordering by convention. In this system, common components of characters are identified which are called radicals in Chinese and logographic systems derived from Chinese. Characters are then grouped by their primary radical and then ordered by number of pen strokes within radicals. When there is no obvious radical or more than one radical convention governs how it is collated.

5. Phonetics: Phonetics pronounced /fe'netiks/, from the Greek phōnē, (sound, voice), is a branch of linguistics that comprises the study of sounds of human speech; or, in the case of sign languages, the equivalent aspects of sign. It is concerned with the physical properties of speech sounds or signs (phones), their physiological production, acoustic (related to sound and hearing) properties and auditory perception. On the other hand, Phonology is concerned with the abstract, grammatical characterization of systems of sounds or signs. The field of phonetics is a multi-layered subject of linguistics that focuses on speech. In the case of oral language there are three basic areas of study:
(a) Articulatory Phonetics: It is the study of the production of speech sounds by the vocal tract of the speaker.

(b) Acoustic Phonetics: It is the study of the physical transmission of speech sounds from the speaker to the listener.

(c) Auditory Phonetics: It is the study of the reception and perception of speech sounds by the listener.

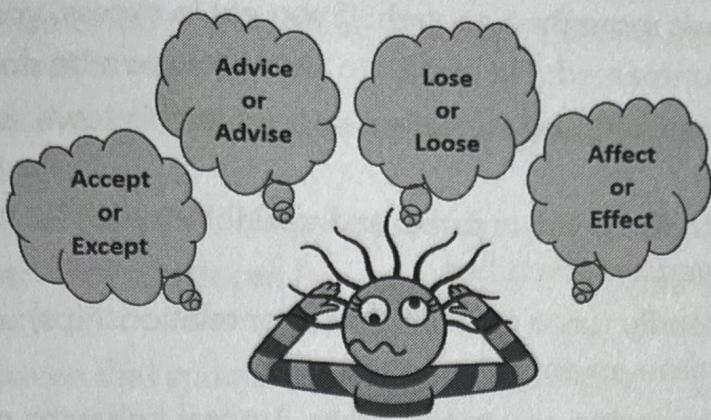
6. Pronunciation: Pronunciation is the way a word or a language is spoken or the manner in which someone utters a word. If one has 'correct pronunciation' then it refers to within a particular dialect. A word can be spoken in different ways by various individuals or groups depending on many factors such as the duration of the cultural exposure of their childhood, the location of their current residence, speech or voice disorders, their ethnic group, their social class and their education. The essential elements of pronunciation are

- | | |
|----------------------------|------------|
| (a) Nose | (b) Lips |
| (c) Teeth | (d) Palate |
| (e) Linguistic terminology | |

Salient Features of a Dictionary:

A standard dictionary exhibits the following salient features:

1. It contains words and phrases arranged in the alphabetical order
2. Words with which a particular page begins and ends are given on the left and right-side top corners respectively. These help the reader to alphabetically compare his word with them and determine whether it may be on that particular page or on a prior or subsequent page.
3. In digital dictionaries, it displays related word suggestions with the letters used as we go on typing a word in the search engine. In case we type a wrong spelling we can find the correct word among the suggested words on the screen.
4. We get information on the correct spelling of the word and also if it is alternatively spelt; e.g., organisation (UK) and organization (American), honour (UK) and honor (American)... and so on.
5. English dictionaries give us an idea of the typical pronunciation of the word written with diacritical marks over and below roman letters. However, most of the Indian languages don't require such information in a dictionary as their letters are specifically designed according to the pronunciation and accent.
6. It also indicates the part of speech that the word belongs to in its given form.
7. It gives us information about the various forms of the word in other parts of speech - plural and comparative superlative degrees etcetera.
8. We come to know the meaning and definition of the word in simple language.
9. Sometimes sketch diagrams and illustrations are also displayed to give an idea of its meaning.
10. Good dictionaries also give information on the synonyms and antonyms of the concerned word.



2.9 WORDS OFTEN CONFUSED

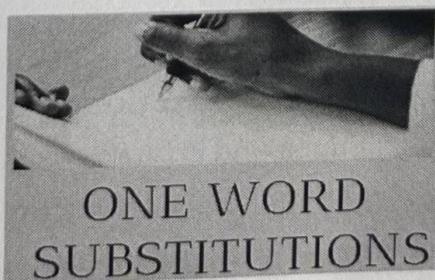
Using the right word in the right place is a crucial skill in professional and technical communication. However, there are several words that may be confusing because they are similar in form, meaning or pronunciation. Learners of English tend to get confused in their use, as they are different in their meaning and usage. The words such as alter/altar, amiable/amicable may confuse the user. We must learn the following words, their spellings and usage as they are frequently mistaken:

