



SOFT Skills BAS 105 205 Important Short AND LONG Questions WITH Solutions

B.tech (Dr. A.P.J. Abdul Kalam Technical University)



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SOLVED QUESTION BANK

Subject Name: Soft Skills

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All the Questions are Compulsory.

UNIT-I (Applied Grammar and Usage)

Short Question Answer

Q1. What is a simple sentence? Explain.

Solution: A simple sentence contains a subject and a verb. A Simple sentence is also called an independent clause. It contains a subject and a verb, and it expresses a complete thought. It expresses a single complete thought that can stand on its own.

Examples:

1. The baby cried for food.
2. Some students like to study in the morning.
3. Mother ordered a birthday cake.

Q2. Identify the following sentences, whether Simple, Compound or Complex Sentence

Solution:

- a. Unless he completes the work, he will be punished. (Complex)
- b. He could not win a scholarship due to his carelessness. (Simple)

- c. You must work hard or you will not pass. (Compound)
- d. The fruits in the glass bowl are for the guests. (Simple)
- e. The flowers in the vase have wilted because of the heat. (Simple)

Q3: What do you mean by ‘antonym’ and ‘synonym’? Give synonyms and antonyms each two as instructed.

Solution: The meaning of Synonyms and Antonyms is quite simple. The term Synonyms refers to the word or phrase that is exactly same in terms of meaning, quality and idea. Whereas the Antonyms is the word opposite in meaning, quality and idea of another word.

Word	synonym	antonym
Carnal	Earthly, fleshly	Spiritual
Adherent	Follower, disciple	Rival, Adversary
Bawdy	Erotic, Coarse	Decent, Moral
Efface	destroy, obliterate	Retain, Maintain
Restrain	Detain, Confine	Incite
Wilt	wither, perish	Revive, bloom
Yell	shout, shriek	Whisper muted
Sacred	Cherish, Divine	Ungodly, Profane
Savage	Wild, untamed	Polished, Civilized
Umbrage	Chagrin, offense	Sympathy, goodwill

Q4: Define ‘prefix’ and ‘suffix’ concisely and make new words using the given affixes.

Solution: A prefix is a group of letters placed before the root of a word. For example, the word “unhappy” consists of the prefix “un-” [which means “not”] combined with the root (or stem) word “happy”; the word “unhappy” means “not happy.”

A suffix is a group of letters placed after the root of a word. For example, the word flavorless consists of the root word “flavor” combined with the suffix “-less” [which means “without”]; the word “flavorless” means “having no flavor.”

Make two words from each affix:

- a. s, -es, -ing, -ed, -ful, -less
- b. poly-, tele-, en-, em-, trans-, anti-

Long Question Answer

Q1: Define sentence. Give its types and describe each precisely.

Solution: Simple Sentences

A simple sentence contains a subject and a verb. A Simple sentence is also called an independent clause. It contains a Subject and a Verb, and it expresses a complete thought. It expresses a single complete thought that can stand on its own.

Examples:

- a. The baby cried for food.
- b. Some students like to study in the morning.
- c. Mother ordered a birthday cake.

Compound Sentences:

A compound sentence has two independent clauses. An independent clause is a part of a sentence that can stand alone because it contains a subject and a verb and expresses a complete thought.

Basically, a compound contains two simple sentences.

These independent clauses are joined by a conjunction (for, and, nor, but, or, yet, so).

Examples:

- a. The shoplifter had stolen clothes, so he ran once he saw the police.
- b. I like coffee and she likes tea.
- c. I can go to college or study at home.

Complex Sentences

A complex sentence is an independent clause joined by one or more dependent clauses. A dependent clause either lacks a subject or a verb or has both a subject and a verb that does not express a complete thought.

A complex sentence always has a subordinator (as, because, since, after, although, when) or relative pronouns (who, that, which).

Examples:

- a. After the storm hit the town, trees lay broken in the streets.
- b. I am glad to know that he had succeeded.

Q2. What is compounding method of word formation? Discuss.

Solution: Compound words are formed by compounding two or more bases. The words formed by compounding i.e. combining basic words, are treated as a unit. For example,

table	+	cloth	=	tablecloth
water	+	man	=	waterman
chair	+	man	=	chairman

Compound words can be put into three groups:

- a. Noun Compounds**
- b. Adjective Compounds**
- c. Verb Compounds**

A-Noun Compounds:

Noun+ Noun	hand-loom, story-book, maid-servant, milk-man, window-pane, rice-mill, atom-bomb, lunch-box, lunch-time, flower-vase, rose-bud, bed-room, bar-boy, bar-woman, bus-driver, mine-worker, computer-table, head-phone, hand-cloth,
Noun+ (Verb+ er)	store-keep+er, pain-killer, neck-twister, bus-diver, school-teacher,
Noun+ Verb	Water-fall, snow-drift, night-fall, heart-beat, day-break, day-dream, cream-bite,
Verb+ Noun	Tell-tale, break-fast, pick-pocket, turn-coat, view-point, cut-throat, make-shift, spend-thrift,
Adjective + Noun	Short-hand, white-paper, black-list, black-board, gentle-man, young-lady
Adverb + Noun	Early-bird, fore-sight, after-life, up-land, inmate,
Noun/Verb+ Adverb	Lock-up, stand-still, break-down, make-up, cut-out, draw-back
Gerund + Noun	Walking-stick, playing-card, dressing-room. Drinking-water, revolving-chair, sleeping-room,
Noun + Gerund	Horse-riding, hand-gliding, bull-fighting, sight-seeing, snow-fighting,
Pronoun + noun	He-man, she-goat, self-interest, he-boy,
Possessive Noun + Noun	Fool's paradise, doomsday, sportsman, bull's eye

B-Adjective Compounds

Noun + Adjectives	Pitch-dark, snow-white, air-tight, life-long, parrot-green, sky-blue, blood-red, world-wide, skin-deep, water-proof, sun-hot, ice-cold, water-tight,
Noun + Past Participle	Home-made, care-worn, heart-felt, hen-pecked, air-borne, bed-ridden, book-crammed,
Noun + Present Participle	Life-saving, mind-blowing, mind-boggling, heart-touching, time-saving, path-breaking, plot-making, story-telling
Adjective + Adjective	Red-hot, fool-hardy, Indo-German, Anglo-Indian,
Adjective + Noun	One-way, one-day, ten-rupee,
Adjective + Past Participle	Ill-tempered, hot-tempered, short-tempered, sweet-tongued, soft-hearted, narrow-minded, high-born, large-hearted,
Adverb + Past Participle	well-planned, ill-executed, short-sighted,

C-Verb Compounds

Noun + Verb	Day-dream, brow-beat, hood-wink, back-bite, hand-wash, water-mark
Adverb + Verb	Under-estimate, under-mine, over-take, fore-tell, up-hold,
Adjective + Verb	White-wash, cold-shoulder, safe-guard, fulfill, dark-beat

Q3: Change the Sentences as directed:

Solution:

Change into Simple sentences

- a. You must work hard or you will not pass the exam.

Ans. You must work hard to pass the exam.

- b. The doctor admitted that he was helpless.

Ans. The doctor admitted his helplessness.

- c. No one likes a man who tells lies.

Ans. No one likes a liar.

- d. I shall look after her as she stays here.

Ans. I shall look after her during her stay here.

- e. The more you earn, the more you should save.

Ans. Savings should be in proportion to earnings.

Change into Compound sentences

- a. He could not win a scholarship due to his carelessness.

Ans. He was careless, so he could not win a scholarship.

- b. If you do not leave this room, I will compel you to do so.

Ans. Leave this room, or I will compel you to do so.

- c. Feeling satisfied with his work, the Principal offered a permanent job.

Ans. The Principal felt satisfied with his work and offered him a permanent job.

- d. The sun having risen, the fog disappeared.

Ans. The sun rose and the fog disappeared.

- e. You must run very fast to win the race.

Ans. You must run very fast, or you will not win the race.

Change into Complex sentences

- a. India expects everyone to do his duty.

Ans. India expects that everyone should do his duty.

- b. He rested in a chair near the wall.

Ans. He rested in a chair which was lying near the wall.

- c. This industry is not likely to flourish.

Ans. It is not like that this industry will flourish.

- d. Going through the book, he came upon a fine story.

Ans. As he was going through the book, he came upon a fine story.

