

# ENGLISH

## TOPICS

### 1) Communication Skills

#### a) Communication

Communication is the means/<sup>process</sup> of sending or receiving information, such as phone lines or computer.

#### b) Importance of Communication

Communication helps us build relationships by allowing us to share our experiences, and needs, and helps us connect to others.

#### c) Communication Skills

Communication skills are the ability to convey or share ideas and feelings effectively.

#### d) Communication Process

There are various communication processes include:

##### 1) Source

Source are objects which encode message data and transmit the information, via channel to one or more receivers.

## 1) message

The information that the

sender is relaying to receiver depending on

## 2) Encoding

The process of turning

thoughts into communication.

## 3) Channel

Channel is the medium

through which you can send message.

## 4) Decoding

The process of translating

coded information into comprehensible form

## 5) Receiver

The process of translate

the words into thoughts, process the  
thoughts and respond to sender.

## 6) Feedback

Feedback is the process

of reaction either negative or positive

to the product, company etc.

## 7) Context

The factor which

determine meaning of message.

## 2) LISTENING SKILLS

### LISTENING

Listening is the process of receiving, interpreting and reacting to a message from speaker.

### Importance of Listening

- 1) we listen for sake of information.
- 2) we listen to get entertainment.
- 3) we listen to understand message of speaker.
- 4) we listen to recognize and demonstrate good attention.
- 5) we listen to recognize and demonstrate reflection.

### Improvement of Listening

#### Methods

- 1) Maintain eye contact with speaker.
- 2) Focus on content.
- 3) Avoid Selective listening.
- 4) Avoid distractions.
- 5) Ask Questions to instruct to stay active & interested.

## Types

- 1) Active listening
- 2) Passive listening
- 3) Appreciative listening
- 4) Emphatic listening.
- 5) Therapeutic or emphatic listening.
- 6) Evaluating listening
- 7) Critical listening
- 8) Biased listening
- 9) Sympathetic listening
- 10) Discriminative listening
- 11) Comprehensive listening
- 12) Relationship listening.

### 1) Active listening

Active listening means being fully engaged while another person is talking to you.

### 2) Passive listening

Passive listening is listening without reacting.

### 3) Appreciative listening

Appreciative listening is the listening by nodding heads and smiling while someone else speaks.

### 4) Emphatic listening

Paying attention and being responsive while listening to someone.

## 5) Therapeutic or emphatic listening

Interpersonal confirmation process involving all senses

## 6) Evaluating listening

A type of listening where listener listens critically to message and directly evaluates and interprets it.

## 7) Critical listening

A process for understanding what is said and evaluating, judging and forming an opinion on what you hear.

## 8) Biased listening

Someone who used biased listening will only listen specific information that they want.

## 9) Sympathetic listening

Instead of focusing on message spoken through words, listener focuses on feelings and emotions of speaker.

### 10) Discriminative listening

when the listener interprets and assigns meaning to sound rather than words.

### 11) Comprehensive listening

The interpretation of words and ideas are called comprehensive listening.

### 12) Relationship listening

when we listen to message we tends to focus on what it tells us about our conversational friend/partners and their feelings.

### Purpose of Listening

1) To gain new

Information.

2) Creating understanding.

3) To examine and verify message.

4) To be Inspired.

5) To Improve our own communication.

## Hearing

vs

## Listening

- 1) Listening is the process of receiving, interpreting a reaction to message from speaker.
- 2) It is voluntary process
- 3) It is an active mental process
- 4) Listening is done when sound reaches to our brain.
- 5) Hearing is the sense that allows us to distinguish sound with our ears.
- 6) It is involuntary process
- 7) It is easy physical and passive process.
- 8) Hearing is done when sound reaches to our ears.

## Barriers of listening

- 1) Lacking clarity
- 2) Jumping to conclusion.
- 3) Lacking confidence.
- 4) Shifting attention.
- 5) Lack of eye contact with barriers.

## Successful listening

Successful listening can only performed when listener listen speaker carefully and give feedback.

## Requirements

- 1) Focus on speaker
- 2) Avoid mental distraction
- 3) Speak clearly
- 4) Establish eye contact

### 3) Presentation Skills

The abilities and qualities necessary for creating and delivering a Compelling presentation are called presentation skills.