1. **A lot:** Much, plenty: He had to do a lot of hard work to achieve success.
Allot: To give time, task, money, etc., to somebody: You have been allotted Rupees three crore for this project.
2. **Ability:** Skill: He has the ability to handle difficult situations.
Capability: Capacity: Animals in the zoo lose their capability to catch food for themselves.
3. **Abstract:** Substance of a document: Please prepare an abstract of the research paper.
Extract: Something that is taken out: This book contains extracts from the speeches of famous leaders.
4. **Abuse:** Use wrongly: What she did was an abuse of her position as a manager.
Misuse: Use incorrectly: He has misused the funds allotted for staff welfare.
5. **Accede:** To agree to a request, proposal, etc.: Harish finally acceded to accept the company.
Exceed: To go beyond, to surpass: Don't exceed the word limit while writing your composition.
6. **Accept:** To agree to some request, invitation, etc.: I have accepted his proposal to have the showroom in this area.
Acknowledge: To recognize: He did not acknowledge that he had said anything wrong.
7. **Accept:** To take, to receive: It was raining heavily; so I accepted his offer of a lift.
Except: Excluding: Every student except Ramesh has done well in the exams.
8. **Access:** Approach: Access to the internet is very easy these days.

- Excess:** To have more than enough: If you eat in excess, your health will be affected.
9. **Alone:** Unaccompanied: He prefers to sit alone when he does some important work.
Lonely: Feeling alone: I don't know anyone in this town and sometimes I feel very lonely.
10. **Amiable:** Friendly, good natured and sociable (used for people): Sheela was very amiable and everyone liked her.
Amicable: Friendly (used for agreements or relationships): After discussing for a long time, we agreed on an amicable agreement.
11. **Amoral:** Not following any moral rules: Amoral behavior of the terrorists cannot be justified.
Immoral: Bad, lacking good principles: Stealing is an immoral act.
12. **Amusement:** That occupies free mind: The rich amuse themselves by playing games.
Recreation: That refreshes the mind after hard work: Students should play some outdoor games for recreation.
13. **Artful:** Cunning, crafty: We were misled by his artful designs.
Artistic: Beautiful: I love artistic patterns.
Artificial: Not natural: Some states of India have a highly efficient artificial irrigation system.
14. **Award:** Honour: 'Ashoka Chakra' is an award given for bravery in war.
Reward: Something given in return: The servant was rewarded for his honesty.
15. **Attain:** Accomplish, to succeed in getting something after a long effort: Most of the students attained 'A' grade in their exams.
Acquire: To get hold of: She has acquired a good command over spoken English.
16. **Avoid:** Keep away from: The name of the firm was changed to avoid confusion.
Prevent: Stop or check someone from doing something: The boundary wall prevents the dog from getting into the garden.
17. **Bad:** Evil: We should not do bad things.
Bed: I go to bed at 11 p.m.
Bade: Ordered, commanded: I bade my servant to clean the room.
18. **Borrow:** To take something on loan: I have borrowed five books from the library.
Burrow: A hole, rabbit's home: The rabbit lives in a burrow.
19. **Capture (verb):** Seize; He was captured by his enemies.
Captivate (verb): Fascinate: He was captivated by her beauty.
20. **Confident:** To be sure of: He is confident of achieving success.
Confidant: One entrusted with secrets: Nitin is my trusted confidant; he knows all my secrets.

21. **Conscience:** Sense of right and wrong: My conscience does not allow me to take advantage of the weaker ones.
Conscious: Mindful, awake and aware: Jasmine was still conscious after banging her head against the wall.
22. **Comprehensive:** All inclusive: He gave me a comprehensive summary of the poem.
Comprehensible: That which can be understood: The book was comprehensible to the average reader.
23. **Contagious:** Diseases that spread through physical contact: Most of the skin diseases are contagious.
Infections: Transmitted by germs through air or water: Jaundice is an infectious disease.
24. **Contemptible:** Deserving hatred: Ramesh is such a contemptible fellow that no one likes to work with him.
Contemptuous: Disdainful, scornful: We all felt hurt when our colleagues gave us a contemptuous look.
25. **Egoist:** One who believes that man is selfish by nature: He is an egoist because his self-interest governs his actions.
Egotist: A self-centred person: Those who are egotist by nature are not liked by anyone.
26. **Elect:** Choose by ballot: Mrs Ritu has been elected the new MLA of Ambala.
Choose: Select: The board has chosen its new president.
27. **Elemental:** Fundamental: Air, water, earth and fire are elemental forces.
Elementary: Basic: His elementary knowledge of the subject is very weak.
28. **Eligible:** Qualified: Only a postgraduate is eligible to teach in this institution.
Illegible: Unreadable: His handwriting is so illegible that no one can understand it.
29. **Honorary:** To serve without salary: He is working on an honorary post.
Honourable: Respectable: Dr Abdul Kalam was an honourable person.

