Chapter - 1
COMMUNICATION

→ STAGES OF COMMUNICATION →

Ideation → Encoding → Transmission
↓
Feedback ← Decoding

→ CHANNELS OF COMMUNICATION →

i) Upward Channel →

- To someone you need to respect (or show respect)
- eg- junior to senior, employee to employer.
- obedient tone

ii) Downward Channel →

- eg- senior to junior, teacher to student etc
- authoritative tone

iii) Horizontal Channel →

- same level communication
- can be obedient, authoritative etc.

Date
Page

iv) Diagonal →

- direct communication b/w seniormost and juniormost
- not useful in formal setting. May induct losses.

→ ASPECTS OF COMMUNICATION →

i) Subject competence – Speaker must speak only on the subjects in which he/she is competent. Establishes credibility

ii) Linguistic competence – Speaker must speak in a way such that she/he connects ~~to~~ ~~with~~ the audience. The speaker must make her/his speech easy to decode.

iii) Organisational competence – Organizing the content prepares your audience for what you are going to speak/deliver next. Organization of content is important.

→ BARRIERS IN COMMUNICATION →

1. Noise
2. Cultural practices - The cultural differences may prove as a barrier in communication
3. Differences - may be linguistic, cultural etc.
4. Technical - Due to technical errors or unawareness about technology
5. Language - Differences in language
6. Psycological - We need to be calm, & preferably, look into your audiences eyes.
7. Audience behaviour - Audience might be rebellious or judgemental
8. Physical impediments
9. Viewpoints & perceptions
10. Jargons - using a lot of heavy technical words may become a barrier between the audience and speaker.

TECHNICAL WRITING	NON-TECHNICAL WRITING
a) Audience specific	a) No need to be fact based
b) Directed	b) Need not be directed
c) Accuracy & precision	c) Not necessarily directed
d) Organized	d) May not be organised
e) Factual	e) Facts may not be true
	f) May be sarcastic

→ VERBAL AND NON-VERBAL KINDS OF COMMUNICATION

VERBAL	NON-VERBAL
a) Using speech or writing	a) Using gestures, expression but refraining from speech
b) Around 10% of communication	b) Around 90% of communication

NOTE: KINESICS: Relating to body posture and physical attributes

PROXEMICS:

Chapter-2
Writing

* → LETTERS

~~We will~~

→ BUSINESS LETTERS (FORMAL) →

- We will follow block format to write it
- Keep the letter left indented. (Each & every line whatsoever, no exceptions)
- Keep the letter courteous, clear, coherent & to the point

→ Elements of a letter

1. Date
2. Reference (optional)
3. Inside address
4. Subject
5. Salutation
6. Body/content
7. Courtesy remark
8. Signature
9. name
10. Enclosure

PTO

1. **Date** - Duh. (But follow formats: August 28, 2018
28th August, 2018
safest ← 28.08.2018)

2. **Reference** - Any previous references.
eg "In reference to advertisement on 20th August"

3. **Inside Address**: Receivers address.
In 3 lines & no commas

4. **Subject** : Write yourself. Must be underlined

5. **Salutation**:
- Sir,
- Madam,
- Dear Ms. Gupta,
- Dear Mr. Tha
- Dear Madam/Sir,

Never use first names. Its rude.

6. **Body/content** : Divide in paragraphs.

7. **Courtesy remark** :
Yours sincerely,
Yours truly,
Yours faithfully,

8. **Signature** : put your signature

9. **Name**

10. **Enclosures** : Write → Enclosures: 1.
2.

Q. Write a letter to HR manager of Tata motors enquiring about any vacancy in the company.

Ans: 28.08.2018

Reference: Newspaper article (published 25/08/2018) on shortage of engineers in companies at Patna

HR manager
Tata motors main Office
Patna

Subject: Enquiring about state of vacancy

Madam / Sir,

I am Shashwat mahajan, a B.Tech graduate in mechanical Engineering from IIT Patna. I have been looking for a job and I wanted to know about any sort of vacancies in technical positions in Patna branch of Tata motors.

