ENG

COMPILED BY JUSTICE

UNITY HALL FINANCIA

COMMUNICAT

A. THE COMMU

    i.   What i

    ii.   Types

    iii.   The ro

    iv.   Barrie

B. COMMUNICA

    i.   Communication downwards

    ii. Upward communication

    iii. Horizontal   communication

    iv. Diagonal communication

C. COMMUNICATIO N FORMATS

    i.   Letters: Informal ;semi- formal ; formal

    ii.   Minutes

    iii.   Reports

    iv.   Memorandum

    v.   The resume (CV)

    vi.   Curriculum Vitae (C.V)

D. COMMUNICATION SKILLS (DEVELOPMENT)

    i.   Listening skills

    ii.   Reading skills

    iii.   Productive or Presentation style

E. PARAGRAPH

What is communication?

The term communication refers to the process of receiving and giving information for the purpose of enhancing one"s life and of others around him or her. Communication is bipolar involving a speaker (source) and a listener (destination or interlocutor) and for it to be effective, it must end in the achievement of desired goals. Hence the speakers should be able to use the correct sound and speak intelligibly in order to facilitate the understanding of the message and to give back the appropriate or desired response.

Communication is very crucial to existence so when we communicate it is an attempt to solve a problem or need of survival. Here we should not see survival as mere existence, but rather meaningful existence. It is difficult to imagine how life would be if we were not receiving and giving information. Man and even animals involved in communication in very complex way.

☐ A twitch in the tummy communicates to us that we are hungry and that we need food.

☐ The physical world also communicates to us. A darkening of the sky and with the movement of clouds and other signs communicate to use that it is about to rain. ☐ The horns of cars, road signs - zebra crossing, road topography and vehicle
behavior signs also communicate.

☐ We listen and read from people around us. Our children tell us they are hungry, they need this or that, and our parents call, instruct and advise us.
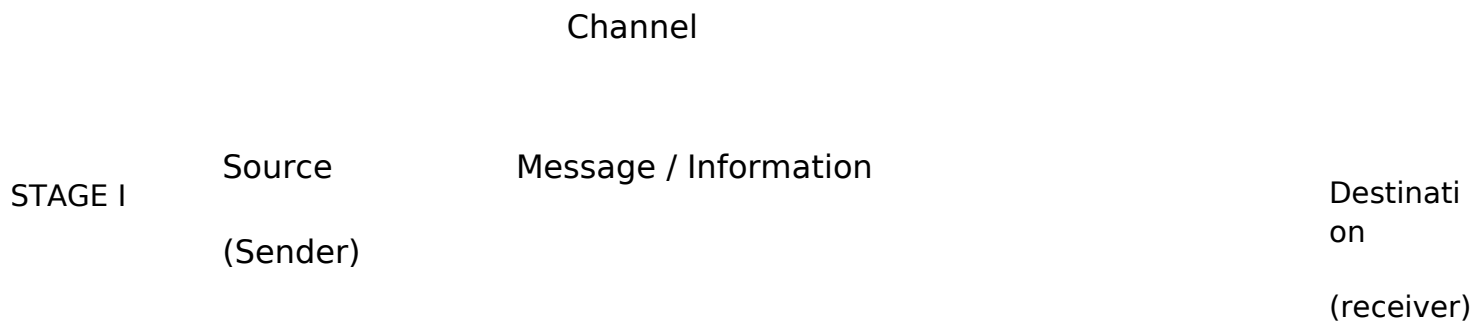
In all these, we are involved in communication because we receive some information to which we respond.

It must be noted that we don"t only receive information; we also send information to others. As children, we communicate to our parents our wishes and expectations. We also tell people how we feel about them, about other things and also about ourselves. In these actions, whether in speech of in writing, we expect a response, reply or feedback. There is the need for exchange (a give and take Exercise).
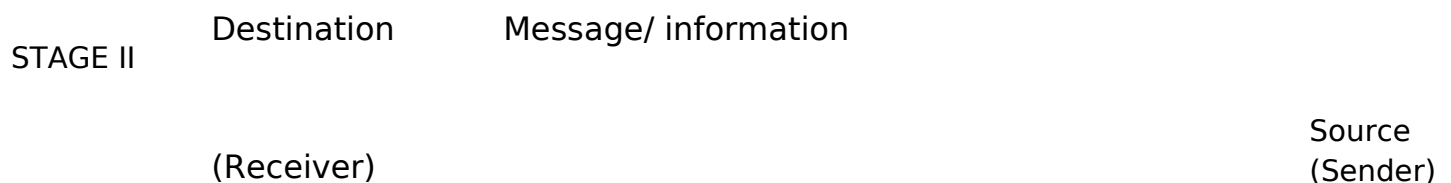
Communication can thus, be understood as a process (of transmitting and receiving information). It is the organization and transmission or transfer of information. As a process communication involves a combination of different activities. This is evident in the changing roles of people (as speaker or listener) and the movement from the beginning to the end of the communication interaction. As a process also, communication is influenced by various factors such as the nature of the participants, the place, goals of interaction and the nature of the subject.

Communication may be seen as a system because it may not only be the simple activity of speaking and listening. It could involve a number of persons, resources and activities which are organized and harnessed in order to make the transferring and receiving of information possible for the fulfillment of the desired goals or intention or response of the speaker(s) (effective communication)

The interplay of the component elements for effective communication is demonstrated below:

Channel

STAGE I   Source   Message / Information   Destination

             (Sender)   (receiver)

Channel

STAGE II   Destination   Message/ information

              (Receiver)   Source
                                                                            (Sender)

NOTE

The diagram represents the general and simplest form of communication, we may have more than one source or destination, and the message and the channel involved can be dynamic and complex. Note also that in conversation and question-and- answer coverts, that questioner, who is the source in Stage one, becomes the receiver in Stage two when the answerer also speaks.

Types of communication - (Verbal communication)

Communication may be distinguished by looking at the number of people involved in the transfer and processing of ideas or information as well as the relationship between them upon such consideration, communication may be viewed in three groups or types:

1. ## The intra- personal communication:-
   This could be described as communication within oneself. It may be the mental response to external or internal stimuli or data. Non- linguistic such as sound, heat, light, may be interpreted. For example:
   - If by applying one‟s mind, one comes to the realization that the twitch in one‟s tummy means hunger, then one has engaged in intra- personal communication.
   - If one interprets the dark atmosphere as the approach of night. (one has engaged in intra-personal communication)

The intra- personal communication may also involve interpreting linguistic data such as getting information through reading or listening and reaction (or feedback).

Things to note about the intra - personal communication.

- it involves the mental attempts to receive linguistic and non-linguistic stimuli
- It involves a mental activity which one gives meaning to or add value on the data one has received.
- It embodies assembling the various strands of information one has obtained from words, interpret or analyze them and give them meaning or value. □ The internal reaction involved in intra-personal communication which includes planning, applying information to problems, taking decisions and evaluating and recollecting information.

Note; since individuals have to listen, interpret as well as react internally to the data/information they receive. It should be understood that intra-personal communication takes place in individual even during inter- personal and public communication.