### Purpose of Presentation

Using presentation skills help to create innovative ideas when student come up with creativity and interesting slides to illustrate their work.

### Feature of Presentation

- 1) well organized
- 2) Understandable
- 3) Inspiring stories.

### Types of Presentation

- 1) Informative presentation.
- 2) Instructional presentation.
- 3) Arousing presentation
- 4) Persuasive presentation.
- 5) Decision making presentation

#### 1) Informative Presentation

## 2) Instructional presentation

A presentation which provides a specific direction to accomplish a task.

## 3) Arousing presentation

To make people think about a certain problem or situation.

## 3) Persuasive presentation

The ability to clearly and convincingly present one's ideas to others and to connect deeply, both emotionally and thoughtfully.

## 5) Decision making presentation

The process of examining your possibilities options, comparing them, and choosing a course of action.

## Pattern of introducing presentation

Introduction may includes visual aids like charts or graphs or a summary about yourself.

There are 7 types of pattern.

1) Chronological Pattern.

2) Sequential Pattern.

3) Climatic Pattern.

4) Spatial Pattern.

5) Problem-Solution Pattern.

6) Cause-effect Pattern.

7) Advantage-Disadvantage Pattern.

## 1) Chronological Pattern

In this pattern, your information will be arranged according to order of time.

## 2) Sequential Pattern

In Sequential Pattern, the information is arranged systematically in step-by-step that describe a particular process.

## 3) Climatic Pattern

In this pattern, information is arranged from least important to most important.

## 4) Spatial Pattern

It is arrangement of information depending on how things fit with in a physical space.

## 5) Problem-Solution Pattern

Problem solution is applied in persuasive presentations, where you describe the cause and effect of problem and point out the solution of problem.

## 6) Cause-effect Pattern

In this pattern information is arranged to show the reason why something happened or effect of something.

## 7) Advantage-Disadvantage Pattern

In this pattern information is organized into "Good" or "bad" categories or pros and cons.

## Tactics to maintain audience interest

- 1) Start off with something shocking.
- 2) Tell a story.
- 3) Go off script.
- 4) Use power of loud and soft.
- 5) Set up some jokes.

## Go off Script

It is a good idea to prepare your presentation in advance. This gives more confident while presentation.

## Past papers Short Questions

### 1) Define audience?

Ans) The group of people who have gathered to watch or listen to some person.

Something i-e: concert

### 2) what is recommendation?

Ans) A suggestion that something or person is good or suitable for particular purpose or job.

### 3) Define conclusion?

Ans) The last part of something, its end or result.

### 4) How would you define argument?

Ans) Argument is a reason for or against something or some person.

### 5) what is presentation? Define.

Ans) The giving of something to someone is called presentation.

6) what do you mean by background knowledge?

Ans) The amount of information someone has on particular topic.

7) Define term fact?

Ans) A thing that is known or proved to be true.

8) what is strategy?

Ans) A plan of action that is used to achieve a long term or overall aim.

9) Define idea? what is Implied idea?

Ans) A thought or suggestion (as to a possible course of action) one that is not clearly stated in any one sentence in a passage is called implied idea.

10) What is tone?

Ans) The attitude that a character or narrator or author takes towards a given subject.

11) Define sequencing?

Ans) Arrangement of something in particular order is called sequencing.

## 12) what is Contrasting?

Ans) Contrasting is the compare of two or more peoples or things to show difference between them.

## 13) Define Phoneme?

Ans) phoneme is the smallest unit of speech distinguishing one word (or word element) from another

## 14) what is Syllable?

Ans) A part of word that contains a single vowel sound and that is pronounced as a unit.

i-e:- "book" has one syllable.

## 15) Define evaluating?

Ans) Evaluating is used to judge or calculate the quality, importance or amount, a value of something or some person.

## 16) How do you define listening?

Ans) Listening is the process of receiving, interpreting and reaction to a message from speaker.

17) what is responding? Define.

Ans) To say or do something as a reaction to something that has been said or done.

18) what do you mean by barrier of listening? Give 2 examples.

Ans) The problem which interrupt our listening is called Barriers of listening

1) i.e. 1) Lack of confidence

2) Lack of eye contact.

19) Define term opinion?

Ans) A statement of advice by an expert on professional matter.

20) what is pronunciation?

Ans) Pronunciation is the way in which words are spoken.