If so, madam/sir, I would really love to work with Tata motors and contribute to its development. As such I have attached my resumé along with this letter. Thank you for your time

yours sincerely
Shashwat mahajan
Shashwat mahajan

Enclosures : 1. Resumé.

NOTE: Before writing letter, keep in mind

A → Audience Analysis

P → Purpose (limited no. of demands)

S → Scope (how much is to be communicated)

A → Analysis of action desired from other side.

NOTE: Divide body into 3 parts

i) Opening
ii) Details
iii) Request on action desired.

Try & divide in this manner into paragraphs. Letter must be organised in paragraphs.

Q. Rephrase the given statement:

"It is with great pleasure that we acknowledge with thanks the receit of your letter, which you sent on 20 June, 2004 and we received on 26 June, 2004."

Ans: We thank you for the receipt of your letter on 26 June, 2004 sent by you on 20 June, 2004.

Q. Rephrase:

"I'm sorry to tell you that I have had nothing but trouble with both my new Maruti Alto & your firm since I bought my new car from your firm in Feb, 2004."

Ans: Its a displeasure to tell you that your firm & my new car Maruti Alto bought from your firm in Feb, 2004 has only been troublesome.

Q→ Para - "I want to talk further ~~to~~ with you about the position you want. Refer to my attached resume for details abt. my education or professional life. You can meet me any day that suits both of us. By the way my phone number is 9915632614" Rephrase as to be written in cover letter.

Ans. ~~I would like to discuss~~

Please refer to my attached resume for more details about the edu. q., professional backgr. and experience. I would welcome/appreciate a chance to talk further with you regarding the position you seek at your convenience. I can be contacted at 9915632614

* → COVER LETTER WRITING → (JOB APPLICATION WRITING)

- The format is similar to letter writing. However, the body here is divided into 3 parts.

- a) Opening
  b) Body
  c) closing

- no Subject, no ~~#~~ reference.

- mention your contact details as the final line of your letter..

- Cover letter is basically a job application attached with your resumi

- elaborate the skill sets you mentioned in your resumi.

- FORMAT

→ Date

→ your add

→ Receiver's address

→ Dear Sir/mam, — —

→ Body (Opening, body, closing, contact details)

→ Thanking you

Q- Write a cover application as a precedence to your resumé ~~go~~ written in resumé writing.

Ans:

Q- Rephrase acc. to a cover letter. "This is to request you to arrange an interview. I would discuss my qualifications in detail during the interview. For the time being, I am enclosing my resume that contains the details of my education training & experiences. I have no doubt about the fact that I am quite fit for this position because I possess all the qualifications & skills that are essential for service engineer position in your firm. Contact me by telephone at 9915632614 between 8AM & 10PM."

Ans:

Please refer to my attached resumé for details regarding my education ~~&~~, experiences and the skills and qualifications that would be essential for me to work as a service engineer in your ~~[illegible]~~ firm. I would appreciate a chance to ~~meet~~ ~~and~~ discuss this with you. I can be contacted on 9915632614 as per your convenience.

solicit - to ask for or try to obtain something.

* → REPORT WRITING →

- Reports contain

a) description of an event (say some accident)
b) factual dissemination of information
c) analysis of the event. (company analysis)
d) solutions / remedies. (disaster management reports)
e) feedback. (eg. reports after demonetisation)

- Report properties:

a) target specific
b) formal / official statement
c) purpose specific

- Report types:

1. Informational / Analytical:

· factual, no analysis, organised presentation of facts, relevant.

· analytical, inference / recommendation reflects broader understanding.

2. Routine/ Special Reports

3. Oral/ Written Reports

4. Formal/ non-formal reports.

NOTE: Reports are written in third person.

