

Lab Manual

Language Lab & Seminars

(BT-206)

I Semester (EC, CE, ME, IT & AD)



**Chameli Devi Group
of Institutions, Indore**

CHAMELI DEVI GROUP OF INSTITUTIONS INDORE



Department of
Engineering Science & Humanities

CERTIFICATE

This is to certify that Mr. /Ms..... with RGTU

Enrollment No. 0832has satisfactorily completed the course of experiments in

.....laboratory, as prescribed by Rajiv

Gandhi Proudhyogiki Vishwavidyalaya, Bhopal for.....Semester of the.....

Department

During year 2021-22

Signature of
Faculty In-charge

Language Lab & Seminars BT206

Course Objectives: This course intends to impart practical training in the use of English language for communicative purposes and aims to develop student's personality through laboratory.

Topics to be covered in the language laboratory sessions:

1. Introducing oneself, family social roles
2. Public speaking and oral skills with emphasis on conversational practice including: extempore speech, JAM (Just a minute sessions), describing objects and situations, giving directions, debate, and telephone etiquette.
3. Reading Comprehension: - Intensive reading skills, rapid reading and reading aloud.
4. To write a book review: - Standard text must be selected by the teacher.
5. Role Plays: - Preparation and delivery topic to be selected by the teacher.

Expt. No.	Name of the Activity	Date of Conduction	Signature of Faculty-in-Charge
1	Introducing oneself		
2	Social Roles: - As a Doctor, as a Politician, as a Teacher		
3	Debate		
4	Public Speaking		
5	Oral Skills		
6	Telephonic Etiquette		
7	Extempore Speech		
8	Reading Comprehension		
9	Role Play		
10	Book Review		

1. Introducing Oneself

Self-introduction consists of presenting oneself to the employer, another person, or a group of persons. Introducing yourself is a way to connect with someone new by exchanging words and physical contact like handshakes. Introducing yourself to strangers can be tricky because what you say depends on the situations. You may introduce yourself differently depending on whether you are addressing an audience before you give a speech, meeting someone at a networking event, or just starting a conversation with a new person at a party. Introduce yourself in an appropriate way that makes people like and remember you.

Make eye contact- Eye contact indicates your engagement and interested in the interaction. Eye contact is one way to connect with another human, and shows that the other persons are paying attention. Your eye contact shows that you are open, engaged and ready for conversation.

- a. If you are not comfortable looking straight in the eyes, stare at the point between the eyebrows, and the difference will not be noticeable.
- b. If you are in group communication, make regular eye contact with your surroundings.

Smile-It is essential to keep a genuine, bright smile when you meet a new person. Be genuinely happy and enthusiastic when you meet someone new and greet him warmly to create a genuine smile. The upper part of your face in your smile brings a genuine smile and a less fabricated smile.

Use appropriate body language- your body language communicates more than words. We should be confident and at ease when we communicate. Be careful about facial expressions, posture and gestures. You should keep your head high and your back straight. Observe the body language of people around you very carefully. Also, observe the pace of speech and tone of speech of those people who have impressive communication skills.

Introducing Yourself to an Individual

Exchange names - If the introduction is formal say, "Hello, I'm (first name) (last name)." If it is informal, say "Hi, I'm (first name). After you stating your name, ask other person his name by saying "What is your name?" in a polite tone. When you learn the other person's name, repeat it by saying "It's a pleasure to meet you, Amit" or "Nice to meet you, Amit."

- Repeating the name will help you to remember and give the introduction more personal touch.

Ask questions-It is essential to show interest in the other person. Ask where he is from, what he does for a living, or ask about any common bonds you may have. Ask about what he loves to do and the passions she has in life. Show that you are engaged and interested in what he has to say.

- You may tell a little bit of your background and share about yourself. You can start from where you work or what you do?
- Do not take the opportunity to talk only about yourself. You will come across as selfish or uninteresting.

Close the conversation- After you have met someone for the first time, you should end the conversation by restating that you enjoyed meeting. You can end formal conversation by saying something like: "Mrs. Castro, I am delighted to have met you. I hope we can talk again soon." If your conversation is informal, you can say: "It was great meeting you, Harold. Hope to see you around".

Introducing Yourself before Giving a Speech

Greet the audience and state your name- If you are giving a speech, it's important to say your first and last name. As you say hello and say your name, remember to speak clearly and confidently.

Share some relevant information about yourself - After you provide your name, share why you and the speech are connected, make sure you provide your credibility.

Communicate Effectively - From the start, ensure your voice is loud enough for everybody hears you. Avoid mumbling by enunciating your consonants crisply. You'll even raise the audience if you're speaking loudly enough for all to hear. Individuals won't perceive you or respect what you are sharing if they can't listen to you.

Introducing Yourself at a Professional Event

Say your full name - You should always provide your full name so that the person can remember your name. You can say, "Hi, my name is Mark Salazar," or "Hello, I'm Angela Grace," and they'll be more likely to remember you.

Give a one-sentence summary of your work: -:-

- Who are you, professionally? Are you a doctor, a manager, or a police officer?
- Who do you work with? Do you work with patient, cross-cultural project teams, or crime control?
- What do you do? You must mention your job responsibilities here.
- Now, put your sentence together. State who you are, who you work with, and what you do.

Respects people's space- If you have items, do not place them on recruiter's or presenter's table. Respect their space and don't overwhelm them. You can also create disruption by toppling posters or destroying pamphlets. Wait to be asked to exchange business cards, resumes, or other forms of identification.

Follow up with a question - If the person has asked you what you do first, don't just walk away and praise yourself for a job well done. Instead, inquire as to what the person does in return. This shows that you have a real interest in this person's career path and you want to connect with him.

Say goodbye like a professional -Don't just wave and say, "Nice meeting you" and walk away from the person. Anyone you meet can help you in the future, so make sure that you make eye contact, repeat the person's name, and exchange business cards or any other pieces of relevant information before you walk away to keep contact with that person.

