

Date 16-10-21  
Page 1

## UNIT - I

### Communication

- ↳ meaning and importance of Communication
- ↳ Cycle of Communication
- ↳ Formal and Informal

## UNIT - II

### Grammar

- ↳ Modals
- ↳ Active Passive
- ↳ Common Errors

## UNIT - III

### Composition

- ↳ Paragraph Writing
- ↳ Notice
- ↳ Memos
- ↳ Note Writing
- ↳ Personal & Business Letter writing

## UNIT - IV

### Literature

- ↳ Story
  - The Gift of Magic - O. Henry
- ↳ Poems
  - Leisure by W.H. Davis
  - Where the wind is without fear By Tagore

↳ Essay

- India Vision 2020 By A.P.T Abdul Kalam

COURSE CODE - HSMC 113

TITLE - COMMUNICATION SKILLS LAB

CREDIT - 1

1) Synonyms & Antonyms

2) Affixes

3) Word formation

4) Dialogue Writing

5) English and situations

↳ Conversation with Doctor

↳ At a Shopping Mall

↳ Booking the Room in Hotel

↳ At a Restaurant

↳ Negotiation with Sales Executives

The word

## UNIT - I

### Communication

Communication is a systematic process in which people interact through symbols for creating and interpreting meanings. It's an ongoing continuous process that moves forward and changing constantly it never stops. The second key feature of communication process is systematic. It occurs within a system of interrelated parts that affect one another. So, we must consider the system in which communication takes place for correct interpretation of the message. It includes language, non-verbal behaviour, Art, Music or anything that abstractly signifies something.

Above definition represent one way of defining communication. Many others

Many scholars have define communication in their own way:

↳ According to Keith Davis, "Communication is the process of passing information and understanding, from one person to another another."

According to T. Haumann, "Communication is the process of passing information and imparting ideas and making one self understood by others".

According to Summer & Newman, "communication is an exchange of facts, ideas, <sup>opinions</sup> and emotions by two or more persons".

### 1) Heart of Organisation :

Communication forms the heart and soul of all organisation. The success of every organisation depends upon effective communication. It brings harmony and feeling of co-operation among all the employees for determining the goals of organisation. Every thing within organisation is incomplete without effective communication. Thus, we can say conclude that effective communication is the most basic requirement for successful working of an organisation. So, it's called Heart of soul.

### 2) Planning

Effective Communication forms the basis of planning. Planning requires extensive communication among the employees regarding the topic, its implementation, its ~~merit~~ and demerits.

Effective communication become critical for execution and control of planned activity.

### 3) DECISION MAKING

Management Can't take decision in the absence of Communication because decision making required a lot of relevant data and information. This information can only be ~~connected~~ <sup>Collected</sup> through the process of Communication.

Besides, collecting information, the formulation and effective implementation of the decisions also required Communication.

### 4) LEADERSHIP

To be a successful leader a manager must be well-versed with art of effective communication. Effective

by the leader for motivating employees, for keeping them together as a single unit, for convincing them, for providing them with information.

## CONTROL

Communication helps the management issue direction and guidelines to keep an eye on the employees and their working, to know their reactions, to keep them under control. Thus, we can say that communication plays a critical role in the entire process of control.

## ORGANISATION PEACE

To maintain communication is necessary for promoting peace within an organisation. Downward communication helps the manager to clarify / justify their decisions. So, that no complex conflicts arise due to results. On the other hand upward Comm. helps the employees to keep their point of view on the way of working or any other issue. Because of this two way comm.

organisational peace is maintained.

## HUMAN RELATIONS

Communication helps the management in developing meaningful relationships, changing attitude, seeking co-operation and boosting moral.

Thus, we can say that Comm. helps in begin building and developing human relationships.

Formal and Informal Communication  
Organisation is like a little society where people worked together for the achievements of common goals.

Comm. is the glue that binds this society together enabling it to function properly. Comm. forms the backbone of every organisation and is essential for proper, smooth and systematic working. Management follows formal channel of Comm. To communicate with employees and employees interact with each other on personal and professional level through the use of informal channel of comm. Thus, we can say that in Orga.

## Formal Communication

The comm. that flows along a pre-scribe path is known as formal comm.

In this flow of information is in the form of an official chain of command. Every organisation has a hierarchical system and this hierarchical system is followed in formal comm network.