2.10 ONE-WORD SUBSTITUTIONS



Single words often express the ideas of phrases. We should learn them as they are very useful when we want to communicate our ideas in brief. Francis Bacon's old statement, "Brevity is the soul of wit", is apt even today as conciseness and brevity are the call of modern

communication. One-word substitutes help us in summarizing, precis writing and all types of official communication.

Listed below are some commonly used one-word substitutes:

1. A building used for lodging soldiers—**Barrack**
2. One who is unable to pay off one's debt—**Bankrupt**
3. An unmarried man—**Bachelor**
4. A place for keeping birds—**Aviary**
5. The right of self-government—**Autonomy**
6. A government by one—**Autocracy**
7. A record of one's life written by oneself—**Autobiography**
8. Something that can be heard—**Audible**
9. Space or room which is immediately below the roof of a house—**Attic**
10. Animals that live in water—**Aquatic**
11. The study of stars—**Astronomy**
12. One who flies a space vehicle—**Astronaut**
13. A study of ancient things—**Archaeology**
14. An artificial pond or a tank used for keeping live fish, water plants etc.—**Aquarium**
15. A substance which kills germs—**Antiseptic**
16. A medicine used to counteract poison—**Antidote**
17. The study of man—**Anthropology**
18. A book written by an unknown author—**Anonymous**
19. A medicine which produces insensitivity—**Anaesthesia**
20. A partner in crime—**Accomplice**
21. Written declaration of an oath—**Affidavit**
22. A list of things to be discussed at a meeting—**Agenda**
23. One who doubts the existence of God—**Agnostic/Atheist**
24. One who is a habitual drunkard—**Alcoholic**
25. People who work together—**Colleagues**
26. One who is completely self-satisfied—**Complacent**
27. One who sells sweets and pastries—**Confectioner**
28. One who believes in keeping things and customs as they are—**Conservative**
29. A number of stars grouped together—**Constellation**
30. One who lives at the same time—**Contemporary**
31. One who easily believes what others say—**Credulous**
32. A person who has been appointed or selected to attend or speak at a Conference
—**Delegate**

- 33. A language of a region with its own way—**Dialect**
- 34. Shy, timid, unwilling to face a situation—**Diffident**
- 35. A book which contains telephone addresses—**Directory**
- 36. A game in which no one wins—**Draw**
- 37. A study of the origin of words—**Etymology**
- 38. To shift people from a place of danger to a safer place—**Evacuate**
- 39. A speech made without preparation—**Extempore**
- 40. Short stories with an element of moral—**Fable**
- 41. A person of showy character—**Flamboyant**
- 42. A number of sheep—**Flock**
- 43. A place for shelter of ship—**Harbour**
- 44. A place for the collection of dried plants—**Herbarium**
- 45. A disease which ends in death—**Fatal**
- 46. Disease or disorder that involves a particular group of signs and symptoms—**Syndrome**
- 47. Disease that spreads over a whole country or the whole world—**Pandemic**
- 48. Distance of a place east or west of the Greenwich meridian, measured in degrees—**Longitude**
- 49. Distance of a place north or south of the equator (the line dividing north and south of the Earth), measured in degrees—**Latitude**
- 50. Doing activities for fun or enjoyment—**Play-off**
- 51. Doing better than (someone or something): to be more successful than (someone or something)—**Outdo**
- 52. Dramatic works in which all or most of the words are sung to music; works of this type as an art form or entertainment—**Opera**
- 53. Event or a short period of time that is important or unusual—**Episode**
- 54. Events or situations in which many people are killed and many things are destroyed especially by fire—**Holocaust**
- 55. Events that may or may not happen—**Contingency**
- 56. Exact or very close copy of something—**Replica**
- 57. Feelings of enjoyment and enthusiasm—**Zest**
- 58. Feelings of foolish or very strong love or admiration for someone or something—**Infatuation**
- 59. Feelings of great happiness and excitement—**Euphoria**
- 60. Feelings of guilt or regret—**Compunction**
- 61. Feelings of like or dislike for someone or something especially when it is not reasonable or logical—**Prejudice**
- 62. General or basic quality or meaning of something—**Tenor**

~~Words often confused~~

Comprehension

A comprehension ^{exercise} ~~passage~~ consists of a passage, after reading which, the students answers the set of questions in order to test the student's ability to understand the content.