Activity

Description of activity: All students will introduce themselves on a one-to-one basis including, all the points discussed during the lab session. One student will present, other will listen and note down the missing information. As soon as, a student completes the introduction, the teacher will provide feedback individually for improvement.

Activity: 1 Give your introduction in detail, keeping in mind all the points discussed during the lab session.

Activity: 2 Imagine that you are Mr. Lalit Mishra. You have done MTech. Now you are facing an interview in an MNC, and you have been asked to speak something about yourself, so, on behalf of Mr. Lalit Mishra, professionally introduce yourself.

Viva questions:

Q.1 Give your introduction including, all the points discussed during the lab session.

Q.2 What are your weaknesses and strengths?

Q.3 Where do you see yourself five, ten, fifteen years from now?

Q.4 What is the role of body language in self-introduction.

Q.5 What are the key points when you are introducing yourself before strangers?

Q.6 What are the key elements when you introduce yourself in an interview?

2. Social Roles

We socially construct the world around us in many ways. In other words, we use our social interactions with others to make sense and give purpose to our lives. One way in which we do this is to create social structures that give us clues for how to behave. Statuses and roles are two of those structures.

A social role defines a set of behaviors that are expected from someone who holds a particular status. We need to be very clear with status and a role, the basic difference between them is that we occupy status and play a role. Every status has an expected set of behaviors –a task. After giving birth to a child a woman occupies the status of the mother. She is expected by caring for and loving her children play the role of mother (among other things).

Interestingly, as the time changes role expectations also change and differs from one culture to other. Not that way back, it had been a task expectation for mothers to remain reception with their children and 'keep house' while the fathers played breadwinner. Today in our culture, this still occurs but is not any longer a strict expectation of the mother's role - just a suitable option. In other cultures, however, a mother working outside the house remains considered to be strange or maybe unacceptable.

All typically occupy many statuses and play the roles attached to everyone. Sometimes, a status has more than one role associated with it. This is known as a role set. For example, a teacher plays one role with his students, another role in relation with his fellow teachers, another in relation with the school board, and so on.

Activity

Description of activity: Each student will be assigned a role to discuss accountability. Students will describe their assigned roles one by one, with others listening and suggesting ways to fill in any gaps.

Viva questions:

Q.1 What do you mean by social role?

Q.2 What are the points we need to keep in mind when we discuss social role?

Q.3 Explain social role of following social designations.

(i) As a Doctor (ii) As a Politician (iii) As a Teacher

Q.4 What are your responsibilities for society as a student?

Q.5 Why should we know our role in society?

3. Debate

Importance of debate competition for the students-

Communication is a fundamental need for human beings to sustain themselves in the world. Having good communication skills plays a significant role in developing the overall personality or making a person successful. The debate is a discussion on a subject on which several people share their different opinions, it can be favorable towards the topic, or it can be non-favorable.

In today's competitive world it is very essential to know about the outside world. There are numerous ways to be aware of the outer world. Nowadays, children are largely engaged in technology and not getting involved in actual intercommunication. So, this creates the need to get involve and participate in debates. This competition helps them to develop self-expression.

Debate Competition for students is very influential as it helps them to boost their confidence, remove the fear of speaking in public, develop critical thinking, how to think and communicate under pressure.

Students as a part of debate experience considerable advantages, whether they are part of school debate teams or if they debate as a member of a social or political club.

The main aspiration of being a part of the debate is to convey yourself concisely so that people around you understand your point of view and your thought process, but it should be done by using logic that is convincing and effective.

What is the importance of debate competition in schools and colleges?

- Debate hones the critical thinking
- Increases retention ability
- Enhances better understanding
- Develops team bonding & collaboration
- Improves communication skills
- Develops assertiveness
- Enhances convincing ability

The following points highlight the importance of debate competition: -

1. Debate hones critical thinking: Debate competitions hone the critical thinking skills of the students and allow them to inspect and scrutinize the subject matter they have been asked for. They develop the habit of accepting information after the proper consideration. They learn to examine important material and throw out meaningless material. It motivates them to analyze what is their thought process and why they think in that particular way.

2. Develops better understanding: In the process of debating students gain an understanding to have conviction in the things they are saying as they have prepared well for the topic. After a certain time of participating in debate competition, the communication skill improves and the way of delivering the speech gets better in a confident manner.

3. Increases retention ability: The debate is a very creative way of increasing the retention ability of the students as it is a vigorous and interesting way of learning which grabs the attention of the mind thoroughly. Hence, participating in debate competitions helps students to recall everything that they have learned when it is compared to traditional learning.

4. Team bonding and collaboration: Team bonding and collaboration are one of the things which build up during the debate. Collaborating in debate helps it to go well in a smooth manner and students participating in it feel confident and get support from their team members. It leads to strong team bonding.

5. Motivates to research and learn: Debate participation helps in developing research skills and increases knowledge about a particular topic. When a child is going to represent his points in a debate he needs to substantiate it with the facts for which they need to research thoroughly. They need to get indulge in research as it prepares them to perform excel in the future. It allows them to examine the outside world other than the academics.

Tips and techniques for healthy debate competition:

Prepare for the debate topic: - Never believe you know everything about the topic, and you can participate without any preparation. Learn more about the topic and be fully knowledgeable about it.

1. Always remain focused on the topic, whether it is a question you are asked or a subject you have been asked to talk about. Do not stray too far from the question and stick to the topic.
2. Always remember when you participate in a debate to be sure your pace is smooth, clear, and appealing so that it can maintain the interest of others and that they can understand your viewpoint.
3. Ensure that your body language complements the content of your arguments. Using body language effectively maintains the attention of other people and it conveys a message.
4. Participants need to pay very close attention to everything the opponents say in the competition. Take solid notes that you believe will be valuable in expanding your understanding.
5. Justify each claim you make with a relevant example or story that clarifies and illustrates what you're trying to say. Always conclude it with strong points.