Formal comm. includes all Form reports, records, guidelines, orders, instructions, etc.

#### CHARACTERISTIC OF FORMAL COMM.

- ↳ Oral and written : formal comm. can take place via oral or written media
- ↳ Prescribed Path : formal comm. always follow a prescribed path. Any deviation from this path is not entertained.
- ↳ Definite & Direct : formal comm. is always definite direct and to the point.
- ↳ Set format : formal comm. follows a set format
- ↳ Formal Rel Relations : There exists a professional or official relationship b/w sender & the receiver in a formal comm.

#### ADVANTAGE OF FORMAL COMM.

- ↳ Maintenance of Authority : formal comm. is crucial for maintaining the authority of superiors over their subordinates effective formal comm. allows smooth functioning of

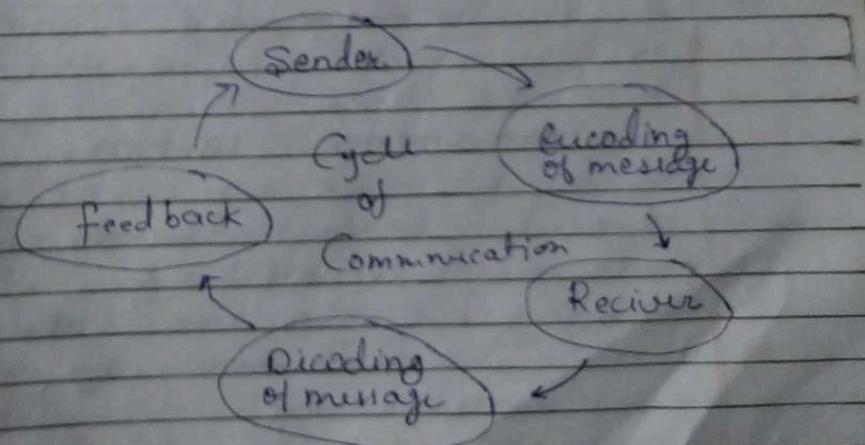
organisation by fixing the responsibility of the employees.

↳ Clear & Effective : the process of comm. is well defined in formal comm. There is no scope of for ambiguity.

↳ Orderly flow : formal comm. is an orderly flow of in an order or set pattern

↳ Filtering : formal comm. is subjected to constant filtering at each hierarchical level. Objectable matter, incorrect information, etc. If present, are removed by concerned authority.

\* The word comm. has been taken from Latin language "Communis" that means to impart or share



## Limitation of formal Communication

- 1) Extra Workload : In formal comm. all the inf. pass through a diff. channel involving lot's of people . This increases work load of employees .
- 2) Leakage : Formal Comm. generally has a long hierarchical chain . Due to involvement of so many people there's always chance of info. getting leaked .
- 3) Distortion : Due to involvement of so many people there's always chance of distortion of inf.
- 4) Accuracy : The accuracy of msg can be compromised due to the involvement of so many people .

## INFORMAL COMMUNICATION

Informal Comm. Network Carries the info. through those channels which are not prespecified by the organisation But are developed through typical inter-personal activities of people at work .

researches shows that most of the inf. transferred within an organisation is through informal channel.

### ADVANTAGES

- 1) Speedy : Informal Comm. travel faster as there is no formal line of comm.
- 2) Multi-Dimensional : It's multi-dimensional in nature because it can take place b/w the employees of diff. departments having diff. status.
- 3) Dynamic : Informal System of Comm. is very active and reacts quickly to any info.

### LIMITATIONS

Distorted

- 1) Distorted Communication : Informal Comm. generally carries rumors, incorrect inf., false facts, etc. No system is present to check authenticity of inf.

Irrelevant Msg's : The msgs

transmitted through informal channels can be erratic and no action can be taken based on it also no one can be held responsible for the transmission of such erratic messages.

### FORMAL AND INFORMAL COMMUNICATION : A COMPARISON

S.No	Features	Formal Comm.	Informal Comm.
	Medium	Written and oral both	Mainly oral
	Official Chain of Comm.	Follows	Does not follow
	Nature of Comm. talk	Mainly indirect written doc.	Mainly gestures and verbal
	Types	May be down-ward, Upward or Horizontal	Cannot be categorized but most common form is grapevine
	Misunderstanding, misconception, Jargon, etc.	Least possibility	Maximum possibility

6. Evidence Can be used as Cannot be used  
an evidence bcoz as non evidence  
record exists bcoz no record  
exists.

7. Existence Result of Result of  
Organ. Comm. employees  
network or personal  
hierarchical line relations and  
needs.