2. ## The inter - personal communication : -
   Inter - personal communications refer to the concrete act of transferring or processing information. It could be between two individuals (one on -one- communications) or where communication is between a group and an individual (i. e message is transmitted on behalf of an organization, institution or corporation to its workers). Interpersonal communication is direct communication between the source (sender) and the specific receiver(s) with a high potential for feedback and interaction. It includes: - the specific receiver(s) with a high potential for feedback and interaction. It includes:

- Monolineal forms (one -way out forms) i.e
  i.   Giving information
  ii.   Giving commands

      iii.   Writing letters

☐ Bilineal forms (give - and - take forms) i. e
      i.   Conversation
      ii.   Question - and - answer
      iii.   Interviews discussions
      iv.   Letter and reply
      v.   Prosecution and defense

☐ Multilineal forms :-
      i.   Meetings
      ii.   Interviews
      iii.   Conversations
      iv.   Discussions

3. ## The impersonal communications:-
   In impersonal or mass public communication, the message is directed to a large diffused audience with no direct contact between the source and the receiver. Channels that are most suitable for mass or impersonal communications include television, film, radio, newspapers, magazine, posters, billboards etc. note that the basic difference between interpersonal and public (impersonal) communication is in the number of people who are listening or reading. Because of the great number, the personal or the informal is played down and the social and the formal are heightened.

   Public communication thus, tends to be business oriented. Example of such communications are radio and television speeches and announcements as well as other forms of public speeches and sermons; teacher -student; teacher-learning situation; meetings and convocations. In such situation people may speak and may be spoken to collectively or individual.

Non Verbal Communication

Non - verbal communication is simply anything that conveys a message without using words. No communicator can ever deny having communicated non-verbally. In fact, the non- verbal communication complements the verbal one.

Forms of non- verbal communication

1. ## Proxemics:-
   This refers to how SPACE is used to communicate. This is associated primarily with the particular place or location of communication.
   - The church room communicates situations of reverence, quietude, solemnity etc.
   - The discotheque communicates an atmosphere of chaos, turbulence, lawlessness, merriment etc.

2. ## Chronemics
   Here, one may communicate with one"s perception and use of TIME.
   - The point in time at which we communicate. For example, one would interpret a Phone call that comes at 2 o" clock am as having a serious or urgent issue. ☐ We may also communicate by the way we respond to an appointed time. Lateness may be communicated as lack of seriousness, disrespect or laziness. ☐ Slowness and fastness speak to us. We sing slowly to signify a pensive, prayerful or mournful mood. When people sing very fast, we sometimes interpret it to mean they are in some kind of trouble.
   - People who focus on the past may be viewed as being lazy, unforgiving or sometimes reflective, those on the present as selfish, unwise and those who focus on the future as dynamic, or progressive.

3. ## Oculesics
   This is the communication by nature of the EYE contact between people. Eye contact can communicate interest, attention and at other times, disrespect OR when the people we talk to fail to look in the face, we sometimes interpret it to mean that they are aloof or perhaps are telling lies.

4. ## Haptics
   It refers to the way in which TOUCH communicates, i.e. a gentle touch communicates affection even to the new baby. The place one touches the depth as well as the length of such contact all communicate. Examples, functional professional touch by a doctor on duty; hand shake; pecks; walking in arms; embracing; caressing; hugging and kissing; touching the thigh, breast, buttocks or the region on the sexual organ functions generally to communicate and to arouse sexual ideas and feelings.

5. Kinesics :
This kind of communication involves MOVEMENT consisting of facial expressions, general movement of limbs, movement of the head and the body as a whole. Nose winking, nodding, nudging, curtsying etc.

6. Vocalics
This form of the non- verbal communication is associated with the VOICE or sound, it manifests in the following:
- ☐ The speed , pitch , intonation, stress and volume of one‟s speech
- ☐ Laughter, crying, hissing, clearing of the throat , yawning , whistling etc,
- ☐ Silence communicates the absence of people or serious business such as meeting taking place.

7. Objectics
This is in reference to the way ARTIFACTS and the environment speaks to us;
- ☐ The personal- things with which we adorn ourselves e.g clothes, hairdo, perfume, make-up, bag.
- ☐ The environment - the condition within which people are found - the nature of their abode, the furniture, car, decoration, colour , objects etc. ☐ Aids - the things which actually uses to help one in rhetorical communication. Examples are the teaching aids, the pen, the pencil, ink or the paper used.

THE IMPORTANCE OF COMMUNICATION IN HUMAN EXISTENCE

Communication as we have already learnt is the process of finding out information and receiving information. There are several reasons why we communicate as human beings.

1. To initiate Action by passing on a message/information.
   a. By expressing our needs and requirements
   b. By persuading and motivating others in order to win them over to our new point. We can achieve this through conversation, speeches, letters, briefing, instructions, procedures, manuals etc. Note that we are constantly bombarded with advertisements by business matters in order to persuade and motivate us to buy or patronize their products.

2. To import information, ideas, opinions etc. in order to create understanding or awareness. This is often done through the use of explanations, descriptions, summaries, analyses anecdotes, illustrations etc. It must be noted that all the above are ways of communicating information in order to enhance the perception and understanding of one"s audience regarding one"s subject or point of view or product or service.

3. To establish, acknowledge or maintain links or relations with other people. Letters may be written to open- pals in order to initiate friendship or to sustain friendship. We may also write and express our feelings to a long -fyo then friend or relative. Non-Verbal communication forms such as a nod, a smile, a hug, a wink, or a wave of the hand at a person indicates that we recognize the presence of our listener or the recipient of our message/ information.

During communication we are most likely to attend to and accept a message if it has credibility and congeniality.

Credibility

A message or a piece of information is said to be credible when it inspires trust and belief in the recipient.

For a message to be credible

   a. It must come from the right authority on the basis of the senders position or status
   Or
   b. On the basis of his knowledge, skills, experts or experience.

In a nutshell, we believe the message by virtue of the status or authority of the service / originator. Credibility could also be obtained if the sender appears honest, objective and straight- forward so that he does not make his message ambiguous (having a double meaning).

Congeniality is therefore a state of pleasantness when one"s tastes are in agreement with the message. The message becomes acceptable because of its appeal on the values, attitudes, beliefs and expectation that the receiver holds or finds attractive.

BARRIERS TO EFFECTIVE COMMUNICATION

Communication is faced by two main problems and those are:

1. Distortion and
2. Noise

DISTORTION:

Distortion refers to a change in the meaning of a message or information so that it is no longer **true** or **accurate**. This means that the distortion results in the loss of the meaning of a message utterance during handling or transmission.

Distortion occurs in the following ways:

☐ At the **encoding and decoding** stage when exact or precise intention of the sender is not accurately transmitted or expressed in language and so the wrong meaning of a message is sent.

☐ When the **language** used is either ambiguous or unclear. For example using different dialects, not being able to articulate the current sound

    i. "He had a **cup/cap** in his traveling bag."
    ii. Those are my eyes; those are my ears;(instead of using these)
    iii. That is my mouth (instead of "this").

☐ When unfamiliar or unexplained pictures, diagrams etc. are used to communicate.
☐ When different opinions, attitudes, inattentiveness cause either party(that is the sender and the receiver) to decide to deliberately make the message unclear;
    a. By either twisting the information or
    b. By choosing to understand only what he experts to hear from the message (perceptual bias or selectivity)

NOISE:

Noise refers to distraction / interferences in the environment in which communication takes place, thereby obstructing the process of communication by affecting the accuracy, clarity or even the arriving of the message.

SOURCES OF NOISE:

1. Physical Noise - e. g Other people talking in the place of communication, passing traffic, clatter of machinery, the cry of basis in the room; the barking of dogs.

2. Social noise - interference created by differences in

    a. Personality
    b. Culture
    c. Religion or outlook if the sender and the recipient e.g. between the rich and the poor; the literate and the illiterate, male and female, boss and subordinate, student and teacher.
        e.g Father John Do you weed on Tuesday?
        Euphemism used in the Akan culture but understood by Father Pascal Goodsman in Ancestral Sacrifice because of culture differences.