* LISTENING :→

- Listening: It is an active process (conscious effort).
- Hearing: It is a passive process (physiologic activity)
- Types of listening:

a) Superficial b) Empathetic c) Appreciative
d) Evaluative e) Focussed f) Attentive.

a) Superficial : not getting into the details.

b) Empathetic: when we connect to the speaker. eg- say when something bad happens to a character in a TV show

c) Appreciative: eg- music listening ie just for the sake of appreciating it

e) Focussed: eg- looking at the scores, listening to the announcements on railways

d) Evaluative: eg- classroom lectures, seminar lectures (we might not like the topic in eval. listening)

f) Attentive: eg- telephonic job interviews

→ BARRIERS IN COMMUNICATION →

1. Irrelevance of topic
2. Preoccupation with other thoughts
3. Noise
4. Hearing impairment
5. Judgemental attitude (when we have pre-conceived notions)
6. Difference in thoughts

~~REMEDIES FOR BARRIERS~~

- All barriers can be categorised as under

1. PHYSICAL BARRIER : Includes noise or say hearing impairments or say unable to make eye contact.

2. LINGUISTIC BARRIER : Due to difference in language used or due to usage of heavy jargons ie if terminology used is not understandable.

3. PSYCOLOGICAL BARRIER : Say due to non-empathetic attitude. Eg- you don't empathise with someone creating a dramatic emotional scene on TV. Or when your parents scold you in front of friends, you may be embarassed & might not listen properly.

4. CULTURAL BARRIERS : eg- If a Saudi Arabian says (because female driving was banned there until recently) that women must not drive, he would dismiss it without hearing to any sort of reason she/he would like to present.

→ REMEDIES TO BARRIERS →

1. minimising noise or distraction and ensuring proper speech delivery to whatever audience is present.

2. maintaining eye contact.

3. Using a language commonly understood

4. Using terminology which is commonly understood.

5. Trying to be open-minded towards people's perceptions.

6. The listener and speaker must be on same level of understanding.

7. By taking notes on what is being said.

Q→ Passage:

Q1. What is the central idea of speech?

Q2. What is the attitude of speaker towars forests?

Q3: What do the forests provide?

Q4: What is their significance according to speaker?

Q5: What % age of geographical area do forests comprise? 19.27% presently

Q6: What is the recommendation of national Forest Policy 1952? 33% area under forest cover in India

Q7: What is direct result of excessive exploitation of forests & overgrazing? constdepletion of forests

Q8: What conclusion can you draw from this speech?

1 Ans: Highlighting importance of forests and need to conserve them.

2 Ans: practical point of view

3 Ans: timber, firewood,

NOTE- TAKING

- Don't write everything. note down the main points which can be elaborated further to get the whole content.

Page No.:
Date:

* → READING

- Two types : Active → Reading with understanding
  Passive → Reading but without any understanding.

- Techniques involved in reading:

a) Scanning – Here, we read a given piece to look for something particular.

b) Skimming – Here, we make quick reading to absorb the central idea of the given piece.

- An effective reading skill demands differentiating b/w

a) Relevant and irrelevant info.

b) facts and opinions: There is a difference when facts and opinions are conveyed. Opinions solely relate to authors views.

c) explicit and implicit info: eg. if an info is given say, 20% of Indian women die due to dowry, this statement (ie info) is explicit info. Implicit info here is that society is into bad practices, or an analysis into their thoughts.

d) inferences and conclusions: In a passage, we can draw inferences from every line. And in the end, we combine all the inferences and draw a conclusion for whole of the passage.

Page No.:
Date:

SQ3R TECHNIQUE FOR READING :

a) Survey: Identify the plot organization, attitude of ~~speaker~~ author and tone of paragraph.

b) Questioning: After every para, write a basic idea, ie notes, after each paragraph. questioning what you read there.

c) Reading: Read the passage actively (Active Reading)

d) Recalling: Recall what you read in the passage mentally.

e) Reviewing: Revising the passage again with, say, a quick gaze over the passage.