The value of discussion may be simply assessed if we concentrate on its advantages. Participating in debates builds up the confidence of the students to speak to people being upfront as they have gone through the arguments in their lives. It is important to develop a clear mindset since it will help you think more deeply, and debate will allow you to think more broadly.. The opportunities to participate in debate competitions are growing these days and children can take part in them at different levels.

Activity

Description of activity: The class will be divided into four groups, with each group receiving a topic for discussion. When one group is discussing, the other groups will listen attentively and note any errors so that they can avoid them; at the conclusion of the discussion, the teacher will provide feedback for improvement. Following the feedback, a new topic will be assigned, and the teacher will monitor the implementation of the feedback.

Topic: 1 Classroom teaching should be replaced with online teaching or not.

Topic: 2 Attendance criteria should be compulsory for college students or not.

Topic: 3 Education should be mandatory for politicians or not.

Viva questions:

Q.1 What do you understand by debate?

Q.2 What are the do's and don'ts of debate?

Q.3 What is the importance of debate for students?

Q.4 How does debate competition help in personality development?

Q.5 What is the role of body language in debate competition?

4. Public speaking

Definition of public speaking: This process involves speaking to a group of people about something to inform, motivate, persuade, educate, or entertain them. The five elements of public speaking are:

Who

Is saying what

To whom

Using what medium

With what effects?

Effective public speaking: Effective public speaking involves three pillars or the three V's:-Verbalization, Vocalization and Visualization

- **Verbalization** is the choice of words you use to speak to the audience. It is what you say.
- **Vocalization** is how you deliver the words using various pace, pitch, power, pausing, modulations, and other vocal speaker skills.
- **Visualization** is how the audience sees you. This involves how you dress, grooming and carry yourself in front of the audience.

Your posture, stance, and movement in front of the audience are all part of how the audience visualizes you.

Basic characteristics of an effective speech:

1. **Plan:** Planning for the speech or planning the speech is the most important element of an effective speech.
2. **Prepare and Rehearse:** Preparing the text and the quotes are must. Once the text is ready, rehearsal should be done for the speech to be effective.
3. **Be Natural:** It is very important to be natural. The only focus should be on the speech to be delivered. Use natural, voice and accent. Practice and plan exactly how you will present it.

4. **Stay relaxed:** Being relaxed will result in good speech. If the speaker is tense, the tension will reflect in his speech and voice.
5. **Use positive body movement:** Body movement should be positive which will reflect confidence. Try to maintain eye contact with the speaker while speaker. Body movement should complement the spoken words. Excessive use of movement may be distracting.
6. **Touch of Humor:** Use a bit of humor where and when required depending on the subject content, so that the interest of the audience is maintained.
7. **Dress up properly:** it is important to dress according to the occasion. If the speech is to be made for a formal occasion, the dress of the speaker should also be formal.

Here are 10 tips for Public Speaking:

1. Nervousness Is Normal: There are physiological reactions that all people experience, such as pounding hearts and trembling hands. Do not associate these feelings with the sense that you will perform poorly or make a fool of yourself. Some nerves are good. You become more alert and focused from the adrenaline rush, which makes you sweat.

The best way to deal with anxiety is to prepare, prepare, and prepare some more. Whenever you have the opportunity, review your notes several times. Once you feel comfortable with the material, practice a lot. Record yourself, or ask a friend for feedback on your performance.

2. Know your audience: Before you begin to draft your message, consider who the message is intended for. Learn as much about your listeners as you can. This will help you determine your choice of words, level of information, organization pattern, and motivational statement.

3. Organize your material most effectively to attain your purpose: Make a structure for your speech. Make a list of the topic, general and particular goals, key idea, and main points. Make the opening 30 seconds count by grabbing the audience's attention.

- 4. Watch for feedback and adapt to it:** Maintain your attention on the audience. Make educated guesses about their emotions, alter your message, and remain adaptable. Even the most committed listeners will lose interest or get confused if you deliver a prepared speech.
- 5. Let your personality come through:** Be yourself, don't become a talking head—in any type of communication. You will establish better credibility if your personality shines through, and your audience will trust what you have to say if they can see you as a real person.
- 6. Use humor:** Tell stories, and use effective language. Inject a funny anecdote in your presentation, and you will certainly grab your audience's attention. Audiences generally like a personal touch in a speech. A story can provide that.
- 7. Don't read unless you have to:** The interpersonal connection is broken when someone reads from a script or slides. You keep the attention on yourself and your message by keeping eye contact with the audience. A quick overview might help you remember things and stay on track.
- 8. Use your voice and hands effectively:** The majority of the message is conveyed through nonverbal communication. Good delivery does not draw attention to itself, but rather delivers the speaker's thoughts clearly.
- 9. Grab attention at the beginning, and close with a dynamic end:** Do you like it when a speech begins, "Today I'm going to talk to you about X"? The majority of individuals do not. Use a shocking statistic, an intriguing tale, or a succinct quotation instead. Finish your speech with a powerful statement and a summary that your audience will remember.
- 10. Use audiovisual aids wisely:** If there are too many, the immediate link with the audience will be broken, therefore utilize them carefully. They should either improve or clarify your material, or they should catch and hold your audience's attention.

Activity

Description of activity: Each student will give a one-by-one speech on the assigned topics. When one student speaks, the others listen very carefully and look for mistakes or missing information. The teacher will provide feedback after the presentation.

Topic: 1 As the President of college, give an address of welcome to the Chief Guest for the college annual function.

Topic: 2 Propose a vote of thanks on the occasion of “inter college sport festival” on behalf of organizer.

Viva Questions:

Q.1 What is the importance of body language while speaking in front of the public.

Q.2 What do you mean by speech?

Q.3 How can speech be made effective?

Q.4 What are the components of a speech?

Q.5 What are the key elements when you are addressing a large audience?

5. Oral Skills

Ways to Practice Conversational English: -

1. Use your favorite technology: Our lives have been made so much simpler thanks to technological advancements. It improves the efficiency of any task, including learning English. Sure, you may practice any of the four parts of language (reading, writing, speaking, and listening) without using technology, but computers, smart phones, televisions, and tablets assist us in speeding up our learning and accomplishing our goals.