- e. He entered the place too noiselessly to be heard.

Ans. He entered the place so noiselessly that he could not be heard.

UNIT-II (Listening and Speaking Skills)

Long Questions and Solutions

Q.1:What is Listening skill? Discuss the barriers to listening with the relevance suggestions to overcome.

Solution: Listening involves receiving sound, understanding the message conveyed in the sounds we hear, evaluating the message, and responding to it. People with good listening skills are able to comprehend what they hear and respond appropriately. Listening within the work context is the process by which we gain an understanding of the needs, demands, and preferences of our stakeholders through

direct interaction. A stakeholder could be anyone from our boss, a client, customer, co-worker, subordinate, upper management, board member, interviewer, or job candidate etc.

Listening Barriers

Unfortunately, effective listening can be held back by barriers. These barriers to listening can be grouped into two major categories: **external and internal**.

External Listening Barriers

External listening barriers are easier to manage than internal barriers. They include a variety of environmental distractions that can usually be avoided or minimized with simple corrections, like removing yourself from the interfering barrier or removing the issue from the area that you are in. External barriers include:

- **Noise.** Any external noise can be a barrier, like the sound of equipment running, phones ringing, or other people having conversations.
- **Visual distractions.** Visual distractions can be as simple as the scene outside a window or the goings-on just beyond the glass walls of a nearby office.
- **Physical setting.** An uncomfortable temperature, poor or nonexistent seating, bad odors, or distance between the listener and speaker can be an issue.
- **Objects.** Items like pocket change, pens, and jewelry are often fidgeted with while listening.
- **The person speaking.** The person listening may become distracted by the other person's personal appearance, mannerisms, voice, or gestures.

Internal Listening Barriers

Internal listening barriers are more difficult to manage, as they reside inside the mind of the listener. Internal barriers' elimination relies on a high level of self-awareness and discipline on the part of the listener, like catching oneself before the mind starts to wander and bringing full attention back to the speaker. Internal barriers include:

- **Anxiety.** Anxiety can take place from competing personal worries and concerns.
- **Self-centeredness.** This causes the listener to focus on his or her own thoughts rather than the speaker's words.
- **Mental laziness.** Laziness creates an unwillingness to listen to complex or detailed information.
- **Boredom.** Boredom stems from a lack of interest in the speaker's subject matter.
- **Sense of superiority.** This leads the listener to believe they have nothing to learn from the speaker.
- **Cognitive dissonance.** The listener hears only what he or she expects or molds the speaker's message to conform to their own beliefs.
- **Impatience.** A listener can become impatient with a speaker who talks slowly or draws out the message.

Working through these barriers is crucial for better listening. If a listener can remove these barriers, they will find that they can gain better understanding of the tasks at hand, communicate more effectively, and achieve greater success in the workplace.

Q.2. Explain the traits of a good listener and effective speaker in seminars/ conference/ workshops.

Solution: Effective listening is actively captivating information given to you by a speaker, showing that you are engaged and interested and providing feedback to the speaker so they know the message was received. Effective listeners show speakers that they have been heard and understood.

A good listener is who focuses completely on what another person is saying and engages with their ideas in a thoughtful, comprehensive way. Good listening is not just about learning what a person is saying, but making a commitment to digesting the information they are presenting and responding constructively.

That is no way whether the listener get questions, suggestions or simply providing your thoughts when it is necessary, a good listener is one that actively engages with the material they are listening to. How a person listens to something is just as important as whether they are listening at all. There are the multiple traits of a good listener:

- i. Listens without distractions
- ii. Keeps eyes on the speaker to communicate interest
- iii. Concentrates on what's being said
- iv. Doesn't pre-judge the message(s)
- v. Avoids interrupting
- vi. Interjects only to enhance understanding using "what" and "how" questions
- vii. Summarizes for clarity
- viii. Reads and reacts properly to emotions
- ix. Uses positive body language; head nodding, eye contact, body lean
- x. Listens for what is unsaid
- xi. Allows for silence when appropriate
- xii. Creates an atmosphere for unhurried conversation

Q.3: What are the importance of listening and empathy in communication?

Solution: Being a close and caring listener can be as vital in the workplace as it is in your personal life. Validating others' viewpoints and expressing your compassion is an important way of communicating for building and maintaining strong working relationships.

It is the practice of being attentive and responsive to others' input during conversation. Listening empathically entails making an emotional connection with the other person and finding similarities between their experience and your own so you can give a more heartfelt response and it is also known as

an active listening or reflective listening, empathic listening requires you to be considerate of the other party's input. One main quality of empathic listening is giving support and encouragement rather than advice or criticism. Empathetic listening is important because it:

Helps people to feel understood and supported

When you listen empathetically, you ensure the person sharing something feels safe and comfortable. While listening to a problem or concern, focus on what your conversational partner says, not your assumptions about the situation. By striving to understand a situation from their point of view, you can help them feel like what they're sharing has validity.

Makes people more likely to see you as a resource

Listening empathetically can also make others more likely to seek your support or guidance in the future. This can be especially important if you're in a leadership position because it might encourage a struggling employee to confide in you before a larger issue develops. This allows you to offer friendly guidance and support and show your employees you genuinely care about their happiness, success and well-being.

Facilitates relationship development and trust

Empathetic listening can help you improve all of your relationships, not just those in the workplace. Treating others with kindness, care and respect can enhance their perception of you and help you build strong working relationships. Sharing something vulnerable and being accepted can make some people feel closer to you, improving the depth and quality of your relationships.

Q.4: Define the Techniques of listening using TED Talk audio listening in the script reading.

Solution: Numerous benefits of extensive listening have been reported in the professional literature on ELT and TESOL. These benefits can be categorized into three main themes:

- A.** Improvement of students' listening fluency
- B.** Improvement in listening comprehension, and
- C.** Improvement of other language skills.

In terms of the enhancement of listening fluency, students who listen more extensively are able to deal with a faster speech rate. Students sometimes cannot comprehend spoken language simply because the speakers speak too fast. For students who have limited exposure to spoken language, speech rates can be one of the hurdles in developing L2 listening fluency. Renandya and Farrell (2010) suggest that repeated listening practice via extensive listening can gradually help L2 learners become more accustomed to listen to faster speech rates. The ability to deal with faster speech rates is believed to be a reliable indicator that students' listening comprehension skills have developed at a more advanced level (Renandya & Jacobs, 2016).

TED Talks for Extensive Listening There have been some studies involving the use of TED Talks in extensive listening.

According to Park and Cha (2013), there are several benefits of using TED Talk videos.

First, TED Talk videos are interesting because they include a wide range of topics such as technology, entertainment, design, business, science, and global issues (Nurmukhamedov, 2017). **Secondly**, TED Talks have a distinctive "interactive transcript" feature embedded in each talk. The combination of reading while listening/viewing to video materials is a pleasantly rewarding experience. It can enhance students' motivation and comprehension of the listening materials as well.

Thirdly, TED videos are sharable. Learners can easily share the links using social media or download them as offline contents. Besides being sharable, TED Talks are also searchable "in multiple ways, including by speaker, subject, or theme" (Loya & Klemm, 2016). This aspect gives the listeners flexibility in finding topics of their interest. Lastly, TED Talks can be accessed at any time and any place as long as one is connected to the Internet. Any mobile devices such as tablets, smart phones, laptops, or computers can access TED Talks without any limit. TED Talks can also motivate and inspire students to have the eagerness to learn on their own, thus promoting self-directed and independent learning in our students (Rubenstein, 2012).

Data Gathering Techniques: In this research, we used multiple data sources: questionnaires, EL journal and an in-depth interview.

Data Analysis Technique: To analyze the questionnaire data, the researcher collated the responses and summarized these as frequency data. The data from the EL journal and in-depth interviews were analyzed by using a simple thematic analysis.

Short Questions and Solutions

Q.1: Define the aspects are needed to enhance listening skills and also explain the types of listening.

Solution: Listening is the ability to accurately receive and interpret messages in the communication process.

Listening is key to all effective communication, without the ability to listen effectively messages are easily misunderstood.

Listening is one of the most important skills you can have. An active process of getting information, ideas. "Listening is the process of receiving, constructing meaning from, and responding to spoken.