Here are few ways:-

- 1.) Read the passage fairly to get the general idea.
- 2.) Study the questions thoroughly
- 3.) Use complete sentences
- 4.) Explain the meaning as clearly as possible.

Read the passage below and then answer the questions which follow:

Passage-1

Saving for a Rainy Day

1. The Food Bill is still in the works but has provoked a furious debate on the lack of grain storage facilities, rotting of grains and whether they should be distributed free to the hungry masses. Waking up to the fact that no food security programme can be effective without proper storage, the government is now planning to upgrade the existing warehousing facilities and also adding new ones. However, between food security and large-scale storage, there's a missing link that needs to be taken note of: Storage at the farm level. No one can deny the importance of decentralised storage; at least 25-30 per cent grains in the country are stored at the farm level.
2. However, it's not as if there hasn't been enough thrust on this issue: there are State institutes looking into the storage problems.

3. Yet, policy-wise we did have a sound start: the Save Grain Campaign, which was initiated 43 years ago, was supposed to do what we are floundering with now. Through this campaign, the Centre had to initiate and train states in warehousing and storage of grains. The Centre wanted the states to take it up on a large scale but the latter did not want any “added responsibility”. Finding no takers, the campaign was withdrawn in 2008.
4. “Around 15-20 per cent food grain losses occur in large storage godowns. Along with investment in large storage capacities, we must encourage farm-level storage. This can be in the form of refining and improving the local/indigenous storage technologies and providing technical and financial support at that level,” says MB Chetti, Dean, College of Agriculture, University of Agricultural Sciences, Dharwad, Karnataka.
5. He and many experts like him suggest that if we want to leapfrog in storage capacity at the farm-level (since setting up large storages is time-consuming and expensive), new technologies on vacuum packaging could be the answer. They assure quality as well as a chance to store grains almost anywhere and that it can be done in villages by trained persons.
6. “Alternatively, we have to go for cold storage facilities of food grains, which is very costly since it involves electric supply,” says Chetti. Instead, experts say that vacuum packing helps preserve grains and seeds for long periods without any deterioration in quality. In fact, an experiment was carried out at the university on the usefulness of the packaging system (using chilli) and the results were satisfactory. The available technology offers a seven-layer packing to preserve quality for long periods of time and once sealed, climatic changes have no effect on it. Elimination of oxygen from the pack helps in extending shelf life.
7. “At present only three-layer plastic films are manufactured in India. The seven-layered film needs to be imported. But the import duty is high,” says Mohan Bajikar. Of course, such technologies are expensive but then delivering to the hungry isn’t enough—quality must be ensured.
8. However, food policy analyst Devinder Sharma says expensive solutions like silos and warehousing are not the answer to procurement and storage problems. Instead, he says “local production, local procurement and local distribution” is the answer, something like what Chhattisgarh has been doing. It procures paddy directly from farmers, buying it through cooperative societies and procurement centres at the village level. To store it, he adds, the government can add a small godown next to each Panchayat Ghar.
9. Whichever way we look at it, decentralised storage cannot be left out of the loop if we want to ensure food security and reduce stock losses.

A. Answer the following questions by choosing the most appropriate options:

1. The necessity of proper storage has been realised because
 - (a) There is lack of grain storage facilities
 - (b) Grain is lying in the open and rotting

- (c) No food security is possible without it
(d) Masses are hungry and without grain
2. Decentralised storage stress upon
(a) Storage at farm level (b) Storage at block level
(c) Storage at district level (d) Storage at state level
3. The 'Save Grain Campaign' was withdrawn after 43 years because
(a) The centre did not spare funds
(b) Proper training in warehousing was lacking
(c) The states did not show any interest
(d) The states did not want any added responsibility
4. The most cost-effective solution for storage of grain is
(a) Cold storage facilities (b) Decentralised storage
(c) Setting up large warehouses (d) Vacuum packaging
5. Experts reject silos and warehousing because
(a) These are very costly solutions
(b) Local storage and distribution is more effective
(c) These are inadequate for storage
(d) These fail to reduce stock losses
6. The word 'facilities' in para 6 means
(a) Aptitude (b) Dexterity
(c) Conveniences (d) Buildings for a particular purpose

B. Answer the following questions in brief:

7. Why was the 'Save Green Campaign' withdrawn after 43 years?
8. Which is the most cost-effective solution for storage of grain?
9. How are new technologies like vacuum packaging more successful in storing?
10. Why do experts reject soil and warehousing?
11. Find the words from the passage which are similar in meaning?
(a) Improve (para 1)
(b) Native (para 4)