So, how do you use technology to practice speaking English?

- When using Google, select "speaking" from the drop-down menu. You can simply accomplish this if you have a device with a microphone, such as a smartphone or PC. Check to see if Google understands what you've stated and inserts the appropriate content.
- Choose an online conversation exchange partner to practice with using a service like My Language Exchange..
- Schedule Skype dates with English-speaking friends and family members.
- Communicate with friends using messaging applications like WhatsApp, and record short English language audio messages for others.

2. Go on HelloTalk



HelloTalk is a text-based app that teaches conversation using a messenger type format. It pairs you with real native speakers with whom you can have conversations that vary depending on skill level.

Any language can be chosen. Luckily, most people are there to practice their English just like you, so there are plenty of people you can practice with. But you want to practice speaking in particular, how can this app help you with that?

Well, there's an awesome option on the keyboard that allows you to send voice messages to your partner. They can in turn respond with a voice message of their own. However, if your partner responds with just text, there's an option to have the message read to you by the app. This can be extremely helpful with pronunciation as the app does a good job of speaking clearly.

3. Download the WordReference Dictionary App



Word Reference is a great tool that is a known lifesaver for language students. But there's more than just the dictionary-style website for you to enjoy!

The app includes a few unique features. It will follow you everywhere you go. You won't have to lug (carry) a massive book around with you that takes a long time to search through. Word Reference stands out among comparable applications because it offers two unique features that help you to improve your speaking skills.

The first feature: The software will first read the word to you. This is an excellent tool for learning how to pronounce a word. To get the most out of this function and enhance your English speaking abilities, you'll need to repeat the word out, copying how the app pronounces it. There's also the choice of hearing a British or an American voice, so pick the one that best suits your desired English accent.

The second benefit is the ability to quickly look up terms and observe how they are used in context. You'll get a definition and sample sentences whenever you search for a certain term. They're not just simple sentences, though; they'll show you how to use new terminology in real-life situations. You'll never have to second-guess if you're using the correct term again. Isn't that appealing?

4. Narrate your day like a reality TV show: We all want to break away from all of the technology in our everyday life from time to time. Don't worry—there are plenty of enjoyable and inventive methods to practice speaking without the use of technology. Have you ever imagined what your life would be like if it were a reality television show?

Carry on with your day. As events unfold, practice your English speaking skills by talking about what you're doing, as well as the people, objects, and issues you come across. Talk about everything as though you're in front of a million people who are interested in your life. If there was something tough about a particular section of the day, tell about how simple or difficult it was for you to overcome it.

5. Translate everything, on the way: Like the reality TV program, this is an activity that can be used into many various aspects of your life. When done on a regular basis, it may nearly become a habit. Let's say you're travelling down the road and come across a billboard with a humorous slogan on it. See if you can translate it into English and pronounce it out loud with good pronunciation. If you need assistance, don't forget to use the fantastic applications listed above! This, too, may be used to a variety of situations. When you're ready to enhance your English-speaking abilities and start moving toward ultimate fluency, see what you can do with these exercises throughout the day.

Activity

Description of activity: Students will be asked questions related to their life to describe in their own words. One by one, each student will be asked questions, and the teacher will observe elements like the clarity of thoughts, language, posture, gesture eye contact.

Viva questions:

- Q.1 Describe your daily routine in detail.
- Q.2 Describe your favorite movie in your word
- .Q.3 What is the role of eye contact in oral communication?
- Q.4 What is the role of proper greeting in oral communication?
- Q.5 What is the use of oral skills in the professional world?
- Q.6 Why are oral skills required to clear an interview?
- Q.7 What is the role of language in oral communication?

6. Telephone Etiquettes

In every corporate organization, telephone communication is quite important. Modern and digital organizations must manage a variety of communication channels, including automated answering machines, texting, and emails, among others. However, some individuals still prefer to communicate via the phone. When you communicate over the phone, you get a more personal touch, greater clarity, and a more pleasant impression.

What is Telephone Etiquette?

Telephone etiquette refers to how you present your company and yourself over the phone, including how you welcome the recipient, the tone of your voice, the words you use, your listening abilities, and how you end the conversation.

Importance of Telephone Etiquette:

When communicating over the phone, telephone etiquette is essential. The consumers judge you and your company based on your communication.

Following point shows how important it is to have telephone etiquette while talking on the telephone:

- **Professionalism**

Using telephone etiquette always demonstrates professionalism. It gives clients the impression that their work is in capable and safe hands. They'd almost certainly do it again.

- **Impression**

The first impression you make over the phone has a long-term impact. The telephone etiquette you use shows that you respect the person on the other end of the line.

- **Loyalty and Trust**

Telephone etiquette establishes your potential clients' faith in you. It makes customers loyal to you and encourages them to buy your products and services on a regular basis..

- **Customer Satisfaction**

When the customers get satisfied with the telephone conversation, they are sure that their needs and requirements will get satisfied in person also. It gives them a consistent and well-rounded experience.

Telephone Etiquette Elements:

Every caller has their own style of communicating over the phone. However, there are several rules and etiquette requirements that should be observed whenever you communicate over the phone. These are briefly discussed as follows:

- **Friendly Greetings**

You must welcome the caller in a warm and friendly manner. The person on the other end of the line should sense that you are aware and paying attention to his call. The joyful and enthusiastic greeting will be returned with the same zeal. Begin with a formal salutation, a sincere thank you for calling, a quick introduction of yourself and your company, and then inquire what the reason for your call.

- **Body Language**

While talking over the phone, gestures, facial emotions, and body language all have an influence. A pleasant voice and a bright tone on the phone convey the impression to the receiver that you are comfortable and at ease. As a result, even when you're on the phone, your body language is communicating. The use of professional body language creates a positive impression.

- **The Tone of Voice**

Customers form ideas about your company based on how you treat them on the phone. The tone with which you speak also conveys your mindset. Your voice should have a confident and courteous tone toward the caller. A sweet note is produced by a nice voice pitch.