Types of Listening

1. Superficial listening
2. Focused listening
3. Evaluating listening
4. Attentive listening
5. Critical listening
6. Empathetic listening
7. Appreciative listening

8. Content listening

Q.2: What are the public speaking abilities?

Solution: Public speaking is a soft skill that requires excellent communication skills, enthusiasm, and the ability to engage with an audience. Soft skills are interpersonal skills that are less technical and more about how you interact with others and these speaking skills refer to the talent of effectively addressing an audience. Whether it is in front of a group of people you already know or a crowd of complete strangers, your ability to communicate to them with clarity and confidence is known as your public speaking skills.

There may or may not be an opportunity for interaction between the speaker and audience. The basic difference, however, between a casual talk and public speaking is that the latter is more purposeful and meant for celebratory, entertainment, influencing, or informative purposes.

Q.3: How can the Fear of Public Speaking and Presentations be removed?

Solution: Fear of public speaking is a common form of anxiety. It can range from slight nervousness to paralyzing fear and panic. Many people with this fear avoid public speaking situations altogether, or they suffer through them with shaking hands and a quavering voice. But with preparation and persistence, you can overcome your fear.

These steps may help:

- **Know your topic.** The better you understand what you're talking about — and the more you care about the topic — the less likely you'll make a mistake or get off track. And if you do get lost, you'll be able to recover quickly. Take some time to consider what questions the audience may ask and have your responses ready.
- **Get organized.** Ahead of time, carefully plan out the information you want to present, including any props, audio or visual aids. The more organized you are, the less nervous you'll be. Use an outline on a small card to stay on track. If possible, visit the place where you'll be speaking and review available equipment before your presentation.
- **Practice, and then practice some more.** Practice your complete presentation several times. Do it for some people you're comfortable with and ask for feedback. It may also be helpful to practice with a few people with whom you're less familiar. Consider making a video of your presentation so you can watch it and see opportunities for improvement.
- **Challenge specific worries.** When you're afraid of something, you may overestimate the likelihood of bad things happening. List your specific worries. Then directly challenge them by identifying probable

and alternative outcomes and any objective evidence that supports each worry or the likelihood that your feared outcomes will happen.

- **Visualize your success.** Imagine that your presentation will go well. Positive thoughts can help decrease some of your negativity about your social performance and relieve some anxiety.
- **Do some deep breathing.** This can be very calming. Take two or more deep, slow breaths before you get up to the podium and during your speech.
- **Focus on your material, not on your audience.** People mainly pay attention to new information — not how it's presented. They may not notice your nervousness. If audience members do notice that you're nervous, they may root for you and want your presentation to be a success.
- **Get support.** Join a group that offers support for people who have difficulty with public speaking. One effective resource is Toastmasters, a nonprofit organization with local chapters that focuses on training people in speaking and leadership skills.

Q.4: Suggest the tips for Effective Presentations in the classroom.

Solution: **Be aware of your non-verbal communication.** Use body language that shows **CONFIDENCE!**

- Have good posture
 - Smile and act relaxed. It will make you look and feel more confident.
 - Make eye contact with your audience instead of reading off your notes the entire time.
 - Avoid distracting behaviors, like chewing gum or fidgeting.
 - Watch for nervous gestures, such as rocking, or tapping.
 - Make sure to dress appropriately for your profession.
- i. **Take time to think during your presentation!** People have a tendency to speak more quickly under pressure. Make an effort to slow your pace and include pauses. Speaking slower will also help you avoid excessive verbal fillers like “ummm” or “ahhhh”.
 - ii. **Pay attention to your volume.** Think about projecting your voice to the back of the classroom so that everyone can hear what you have to say.
 - iii. **Try to speak clearly so that your audience can easily understand your words.** By incorporating more than a speech into your presentation, you'll be better able to hold your audience's attention. Try using visuals, asking questions, or doing activities.

Unit-III (Reading and Writing Skills)

Q.1: Explain the skimming and scanning techniques of reading.

Solution: Skimming and scanning are reading techniques that use rapid eye movement and keywords to move quickly through text for slightly different purposes. **Skimming is reading rapidly in order to get a general overview of the material. Scanning is reading rapidly in order to find specific facts. While skimming tells you what general information is within a section, scanning helps you locate a particular fact.**

Skimming: Use skimming in previewing (reading before you read), reviewing (reading after you read), determining the main idea from a long selection you don't wish to read, or when trying to find source material for a research paper. Skimming can save you hours of laborious reading. It is very useful as a preview to a more detailed reading or when reviewing a selection heavy in content. But when you skim, you may miss important points or overlook the finer shadings of meaning, for which rapid reading or perhaps even study reading may be necessary.

Use skimming to overview your textbook chapters or to review for a test. Use it to decide if you need to read something at all, for example during the preliminary research for a paper. Skimming can tell you enough about the general idea and tone of the material, as well as its gross similarity or difference from other sources, to know if you need to read it at all.

To skim, prepare yourself to move rapidly through the pages. You will not read every word; you will pay special attention to typographical cues-headings, boldface and italic type, indenting, bulleted and numbered lists. You will be alert for key words and phrases, the names of people and places, dates, nouns, and unfamiliar words. In general follow these steps:

- | | |
|--|--|
| A. Read the table of contents or chapter overview to learn the main divisions of ideas. | the first few words of each sentence or to locate the main idea. |
| B. Glance through the main headings in each chapter just to see a word or two. Read the headings of charts and tables. | D. Stop and quickly read the sentences containing keywords indicated in boldface or italics. |
| C. Read the entire introductory paragraph and then the first and last sentence only of each following paragraph. For each paragraph, read only | E. When you think you have found something significant, stop to read the entire sentence to make sure. Then go the same way. |
| | F. Read chapter summaries when provided. |

Scanning: Use scanning in research to find particular facts, to study fact-heavy topics, and to answer questions requiring factual support. Scanning, too, uses keywords and organizational cues. The goal of scanning is to locate and swoop down on particular facts. Facts may be buried within long text passages that

have relatively little else to do with your topic or claim. Skim the material first to decide if it is likely to contain the facts you need. Don't forget to scan tables of contents, summaries, indexes, headings, and typographical cues. To make sense of lists and tables, skim them first to understand how they are organized: alphabetical, chronological, or most-to-least, for example. If after skimming you decide the material will be useful, go ahead and scan:

- | | |
|---|--|
| A. Know what you're looking for. Decide on a few key words or phrases—search terms, if you will. You will be a flesh-and-blood search engine. | C. Let your eyes float rapidly down the page until you find the word or phrase you want. |
| B. Look for only one keyword at a time. If you use multiple keywords, do multiple scans. | D. When your eye catches one of your keywords, read the surrounding material carefully. |
-

Q.2: How do you start writing? Do you wait till you find a suitable beginning and then proceed linearly or do you jump somewhere to the middle when a suitable idea strikes you?

Solution: Writing is a skill that anyone can pick up by focusing not only on what you have to say and how to say it, but also by concentrating on those strategies that are most likely to help you write successfully. What leads to good writing is the magnitude of planning and research that is done before beginning the writing process. The following methods have been generally tried and tested by people who write competently:

- | | |
|---|---|
| • Experienced writers spend a lot of their time planning before they attempt the first draft. | • They consider their first draft to be a rough. |
| • They spend a considerable amount of their time thinking about their readers. | • They thoroughly revise their draft. |
| • They explore their subject/topic as thoroughly as possible. | Sometimes, completely rethinking and restructuring their first draft. |

Linear method of writing (a paragraph or any material) has a predetermined series of events that are presented in a specific order. Whereas, non-linear narratives are not arranged in any particular order and allow the reader to choose the path in which the narrative follows. The general steps you can follow in starting your writing can be summed up as:

- | | |
|-------------|----------------------------|
| • Planning. | • Considering your reader. |
|-------------|----------------------------|

- Thoroughly investigating your subject/topic, yet recognizing that new ideas will emerge as you write.
- Organizing.
- Writing a full draft.
- Revising and refining it which may often involve a complete restructuring and reorganizing.

It is not necessary to go through these stages in the sequence in which they are listed. When you write, many things happen at the same time. As you plan, you may find that you are thinking of facts and ideas that you may want to include in your draft. As you organize, you may find that you are once again exploring your topic. The steps that we have suggested are guidelines, not rigid rules.

Q.3: Think of a time when you achieved a personal goal. Say why the goal was important to you and how you achieved it. Describe how you felt on achieving it. Your description must make your goal and the journey sound interesting and attractive as an inspirational person. Write in 300 words.