21) Define stress? what is Stress pattern?

Ans) Stress can be defined as a state of worry or mental tension caused by a difficult situation.

22) what is Intonation?

Ans) The rise and fall of voice in Speaking.

23) Define Conflict?

Ans) conflict is serious disagreement and argument about something important.

24) what is Panel discussion

Ans) A group of people gathered to discuss a topic in front of audience.

25) Name the participants of communication process?

Ans) 1) Sender 2) Receiver

26) Dif b/w hearing and Listening?

Ans) Listening is the process of receiving, interpreting and a reaction to the message from Speaker.

Hearing is the sense that allows us to distinguish sound with our ears.

27) what is Paralanguage?

Ans) Paralanguage includes the non-language element of speech.

i.e., Speed, volume etc.

28) what is importance of AV aids in presentation?

Ans) The purpose of AV aids is to engage the audience,

that help you to convey important messaging.

29) what are Internal barriers to communication?

Ans) 1) Information Overloaded.

2) Language barriers

3) Lack of Clarity.

4) Emotional barriers.

30) Define decoding?

Ans) Decoding means how an audience member is able to understand, and interpret the message.

31) How one can Overcome Prejudice

Ans) By  
1) Travel

2) Laugh a little

3) Take a course on Prejudice.

32) what is role of Channel in Communication?

Ans) Channel is a medium through which you send message to audience - i.e., email, phone call etc.

33) Define active listening?

Ans) Active listening means being fully engaged while someone is talking to you.

34) Define audience analysis?

Ans) Audience analysis is a task that is often performed at early stages of the project.

35) What are diff part of presentation?

- Ans)
- 1) Introduction      2) Conclusion
  - 2) Purpose            4) Body
  - 3) Questions          6) Agenda.

36) What is You-itude?

Ans) "You-itude" is a phrase, refers to a "style of writing and puts readers needs first".

37) What is Spirited style of communication?

Ans) Animated and fast-paced speech, often punctuated by large gesture is called Spirited style.

38) Factors that block listening?

- Ans)
- 1) Lack of confidence
  - 2) Lack of eye contact
  - 3) Shrinking attention

39) How do you define non-verbal communication?

Ans) Non-verbal communication is transmission of message or signal through a non-verbal platform such as eye contact, facial expressions etc.

40) State any two important things required for an interview?

- Ans)
- 1) well dress
  - 2) well manners
  - 3) Eye contact

### Long Questions

1) what is Critical reading? Explain in detail any method of critical reading?

Ans

### Critical Reading

Critical reading is a process of analyzing, interpreting and sometimes evaluating.

## Critical reading skills

Five critical readings skills are as under

- 1) Phonemic awareness
- 2) Phonics
- 3) Fluency
- 4) Vocabulary
- 5) Comprehension.

### Types

- 1) Predicting
- 2) acknowledging
- 3) Comparing
- 4) evaluating
- 5) Decision making.

### Methods

There are various methods of critical reading

- 1) Summarizing
- 2) Contextualizing.
- 3) Questioning
- 4) Note-taking.

#### 1) summarizing

Telling the most important parts of text in your own words in much shorter way is called summarizing.

## 2) Contextualizing

When you contextualize a text, you place it within its original historical or cultural context.

## 3) Questioning

Reading critically simply means asking questions and evaluating the claims.

## 4) Note-taking

It helps you to internalise difficult ideas by putting them into your own words and can help you to focus on Topic in revision.

## 2) write a note on feature of good presentation?

Ans) Good Presentation

Good Presentation means clear speech, voice interest, eye contact, supporting gestures.

## Feature of good presentation

- 1) Speak clearly
  - 2) Make eye contact
  - 3) Clear goals
  - 4) Confidence
  - 5) Story telling
  - 6) Memorize your presentation.
- { Explain each

3) Discuss in detail SQR method  
of critical reading?

Ans

## SQR method

In SQR method,  
"S" means "Survey", "Q" means  
"Questions" and "QR" means "read,"  
recite and review"

## Purpose

It helps students  
"get it" the first time they  
read a text by teaching students  
how to read and think like  
an effective reader.

## Importance

And it activates knowledge  
thinking about text even before  
students begin reading.

4) Elaborate Conflict resolution through panel discussion.

Ans)

{ It relative