- **Tact**

It's not uncommon for unpleasant, distressing, or sensitive information to be sent over the phone unintentionally. When this happens, it's critical to address the issue with sensitivity. The tone of voice should be soothing yet firm, and the caller should not be offended in any way.

- **Active Listening**

Active listening is a key aspect of business phone etiquette. With the fewest possible disturbances, you should give the caller your complete attention. It conveys that you are concerned about the customer's demands.

- **Appropriate Closing**

Always thank your customer and make sure that whatever he wants to say is conveyed as you say goodbye. This shows the consumer that your company is focused on them. Also, see if the consumer hangs up on you. There will be no unintentional hang-ups as a result of this.

Business Phone Etiquette Tips

Let us discuss some of the business phone etiquette tips:

- Pick up the phone within the first two or three rings.
- To avoid any confusion, start the conversation by identifying yourself and your company.
- A pleasant tone of voice always gets a better reaction and helps to create a strong connection.
- When on the phone, have as few interruptions and distractions as possible.
- Active listening and taking notes in parallel is useful for offering frequent confirmation of comprehension to the customer. Any customer always prefers a polite and sympathetic honest message
- Before placing the call on hold for any reason, seek permission from the caller
- Ensure all the requirements and queries of the caller are solved before you appropriately close the call

- **Conclusion:**

Appropriate telephone etiquette is crucial since, in most cases, telephone conversation is the initial point of contact for your company. As a result, it is important to leave a favorable long-term impression on all consumers in order to establish a distant relationship.

Do's and don'ts of the Telephone Etiquette: -**Do's**

- Always smile while talking on the phone
- Give a warm greeting and a brief introduction at the start of the call
- Speak clear and without ambiguity
- The caller should have a welcome feeling

Don'ts

- Don't be distracted while you are on a call
- The voice should be perfect, neither too loud and nor in whispers
- Never keep the caller waiting on hold for a long time

When you are attending a call following things should be predominantly avoided:

- Try not to use the phone on speaker
- Don't eat or chew while on call
- Avoid interruptions and distractions
- Inconsistencies should be eliminated
- Background noises should be minimized
- Neither shout nor whisper
- Keep a balanced tone of voice
- Try using better equipment

The golden rule to follow when dealing with a phone call: If you're on the phone and there's another call or a call waiting for you, ask the caller to call you back. Priority will always be given to the first individual. Every call should be followed up on. When you promise a piece of information, call back within twenty-four hours.

Example: Telephone conversation between a lady and her local sports store

Nancy: Thank you for calling Sports Centre. May I help you?

Lisa: I bought an exercise bike from your store last year, and I am having problems with it. I need to have it repaired.

Nancy: Let me connect you to the Service department. One moment please.

Karen: Service department, this is Karen. How can I help you?

Lisa: I bought an exercise bike from Sports Centre last year and it needs to be repaired.

Karen: What seems to be the problem?

Lisa: I am not very sure, but I think there is a problem with the bike's computer console because the LCD screen does not display the different features.

Karen: Nothing was on when you pushed the Start button?

Lisa: No, nothing.

Karen: What is your bike model?

Lisa: It is a 126 Upright Ford Bike.

Karen: I can send a technician out to take a look at your bike. It will cost \$75.00 for labor. Also, if we have to replace any parts, that will be extra.

Lisa: That is expensive. Isn't the repair cost covered by warranty?

Karen: When exactly did you purchase your bike?

Lisa: About fifteen months ago.

Karen: I am sorry. The standard warranty only covers a year. Did you buy extra warranty coverage at the time of purchase?

Lisa: No, I did not. Are there any other options besides paying \$75.00 for repair labor?

Activity

Description of activity: The class will be divided into pairs, with each pair receiving a written conversation for practice before being given a situation in which to conduct the telephonic conversation.

Activity:1 Recreate the telephonic conversation between a patient and a doctor.

Activity: 2Recreate the telephonic conversation between a student and a librarian.

Activity: 3Recreate the telephonic conversation between a student and a teacher.

Viva questions:

Q.1 What are the do's and don'ts of telephonic conversation?

Q.2 What is the role of clarity in telephonic conversation?

Q.3 Why telephonic etiquettes are so important?

Q.4 What is Telephone Etiquette?

Q.5 What are the points we need to keep in our mind when attending a call?

Q.6 What are the points one needs to keep in his or her mind when receiving a call?

7. Extempore Speech

An extempore or an impromptu speech is one in which the candidate must give the speech without any prior preparation. You have to talk for a minute or two on a particular topic without any preparation. In some cases, the committee gives the candidate about a minute to arrange his thoughts before speaking. In other cases, you will be expected to start speaking as soon as the topic is given. Historically, the Faculty of Management Studies (FMS) (a top-notch business school affiliated with Delhi University) has been known for conducting an extempore session along with the GD/PI rounds in its selection process. Extempore tests the candidates on the following:-

- Ability to think on the feet
- Topic analysis and identification of the issue to be addressed
- Idea generation
- Prioritization and sequencing demonstrating logical thinking
- Ability to connect with the panel
- Communication skills
- Overall presentation skills-body language, confidence, poise, composure, etc.
- Candidates must be fluent and well-read in order to deliver excellent extempore speeches.

Some Tips-

Mental Preparation: Before you give your speech, be sure you know what you're going to say. Think over the topic for some time and prepare the flow of delivery. Your previous extempore practice sessions would surely help here. Understanding the audience, the direction they are most likely to accept helps in framing the flow of speech. Start speaking at an even pace. Do not start fast, as you are likely to end much earlier than the given time.

Confidence: Even in abstract areas where you are assessed on presence of mind, spontaneity, and analytical abilities, confidence, coupled with knowledge, always helps.

Handle Mental blocks smartly: When your mind goes blank, attempt to gently move yourself out of the situation by avoiding becoming frightened. It is preferable to have backup plans in such instances.

Control on speech: Don't become emotional about the subject, don't get too personal on sensitive topics, don't deviate from the issue, and don't talk about other topics.