3. Technical noise: this is a failure or breakdown of the medium or channel of communication while the message is being transmitted of a breakdown of the computer, printer, mobile phone, bad handwriting etc.

4. Psychological Noise: - sometimes our emotions or the state of our mind can affect the meaning of the message we receive. E.g. when in excitement or sorrow, in anger or fear, with prejudice or nervousness we easily interpret or react to the message we receive differently depending on the mood we are in. the state of the mind also affects the message from the source (sender).

Others

5. Code of credibility due to poor preparation and presentation.

6. Poor listening or poor reading skills, loss of concentration.

7. Not communicating - deciding to keep quite or remain silent at certain times during communication.

8. Sending the wrong message - one that is meaning for or irrelevant or unsuitable for the purpose.

9. Over loading - giving the recipient more than what he can digest in the available time

10. Non- verbal signals such as pictures, facial expressions or appearance, postures or poise which contradicts the verbal messages are likely to confuse the recipient .

11. Failure to seek or offer feedback or even injuring the feedback often.

12. Choosing an unsuitable channel or medium of communication.

COMMUNICATION IN AN ORGANISATION

In organizations, communication flow is mostly downward, upward and horizontal.

1. Communicating downwards :

This kind of communication is carried out from superior to subordinate.
a. It may be delegation of authority involving giving information about instruction or job schedules.
b. An introduction or orientation about procedures and practices in the organization.
c. It may be an appraisal informing the subordinate about how well or badly he is performing his duties.
d. Job description - informing the subordinate about what role his job plays in the realization of the organization‟s objectives.
e. Indoctrination - instilling in the employees, the company‟s culture, goals and customs.

2. Upward communication:

This is communication from subordinate to superior.

It may be:-
a. A piece of information from a subordinate about his problems, fears, his performance and prospects.

b. A report from a subordinate on a task he has been assigned to perform.

c. A comment about the organization‟s policies or practice by a subordinate

d. A piece of information about his colleagues - their attitude to work and their problems.

e. A suggestion about what needs to be done, how it is to be done.

3. Horizontal communication:
In this kind of communication the direction is between people at the same hierarchical level of the organization. Formally, Horizontal communication allows people to co-operate and co-ordinate their activities or tasks towards achieving the set goals of the

organization. This could take the form of inter-departmental or inter- sectional meetings. Informally, it describes and enhances emotional and social support (fellow-feeling) among colleagues on the same level.

Improving horizontal communication

i.   Institute - inter -sectional or inter - departmental work teams or committee and task them to hold regular meetings to discuss issues or problems as where and when they crop up.

ii. Rotate jobs: thereby allowing each individual manager / officer to experience the job of the other.

iii. Encourage peer counseling as a means of resolving conflicts

iv. Appoint a communicator as a sort of liaison officer to promote communication between departments by issuing newsletters or bulletins relevant to all departments at appropriate times.

4. Diagonal communication :
Here, a subordinate or a worker at the lower ranges of the ladder may communicate with someone at a different level of the hierarchy and in a different section or department. This type of communication is generally discouraged in most organizations. In every organization, individuals are encouraged to follow the normal or official channel of communication with its norms and procedures. This means that communication should follow the line of command- a superior will deal only with his own immediate subordinates and vice versa.

Improving downward communication

i.   Management should institute systems and mechanisms such as holding for, issuing bulletins, holding meetings/interviews, publishing house journal newsletter, and running in -service course for the staff.

ii. Management should establish in each organisation a culture of communication.
   a. Exchange pleasantries, views and opinions.
   b. Have very brief morning prayers together just before work starts every day.
   c. Encourage top level management to be role models by setting examples.

iii. Train and coach managers to communicate more effectively using its organization"s house style.

iv. Create opportunities and settings for social interactions in the work place. E.g tea/ coffee breaks, monthly parties, end of year dinner, picnics etc.

v. Insists on good communication skills as recruitment, appraisal of work and promotion.

vi. Encourage staff to communicate confidently without fear of victimization.

Improving upward communication

i. Organization should have collective Bargaining Agreements to offer their employees channels for complaints, comments, suggestions etc.

ii. Hold regular meetings with representatives of employees. Discuss issues related to workers welfare.

iii. Introduce suggestion box where workers can write their suggestions, comments and complaints on piece of papers and drop them inside the boxes.

iv. Operate an open door policy where management is accessible to even the most junior member of staff.

COMMUNICAITON FORMATS

LETTER WRITING

Formal letters:

The term "formal letter" is used to include those classified as "business" or "official." Business letters are those concerned with works or employment and the execution of the activities of an entrepreneur. The official would be those which are coming from or going to people who are considered to hold some public offices. They include:

a. Letter of application for employment

b. Letters to pressor editors of newspapers or magazines.

c. Letters in answer to advertisement

d. Letters to government departments, councils, corporations, Business firms or public organizations.

e. Letters to one"s headmaster or principal

Formal features of formal letters

When writing formal letters you must tackle the following aspects systematically;

1. ## Writers own address (without name)
   Use the indented form of address here, punctuated

2. ## Date i.e 15th January, 2015

3. Recipient"s Address

NB: use the block style of address and it must be written in small letters without capital letters beginning each word. Remember to use the designation or official position/ status of the recipients. E.g . The personnel manager, the secretary, the permanent secretary, the managing director.

4. ## Salutation (or Greeting)

The salutation is basically a call to the recipient for his attention. It is expected to exhibit as much politeness as possible. Generally, we use dear sir (if the recipient is a man) and dear

Madam (if the recipient is woman). Where the sex of the direct recipient of the letter is not known, the male from dear Sir is used. Dear sir/Madam is used when the letter is a circular and thus has a communal recipient, who could be both male and female.

5. The Heading (or Title)

This is always the main topic of the letter. It is always written on the line below the salutation. It is advisable one writes it in capital letters, and in a telegraphic form and it should be underlined.

6. Content

The content of the letter may manifest itself in; the following elements (a) introduction (b) Main Body (i.e. subject matter) and (c) conclusion.

Examples of a complimentary close (for replies)

(a) It would be much appreciated f you could inform me as soon as it may be convenient.

(b) It should be most grateful if you could let me have the information as soon as it may be convenient.

7. Subscription

End the letter with yours faithfully only. Note that Y begins the Yours and small „I "the faithfully, followed by a mandatory comma.

8. Signature/Name

You are to sign your name (or write your signature) Write your full name below your signature. You may put this in brackets. In some situations, you may be required to provide your designation/identification.

LANGUAGE AND STYLE

1. The language of the formal letter should be verified or <u>specialized</u> in vocabulary.it is precise and has an unflinching preoccupation with the subject and focus of the interaction.

2. There is high degree of deference/politeness and social distance between the writer and the recipient.

3. There should be strictness of form. Nothing should be taken for granted. As much as possible thing are supposed to be stated in their full form. Do not use contracted forms of words. E.g can"t ,won"t. This quality affects the nature of the address, the name or the complementary close and generally the way in which facts are represented.

4. Never use verbose sentences like; bye for now or participle phases such as Thanking you in advance; Hoping to hear from you etc.

5. Do not "beg" or sound very religious in your business or application letter. Use words such as plead or implore instead of "beg"

6. Avoid artificial elegance. The tendency is for writers to use language in order to merely create artistic beauty.

7. It is important to remember that strict adherence to object of communication and precision of communication are features of the language and style of the formal letter.

ABOUT THE MAIN BODY

What one does in a letter is one"s intent of the purpose of the letter, which is generally stated in the introduction. We are using the writing or letter as medium to achieve or arrive at our ultimate aim (i.e. to be given appointment, compensation or supply at the time and manner we want). So we should know as writers **what one wants to do in a letter** and **what one wants to so with a letter.**

The main body of the formal letter thus is seen to contain information facts and details, which will make it possible for the writer to achieve his objectives.