Solution: All members of my family were extremely ecstatic when I showed them my appointment letter mentioning my selection for the post of aeronautical engineer in HAL in Mumbai. I was proud to be among the elite ten who had been selected from thousands of applicants from across the country. It was indeed a matter of great pride and a dream comes true for me.

Ever since I was a child, I had nurtured this personal goal of becoming an aeronautical engineer. As a child, I had a special fascination for planes and what made them fly, their mechanisms and everything related to them. I would sit for hours drawing figures of planes and pondering over their dimensions and the laws governing propulsion. Planes and helicopters became an obsession with me, so much so that I would often dream of flying one. I knew that the path I had chosen for myself was beset with difficulties and many hurdles which required great perseverance.

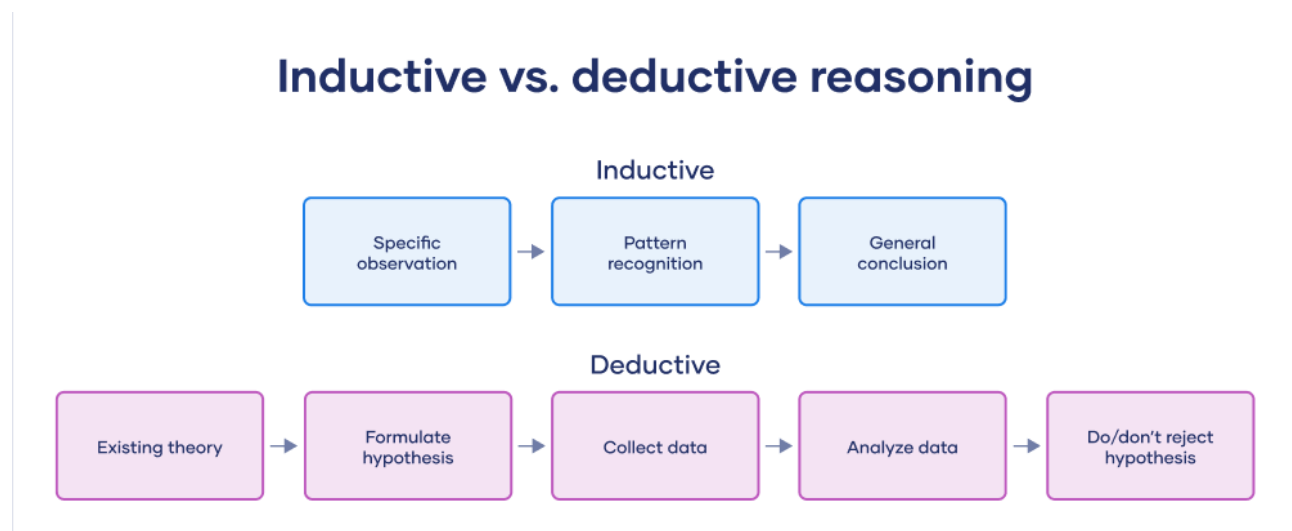
I silently let this great dream grow within me. At times, I realized that it was futile to chase a goal which was beyond my grasp. But, the speech of my Principal on our farewell changed all that and filled me with such inspiration that I instantly knew that I had to achieve my dream of becoming an aeronautical engineer. I wanted to prove myself, my family and to the world that I could do it.

After years of hard work and sweat, today I proudly stand with my appointment letter in my hand and thank God for a fabulous Principal, who initiated the entire process of achieving this goal, who always stood by me and for my wonderful parents who supported me in whatever I did and

for having believed in me. I also realized that, there is no shortcut to success.

Q.4: Define discourse. Also, differentiate between deductive and inductive methods of writing and arguments.

Solution: Discourse is referred to as the use of language in speech and writing in order to produce meaning; It is language that is studied, usually in order to see how the different parts of a text are connected. Discourse is a generalization of the notion of a conversation to any form of communication. Following pioneering work by French philosopher and writer Michel Foucault, discourse is viewed as a system of thought, knowledge, or communication that constructs our experience of the world. Since control of discourse amounts to control of how the world is perceived, social theory often studies discourse as a window into power. Within theoretical linguistics, discourse is understood more narrowly as linguistic information exchange.



Deductive reasoning and writing method

Deductive reasoning is a basic form of valid reasoning. Deductive reasoning, or deduction, starts out with a general statement, or hypothesis, and examines the possibilities to reach a specific, logical conclusion. The scientific method uses deduction to test hypotheses and theories.

In deductive reasoning, if something is true of a class of things in general, it is also true for all members of that class.

For example, “All men are mortal. Harold is a man. Therefore, Harold is mortal.”

For deductive reasoning to be sound, the hypothesis must be correct. It is assumed that the premises, “All men are mortal” and “Harold is a man” are true. Therefore, the conclusion is logical and true.

Inductive reasoning and writing method

Inductive reasoning is the opposite of deductive reasoning. Inductive reasoning makes broad generalizations from specific observations. Even if all of the premises are true in a statement, inductive reasoning allows for the conclusion to be false.

Here’s an example: “Harold is a grandfather. Harold is bald. Therefore, all grandfathers are bald.” The conclusion does not follow logically from the statements.

Q.1: Explain in detail the five major types/ methods of paragraph writing.

Solution. Methods of Paragraph Development and Organization

When writing a paragraph the author should organize it using one of the following methods:

1. General to Specific: Start with a generalization and follow it with specific examples.
2. Specific to General: Start with specific examples and finish with a generalization.
3. Order of Importance: Paragraphs can begin with either the most important idea first or the least important idea first.
4. Chronological: Order facts according to when they occurred.
5. Spatial: Very effective for description, spatial order moves directionally.
6. Order of Familiarity: Knowing the audience is critical for this method of organization. The paragraph can begin with either the least familiar or most familiar concept.

Paragraph Length and Sentence Position

Here are paragraph tidbits to make your life easier.

- Paragraph length varies. each paragraph must be long enough to cover your main point, anywhere from one sentence to one page. As with sentence length, varying paragraph length provides better rhythm and helps the author emphasize important points.
- When writing paragraphs, knowing where to put each sentence clarifies important points. As a rule, the first sentence holds the strongest position, the last sentence holds the second strongest position, and the middle sentences hold the weakest position.
- Varying sentence lengths helps emphasize your most important points. This is important. Putting one short sentence, for example, in between two long sentences, makes the middle sentence more powerful.

Writing Paragraphs Lesson Plans Procedures

For assignments not involving revision, try the following:

1. Instruct students to take notes on the above material.
2. Place students in groups of four.
3. Assign each group a topic.
4. Each person in the group should write about the topic using one of the aforementioned ways to organize a paragraph.
5. Students will decide which method of paragraph development is most effective, second most effective, etc.
6. Students will share at least one paragraph and explain why that method is most effective, making note of the type of writing used (persuasive, informational, narrative) and the purpose of the paragraph (persuade, entertain, or inform).

If you wish to use student drafts to teach about writing a paragraph, try the following:

- A.** Present the information above.

- B.** Instruct students to analyze each body paragraph of an essay by identifying the method of organization, the length of each paragraph, the number of main ideas per paragraph, the topic sentence of each paragraph, and whether or not the paragraph does its job.
- C.** Make necessary changes based on the above information.
- D.** If working in groups, have students analyze each other's paragraphs.

Q.2: Elucidate the tools of effective writing in detail with examples.

Solution: Essential Tools for Effective Writing

A key way to improve your writing is effective use of tools. In this blog post, I cover some of the essential tools you can use for different kinds of technical writing.

Generate text from speech

“Writing block” is a common problem most writers face. One way to overcome this problem is to use a dictation software or use the dictation feature in your favourite word processor (or even Google Docs).

You could explain a friend / colleague (could be an imaginary one) and record it. That way, your content will be in active voice written in a conversational style. You now have text with errors / mistakes; edit the contents and Voila! you have a written document! Of course, you need multiple edit cycles to get it to production quality, but you have solved the “writers block” problem with this simple and effective approach.

This technique is also useful if you are already presenting to a live audience and want to benefit by creating a written article / blog as well from that recording. You can also use YouTube's “Transcription” feature (available for all videos!).

Use templates

Spend some time identifying best samples that is similar to the idea that you have for articles, research papers, etc. Now use it as a template for your work (not the content — that is of course plagiarism!).