Presenting both sides: You may opt to investigate both sides of a controversial subject (for example, should Republic Day festivities be redefined?), a position that is difficult to take in GDs owing to group dynamics problems. Because you are the only one speaking in an extempore, it is feasible for a savvy, strategic speaker to discuss all sides of a contentious issue. However, when choosing this stance, one must keep in mind the time restrictions.

Competence, Enthusiasm & Adaptability is the key: Improve your competitive advantage, which might include a strong vocabulary, broad general knowledge, and so on. Other acceptable assessment factors include how well and swiftly a candidate adjusts to the circumstances in which he or she is placed, as well as how enthusiastically and energetically he or she delivers the speech.

More often than not, you can use the following guidelines to talk on an extempore topic:-

- If possible, provide a definition or particular words for the issue.
- If there are any commonly recognized categories of the topic, discuss them.
- Provide proof in the form of facts or instances to back up your claims.
- You can utilize the chance to narrate personal experiences if the topic allows for it.
- Most essential, keep track of your time. If you only have one minute, consider employing one or more of the above-mentioned ideas to finish the extempore in a logical manner.

Activity

Description of activity: Students will be assigned speaking topics one by one, and they will be given one minute to organize their thoughts. One student will speak, while the other listens and notes positive and negative aspects.

Topic: 1 A turning point in my life

Topic: 2 The importance of exercise

Topic: 3 If I won the lottery

Viva questions:

Q.1 What do you understand by extempore speech?

Q.2 What are the do's and don'ts of extempore speech?

Q.3 What is the role of confidence in extempore speech?

Q.4 Why should we participate in extempore speech activity?

Q.5 What are the significant points of extempore speech?

8. Reading comprehension

Good readers are actively engaged as they read, busily comprehending what the words mean and how that meaning relates to them. They draw on their knowledge of vocabulary and language structure, their understanding of the concept of the text and what they want to learn, and their experience and world knowledge. Purposeful reading is a complex process that does not happen automatically when a student first begins to read words; rather, it is a skill that is learned gradually so that as a child grows, comprehension comes easily and naturally. Quick and easy comprehension is the ultimate goal of reading. That is why All About Reading starts teaching listening comprehension—a precursor to reading comprehension—in our Pre-reading program.

Comprehension is the purpose of reading. Good readers can understand what they read, remember it, and share it with others.

Graphic organizers: Graphic organizers visually illustrate concepts and how they are related to other concepts within the same text.

Answering questions: Answering questions also helps you by stressing that there is a purpose to reading, focusing your attention on what you are reading.

Asking questions: While asking questions you become aware of whether you can answer the questions, and if you really understood what you have read. Asking questions further hones your skill of actively processing and comprehending text.

Recognizing story structure: By looking at story structure, you will learn to identify the various parts of a story and how they are organized into a plot. This skill develops greater appreciation, understanding, and memory of stories.

Summarizing: You will learn to determine what is important in what you are reading and how to condense that information and put it into your own words.

Activity

Description of activity: Students will be given exercises to read and solve after the topic has been explained.

Viva questions:

- Q.1 What do you mean by Reading Skills?
- Q.2 How can reading skill can be improved?
- Q.3 Mention do's and don'ts of reading skills.
- Q.4 How does reading skill help career advancement?
- Q.5 What is the role of vocabulary in reading skills?

Exercises

Reading comprehension: Read the passage carefully and give the answer of the questions given below-

Exercise1. In the 16th century, an age of great marine and terrestrial exploration, Ferdinand Magellan led the first expedition to sail around the world. As a young Portuguese noble, he served the king of Portugal, but he became involved in the quagmire of political intrigue at court and lost the king's favor. After he was dismissed from service by the king of Portugal, he offered to serve the future Emperor Charles V of Spain.

A papal decree of 1493 had assigned all land in the New World west of 50 degrees W longitude to Spain and all the land east of that line to Portugal. Magellan offered to prove that the East Indies fell under Spanish authority. On September 20, 1519, Magellan set sail from Spain with five ships. More than a year later, one of these ships was exploring the topography of South America in search of a water route across the continent. This ship sank, but the remaining four ships searched along the southern peninsula of South America. Finally, they found the passage they sought near 50 degrees S latitude. Magellan named this passage the Strait of All Saints, but today it is known as the Strait of Magellan.

One ship deserted while in this passage and returned to Spain, so fewer sailors were privileged to gaze at that first panorama of the Pacific Ocean. Those who remained crossed the meridian now known as the International Date Line in the early spring of 1521 after 98

days on the Pacific Ocean. During those long days at sea, many of Magellan's men died of starvation and disease.

Later, Magellan became involved in an insular conflict in the Philippines and was killed in a tribal battle. Only one ship and 17 sailors under the command of the Basque navigator Elcano survived to complete the westward journey to Spain and thus prove once and for all that the world is round, with no precipice at the edge.

1. The 16th century was an age of great _____ exploration.

- A. Cosmic
- B. Land
- C. Mental
- D. Common man
- E. None of the above

2. Magellan lost the favor of the king of Portugal when he became involved in a political _____.

- A. Entanglement
- B. Discussion
- C. Negotiation
- D. Problem
- E. None of the above

3. The Pope divided New World lands between Spain and Portugal according to their location on one side or the other of an imaginary geographical line 50 degrees west of Greenwich that extends in a _____ direction.

- A. North and South
- B. Crosswise
- C. Easterly
- D. South east
- E. North and west

4. One of Magellan's ships explored the _____ of South America for a passage across the continent.

- A. Coastline
- B. Mountain range
- C. Physical features
- D. Islands
- E. None of the above

5. Four of the ships sought a passage along a southern _____.

- A. Coast
- B. Inland
- C. Body of land with water on three sides
- D. Border
- E. Answer not available

6. The passage was found near 50 degrees S of _____.

- A. Greenwich
- B. The equator
- C. Spain
- D. Portugal
- E. Madrid

7. In the spring of 1521, the ships crossed the _____ now called the International Date Line.

- A. Imaginary circle passing through the poles
- B. Imaginary line parallel to the equator
- C. Area
- D. Land mass
- E. Answer not available

Exercise2. Marie Curie was one of the most accomplished scientists in history. Together with her husband, Pierre, she discovered radium, an element widely used for treating cancer, and studied uranium and other radioactive substances. Pierre and Marie's amicable collaboration later helped to unlock the secrets of the atom.