2- open pages before this

PRESENTATION SKILLS →

4 P's
- Plan
- Prepare
- Practice
- Perform

a) PLANNING : The content of your presentation must be planned according to your purpose and in accordance with audien

i) Purpose: The purpose of your presentatio must be well defined.

ii) Knowing your audience: content must be framed keeping in mind the background and mindset of the audience.

iii) Knowing the venue: Relating to size of venue, amenities must be properly planned

iv) Title: Title must be appropriate in accordance with where we speak.
eg- to present economic data on Patna in an internat conference, you would title it "Economic Impacts in developing countries like India" but the same conference if conducted nationally could be titled "Economic Impact on Eastern India" and so forth.

v) Time of presentation : The ideal time must be within 10 - 60 min.

b) PREPARE –

i) Knowing central idea of presentation (just one line)

ii) Developing the main idea for the presentation

iii) Gathering support material (eg- from newspapers, magazines etc)

iv) Planning visual aids (like videos, etc.)

c) PRACTICE –

i) Practice in such a manner so as to ensure that the audience remains with you throughout the presentation of slides. Make sure to practice the order of your presentation

d) PERFORM –

i) ~~First few~~ Introduce with your motive and put out the central idea of your slides

ii) First few slides could have a layout of your content like an index or

a basic structure

iii) Next you must elaborate these topics and specific points included in the layout & structure

iv) The ~~ope~~ opening must be ground breaking so as to keep the audience with you throughout

v) The content must not get boring or highly technical for the audience.

vi) The conclusion must deliver the idea of your slides and must bind all of them together and present a final idea.

d) PERFORM →

i) It heavily depends on your practice and confidence.

ii) There are 3 possible ways to present

- Using memory – When you don't even look at your slides while changing or presenting. The best way. Requires practice
- Reading – When you simply read your slides (==) .
(log to jaise anpadh hai ☹) ∴ poorest

• Outlining – Kind of in b/w memory & reading

→ Reports Revised →

Q → "Initially when I took over ICICI, I was faced with main challenge of establishing ~~the~~ my credibility. The ex-CEO ~~Ms.~~ Chanda Kochar has done a remarkable job to establish this bank at an enviable ~~to~~ position in the Asian Region. I will endeavour to further strengthen this organisation. However, constraints like bank rates, fluctuating economic market and the demonetisation by the current govt. have to be addressed a priori." said Sandeep Bakhshi, CEO, ICICI. write this in report format.

Ans: ~~The~~ Mr Sandeep Bakhshi, the new CEO of ICICI bank mentioned that when he took over ICICI, he was faced with main challenge of establishing his credibility. He praised the ex-CEO Ms. Chanda Kochar remarking how she established the bank at an enviable position in the Asian backdrop. He further resolved to strengthen the organisation keeping issues like bank rates, fluctuat

in economic market and demonetisation by current govt. at a priority.

Q→ Active / passive :→

i) I hit the ball.
Ans: The ball was hit by me

ii) Ram delivered the letter to the old man
Ans: The letter was delivered to the old man by Ram.

iii) The teacher scolded the children for being late.
Ans: The children were scolded by the teacher for being late.

Q→ Direct / Indirect →

i) Ram said, "I love writing poems."
Ans: Ram said that he loved writing poems

ii) Sheetal said, "He is an evil person who keeps harming other people."
Ans: Sheetal said that he was an evil person who kept harming other people.

iii) "I was wrong", John cried. "I have always been wrong" he said.
Ans: John cried that he was wrong and that he had always been wrong.

Q. Active/passive →

i) I stricke the ball.
Ans. The ball is struck by me.

ii) The girls thrashed the guys for eve-teasing
Ans. The guys were thrashed by the girls for eve-teasing

iii) my mother has scolded me for not making my bed.
Ans. I have been scolded by my mother for not making my bed.

→ DIRECT / INDIRECT : →

- Meera says, "I love you."

→ Meera says that she loves him.
(could by you)

imp

- 'told' is followed by 'to' ALWAYS

mom told, "get up early."

→ mom told to me to get up early.

Q →

i) The teacher announced, "you have a surprise class test tomorrow."
Ans. The teacher announced that the students would have a surprise class test the next day.

ii) "When I woke up in the morning", Ram said "I wanted to sleep again.".

Ans: Ram said that when he woke up in the morning, he wanted to sleep again.

→ AGREEMENT OF VERB WITH SUBJECT

- eg- a) One of the books was torn.

  b) I try to finish my work on-time.

  c) He tries to finish .....

  d) They sing beautifully.