1. In **an application for employment, the main body answer** the following creation : What information will produce to make the employer give me the job?

   (a) My education

   (b) My experience

   (c) My abilities

   (d) Reference.

2. If you are writing **an invitation** to make someone come and deliver a keynote address or any talk, you need to tell him the following :
   a. The topic:

   b. Why you chose the topic

c. Why he was chosen to deliver it

d. The date, time and place

e. The duration

f. The nature of participants

3. In a **letter of requisition the following** elements must be included;
   a. The items and quantities

   b. Where they are to be delivered

   c. When to be delivered

4. **A letter of appreciation** which intends at making the recipient see how we value his gift or service should contain such things as;
a. What has been contributed and perhaps time and place

b. How useful the contribution has been

5. **A petition** has should make the recipient see the unacceptability of the existing situation and perhaps the usefulness of the alternatives we are proposing. We therefore need to talk about:
a. Why the present situation is wrong or unacceptable

b. Why we claim is right

c. What we think should be done

MEETING

The meaning is an important medium of face to face communication. A well organized, well-focused and well - conducted meeting can be extremely important in several ways: -

1. To make or take decisions

2. To relay decisions or instructions (downward briefings)

3. To provide information and advice for management to come to a decision (upward briefings)

4. To initiate participatory problem solving through consultation with colleagues and staff in different department or fields

5. To transform with a view to generate new approaches and ideas for the purpose of progress of the organization, society, association or family.

Basically, there are 2 kinds of meetings and there are formal meetings and informal meetings

a. Formal meetings are either required by government legislation or by the Articles of the company or organization or they are formed by rules and regulations or conventions laid down in that organization or company"s formal constitution (which may specify when meetings could be held- once a year, once every month, twice a year, beginning of school term, middle of the year and end of term meetings in schools.

b. Informal meetings or everyday meetings on the other hand can be held at any time if it is deemed expedient to do so. They are held for the purpose of exchanging views and opinion in the view to forestall a problem or to take an immediate decision on a pressing issue.

Conduct of Formal meetings

Formal meetings by their nature are formed by laid down rules, regulations and conventions. There will have to be;
- A notice of meeting or an announcement or an invitation to the meeting
- An agenda - i.e a list of business to be discussed and

☐ Minutes - the written records of the proceeding of a meeting, approved by those present.

The agenda - the agenda is a clear ordering of steps to be followed in the conduct of a meeting. It shows the clear order in which various issues are to be discussed or handled at a meeting. Usually the agenda is prepared as part of a letter summoning the members of an organization, club or society to a meeting and is normally sent out well in advance of the time of the meeting depending on how widely scattered the member of the society or club members.

The Invitation letter

A notice of meeting will be normally prepared and circulated by the secretary and laid down resolutions in writing in this letter of invitation, the secretary has to provide in the letter of invitation, the date, venue and a full agenda of the meeting. This is a circular and therefore is formal or official letter. If it is a mere meeting, the invitation could be posted on the notice board or in the newspapers. If it is for a special committee, personal letters could be sent. It might also be necessary to internal meeting.

Consider the circumstances below:

"Of late, there has been in a start of increase in the rate of indiscipline among the students of late. The vice chancellor of the university has directed the disciplinary committee to address the issue and make recommendations on how to arrest the sad situation." Let us examine the following of what the secretary of the disciplinary committee may write.

Dear Sir/Madam,

INVITATION TO A MEETING

I Have been directed to make all members of the disciplinary committee to a very important meeting in the S.R.C office on Friday, January 16, 2015 starting at 3:30 pm prompt.

AGENDA

- ☐ Opening prayer
- ☐ Chairman"s Opening Remarks
- ☐ Reading and Adoption of Previous Minutes
- ☐ Matters arising from the minutes
- ☐ Main Business for the Day; disciplinary Problems and suggestions for solving problems
- ☐ Any other Business (other problem)
- ☐ Chairman"s Closing Remarks ☐ Closing Prayer

All members of the committee are kindly requested to attend the meeting and promptly too.

Yours faithfully,
(CECELIA FLECTHER)
Secretary

DISTRIBUTION
All members of the Disciplinary committee

Cc: The Vice - Chancellor,
KNSUT ,
P.O.BOX,   KNUST
Kumasi .

WRITING MINUTES

Minutes are basically an account of the various issues raised and discussed at a meeting and the decisions taken on such issues. Minutes are therefore records and points of reference for the dissection and most importantly, the decisions which are made to guide the activities of an organization. Minutes also constitute a reflection of consensus. Generally, decisions are arrived at after open and thorough discussions. Hence, when minutes are read, they represent not individual decisions but what the group in total has decided. Such atmosphere promotes a sense of responsibility and belonging.

The writing of minutes passes through TWO stages. The first stage is when the secretary make notes for taken down notes during the actual meeting. As the discussion proceeds very fast, all that the secretary does is to make rough notes of the salient points.

STRUCTURE OF MINUTES

1. Name of the organization or committee

2. Kind of meeting e.g 33rd PTA Executive meeting, Academic Board meeting, Board of Governor meeting etc.

3. Such details as time, date , place of meeting

4. Members present /absent and apologies received

5. Opening

6. a. reading of previous minutes / acceptance
   b.matters arising

7. Main discussion/ main Business for the day.

Details of resolutions adopted, decisions arrived at, motions and counter motions tabled, voting and results as well as ad-hoc committee appointed and what assignments.

8. Any other Business (other matters)

9. a. Chairman"s Closing Remark
   b.Closing Prayer

10. Endorsement

The second stage of minutes writing is when the Secretary in his own spare time after the meeting sits down and re - writes the information notes taken during the meeting into a comprehensive record of matters as they transpired at the meeting.

In writing up the minutes, the secretary be sure that language mistake are avoided as far as possible. Since the minutes will be read out at a follow up meeting and he will lose face if the House should detected many errors and point them out to him for correction.

The secretary must also ensure that he records the facts and not his own personal opinion so that the minutes can pass as truly representing business as it was carried out at the meeting under renew.

FURTHER EXPANATION

1. TITLE
The title of minutes contains the following element
a. Name of organization
b. Nature of meeting
c. Place, time, date
   Example; Minutes of English Department board Meeting held in the Department's General Office on Wednesday, 18th July, 2015 at 1:00pm.

2. ROLL CALL : members present / in Attendance / Absentee

3. OPENING : items here generally include the following

   a. Time and opening (if not stated in the title)
   b. Method of opening - prayer and / or introductory remarks by the chairman

4. PREVIOUS MINUTES
   Minutes of previous meeting are read in order to acquaint members with the house's previous discussions and decisions and to evaluate the organization and individuals on this basis. These minutes are also important because they provoke further discussions which help the house or organization. Items recorded are based on the deliberations that ensue and these include

   Corrections - corrections are generally not recorded except where they produce some discussions or agitation.

Moving for Acceptance - the one expected to move for the acceptance of such minutes depends on the organization‟s regulations. Important items to record in minutes are

a. Who moved for acceptance of minutes
b. Who seconded it?

Mattes arising from previous minutes

These usually comprise

a. Reports and questions on implementation of decisions taken.
b. Items deferred to a nest meeting or the current meeting precisely

Questions asked here as well as the people who asked them are generally not recorded in details.

Reports on matters arising are generally given by the Chairman or anyone called upon by him to do so. Such reports may be documented or not. Documented reports are recorded in summary in the minutes. The undocumented ones are however, recorded in some detail for record purposes.