## GRAMMER

### COMMON ERRORS

- 1) "Everybody are happy."  
"Everybody is happy."  
(Everybody, Somebody, Nobody, Anybody)  
singular
- 2) "I'll explain you the problem."  
"I'll explain the problem to you."
- 3) "I have the possibility to study in  
Canada next year."  
"I have the opportunity to study in  
Canada next year."

HAVE + opportunity  
THERE IS + possibility

- 4) "I think she doesn't like tomatoes."  
"I don't think she likes tomatoes."
- 5) "If I will see John later, I'll give  
him the message."  
If I see John later, I'll give him the  
message

### FIRST CONDITIONAL

IF + (present) , WILL + Verb won't  
Condition Result

- 6) "Do you want that I make breakfast?"  
"Do you want me to make breakfast?"
- 7) "I'm thinking to buy a new car."  
"I'm thinking of about buying a new car."
- 8) "They enjoyed the baseball game despite of the rain."  
"They enjoyed . . . despite the rain."  
"They enjoyed . . . inspite of the rain."
- 9) "My ten-years-old daughter loves to dance."  
"My ten-year-old daughter loves to dance."
- 10) "Our house is near to the beach."  
"Our house is close to the beach."  
"Our house is near the beach."
- 11) "Gary gave to Joan the keys."  
"Gary gave Joan the keys."  
"Gary gave the keys to Joan."
- 12) "I like ~~soccer~~ very much Soccer."  
"I like soccer a lot."  
"I really like soccer"

6/11/21

## MODALS

The word modal is basically related to mood and are used to express modality. These are those auxiliary verbs that are used to denote the mood of the sentence.

### CAN

can is generally used to express ability (physical or mental), permission, prohibition and possibility.

Eg. Ability: "I can lift 50 kg of weight"

permission: "Can I take May I coming sir".

Possibility: "It can be rain".

### COULD

It is used to express past ability or request related to present or future. Present possibility.

Past ability: "I could play when I was young."

Request: Could you do me a favour?

Present Possibility: This work could be done.

### MAY

It is mainly used to seek formal permission, both weak possibilities, wish, hope, curse, purpose.

Formal pos: "May I coming Sir".

Weak poss: It may be rain today.

Wish: May God bkn you.

Hope: May your all dreams come true.

Curse: May you go into the heaven.

Purpose: People may live for family.

### MIGHT

It's a past form of 'MAY'. It's mostly used as more weak form of 'may'.

Weak possibility: (30-35%)

She might come today in my dream.

Express polite request

Might I used your phone?

To express purpose :

I left this job so that I might start my business.

WILL

Will is used to express simple future, polite request, threat, promise, intention, determination.

Simple future

He'll do it tomorrow.

Threat

I'll kill you.

Promise

I'll take care of you.

Intension

I'll join this course.

I'll give my life for the nation.

Determination

I'll not give up.

WOULD

Would is past form of a 'will' and is used to express habitual actions in past, too polite request, willingness (past), Wish, Characteristic behaviour.

Habitual actions :

They would sit here hours watching waves.

Polite : Would you do this for me.  
Request

Willingness : He said that he would give (past) him some money.

Wish : I would like to go for movies.

Characteristic behaviour : When she was a child she would play marbles.

SHALL

It's used to express no promise, threat, determination, compulsion, command.

Promis : She shall come on my birthday.

Threat : He shall beat you.

determination : He shall try his best to help you.

Compulsion : You shall reach there on time.

Command : You shall go at once.

### SHOULD

It's used to express obligation, duty, advice, probability.

Obligation or Duty : Children should respect their parents.

Advice : You should drive slowly.

Probability : My brother should reach here soon.

### MUST

It's used to express necessity, moral obligation, compulsion, duty, strong possibility.

### Necessity

You must keep your promises.

### Morality

One must help the poor.

### Compulsion

The bill must be paid by Monday.

### Duty

A soldier must fight for his country.

### Strong possibility

She must be there by today.

### USED TO

It's used to state past habits.  
I used to play cricket when I was in class 5<sup>th</sup>.

### Ought To

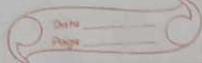
It's used to express duty, desire, moral obligation, strong possibility, disapproval, guess and advisability.