- The verb changes in according with singularity or plurality of the subject.

→ SOME PAIRINGS

- If ..... then .....
- not only ..... but also .....

→ DIFFERENCES b/w WORDS

- **Beside** - He sat beside her.

  Besides - Besides being broke, he is also in a depression.

→ NOTICE WRITING :

- It is a formal communication with a purpose of rendering info - to a particular group.
- Atmost 50 words
- Language nature - passive.
- Contents

  1) Name of organisation (mid)
  2) Heading (mid) (NOTICE
  3) Date (on left side)
  4) Content (date, time and venue
  5) Name, post and signature (left indented

you can also add a subject here (left side)

Q→ Write a notice announcing a sudden department meeting to discuss agenda items related to providing bonus to the staff.

Ans: ~~NOTICE~~

ORACLE, INDIA

NOTICE

1.11.2018

~~Announcement of~~ dept. meeting regarding bonus

leave a little space.

It is to inform the HR managers at all branches that there will be department meeting on 10.11.2018 from 2 PM onwards in Shivalik hotel, connaught Palace, new Delhi to discuss agendas relating to providing bonus to staff.

sign above name

Shashwat Mahajan
CMO
Oracle, India

Shashwat Mahajan

→ AGENDAS AND MINUTES

(pronounced like 'minutes' in time)

- Every professional meeting has some agendas for discussion during the meeting. The agendas might be suggested by the attendees, who have to give a presentation as to why they suggested it, if so. The agendas are selected, prioritized and allotted time slots by the meeting secretary who heads the meeting.

- Agendas items should be crisp and to the point.

Que: Consider yourself meeting secretary for a meeting between HOD and the whole batch. Decide the agendas points for the meeting given its duration is 30 minute

Ans: HEADING

Reporting 1 ~~(the chart a minor's degree~~ Report

Decision 1 Can IIT Patna start offering minor's degree courses to students? (10 min)

Discussion Presentor: Abhishek

2. Regarding starting a Student exchange program (SEP) with other universities. (10 min)
Presentor: Amish

3. ~~Open-ended agendas~~ Any other topic (5 min) with the permission of the chair.

4. Question and answers (5 min)

- Agenda writing

a) Specify the objective
b) Collect agenda items from stakeholders
c) Decision / Information / Discussion
d) Prioritize the items indicating time required
e) Mention the name of presenter for each item.
f) Focus on issues that ~~corner~~ cover larger group.

- Write your agenda items in phrases that can intrigue the participants.

- ~~Write~~ Leave a slot in the end (3-6 minutes) for open ended agendas (ie for agendas which were not listed and which come open-endedly from the stakeholders)

- Keep some time in the end for questions and answers.

- **Minutes**

- During a meeting, the stakeholders jot down several points.

- In the end all of them elaborate it out in form of 'minutes'

- The 'minutes' of every stakeholder is circulated and signed by all. Only then, do the decisions become executable.

- Writing Minutes

a) Name of participants
b) Agenda items
c) Due dates
d) Action or tasks
e) The main points
f) Decisions taken
g) Record the most imp. things
h) Future decisions
i) Supporting documents/images.

Imp
NOTE: The 'minutes' are always written in past perfect tense since the meeting events have occured.

EMAIL - WRITING

a) Heading → Date:
From:
To :
Subject:
(Carbon copy) CC :
(Blank carbon copy) BCC:

b) Salutation

c) Body

d) Closing (yours truly, faithfully ..... etc.)

e) Signature

Q→ you are Suman Bhattacharya, a student doing BTech in CSE at IIT Patna. write an email to Kabir Sahni, the personal manager of ~~Sahni~~ Alpha Industries. requesting him for summer training at Gurgaon plant. Tell him that you need to do a 2 week training as a part of academic assignment email id: sahni_kabir@alpha

Ans: Date - 20.11.2018
From - Shashwat Mahajan <shashwat211@gmail.com>
To - sahini_Kabir@alpha.com
Subject - Regarding summer training at your company
CC -
BCC -

Respected Sir/Madam,
I am Shashwat Mahajan. I