5. MAIN BUSINESS
The various topics that constitute the main business are usually provided on the agenda. The chairman generally introduces these. He ensures also that discussions are orderly and exhaustive so that a good decision could be arrived at. He regulates discussions and prevents one member from talking too much. The main business deliberations can be put into two a. Discussions and b. Briefings

a. Discussions
e.g issues and their discussions, decisions taken on these issues. Issues and decision is generally stated or written in sub-heading. This is to make it explicit and unmistakable in the minutes. Not that contributions and discussions are usually not recorded individually and in detail in resolution and action minutes, however, the various contributions of members are recorded.

6. ANY OTHER BUSINESS (O.A.B)

This is also referred to as other Matters. Here, we record discussions that do not form part of the agenda drawn from the meeting. The issues are pertinent items raised by members and may generally be in the form of announcements, remarks,

complaints, suggestions and enquiries. These are also recorded under sub headings, as in the main business.

7. CLOSING

In minutes, the closing generally covers the following details as applicable:

a. Final or concluding remarks made by the chairman

b. Motion for Closing and seconding

c. Prayer

For example, the chairman thanked the members for their co-operation and charged them to be always alive to their duties. In the absence of any further discussions, a motion to close the meeting was moved by Mr. Twum and seconded by Rev. Nsia. The meeting finally ended at 5:00pm with short prayer by Mr. Siaw

8. ENDORSEMENT

After the closing comes the endorsement. This comprises the names and signatures of the person who recorded the minutes (the Secretary and the Chairman respectively e.g

Recorded by: ……………… 					Endorsed by :…………………

(JOHN OPOKU) 					(HURBERT OFOSU)

SECRETARY 					CHAIRMAN

THE LANGUAGE OF MINUTES

Minutes are a formal document. The language is the fore formal. Features such as colloquial language such as contractions, slang expressions, figurative expressions are not advisable in minutes.

The tense for minutes is generally the **simple Past** : the is because minutes are a record of past speeches and decisions. Sometimes however, the present tense or the future tense is uses for decisions and directions to give them force and alive.

Reported Speech: (Indirect) instead of Direct Speech is used in minutes. This facilitate summary and helps to remove untidy and irrelevant parts of contributions.

The passive Voice : is frequently used. This stems from the fact that what is said and the decisions made are considered more important than the persons who said them. Passive constructions are a way of highlighting the information and the decisions and pushing the speakers to the background. E.g We prefer, "It was pointed out to" "Mr. Mensah pointed out that , " "it was agreed that" NOT "we agreed that."

This practice highlights the group interest and plays down the individual.

Since the resolution and action minutes concentrated on consensus or group decisions rather than an individual contributions general terms such as "the meeting ", "the committee", Members and used frequently in order to efface the actual speaker or officer. Where it is only one person the indefinite forms "a" or "an" or "one" are used as in "a member".

TYPES OF MINUTES

Minutes could be differentiated according to their information and focus (or weighting given). However, there is no clear - cut distinction between one type and another since minutes seem to address these aspects identified at the same time. The idea hereis on focus or concentration of issues raised and discussed at a meeting. Thus we have;

1. ### Narrative Minutes
   This kind of minutes seeks to describe the various contributions which precede decisions as well as vetoes in detail. In this way, it becomes quite easy for one to see how thorough discussions were (what happened or what was said at the meeting).

   Detail could be how the meeting was begun and conducted, who initiated issues and what he actually said; contributions made in support or in dissension; motions and counter-motions, decisions made; how decisions were arrived at by voting, unanimity etc.

2. ### Resolution Minutes

   Resolution minutes concentrate in responding to what decisions were taken at a meeting. The minutes why record the decisions reached, whether they were unanimous or whether there was dissent and also other details which are essential to the description and implementation of the decisions. Hence, they are more concise and easier to read.

3. ### Action Minutes

   These are closer to resolution minutes. In fact, it can be seen as a kind of resolution minutes in which further emphasis is placed on the person and the strategies by which

the decisions are implemented. Though the action minutes are said to be in answer to the question of who executes the decisions, it is difficult to talk about who is to do something without reference to what he is expected to do and how that fulfills the goals and decisions of the organization.

Action minutes usually contain the following information

a. Executing officer(s)
b. Time frame for Execution
c. Equipment / Methodology / Procedure to be used for the execution
d. Supervising Officers

REPORT WRITING

A report is an and interpretation of observation or information which is presented to another to enable him understands issues at stake, so that he can make a decisions. A report looks at the past or the present situation in order that one makes a decision for the future. A report is thus an intervention between the present and the future. It is based on an objective position that we cannot make good decision for the future unless we are adequately informed about the detail of how things are , have been or were. Based on this information we make decisions.

THE STRUCTURE OF A REPORT

(A) TITLE
Subject of the report, name of authorizer, name of reporter.

(B) THE INTRODUCTION

The introductory part of a report serves to prepare the mind of the reader for the findings and conclusions, which constitute the main subject of the report. It does this by informing the reader about problem at hand. This may include knowledge about the background of the report. i.e. event which prompt the authorization of the investigation, the nature of authorization or the terms of reference, the identity of the authorizer and the purpose and scope of the investigation.it also comprises several information of the research, interpretation and presentation of the report.

(C) THE MAIN BODY:-

This is the part of the report which formally follows the introduction. It is here that the date collected is related to the problem. The body of the data collected is demarcated into parts. These demarcations are made according to the scope of the problem itself as given by the authorizer or the divisions as preserve by the investigator. The demarcation helps to group data and findings. It helps the investigator to present his data coherently and this prevents him for jumbling his presentation. He also presents each part of the report as a report on its own, and makes the report easily understandable. It helps the reader to also follow the report since he is guided by the report- headings and the summarizes and conclusions of the various parts of the report. The investigator is to prove as much information as would make his findings and conclusions justifiable. These is thus the need for specific references to facts, maps, charts and other kinds of figures which necessary to direct and convince the reader about our findings.

(D) THE ENDING OF THE REPORT:-

The ending of the report at least answers one of these question:

(a)What information have I gathered from the research?

(b) What meaning do I make from this information

(c) What decision can be made from this data and analysis?

Answers to these questions may correspond to the following:-

i.   Findings/ conclusions:-

When arriving conclusions we attempt to analyze the implications the information has for the problem under review. Conclusions are conscious attempts to discover causes and effects relationships and relationships of comprising or to evaluate some phenomena. For clarity and conciseness conclusion are usually tabulated.

ii.   Recommendations:-

Recommendations are decisions or some course of actions which the investigator suggests to the authorizing body. Such decisions or actions are expected to resolve or minimize the problems which necessitated the research. This aims at helping the authorizing body to change things for the better.

LETTER OF SUBMISSION

This is a document which finally transmitted the report to the recipient. It is also called letter of transmittal. It has all the features of a formal letter. It may refer to the problem and the authorization. Basically, it serves to hand over the report and this is its main business. It sometimes carries a summary of the findings or recommendation and also provides information which explains the presentation, nature and use of the report. It usually ends on a note of hope that the report will be useful. Also, the investigator sometimes promises that he would be available in case of any future work. It may also open acknowledgements. Consider a sample of a letter of submission below:

The Research Committee C/o

KNUST Snr. Sec. Sch.,

P.O.Box 26.

KNUST , KUMASI

The Headmaster
KNUST Snr. Sec. Sch.,
P.O.BOX 26,
KNUST, KUMASI.

Dear Sir,

<u>SUBMISSION OF RESEARCH REPORT</u>

We are pleased to submit the report on the sharp increase in the rate of indiscipline among students of the school, undertaken between January and March 2015.