Create mind-maps

Mind-maps are an excellent way to organize your thoughts & ideas and structure them as well-organized content. You can also use mind-maps to visually present the ideas to the reader.

From the tool, we could create the text out of the mind-map layout and fill the generated text content. In this way, you can structure your content very effectively. In this approach, the mind-map image itself will not be part of the content — but that helps to shape and provide structure to the content.

Mind-maps can be used to convey complex ideas or hierarchically structured topics visually to the reader. Here is an example of a mind-map we created for a book we co-authored.

There are commercial as well as open source tools available for creating mind-maps. Our recommendation is explore different free & open source tools and learn how to use them (and then you could opt for a more sophisticated commercial tool).

Use “smart art”

Smart-arts help make the often dry technical documents and presentations visually rich.

Here is an example of a smart-art image that shows high-level steps in a book production process. You can also create them for presentations and reuse them in your written content. When used appropriately, they will enhance the visual appeal of your content.

Word-processors today are reasonably sophisticated: You can dictate, spell-check, auto-correct, grammar check, convert to production-quality PDFs, and more. Explore the advanced features of your word-processors and you will always be surprised to “discover” new and useful features. A must-use feature in your word-processor is spell-check — automated spell and grammatical checks can help you find common (and uncommon) writing mistakes and help automatically improve the quality of your written content.

Advanced tools

Depending on the kind of technical writing you do, you may find many other advanced tools to be useful. We may successfully use Graphviz and LaTeX for automatically generating diagrams and documents (respectively) from markup language programs. You can also use tools such as Photoshop (for creating production quality images/pictures) and PageMaker (for creating high-quality production-ready documents for printing).

To excel the craft of writing requires mastering relevant tools.

Q.4: Read the following passage carefully and answer the questions in your own words.

Solution: The most frightening aspect of malnutrition is that it is likely to cause permanent damage to the brain. Experiments carried out on animals suggest that brain damage due to malnutrition is irreversible. This may not be true of human beings. Nevertheless, known facts as well as results of tests conducted so far point to alarming conclusions. The human brain grows very fast. Three months before its birth, the child's brain weighs one-fourth of the adult's brain. In one year, the brain of a child is already 66 per cent of the weight of the adult brain. At four years the brain weighs 90 per cent and at eight the child's brain is the size of an adult's and there is no further increase. Quite obviously the first four years are crucial for the development of the brain. And if the child suffers from malnutrition, the damage to the brain may well be permanent.

Fortunately and thanks to the research carried out by scientists in India and abroad and systematic attempts made by the National Institute of Nutrition, Hyderabad, to analyze the causes of malnutrition in this country, one need not wait for years to solve at least some aspects of the problem. For instance, it was found that the addition of iodine in the lake-water salt consumed in the sub-Himalayan region would go a long way to controlling goitre. Again, experiments made by the Institute reveal that inexpensive green leafy vegetables are a good alternative to eggs and butter as a rich source of Vitamin A.

The Institute has also carried out considerable research into fortification of various foods. Modern bread is a case in point. But since bread is beyond the means of the poor the Institute has found some items of mass consumption which can be strengthened with certain proteins and amino acids. Fortification of common salt is considered the most promising possibility.

Q.5: What is the most serious harm that may be caused by malnutrition in childhood?

Solution: The most serious harm that may be caused by malnutrition in childhood is permanent damage to the brain.

(b) Why is good nourishment so essential during the first four years of a child's life?

Solution: Good nourishment is essential during the first four years of child's life because during

the first four years, the brain weighs 90 per cent and at eight the child's brain is the size of an adult's and there is no further increase.

(c) What suggestions have been made by the National Institute of Nutrition for controlling goitre in certain parts of India?

Ans: 1- Addition of iodine in the lake-water salt consumed in the sub-Himalayan region.
2- inexpensive green leafy vegetables are a good alternative to eggs and butter as a rich source of Vitamin A.

(d) Give a suitable title to the passage and justify it.

Ans) Malnutrition : India's young lives on stake.

The above title is quite suitable for the passage as it depicts the dark reality that have been somehow hidden from us for so long. Due to malnutrition, so many kids lose their lives every year/

5) As Krishna Kant, you had employed the services of Decent Packers, 1469, D Block, Connaught Place, New Delhi to pack and transport your household goods and car to Chennai. Complain to the manager for the late delivery of goods and damage caused to the goods.

170, Karamveer Nagar
New Delhi – 110075
4th September, 20XX
The Manager Decent Packers
1469, D Block Connaught Place
New Delhi – 110001

Subject Complaint Regarding Late Delivery and Damage of Goods

Dear Sir,

This is to bring to your kind notice that I shifted my household goods and car to Chennai and had asked for your services to pack and transport the goods. However, I regret to inform you that the package of goods has still not been delivered at Chennai even 7 days after they were sent from here. Only the car has been delivered and that too in a damaged condition. One rear door of the car has been severely damaged. It is extremely distressing to observe this inefficiency of your company.

I want to claim compensation for the damage to the car. I request you to kindly look into the matter and find out where my goods are and take the necessary steps to inform me about the status of the transfer of goods. I hope to receive an early response from your end.

Yours faithfully

Krishna Kant

UNIT-IV (Presentation and Interaction Skills)

Short Question with solutions

Q 1. Write any two objectives of Oral communication.

Solution- The learning objectives to achieve within Oral Communication Skills in English are:

- To give a clear, well-structured presentation of a complex subject, expanding and supporting points of view at some length with subsidiary points, reasons and relevant examples.
- To handle questions well, responding spontaneously and almost effortlessly.
- To be able to get involved in discussions, identifying accurately arguments supporting and opposing points of view.
- To express ideas and opinions with precision, present and respond to complex lines of argument convincingly.

Q. 2. Explain six major types of non-verbal communication.

Solution: These nonverbal communication types are

- a. Facial expressions,
- b. gestures,
- c. paralinguistic features (such as loudness or tone of voice),
- d. body language,
- e. proxemics or personal space,
- f. eye gaze,
- g. haptics (touch),
- h. Appearance, and artifacts.

Q.3. 'Presentation is an art and science both'. Discuss

Solution: Presentation is one of the most effective ways to communicate our science. However, mastering the art of presentation can be a long and enduring journey. Presentation often expresses the speaker's creativity in different forms that leaves an impression on the viewers.

Presentation is not just about the material but your own self. The way you dress is an important aspect of presentation. A good presentation will always leave an impact on the audience. It brings out immediate ideas and brings out the speaker's personality in a unique way.

Q. 4. What is an interview? Explain in detail with its types and objectives.

Solution: An interview is a formal conversation between an interviewer and interviewee where the former seeks answers from the latter, which checks their capability in joining the desired post. When broken down into two separate terms, interviews are 'interred' and 'view,' meaning seeing each other. An interview is a source of accurate information of the interviewee only when it is handled carefully. It plays an important role in the entire selection procedure of a candidate. An interview is a structured conversation where recruiters ask questions, and the interviewee delivers answers.

Types of Interview

There are different types of interviews according to different scenarios or situations.

- Structured Interview

- Unstructured Interview
- One to One Interview
- Panel Interview
- Telephonic Interview
- Video Interview

Objectives of Interview

- It helps to verify the precision of the provided facts and data by the candidate.
- The interview helps to obtain additional information about the skills and knowledge of the interviewee.
- The interview not only assesses a candidate's skills but also checks their suitability for the job.

Long Questions and Solutions

Q.1. What do you understand by paralinguistic features of voice? Note down their importance in effective speech delivery.

Solution- Paralanguage is an essential part of non-verbal communication and as it is nonverbal, it does not consist of words but without it words do not convey the intentional meaning. Paralanguage comes along to accompany the speech which is one of important thing in communication. Through paralanguage, people communicate their emotional state, veracity, and sincerity. Learning paralinguistic features can help the learners to avoid miscommunication between the speakers, so that the messages can be delivered as the speakers want. This is also important for language teaching so that the teacher can teach the student how helpful is paralinguistic for the students to produce and speak the language as it to be spoken.

Elements of Paralanguage:

(1) Pitch:

(2) Volume:

(3) Pace/Rate:

(4) Articulation and Pronunciation:

(5) Voice Modulation:

(6) Hesitations and Silence.