Duty : Student ought to respect their teachers.

Desire : He ought to perform better.

Moral obligation : You ought to

help poor people.

 Date \_\_\_\_\_  
Page \_\_\_\_\_  
Strong possibility : This man ought  
to be new teacher of the class.

Disapproval : You ought not to  
have done such a mistake.

Guess : I'm watching a movie  
that ought to be nice.

Advisability : You ought to see a  
movie if you are ill.

17/11

## ACTIVE & PASSIVE

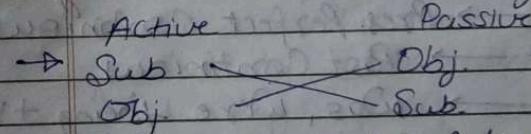
- ① We are doing our homework  
→ When we have focus on the subject in  
a sentence, that sentence is said to be active  
voice

Eg. Someone is cleaning the room.  
Subject

- When the focus is shifted from subject  
to the object the sentence is said to be  
Passive voice.

Eg; The room is being cleaned  
object

### Some Common Changes



The sub. of the Active sentence will be the  
object of Passive sentence while the object  
of the active sentence will be the subject  
of Passive Sentence.

→ Only third form of the main verb  
is used

→ Only transitive verbs are used in passive  
voice

→ If a sentence has two objects, any of the

object can be used for passive voice.  
Eg; My mother gave me a beautiful  
watch

Passive:

I was given a beautiful watch by my mother.

Passive:

A beautiful watch was given to me by my mother.

Change in the Tense

Out of 12 tense only 8 tense are used:

- ① Simple Present → Proc. Conti.
- ② Proc. Conti. → I, am, are + being + V<sub>3</sub>
- ③ Proc. Perfect → Proc. Perfect Continuous
- ④ Past Indefinite → Past Continuous
- ⑤ Past Contin. → Was, Were + being + V<sub>3</sub>
- ⑥ Past perfect → Past perfect Conti.
- ⑦ Future Indefinite → Future Contin.
- ⑧ Future Perfect → Future perfect Cont.

Change in Modal Verbs

Can → Can be + V<sub>3</sub>

May → May be + V<sub>3</sub>

Could have → Could have being + V<sub>3</sub>

Would have → Would have being + V<sub>3</sub>

Might → Might be + V<sub>3</sub>

30/11/21

## MEMO

Memos are the short form of word memorandum. A memo is a kind of written doc which is prepared to comm. definite info. related to an organization. A memo is diff from letter only because it's sent in the organi. and the letter can be send out side the organisation.

Office memo is written to persons who are working in that organisation. There is no connection between memo and outside world of business while communicating. While drafting a memo writer need not to consider any formality like paper size, style, and any specific format. No special attention of language is paid while writing a memo.

So, men

Name of the Organisation

Ref No.

To \_\_\_\_\_

From \_\_\_\_\_

Sub \_\_\_\_\_

Copies to \_\_\_\_\_

Sender Sign \_\_\_\_\_

Name of Organisation

Ref No.

From \_\_\_\_\_

Sub \_\_\_\_\_

To \_\_\_\_\_

Sender Sign \_\_\_\_\_

### Characteristics of Memo

A memo is used for internal comm. It has foll. characteristics:-

1) A short office notice note:

It's a short office note b/w higher authorities and subordinates.

2) Not formal like letter: A memo needs no formal way of writing like letter. As there is no

fix rule for writing a memo unlike letter.

- 3) less courteous than letter: Since no salutation or courteous subscription required, it focuses on the subject.
- 4) Cheaper mode of Communication: It's cheaper and economical because it doesn't need any expensive stationery.

NAME OF ORGANISATION

NOTICE

DATE:

TITLE

Body

NAME, DESIGNATION

W  
evolution

## PARAGRAPH WRITING

### NERVOUSNESS

Nervousness is the fear defined as the fear of escaping the thing, situation or due to lack of information. It is basically due to the evolution of humans as we went under a huge evolution because of that the brain is divided or functioned in different parts it is because in past we as human always want's to escape out the situation for our survival rather than analysing them but because of

o time we developed the ability of analysing and start gathering information and hence our brain is divided into two different parts or functioning. So, the one with enough information is confident and the one with lack of information have develop the feeling of nervousness, Anxiety or wants to escap the situation.

escape

## LETTER WRITING

- 1) Personal letter Writing
- 2) Business letter Writing

### PERSONAL LETTER

Sender's  
Address  
Mob. no.