We are grateful to have been given the opportunity to investigate an issue of concern to teaching - learning situation and to the proper upbringing of our students. Based on our findings we have made recommendations for combating the sad state of affairs.

It is our hope that this report would be found informative enough and that we would tackle its recommendations and any others with the needed objectivity, good will and will power.

Yours faithfully,

(1.)
(Yaw Amoako)

PRINCIPAL INVESTIGATOR

(2.)
(Kwasi Asiedu Addo)

COLLABORATIVE INVESTIGATOR

(3.)
(Kwabena Amoah)

COLLABORATIVE INVESTIGATOR

SAMPLE QUESTION AND ANSWER ON REPORT WRITING

QUESTION

Write a report in about 1000 words on a fire outbreak in a factory canteen riding of employees who have often complained about the unsanitary conditions in the canteen. Make special recommendations.

ANSWER

A REPORT ON THE FIRE OUTBREAK IN THE KNUST JUNIOR STAFF CANTEEN PRESENTED BY MR. KAKARI TWUM

INTRODUCTION/ FORMS OF REFERENCE

This report is prepared at the request of management on the causes of the recent fire outbreak in the Junior Staff Canteen of the Kwame Nkrumah University of Science and Technology, Kumasi. It also deals with possible remedies to present reoccurrence of the incident.

PROCEDURE / METHOD

All the members of the canteen staff, leaders of the workers" Union and the Personnel Managers were interviewed. A visit was also made to the canteen. Individuals who had vital information towards the realization of the reporter"s objectives were duly invited and their contributions were kept with efficiency, open - mindedness untiring diligence and a high sense of confidentiality.

FINDINGS

Information gathered during investigations revealed that in the morning of 18th January, 2015,there was a workers" forum to discuss the outcome of requests presented to management for action. The issues included sanitation at the canteen.

On the hearing her name mentioned at the forum the domestic bursar telephoned the leaders of the workers and challenged their power to discuss her in public. This infuriated the workers and they attempted to march against the Domestic bursar at the canteen. Sensing the danger ahead, she fled from the canteen together with her staff, leaving the cookers still burning. The cookers eventually over-heated and caught fire burning stock of food and furniture there.

CONCLUSION

The fire was caused by the negligence and gross disrespect for authority demonstrated by the domestic bursar.

RECOMMENDAITON

1. The Domestic Bursar should be summarily dismissed and her entitlement used to defray the cost of maintaining the canteen.

2. There should be the formation of canteen committee with representative of workers" views and interest on it.

THE MOMORANDUM

The memorandum is a kind of formal communication which usually operates within an organization. It may be sent from one individual to another from one department or another; from one individual to a departmental or section. It may be used for brief messages, providing a confirmation and record of the different plans, decisions and activities of the organization. Hence, the memorandum is usually used for the day-to -day running of the organization.

Memorandum is considered less formal than formal letters. They bridge the distance between communicators who believe that they share common interest as a result of a common organization (which has brought them closer together)

THE FORM OF THE MEMORANDUM

i.   The corresponding Heading : -
     This heading which appears at the top usually in bold print seeks to identify the nature of the correspondence. For most organizations, this heading comprises the work memorandum of memo.

ii. Specific Headings :-
     These headings come below the corresponding heading. They serve to identify the people and the subject or focus of communication. It is important in every written communication that the people in the communication even are all identified.

MEMORANDUM

TO: …………………………………

FROM: …………………………

DATE: ………………………..

SUBJECT: ……………………..

THE BODY OF THE MEMO: -

A. <u>INTRODUCTION</u>

The introduction of the memorandum usually uses the direct delivery form. With this form you reiterate your focus as identified in your subject heading and expand it into a sentence whose verb is what you actually want to do or what to do or what you want to be done about the subject. This expansion may also include any information you think can help define your subject as well as what you want to be done about it.

B. <u>THE MAIN BODY</u>

Here, you state the details of what to do or want to be done about your subject if the introduction, for instance, does not identify this. The main body is not always structured separate from the introduction as a different paragraph or paragraphs.
Sometimes, it is separated from the introduction only by a column, which indicates the main body or expands the idea in the introduction.

The memo aims at addressing issues concerning the day-to-day running of a organization. It therefore aims at clarity of expression. Ideas should be made as distinct as possible. In the main body one can **number or tabulate** the message one wants to present. Such itemization makes the message specific and distinct. Where the ideas are similar, the use of parallel structure gives order and beauty to the message.

C. CONCLUSION

The conclusion of the memorandum reiterates and emphasizes the fact that the correspondence is done in the interest and furtherance of the organization‟s goal and success. Any of the following elements are therefore very likely to appear in the conclusion of the memo.

☐ Goodwill among members in furtherance of organization‟s goals.

☐ Promise or desire for co-operation

☐ Expression of opt that the activity suggested or executed in the main body would be successful.

QUESTION
Write a memorandum to another member of staff to whom you are instructed to hand over prior to your departure to attend a two-week course in the personnel management at GIMPA. Outline your duties as a personnel assistant in the Training department and include matters requiring special attention during your absence.

ANSWER :

LIVING GOD INUSTRIES LIMITED

MEMORANDUM

TO: Simon Aggrey

FROM: Micheal Brown

SUBJECT: temporary Handing Over of Duties

REFERENCE: letter No IRG2/Vol 2 dated 20/1/2015

DATE: 12th January, 2015

Reference is made to the quoted subject and please find below an outline of duties to be performed under the Personnel Assistant schedule. The schedule is directly under the supervision of and in collaboration with the Personnel Manager. It involves the following:-

☐ Forecasting for the various departments the categories of staff who need training.
☐ Collaborating with departments to convict inductive training to newly employed persons.
☐ Arranging with institutions and resource persons for the provision of staff development and in-service training courses to junior staff to upgrade themselves to enhance their efficiency on the job.
☐ Organizing in -service courses for both new and old supervisors in their duties and in the control and training of staff.
☐ Liaising with staff trainers for reports on trained staff for subsequent revision of their records.
☐ Organizing in-service courses for management and executive staff to enhance their capabilities on the job.

The following actions are due and they need urgent attention.

- Writing to remind the Resource personnel for the proposed in-service training for Accounts Clerks. The programme comes on early February.

- Compilation of quarterly report on the activities of the section on behalf of the Personnel manager for the information of Board of Directors. The first draft must reach the Personnel manager by next weekend.

THE RESUME (CURRICULM VITAE)

The resume, personal data and curriculum vitae are different names for a single document which shows qualities and experience of a person. It is a document of personal advertisement and its direct aim is to sell a person out to a prospective employer. It is an advertisement of a person in the world of work. It is also a job-seeking or promotion seeking document. It is sometimes used to help one gain admission into a course.

ASPECTS OF THE RESUME (CONTENT)

A. Personal Detail

B. Education

C. Experience

D. Reference

A. PERSONAL DETAILS

Details important here include:

Name :   Sex:

Address: Marital Status:

Age :   Nationality :

Date of Birth: Religious Denomination:

Home town: Language(s) spoken:

These are however not always arranged as listed above. Some of items may be left out.