Paralinguistic features of language in speech are extremely important as they can change message completely. Tone and pitch of voice is commonly dealt with at all language levels, but a fuller consideration of paralinguistics is often left to very advanced courses. Paralinguistic cannot be separated from verbal communication as it deals with the sounds produced by the speaker when she/ he speaks. In speaking, the speaker uses important features in paralinguistic. When the speakers used the feature (pitch) in the right way or as the norms in speaking the communication will be successful because both the speaker and the listener will understand each other.

Q. 2. What is public speaking? Define any three qualities with the delivering tools and aids make effective

Solution: It's a presentation that's given live before an audience. Public speeches can cover a wide variety of different topics. The goal of the speech may be to educate, entertain, or influence the listeners. Often, visual aids in the form of an electronic slideshow are used to supplement the speech. This makes it more interesting to the listeners. A public speaking presentation is different from an online presentation. The online presentation is available any time. A public speech is typically limited to a specific time or place. Online presentations often use slideshows. Or they use pre-recorded videos of a speaker. This includes recordings of a live public speaking presentation). Because speaking in public is done before a live audience, you need to consider some special factors. We'll touch on those shortly. Now you've got an understanding of the meaning of public speaking so let's take a quick look at the history of (and the importance of) public speaking. Some benefits to speaking in public include: Improves confidence, better research skills, Stronger deductive skills, Ability to advocate for causes.

Body Movement - As speakers, we must be mindful of how we go about moving while speaking. Body movement also includes gestures, a movement of the hands, arms, or head, etc.

to express an idea or feeling. These should be neither over dramatic nor subdued. At one extreme, arm-waving and fist-pounding will distract from your message and reduce your credibility. At the other extreme, refraining from the use of gestures is the waste of an opportunity to suggest emphasis, enthusiasm, or other personal connection with your topic.

Facial Expressions

Faces are amazing and convey so much information. As speakers, we must be acutely aware of what our face looks like while speaking. While many of us do not look forward to seeing ourselves on videotape, often the only way you can critically evaluate what your face is doing while you are speaking is to watch a recording of your speech. If video is not available, you can practice speaking in front of a mirror.

Practice effectively- You might get away with presenting a hastily practiced speech, but the speech will not be as good as it could be. In order to develop your best speech delivery, you need to practice—and use your practice time effectively. Practicing does not mean reading over your notes, mentally running through your speech, or even speaking your speech aloud over and over. Instead, you need to practice with the goal of identifying the weaknesses in your delivery, improving upon them, and building good speech delivery habits.

Q.3. Describe the Nuances and modes of speech delivery?

Solution: Good planning is the backbone of good Speech Delivery. Equally important or perhaps more important is the manner of delivery. Once the speaker has planned and developed the content of his presentation, he should begin practicing his/her delivery, since it is not as important as, what to say, as it's how to say? There are a variety of delivery methods but a speaker should choose those which are easier to handle.

There are four main kinds of speech delivery- Impromptu, Extempore, Manuscript and Memorized.

Impromptu Speech -An Impromptu speech is delivered at the spur of the moment and is spontaneous. It is an unprepared speech, an example of which can be a toast at a wedding or a reception party.

Extempore Speech - An Extempore speech is a style used in public speaking which uses an outline for the speech and some prior preparation. It is a mix of spontaneous and prepared speech in the sense that

the speaker can change the speech as it goes. The speaker may speak using main points or a brief outline.

Manuscript Speech- When a speaker reads from a prepared speech, using a manuscript, the style of speaking falls under this category. The entire speech may be read out from notes or printed material. An example would be a televised news report which a teleprompter reads out during a newscast.

Memorized Speech- When a speaker delivers a speech by memorizing it or committing it to memory, it can be termed as a memorized speech. This kind of delivery has its pros and cons. Such a speech may either appear effortless or not very natural to the audience.

Q.4. What is more important – manner of presentation or the content?

Solution- Great presentations take time to prepare. Sure, some people are great at spontaneous speaking or off the cuff speaking, but most people have to work at it. The biggest trap they can fall into is working on content and ignoring delivery, or spending minimal time on delivery. Prepare your content, and then work on your delivery. It is your content that will allow your audience to connect with your message and take them on a journey with you. Good content will explain and educate your audience about your product or service and give the audience a message they will remember. If you are presenting on a topic about change then it can inspire your audience to want to change with you and commit themselves to helping facilitate this change.

UNIT-V (Work Place Skills)

Short type questions (5 marks)

Q.1: How do you understand ‘Leadership’? Support your answers with suitable examples and references.

Solution- “Leadership is an ability to translate vision into reality”. It is the process of social influencer guidance, which maximizes the efforts of others to the achievement of goals. Leadership is about mapping out where you need to go to "win" as a team or an organization; and it is dynamic, exciting, and inspiring. It has nothing to do with one’s hierarchy and superiority in the company’s position, neither it has to do with titles nor with personal attributes. Leadership stems from social influence not power and authority; it requires others with intended outcomes.

Characteristics of a Good Leader:

1. Act as an explorer who cuts a way in the dense jungle for the rest of his group to follow.
2. An executive who is passionate for achieving goals
3. Innovative and creates inspiring vision for the future.
4. Motivates and inspire people for their engagement and contribution
5. Builds a team and company's strategy to beat competition
6. Communicate well with team members
7. Competency, empathy, and gratitude
8. Supportive and empowering with fair attitude
9. With integrity and learning agility

Q.2: “Active listening and responding skills will not help in socialization but also build stronger relationships; valued on trust and respect”. Explain.

Solution The importance of listening is to make a conscious effort not to just hear what people are saying but to take it in, digest it and understand. Listening does not only enhance your ability to understand better and make you a better communicator, but also makes the experience of speaking to you more enjoyable to other people. Listening is a critical skill and Learning is a result of listening. Active listening refers to a pattern of listening that keeps you engaged with your conversation partner in a positive way. It is the process of listening attentively while someone else speaks, paraphrasing and reflecting back what is said, and withholding judgment and advice. It is a technique that is used in counseling, training, and solving disputes or conflicts. It requires the listener to fully concentrate, understand, respond and then remember what is being said. This helps in recognizing other's perspectives and feelings and appreciating them. This not only helps in resolving conflicts but also helps foster a culture of respect. Try to understand others' perspectives before responding. Three

Components to Listening are:

Comprehend- The listener pays attention to the speaker's verbal and non-verbal language to fully understand what they are trying to communicate.

Retain- The listener tries to remember key points of the speaker's message using their memory or via note-taking.

Respond- The listener tries to answer the speaker's message as per his/her understanding of meanings.

The responding stage is the stage of the listening process in which the listener provides verbal and/or nonverbal reactions. A listener can respond to what they hear either verbally or nonverbally. In the

process of communication there are two parties involved in the act of interaction- sender and receiver. In the process one is passive and the other is active, they mutually influence each other. There is cooperation between the two to understand the message. Hence, communication is the exchange of ideas, information and knowledge between sender and receiver through an accepted code of signals. When the receiver understands the message in the same perspective as the sender, then we can say the communication is successful.

Personality refers to an individual's characteristics, style, behavior, mindset, attitude, his own unique way of perceiving things and seeing the world. Genetic factors, family backgrounds, varied cultures, environment, current situations play an imperative role in shaping one's personality. The way you behave with others reflects your personality. An individual with a pleasing personality is appreciated and respected by all. Effective listening and responding skills play a crucial role in framing one's personality. Though being an interpersonal skill helps individuals to express themselves in the most convincing way. Your thoughts, feelings and knowledge should be passed on in the most desirable manner. A person should speak really well to make a mark of his/her own. Remember, no one would take you seriously if you do not master the art of expressing yourself clearly and in the most convincing manner. Not all people are blessed with excellent listening and responding skills; they acquire the same with time and practice. People with great communication skills tend to have a better and impressive personality than those who have problems in communicating as interacting with others is not a challenge for them. Individuals with effective communication skills can easily converse with other people around be it their fellow workers, peers, family and so on. The development and exercise of effective skills will help individuals both in expressing himself/herself but also in their personality development. The effective communication skills strengthen the bond among individuals and are said to improve interpersonal relationships.