Marie was born in 1867 in Warsaw, Poland, where her father was a professor of physics. At an early age, she displayed a brilliant mind and a blithe personality. Her great exuberance for learning prompted her to continue with her studies after high school. She became disgruntled, however, when she learned that the university in Warsaw was closed to women. Determined to receive a higher education, she defiantly left Poland and in 1891 entered the Sorbonne, a French university, where she earned her master's degree and doctorate in physics.

Marie was fortunate to have studied at the Sorbonne with some of the greatest scientists of her day, one of whom was Pierre Curie. Marie and Pierre were married in 1895 and spent many productive years working together in the physics laboratory. A short time after they

discovered radium, Pierre was killed by a horse-drawn wagon in 1906. Marie was stunned by this horrible misfortune and endured heartbreaking anguish. Despondently she recalled their close relationship and the joy that they had shared in scientific research. The fact that she had two young daughters by herself greatly increased her distress.

Curie's feeling of desolation finally began to fade when she was asked to succeed her husband as a physics professor at the Sorbonne. She was the first woman to be given a professorship at the world-famous university. In 1911 she received the Nobel Prize in chemistry for isolating radium. Although Marie Curie eventually suffered a fatal illness from her long exposure to radium, she never became disillusioned about her work. Regardless of the consequences, she had dedicated herself to science and to revealing the mysteries of the physical world.

1. The Curies' _____ collaboration helped to unlock the secrets of the atom.

- A. friendly
- B. competitive
- C. courteous
- D. industrious
- E. chemistry

2. Marie had a bright mind and a _____ personality.

- A. strong
- B. lighthearted
- C. humorous
- D. strange
- E. envious

3. When she learned that she could not attend the university in Warsaw, she felt _____.

- A. hopeless
- B. annoyed
- C. depressed
- D. worried
- E. None of the above

4. Marie _____ by leaving Poland and travelling to France to enter the Sorbonne.

- A. challenged authority
- B. showed intelligence
- C. behaved

D. was distressed

E. Answer not available

5. _____ she remembered their joy together.

A. Dejectedly

B. Worried

C. Tearfully

D. Happily

E. Irefully

6. Her _____ began to fade when she returned to the Sorbonne to succeed her husband.

A. misfortune

B. anger

C. wretchedness

D. disappointment

E. ambition

7. Even though she became fatally ill from working with radium, Marie Curie was never _____.

A. troubled

B. worried

C. disappointed

D. sorrowful

E. disturbed

Exercise3. Conflict had existed between Spain and England since the 1570s. England wanted a share of the wealth that Spain had been taking from the lands it had claimed in the Americas.

Elizabeth I, Queen of England, encouraged her staunch admiral of the navy, Sir Francis Drake, to raid Spanish ships and towns. Though these raids were on a small scale, Drake achieved dramatic success, adding gold and silver to England's treasury and diminishing Spain's supremacy.

Religious differences also caused conflict between the two countries. Whereas Spain was Roman Catholic, most of England had become Protestant. King Philip II of Spain wanted to claim the throne and make England a Catholic country again. To satisfy his ambition

and also to retaliate against England's theft of his gold and silver, King Philip began to build his fleet of warships, the Spanish Armada, in January 1586.

Philip intended his fleet to be indestructible. In addition to building new warships, he marshaled 130 sailing vessels of all types and recruited more than 19,000 robust soldiers and 8,000 sailors. Although some of his ships lacked guns and others lacked ammunition, Philip was convinced that his Armada could withstand any battle with England.

The martial Armada set sail from Lisbon, Portugal, on May 9, 1588, but bad weather forced it back to port. The voyage resumed on July 22 after the weather became more stable.

The Spanish fleet met the smaller, faster, and more maneuverable English ships in battle off the coast of Plymouth, England, first on July 31 and again on August 2. The two battles left Spain vulnerable, having lost several ships and with its ammunition depleted. On August 7, while the Armada lay at anchor on the French side of the Strait of Dover, England sent eight burning ships into the midst of the Spanish fleet to set it on fire. Blocked on one side, the Spanish ships could only drift away, their crews in panic and disorder. Before the Armada could regroup, the English attacked again on August 8.

Although the Spaniards made a valiant effort to fight back, the fleet suffered extensive damage. During the eight hours of battle, the Armada drifted perilously close to the rocky coastline. At the moment when it seemed that the Spanish ships would be driven onto the English shore, the wind shifted, and the Armada drifted out into the North Sea. The Spaniards recognized the superiority of the English fleet and returned home, defeated.

1. Sir Francis Drake added wealth to the treasury and diminished Spain's _____.

- A. unlimited power
- B. unrestricted growth
- C. territory
- D. treaties
- E. Answer not available in article

2. King Philip recruited many _____ soldiers and sailors.

- A. warlike
- B. strong
- C. accomplished
- D. timid
- E. inexperienced

3. The _____ Armada set sail on May 9, 1588.

- A. complete
- B. warlike
- C. independent
- D. isolated
- E. Answer not available

4. The two battles left the Spanish fleet _____.

- A. open to change
- B. triumphant
- C. open to attack
- D. defeated
- E. discouraged

5. The Armada was _____ on one side.

- A. closed off
 - B. damaged
 - C. alone
 - D. circled
 - E. Answer not available in this article
-

9. Book Review

A review may be a sort of literary criticism during which a book is simply described (summary review) or analyzed supported, style or content. A review could also be a primary source, opinion piece, summary work, or for book website on the web. A book reviews length may vary from one paragraph to a considerable essay. Such a review may evaluate the book supported personal taste. Reviewer may use the occasion of a review for an extended essay which will be closely or loosely associated with the topic of the book to promote their ideas on concerning a work of fiction or non-fiction.