B. EDUCATION

Indicate schools, colleges, universities attended with dates of attendance in chronological order (beginning with the most recent; certificates, diplomas and degrees obtained, with their dates, positions or offices held in the institutions attended). List the courses that have directly prepared you for your career. State your position in class (i.e first, second class upper or lower etc.) . For example,

SCHOOLS AND CETFICATES

a. Schools Attended :-

2000 - 2004 : Kwame Nkrumah University of Science and Technology

1974 - 1998 : Kwame Nkrumah University of Science and Technology

1986 - 1989: Advanced Teacher Training College, Winneba

1975 - 1979: Atebubu Training College

b. Degrees / Certificates Obtained :-

2004 - Master of Arts (comparative Literature)

1998 - Bachelor of Arts (Hons) English (2nd class)

1989 - Diploma in English (2nd Class upper Division)

1979- Tr"s Certificate "A" 4 years (Distinction in Practice Teaching)

C. WORK EXPERIENCE

Indicate places /organizations/institutions you have worked in and in what capacity including a brief job description. You must show accomplishments achieved. For example:-

Served as Senior Marketing officer in charge of Research. Worked for the establishment of marketing officers at Cape Coast, Asankragua, Oda and Mankessim. Company sales had 60% growth in terms of general turn-over and 51% in respect of customers. Proposed the establishment of Donwell Educational Insurance.

D. ACTIVITIES AND MEMBERSHIP

Chairman: PTA, Winneba Secondary School.

Chairman: Board of Directors, Akim Swedro

Member : Association of Marketing Managers

Member: Resurrection Presbyterian Church , Accra

E. SPECIAL INTEREST / HOBBY :-

Carrying out Researches
Engaging in a cause of freedom for all

Reading and listening to music.

F. REFERES

Give the name and address of at least three people who know you well and who can vouch for your qualification, work experience and character. Ideally, one of them would be your former lecturer/professor, academic counselor etc. another would be a reputable person in the community such as a medical or legal practitioner, an engineer, an educationist, a religious leader (belonging to the orthodox churches) a banker etc. who knows you well; and a third might be a person or present one). Select references (referees) who can speak with authority about your ability and character. They should be people who have agreed to write strong positive assessments of you, and not ones who know you hazily. Note that a non-committal or mediocre letter of reference is more damage than no letter at all.

DEVELOPMENT OF COMMUNICATION SKILLS

Listening is an active process of learning. It involves paying attention to sound and making meaning out of the way it has been composed.

There are various reasons why we listen:-

    (1) Listening for information
    (2) Listening to evaluate
    (3) Listening to empathize
    (4) Listening for enjoyment

READING

Reading is not merely a physical or visual contact with written symbols. It is rather a way of decoding interpreting or making from these symbols. There are basically two different kinds of reading and these are „Reading aloud and Reading for comprehension (silent reading)"

Reading aloud: emphasizes the ability to:

    (a)   Identify and pronounce words well.
    (b)   Read longer structures with correct intonation
    (c)   Observe punctuations and show its effects on reading

In adult years reading aloud features in such activities as new reading, public reading of speech, bible lessons etc, and recitation of poetry. Here the emphasis is on pronouncing words with correctness and clarity, and using stress, intonation and speed effectively are marks of reading.

Reading for comprehension is the kind of reading which focuses on the direct meaning of the text. It is a direct relationship between orthography (writing) and meaning. Phonetic interpretation (as pronunciation) may not come in here at all and that is why we even expect the deaf and the dump to be able to read and understand.

TECHNIQUES FOR READING

We attack printed or written material with different forms of focus and different level of attachment. This is determined by what exactly we want from the text. Techniques of reading refer to the different ways in which we achieve our objective for coming into contact with a material. The three parts of this scenario corresponds to the three techniques of reading; scanning, skimming and close reading.

SCANNING

This is an exercise to identify or locate some word/ expressions or figures in a written or typed material. It is not to give per say but to find out the presence of the language item. In scanning, one aims oneself in the following information; The spelling of words, the length of composition of the word or the phrase, the nature and composition of a figure or number.

Scanning operates on the following characteristics;-

(1) The reader has an idea about the items he is looking for.
(2) Reading is a directed activity, which focuses on some specific items.
(3) Reading may not cover all the materials. It may for on certain places in the alphabetical or numerical arrangement.

Information sought is usually short-words, expressions and figures.

Scanner manifests in such activities as:-

(1) Locating words in a dictionary
(2) Locating words, expressions, figures or names on an index or list.
(3) Identifying particular names, words, figures or expressions from a passage.
(4) Locating a book title form the list of books or catalogue.
(5) Locating a book title form a catalogue.
(6) Locating a book form a shelf using its name.

SKIMMING

Unlike scanning, skimming is a reading technique that aims at understanding or at obtaining facts. It does not seek to identify words, figures or phrases. Rather, seeks to identify the gist of a story or a text unlike close reading also, one does not skim a text to get it full meaning and the details. It seeks to answer such question as what the gist of this story? What is the gist of this passage or chapter about? What are the various element treated in this passage/chapter etc.
Skimming is generally a fast reading which is expected to use as little time as possible.
Skimming thus, concentrates on the main or skeletal facts or ideas and not on details.

CLOSE READING

Unlike scanning and skimming, close reading aims at yielding the full meaning of a text. It does not seek to identify particular structures nor to get the fist of a test. To this end, therefor e all the various aspects of a text are important. If any close reading exercise is to be

effective. Such aspects of words are punctuation, graphology, paragraphing, style of presentation, analytical descriptive etc.

Close reading is certainly the technique for the student or the researcher. The student in that capacity must come into contact with any text in its fullness so as to make a full meaning or get the details of the information it represent.

Close reading improves vocabulary. It also equips the student with the specialized vocabulary is what we call meta language. The student of Economics, for instance, gets such expressions as demand, supply, and scale of preference, utility and their specialized meaning in the field of economics.

Similarly, does reading offers training in the art of writing. Whether for pleasure or for academic or business purposes, close reading latently offers training on how best to organize ones work in the ways listed below;

1. How to introduce or conclude ones easy or presentation.
2. How to introduce new points
3. Linking one paragraph to another Linking points
4. Artistic and effective way of making forceful presentation

THE PARAGRAHY.

A paragraph is described as a sections or sub-division of a chapter, letter etc. usually dealing with a particular point. It is always begun on a new line and it other indented. Paragraphing then involves creating a unit discourse. This unit and other should fit within the framework and larger units, and can together be constitute a single unit of communication which could be letter, article, chapter etc. paragraphing is not mere assemblage of facts and sentence but a system of putting two or more sentences together to present a single a idea or focus. Here, a long discourse especially in writing is divided up according to the various points or issues that it is made up of. Then each such point or issue is introduced and developed in order to make it contribute to the overall picture which is given by the letter, chapter or passage.

TYPES OF PARAGRAPHS

Paragraphs are often differentiated by their position and functions in a discourse. Under this focus we may have mainstream and structural paragraphs.

Structural paragraphs

The introductory and concluding paragraphs as well as the transitional paragraph which links different parts of an essay or letter are called structural paragraph. They are so called because they do not actually discuss any particular point or issue. They function rather than bringing out the structure or form of the essay.

(A) The introductory paragraph (or introduction)-General.

The introductory and concluding paragraphs of an essay generally constitute the introduction. Three possible parts are seen in the introduction.

(1) The general introduction which introduces the focus and arrests readers" interest

(2) The focus which states the intentions or subject of the essay

The plan-which outlines the various points to be discussed in the paragraphs

Ways in which the general introduction is written.

a. With an interesting story/event
b. With a historical account
c. Form general to particular
d. With definition of important concept
e. With quotations
f. With rhetorical questions
g. With an opposite view

(B) The mainstream paragraph:-

The mainstream paragraph contains the topic or issue which is part of the Concern of the topic as a whole. It selves to provide information that is germane to the discussion of the topic or focus of the essay as a whole. It is these paragraph - the mainstream - which generally have topic sentence.