Each person is born in a particular society, community which has certain expectations of its members through different modes of interaction, etc. Therefore, in order to understand the behavior of every pattern of a community and to integrate within the community, the attention must be paid to both culture and components of communication. At the same time, it must be established that socialization requires understanding and acceptance of changes that need to be made during time. This kind of interaction offers the growing individual to learn the habits, attitudes, values, and beliefs of the social group into which he has been born. Those who share a common culture are a society, a community, and transfer their culture to the next generation. Therefore, one can say that a culture is not static but constantly changing. Thus, to maintain the balance of change and development in society, effective communication is required. *The purposeful socializing* also called Intentional socialization is the process where one deliberately and

consistently imparts important messages to others in the society for various purposes like education, entertainment, information, history, food, art, music etc. For every minimal activity communication and the active engagements with its components is required; for sharing/exchanging view points, teaching impulse control and developing a conscience, preparing people to perform certain social roles, and cultivating shared sources of meaning and value. Interacting with friends and family brings the variety of performance to obey rules, being rewarded for doing chores, and taught how to behave in public places that enable a person to function within his or her culture is an act of socialization.

Q. 3: What do you understand by the term ‘work-place’? State some characteristics of a workplace.

Solution- A place or a location where people work together for the betterment of employers and organizations like offices, factories, institutions, airports, post offices, banks, hospitals etc. It is the most important ‘social space’; to interact with different people and technologies. An aspect that has remained unchanged in passage of time is humanity’s desire to find meaning and purpose in the work they do. In present times finding meanings at work has become a priority for both individuals and organizations they work for. But finding meanings at work does not mean the absence of challenges and stress. One must accept the challenges and the stress that comes with work. “Working hard for something we don’t care about is called stress; working hard for something we love is called passion.” Mostly, people believe that the meaning is reflected in their ability to give back and knowing that they are making differences in something larger than themselves.

Characteristics of Workplace:

1. Offering challenges and meaningful work
2. Hire and retain great people
3. Provide competitive satisfaction
4. Value and reward contributions
5. Training and development investment
6. Guidance and support to employees
7. Encourage and empower
8. Relaxed and positive atmosphere.
9. Open and honest communication
10. Compassion, respect and understanding.

Q.4: Discuss the flow of communication in an organization.

Solution: There are two modes through which communication flows in an organization- Vertical and Horizontal.

Vertical Communication has two approaches- (downwards and upwards)

Downward communication refers to flow of information from higher to lower levels of the organizational hierarchy. Information flows from top-most authority to the bottom-most persons (workers) through various levels. This flow of information generally prevails where an autocratic style of management is dominant. How to do a job, missions, deadlines, policies and practices of an organization. Can be oral or written, face to face, over a telephone, fax, bulletin, letter, emails.

Flow of information from lower-levels to higher-levels is known as **upward communication**. Employees respond to directions and Matters such as subordinates' work-related problems, suggestions, ideas, opinions, feelings about their superiors and co-workers etc. flow through upward communication. Reports about subordinates, work problems, perception about their work environment, coworkers.

Flow of information amongst people at the same level is known as **horizontal communication**. It is interaction amongst peer groups. It involves communication with people at the same level. Most common horizontal communication happens amongst functional heads. It coordinates work assignments of different departments. It develops understanding amongst all the organizational members. It helps in sharing information about organizational plans and policies.

Mode of communication	Listening	Speaking /language usage	Reading	Writing
DOWNWARD	MORE	LESS/ NO CONSCIOUSNESS	MORE	LESS MORE
UPWARD	LESS	MORE/ LANGUAGE CONSCIOUSNESS	LESS/ MODERATE	MORE LESS
HORIZONTAL	MODERATE IF REQUIRED	MODERATE IF REQUIRED	MODERATE IF REQUIRED	MODERATE IF REQUIRED

Long type questions

Q.1: Discuss the application of 4 A's to be exercised at workplace for effective management.

Solution - Application of 4 A'S in Stress Management are-

Avoid: - Stress can often be avoided by planning, rearranging surroundings and carrying a lighter workload. Approaches include the following:

- a) Take control: - Taking control of stressful, routine tasks helps to build confidence. For example, leaving earlier for work or taking a new route can ease the stress of traffic. Preparing lunch can ease the stress of waiting in a line during lunchtime.
- b) Avoid bothersome people: - Physical distance from someone who is causing stress can relieve tension. Avoid negative thoughts and conflicts you are facing from those people.
- c) Learn to say "no": - Most people have a lot of responsibilities and very little spare time. Saying 'NO' to social invitations, extra responsibilities at work, or volunteer requests can be difficult, but it is often needed for personal mental health.
- d) Prioritize a to-do list: - Making a to-do list helps the mind let go of stressful thoughts regarding required tasks. Scratching an item off the to-do list can create a feeling of accomplishment.
- e) Similarly, one can avoid environmental factors that make him/her anxious, such as watching the news, excessive traffic, coming in late to office, etc. All of these can be easily avoided to prevent unnecessary stress.

Alter: - If avoiding a stressful situation is not possible, the next best option is to 'alter' it. It requires; either changing the way you communicate or do things in your daily life. For example: - If a tight deadline is unavoidable, you can ensure a calm atmosphere to work faster and more efficiently.

- a) Ask others to change their behavior: - Small issues, often snowball and turn into huge problems. It is okay to ask others to change bothersome behavior; however, it is important to listen to others about personal bothersome behavior, too.
- b) Communicate openly: - Honesty is always the best policy. When sharing feelings, using "I" statements rather than "you" statements helps to negate any blame on the other person.
- c) Manage time better: - Grouping similar tasks together can increase efficiency, resulting in lessened stress.
- d) State limits in advance: - Prior to engaging in a long conversation, letting the other person know if time is limited avoids any hard feelings.

Access: - The next possible tactic is adaptation to stress. If there is a stressor that cannot be avoided or altered, it is best to adapt yourself to it. This will help you regain your sense of control of stressors. If the

situations are not favorable, then it is always better to move ahead without bothering. Do not always look for perfectionism and start marking reasonable parameters for yourself.

- a) Adjusting standards: - Perfection is impossible. Striving for perfection can cause feelings of frustration and guilt. Adjusting personal expectations can reduce stress.
- b) Practice stopping bad thoughts: - Negative thoughts should immediately be replaced with positive ones. Refusal to replay a stressful situation in the mind may cause it to be less stressful.
- c) Reframe the issue.: - Looking at situations from a different viewpoint is often helpful. For example, rather than being frustrated for using a sick day from work, use the day to catch up on television programs or read a book.
- d) Adopt mantra sayings: - Mentally repeating confident sentences, such as, “I can do this,” has a positive effect on stressful situations.
- e) Create a list of happy resources: - Making a list of happy experiences, situations and thoughts can put things into perspective. Looking back on this list during a stressful situation can help to calm the mind.

Accept: - Lastly, some stressors are entirely unavoidable, unalterable, or unadaptable. In such cases, the only way to cope is by accepting the situation and moving ahead. The death of a loved one, physical abuse, severe illness, a natural calamity – these are all situations that are not in our control, and you can do very little about them. They are uncontrollable, so it is best to accept the situation and resolve to move on. Forgiving and sharing are also a part of acceptance helps in driving negative energy away and keeping unhealthy stress away.

- a) Talk with others: - Feelings are legitimate even if frustrating situations cannot be changed. Discussing stressful situations with a friend who actively listens and understands is helpful.
- b) Forgive others: - Forgiving takes practice. Learning forgiveness releases negative energy from the mind and body.
- c) Practice positive self-talk: - Negative thoughts tend to feed off each other, creating additional negative thoughts. Positive self-talk can reduce stress and help maintain objectivity.
- d) Learn from mistakes. Mistakes are inevitable and should be used as teachable moments rather than create feelings of self-loathing.

Q.2: Explain how flexibility in thought and behavior can be achieved through effective

Communication skills at work-place?

Solution- Flexibility in Thought and Behavior

In technical terms the word 'flexible' means "to bend without breaking." Defining flexibility, it is an ability to think quickly and find innovative ways to solve a problem. It is the angle of looking at something with different points of views, directions and objectives which might differ from the originality; demanding the new dimensions of doing something and finding alternative approaches. It may also refer to multi thinking or working on two different aspects simultaneously. Flexibility is an important skill to master, whether it means having the ability to overcome stress or simply to adjust to changes quickly. Having a high level of flexibility makes it easier for you to live a less stressful and hectic life. Being flexible in life means you can change your plans and adapt to the new situations easily. In order to be an active participant, the flexibility is important.