7 Dec, 2021

Receiver's Add  
Salutation,

With regards  
Courtous sub / sign of

### BUSINESS LETTER

A business letter is generally a collection of messages which are exchanged between business organisation and two parties.

### PARTS OF B.L

- 1) Heading : It's related to name and place of the org. It contains Email, fax, location, etc.

2) DATE : 7 Dec, 2021

3) Reference : letters are recorded in dispatched register & serial no. are put on them when they are send. Reference are put on the left side below the heading / date.

4) Inside Add. / Receiver's Add.

It contains complete add. of the receiver along with the name. It's written on the left hand side corner below the reference no.

5) SALUTATION (Dear Sir / Ma'am)

6) Subject Heading

It's written after the salutation and it gives just about the body of the letter.

7) Body of the letter

8) Courtous Subscription / Sign of

→ Name

→ Sign

→ Dignation

14/12/21

### 9) Enclosures

The reference of the imp. doc. like draft, bill, doc. etc. will be mentioned on the left hand side of the letter. It helps the reader in checking the doc. which enclose with the letter.

## NOTE MAKING

Notes are the permanent record of information that will help you to do preparation for education purpose, seminar, assignments, presentation and examination, etc.

They have

### DO'S OF NOTE MAKING

- Be consistent
- Use similar format for note making.
- Use a loose leaf approach that allows you to insert additional information.
- Always record your source (Date, author name, Book name, General name, etc.)
- Use speech marks or diff. colour pen to identify direct statement.
- Use abbreviations but only if you'll remember what they stand for.
- Keep separate NOTE BOOKS for each sub. or course, Do not mix them
- Use colour, shape, dotted-lines, also highlight link or gap ideas.

## Do not's

### Don't's

- Copy word for word
- use pocket notepad, give yourself room to spread out your writing an idea
- Reliance on power point handouts, make your own notes as well.
- Don't worry if you miss something your aim is to get a big picture, rather than detail.
- Don't consider eg. too obvious note them down.
- Do not write more than required

## METHOD'S OF NOTE MAKING

There are no of diff. ways in which you can make your notes and each has its advantages and disadvantages. There's no right or wrong way to make notes but there's good or bad practices

### ① Linear Notes :

#### ADVANTAGES :

- (i) It's quite simple and familiar approach.
- (ii) It's good for listing the info & good for detail.

#### LIMITATIONS :

- (i) Repetitive format
- (ii) Difficult to go back and insert additional information.
- (iii) Poor at conceptual or big picture level.

### ② Key Words Notes :

#### ADVANTAGES :

- (i) It presents info. in a clear and simple manner
- (ii) Good for organising information into categories
- (iii) Good for structuring inf. in a memorable format.

#### LIMITATIONS :

- (i) It can segregate info. in an artificial manner.
- (ii) It can reduce complex info. to list or bullets
- (iii) Only feasible with specific type of information.

## Story of Magi

### # Theme of Love

The most important theme in the story Gift of Magi is love. This story is written by O'Henry. The ~~major~~ character of the story is a couple named Della & Jim.

Both are willing to part their most prized possessions to make each other happy. To demonstrate that wealth of love is more important than material wealth. Instead of love there are some additional thing themes, like generosity, selflessness, etc.

The Theme of love is shown through the self-less actions of both Della and Jim.

Della sells her hair in order to buy Jim a chain for his watch. Jim on the other hand sell his watch in order to buy Della a comb for her hair.

Therefore, the theme of love is shown through the fact that the sacrifice there most valued position for there love life.

Similar, to the theme of love the generous nature of Della and Jim is evident quit evident while each of them loved there prized possessions, Della's hairs & Jim's Watch. Although they are very poor but they are both rich in there generosity. These self-less love is remarkable in this material world.

# ARTICLE

## **WHY INDIA WANTS A TRIPS WAIVER**

■ What is the proposal?  
Last October, at the WTO, India and South Africa proposed waiver under four sections of the Trade-Related Aspects of Intellectual Property Rights (TRIPS) Agreement including patents, copyright and related rights, industrial designs, and protection of undisclosed information. They recommended the waiver for a specified number of years and until widespread vaccination is in place globally and the majority of the world's population is immune. The waiver is to be reviewed annually.