How to write a book review: 5 steps to take

1. Start by summarizing the book: This is the best way to introduce any review because it gives context. But take care not to get into too much detail. Keep it short and gentle because an official summary can be found by a quick Google search!

2. Pick out the most important aspects of the book: I usually break this down with character, world-building, themes, and plot. But this might vary between books, genres, and your tastes! Dedicate a paragraph to each of these important aspects, discussing how well the author dealt with it, along with what you enjoyed and what you didn't enjoy.

3. Include brief quotes as examples: Including quotes is always a great idea, because it gives examples for everything that you're saying! If your review talks about a character being particularly witty, a witty line from the character lets your readers see exactly what kind of witty character you're dealing with here. But be careful lengthy quotes can take up big chunks of space and overpower your review. Short quotes will usually get your points across while letting your work shine through.

4. Write a conclusion that summarizes everything: As your introduction, hold your conclusion short and smooth. It should highlight the key points of your review as well as your overall opinion of book.

5. Find similar books: The best way to summarize a review is to find similar books to the one you are reviewing. So, you can say, "If you were a fan of X book, I think you'll definitely like this one!" You can also be more specific, looking at the exact things that might make two books similar. So you can suggest something like... "If you liked that the

main character in X book was a kick-ass superhero, and then you'll love the main character of *this* book!"

Book reviews typically progress through four stages, as follows:

1. Introduce the book:

- Outline the general topic
- indicate who the book is for
- Place the book in its field.

2. Outline the content of the book:

- Give a general view of its organization
- State the topic of each chapter/section.

3. Highlight parts of the book:

- Select particular chapters or themes for evaluation
- Critique the argument of the book.

4. Evaluate the book:

- Comment on aspects of the content
- indicate how it meets the readers' needs
- remark on its format, price, and value for money

A potential checklist for book reviewers

Make sure that your review contains:

- An early paragraph saying what the book is about, and putting it in context
- Information about the intended audience
- A critique of the argument/content of the book
- Remarks on the strengths and limitations of the book
- A note on the format and length.

- A note (if appropriate) on how well the text is supported by tables/diagrams/illustrations
- Any supporting academic references.

Activity

Description of Activity: The class will be divided into five groups after the topic has been explained, with each group receiving a book to read and discuss. Each student will give a presentation one at a time by followed of the question-answer session.

Suggested books for review:

- (i) My Experiments with the Truth
- (ii) Wings of the Fire
- (iii) The Discovery of India
- (iv) Playing it My Way

Viva questions:

- Q.1 What do you understand by book review?
- Q.2 What is the importance of book review for students?
- Q.3 What are the steps of book review?
- Q.4 What are the steps of book review?
- Q.5 How does book review improve communication skills?

10.Role-Play

What is a role-play?

Role- play is an activity where you are assigned a role. Role-playing is any oral activity where you put yourself in someone else's place or you can remain in your place but put yourself into an imaginary situation. In these speaking activities, the student can assume the role of anyone such as managers, chefs, officers, etc. and experience the joy of learning through involvement in the character he has chosen. When planning a role for someone else, students either themselves or the character. By being involved in the character the student has to think in a more broadly, correct his attitude, and find facts and responsibilities that are required for an ideal personality.

Role-play allows a student to prepare thoroughly for real-life situations and paves a way to think through the language at the initial stage. Later, the student becomes confident in framing grammatically correct structures/phrases and tries to make sense of them.

Role-play improves the speaking & listening skills, of the students and develops their communication techniques. They learn to use appropriate language in real-life communication. By providing an opportunity for students to create and participate in role – plays, instructors can gain knowledge of each student and students can benefit through increased interaction with the material and with each other. Role–play also motivates the quieter students to learn about themselves in a more forthright way. Students benefit from explicit feedback that focuses on the learning objectives that lead to the learning experience.

Do's

1. Understand your role & act accordingly.
2. Frame sentences, questions and answers properly.
3. Be yourself. Be natural.
4. Use positive body language.
5. Maintain very good eye contact.
6. Maintain the volume of the voice.
7. Understand the question and then answer.
8. Check voice modulation, stress, intonation, and speed.

Don'ts

1. Answer without understanding questions.
2. Be in hurry to say something.
3. Speak without giving time to other people.
4. Put on accent or look animated.
5. Use hands excessively.
6. Avoid eye contact roll eyes continuously.
7. Answer in urgency.
8. Read but react.

Example: Dialogue: Ordering Food in a Restaurant

Have students pair up to practice the following dialogue, then have them switch roles.

Waiter: Hello, Can I help you?.

Kim: Yes, I'd like to have some lunch.

Waiter: Would you like a starter?

Kim: Yes, I'd like a bowl of chicken soup, please.

Waiter: And what would you like for your main course?

Kim: I'd like a grilled cheese sandwich.

Waiter: Would you like anything to drink?

Kim: Yes, I'd like a glass of Coke, please.

Waiter: Would Pepsi be OK? We don't have Coke.

Kim: That would be fine.

Waiter: (After Kim has her lunch.) Can I bring you anything else?

Kim: No thank you. Bill please.

Waiter: Certainly.

Kim: I don't have my glasses. How much is the lunch?

Waiter: That's \$6.75.

Kim: Here you are. Thank you very much.

Waiter: You're welcome. Have a good day.

Kim: Thank you and same to you.

Activity

Description of activity: The class will be divided into pairs, with each pair receiving a written conversation for practice before being given a situation in which to conduct the assigned role.

Role: 1 Recreate the conversation between a patient and a doctor.

Role: 2 Recreate the telephonic between a student and a librarian.

Role: 3 Recreate the conversation between a student and a teacher.

Viva Questions:

Q.1 What is a role-play?

Q. 2 What are the do's and don'ts of role-play?

Q.3 What is the importance of role-play activity?

Q.4 how does role-play activity help in communication skills improvement?

Q.5 Recreate the communication situation between a patient and doctor.