The benefits and techniques to have flexibility in thought and behavior at workplace are as follows:

Adaptability to change; helps in staying away from negativity. For example- changes in working hours.

Managing the unexpected: - enhance your capability and achievements, enlarge your perspectives and keep you calm during indifferent situations.

Staying employed: - meet expectations of the organization by adopting different approaches.

Life satisfaction: - giving you happiness by reducing stress and gaining new experiences which could be a key to a bright and successful career.

Be aware and pay attention to your thoughts. Avoid rigid thinking.

Do not always rely on the concept of memorization. If you understand it, you will remember it.

Be adaptive to situations.

Avoid being an information bottleneck- the excessive knowledge that we stored in our mind could act as a barrier to our flexible approach. Like cubes of ice blocking the flow of water out of a bottle, the possible pieces of information we could bring to a situation is so great that nothing comes to mind at all. This causes limits in individuals' rational being.

Keep away from biases and achieve cognitive flexibility. Give new dimensions to your rationality and creativity.

Learn new skills and record your experiences.

Do not reinforce the same methods and tell the same stories. Try to give new examples. (Thinking is like walking: you leave a print wherever you go, and the path becomes increasingly well-trodden the more you go down it. Neural pathways are the same way.)

Gain control over repetitive thoughts.

Be an upright observer of the environment.

Adapt->Pivot->Innovate

Open to feedback

Ability to question your approach and redefine problems.

Break old habits and try to get out of your comfort zone.

Acceptance and adaptation

Be ready for new challenges.

Escape your personality trap.

Think and Act

Holds to an objective but open to change.

Do not argue to win only, be logical instead.

Do not look for perfectionism.

Share vision with others.

Values others experiences and opinions.

Be curious

Q.3: “A positive attitude at workplace seldom stimulates co-workers to achieve desired organizational goals”. Explain with suitable examples.

Solution:- Positive thinking is an emotional and mental attitude that focuses on the good and expects results that will benefit you. It's about anticipating happiness, health and success. The positive thinking that usually comes with optimism is a key part of effective stress management. And effective stress management is associated with many health benefits. It means that you approach unpleasantness in a more positive and productive way. You think the best is going to happen, not the worst. Positive thinking, or an optimistic attitude, is the practice of focusing on the good in any given situation. It can have a big impact on your physical and mental health. That doesn't mean you ignore reality or make light of problems. It simply means you approach the good and the bad in life with the expectation that things will go well.

Benefits of Positive Thinking-

Greater resistance to mental and physical illness

Better stress management

Longer life span

More creativity and problem-solving skills

Clarity of thoughts and coping skills
Encouragement and self-motivational skills
Patience and flexibility
Influence others by your presence
Good progress and give back to others
Long term happiness

Adopting Positive Skills-

Through meditation and yoga
By writing down your positive experiences each day
Don't be critical of yourself and gain control of yourself
Don't be a complainer and be thankful of whatever you have
Learn to relax
Boost your own morale
Learn to channel nerves and thoughts
Congratulate yourself
Be assertive and stand up to what you believe
Take control of your state
Adjusting your mindset
Form new habits
Depart from daily routine
Look to those you admire
Choose your words smartly

Positive thinking does not necessarily mean avoiding or ignoring the bad things; instead, it involves making the most of the potentially bad situations, trying to see the best in other people, and viewing yourself and your abilities in a positive light. **It also helps in developing Self-belief at workplace-**Self-belief/confidence is an understanding that you trust your own judgment and abilities, and value yourself and feel worthy, regardless of any imperfections or of what others may believe about you. Self Confidence allows you to speak concisely and with clarity. Professionals who communicate with

confidence can convey what they want to their clients and co-workers in a clear and efficient manner by experiencing lesser anxiety. Lack of confidence leads to weak goals, setting the bar too low, and mediocre results but confidence lets you know your limits and test them. (Self-efficacy and self-esteem are sometimes used interchangeably with self-confidence, but they are subtly different). We gain a sense of self-efficacy when we see ourselves (and others like us) mastering skills and achieving goals. This encourages us to believe that, if we learn and work hard in a particular area, we'll succeed. It's this type of confidence that leads people to accept difficult challenges and to keep going in the face of setbacks. Self-esteem is a more general sense that we can cope with what's going on in our lives, and that we have a right to be happy. Even if we experience a lot of criticism or rejection from other people, our self-esteem can easily suffer unless we support it in other ways like- Stay focused on you, Identify your strengths and capitalize on them, Identify your weaknesses and work on them, Believe in yourself, Closely monitor your successes, Know that your confidence may be threatened at times, Seek encouragement from others, Challenge yourself., Boost your knowledge, rinse your mistakes, Build on your strengths, pick up new skills, eliminate negative language, make changes if needed, have adequate command over language and physical gestures, don't give up, do things you enjoy, trust yourself, celebrate your achievements.

Q.4: Define Team Work. What is the role of interpersonal skills in team work?

Solution:- “A team that defines work.” Teamwork is the mutual and collaborative effort of associates in an institution, organization etc. to complete a task in the most effective and efficient way. There is a group of interdependent individuals who work together to achieve a common goal. These collaborative efforts help to solve a problem through brainstorming which enables groups to exchange ideas and come up with creative ways of managing things where teams can find the solutions that work best. The spirit of a group that makes the members want to succeed. There is a sense of unity, of enthusiasm shared interests and responsibilities. Teamwork means encouraging colleagues, having team spirit, respecting others, and valuing their contributions. It also means fostering a sense that more can be achieved by working together than as individuals. The interpersonal skills to be included in a teamwork are-

- ✓ Trust among colleagues
- ✓ Offer employees and organization what has been promised
- ✓ Sharing common vision of the future
- ✓ Blending of each other's strength
- ✓ Positive attitude, support, and encouragement
- ✓ Active listening
- ✓ Following same direction

- ✓ Effective conflicting resolution
- ✓ Open communication
- ✓ Commitment towards the goal
- ✓ Value of work

Teamwork is important in promoting support and motivation, generating new ideas, no fear of criticism and flow of creative ideas, improving efficiency, better quality, upholding high morale, group cohesion, focus on success, more learning opportunities, sense of accomplishments, faster innovation, less managerial interference, stronger working relationships, combines individual skills and diverse perspectives, brings fresh ideas to table, more work and lesser stress, promotes risk taking, growth of happiness and individual, recognition and productivity, enhance communication skills. Communication is the means of imparting and exchanging information by speaking, writing, reading or some other mediums. In the technical world; communication is used in planning, organizing, recruiting, coordinating, decision making etc. The formal communication helps in organization growth, developing required skills, to set up business enterprises, academic institutions etc. Different from general communication, technical communication is formal in nature that follows a set pattern, always for the specific audience, and frequently involves jargons (technical terms and vocabulary) and graphics etc. for example- CEO giving presentation of company's achievements. The objective of technical communication includes: - quick decision making, invite corporate joint ventures, disseminate knowledge in both oral and written form. Effective team communication creates awareness and understanding that promotes adeptness as team members complete their tasks and when team members gain the same understanding about project goals and objectives, work proceeds smoothly and efficiently. Work projects are completed timely, which enhances business continuity. Important aspects of team communication are: - clear and reachable goals, greater efficiency and better solutions, positive work relationships, creating culture of celebration, reducing and diffusing conflicts, members develop same understanding about project goals and objectives, timely completed projects resulted in cash flow for the industry.

Good communication amongst team members ensures that everyone receives the same message. Because each person processes information differently, helpful communication permits feedback and encourages questions that impart clarification. Many of today's companies have a multicultural workforce, sometimes a barrier to communication. Good team communication increases cross-cultural interaction & understanding, which in turn helps to develop solidarity among team members that makes team projects productive and ultimately valuable to the company. Good team communication teaches cooperation among team members that expands to other areas of business life. When the employees of a company cooperate in or out of a team, work projects and processes run more efficiently. Communication and

cooperation are paramount in keeping a company solvent and profitable. Effective communication directly determines the success or failure of an assignment requiring the whole team's active involvement, and indirectly of the business itself. When team members communicate with an open mind and ask questions rather than making assumptions, they build trust and harmony in the working environment. These elements work together to create a business culture of camaraderie and success.

ALL THE BEST!!