The EU, Switzerland, the UK, Canada, Japan and Brazil have approved the move, saying it will impact future innovation.

■ Why is a waiver important?

It was argued that the flexibility was important for "prevention, containment or treatment" of Covid and is aimed at avoiding barriers to the timely access to affordable medical products, including vaccines and medicines, or to scale-up of research, development, manufacturing, and supply of essential medical products. The proponents have argued vaccine production is not evenly spread and a temporary waiver or suspension of IPR will help developing and poor countries. Last month, South Africa told WTO developed countries have placed orders in advance and were seen to be blocking supplies. At a recent meet, India also pointed to the untapped production potential in the developing world and said that IPR flexibility along with a range of other logistical, financial, and regulatory challenges may help address the gap.

■ What is the problem with

the current regime?  
Currently, pharma giants such as AstraZeneca, Johnson & Johnson or Pfizer are either producing the vaccines on their own or getting into voluntary licensing arrangements, which give them control over vaccine production and distribution. A company like Serum Institute may have a licence to manufacture a Covid vaccine but where it sells it is decided by the patent holder. India had told WTO members the world needed around 10 billion doses annually and the existing approach of voluntary licenses may deliver just 4% of the projected output in 2020, which is 31 million doses.

■ So, what is the problem?  
The EU, Switzerland, the UK, Canada, Japan and Brazil, among others, are opposing the move. They argue that it will impact future innovation and will be against the interest of pharmaceuticals firms that have pumped in billions of dollars. The EU, for instance, has also argued that it has supplied 110 million doses through COVAX.

■ Doesn't TRIPS give flexibility to handle the current crisis?  
Countries can resort to the use of compulsory licensing provisions to waive patent holder's rights but its use is complicated and time-consuming. At WTO, India has argued that every country will have to invoke compulsory licensing for individual products, making

it tough to collaborate. With CL limited to countries issuing it, exports will be a problem. So, those with inadequate manufacturing will not benefit, experts have argued.

■ And the counter-argument?

India and South Africa have argued that the flexibility is only for a limited period and will help save lives and get the global economy back on its feet. Besides, it has been argued that it is not just Big Pharma that will be impacted but even firms like Bharat Biotech will be affected. COVAX and other such arrangements are seen to be inadequate.

- ⑥ P. Voke : To appeal
- ⑦ inadequate : not able to deal with or not good enough
- ⑧ impacted : strongly affected by something
- ⑨ proposal : a plan that is formally suggested
- ⑩ Containment : the action of keeping something harmful under control or within limit

## Summary

- ① Waiver : a situation in which somebody gives up
- ② Regime : A method or System
- ③ Proponents : A person who speaks or argues
- ④ Logistical : relating to
- ⑤ Implicated : State of being folded

#### ④ Concrete:

The comm. should be concrete it means it should be clear and there should be no room for mis-interpretation all facts and figure should be clearly mentioned with sustainable proof.

#### ⑤ Concise:

The msg should be precise and to point. Sender should avoid lengthy sentences and they try to convey content in short and brief msg is more comprehensive and helps in retaining the receiver's attentions.

#### ⑥ Consideration:

The sender must take into consideration the receiver's opinions, knowledge, mind-set, background, etc. In order to have an effective communication.

#### ⑦ Courtesy:

It implies that the sender must take into consideration both feeling and viewpoints of the receiver.

It projects that comm is courteous. It also conveys that msg is not biased but respectful.

This check-list applies to both written and Oral Communication.

## Communication Barriers

A comm barrier is anything that comes in the way of receiving and understanding messages that one sends to another to convey his ideas, thoughts, or any other kind of information. These various barriers of comm. block or interfere with the msg that someone is trying to send.

A skilled communicator needs to have info about the different types of barriers to effective communication and try to prevent them. These barriers to effective comm can be overcome by active listening, reflection, etc.

#### ① Using Jargon:

If one user uses unfamiliar terms or over-complicated technical terms, it could not be understood well.

#### ② Lack of Attention or Interest:

If the msg is irrelevant to the receiver or there are distractions around then the msg might not be comm. properly.

#### ③ Perception Difference:

If two people see things differently then their viewpoints might come in the way of deciphering the message correctly.

#### ④ Physical Disabilities:

If the receiver has hearing problems, or the speaker has speech disabilities, then comm. will not be effective. It will distort the msg.