The good mainstream paragraph should have three qualities and these are:-

(1) UNITY
(2) COHERENCE
(3) ADEQUACY OF DEVELOPMENT

UNITY:-

The unity of a paragraph is associated with its purpose, that is, what single message it is intended to present to its readers or listeners. Thus the unity of a paragraph is a response to the question. What part of the whole message do I want to present in this paragraph? Or what is the purpose of this paragraph?

That a paragraph has unity means that all the sentence, ideas and image single purpose or focus. Writers violate the principle of unity if he brings in any idea which does not contribute this purpose or focus. The focus is usually expressed in the early part of the paragraph in the topic sentence. It can also be discerned from ending the whole of the paragraph.

Unity is certainly not to be understood Just as unity of subject- which means that the paragraph should talk about a single object, incident or person. No, it is rather a unity of focus. This means that there could be different subjects but all this would be towards a single aim or focus.

COHERENCE

Coherence refers to the ordered or logical arrangement of sentences and ideas in a paragraph. A paragraph may have a single focus and thus exhibit unity, but it is still not considered a good paragraph if these ideas are hoe haphazardly arranged.

If the paragraph has a coherence it means the ideas are arranged in a way as to ensure some order. This order makes the reader be able to follow the train of thought of the writer and also get vividly the relevant mental picture. A paragraph which exhibits the above character is said to be chronologically coherent.

ADEQUACY

By adequacy, we me mean simply that the paragraph should not be short that is cannot sufficiently prosecute the ideas of which it was written. At the same time, it should not be too long, for more than necessary. For instance, a paragraph on the arms of government cannot be adequately discussed if the legislature and the judiciary are discussed living the executive. One may achieve adequacy with examples and illustration, explanation, definition and especially details.

(C) The concluding paragraph:

The concluding paragraph may contain writer's impression of the essay he has written. It may also help the writer to link his work to the larger world of experiences as he suggests solutions. One may use the summary form of conclusion which in the reiteration of the thesis of the essay.

Other ways through which we may write the conclusion part of a paragraph are:

(1) Referring to the cause of the issue discussed.

When the effect of the social issue is not concentrated only on the concluding part of the essay, it may highlight them. This is the effective way of linking one's subject to the world around it.

(2) Suggestive solutions:

Where the essay concentrates on the problems associated with a phenomenon, the confusion could be used to suggest a number of ways in which the problem could be solved or forestalled.

(3) Projecting into the future:

Such conclusions are usually used for trips that discuss an issue or phenomenon. One projects into the future of the phenomenon by trying to foresee success or failure nor problems. One also for sees the effect of the activities of individual or organization on the phenomenon. In the real world, such conclusions give hope; create alertness and direct attention to pertinent issues.

(4) Making deductions:

These deductions are the writer"s personal judgment of the issue under consideration. They are the conclusion he arrives at, through an in-depth appraised of the various factors at work, and the nature of the issue as a whole.

The conclusion itself states generally with a summary of the main points raised in the main body on the paper. The use „if……then" structure and the signpost "therefore" and "so" is quite notable of deductive conclusions to link the facts and one"s deductions.

(5) Taking a stand/ reiterating one's stand:-

This generally occurs in argumentative topic or in topics in which one raised both the pros and the cons of an issue. This kind of conclusion also involves some summary or a reiteration of some pertinent facts on which one"s stand is based. It could be an acceptance of a point or a position or middle- way stand which seek to declare that the issue cannot be won by any of the sides.

(6) Stating other areas of research

Max weber was clear to state that research must generate another research. This is done as a result of arguments and the discussions one"s research provokes, or the suggestions we make at the end of our work. When we states other areas of research we are only drawing attention to other areas would complement the claims, coverage and usefulness of one"s own research.

THE TRANSITIONAL PARAGRAPH

Coherence is not needed only in the paragraph. The essay as a whole also needs to have co-coherence so that the various things discussed in the paragraph are linked up in the sequence and topic. The one of transitional words and phrase is one such device for coherence.

Sometimes also a paragraph is used for this purpose and that is the transitional paragraph. Unlike the mainstream paragraph, the transitional is not used to state any point or facts about

the subject. It only serves as a link between parts of an essay. Its main business is to show the change in focus and to show what discussions follow. Sometime it does this by referring back to the preceding discussion.

The transitional paragraph is normally used when the essay is made up of distinct parts which are cohered into a single argument or discussions. It seems to say „we have finish with this part and what follows is another part of the discussion." Transitional paragraphs helps to prepare the reader for the succeeding parts of the discourse. Again, they help the reader to follow the moment of the writer"s discussions so that he could understand the writer"s argument better.

In a way the transitional paragraph is normally can be seen as the introductory paragraph of the succeeding part of the essay. It contains the focus of the part of the essay. It contains the focus of that part of the essay sometimes, by listing the various aspects to the discussed in the subsequent paragraphs.

THE TOPIC SENTENCE

The Topic with its support sentence has been most explicit and effective way of ensuring the unity, reference and development of paragraph. It is a sentence usually placed at the beginning of a paragraph.

NOTE:

(1) Any sentence which states the focus of any paragraph- no matter its place in the paragraph- can be described as the focus sentence or the theme sentence or topic sentence
(2) Topic sentence usually occurs at the beginning part of the paragraphs, but they can occur in the middle and the concluding part of the paragraph also.
(3) The topic sentence is the controlling idea of the paragraph. Each sentence or idea must be directed towards this focus. The topic sentence is then a unifying force in the paragraph. It is a restricting idea because that can be admitted into the paragraph.

There are two kinds" topic sentences. These are the simple   and the complex. The simple topic sentence just states the focus or subject of the paragraph without adding the form in which the rest of the paragraph is giving to take. The complex one on the other hand goes beyond this. It states in the additions of the subject, the skeleton on which the succeeding part of the sentence would be based.

(a) THE INTERVIEW

An interview is a medium one-to-one or one-to -many interpersonal communications. It

is a planned interaction characterized by specific objectives.

Interviews involve an interaction between the interviewer (that is the person or persons conducting the interview) and an interviewee (that is the person being interviewed).

TYPES:

Selection interview:- They are used to assess an applicant‟s suitability for employment (a job or an appointment); for placement; for promotion at office, for admission in an institution or a training programme.

Information - gathering interviews:- These interviews conduct records or investigation to ascertain the suitability of a person. They include market survey, audience survey, probes of committees of enquiry.

Conflict - resolution interviews:- These are conducted to diffuse a potentially explosive situation in an organization. They may be conducted to resolve grievances of staff or in situations where there is a potential breakdown in relations between one organization and another or between an organization and a customer or within the organization.

Hints to the interviewee during interview:

(1) Use your body language effectively
(2) Lister attentively and actively
(3) Put others at ease in order to persuade or smooth order difficult situations. Be diplomatic.
(4) Read between the lines of a message by recognizing attitudes, dais, prejudice or deliberate ambiguity.
(5) Construct and present logical views
(6) Recognize how much information and what kind of information the interviewer needs
(7) Convey enthusiasm, support, sympathy, trust and reliability. Be lively.
(8) Ask appropriate questions to elect relevant, complete and accurate information.
(9) Ask questions directly, briefly, and clearly too,
(10) Some interviews may deliberately antagonize you in other to observe your reactions to stressful or vexatious situations. When it come compose yourself and answer it in a very calm and polite atmosphere. Do not fill irritated or embarrassed and consider it as one of the expected situations.

NOTE:

The follow - up for a selection interview may be for a successful interviewee you will receive.

(a) Phone - call or a letter of appointment or admission. Most often you will be required to write a:-

(b) Letter of acceptance - meaning that you accept the offer, the terms and condition of appointment or admission. Respond immediately or at least before the end of the expiry date on your letter offer.

(c) Job description. Job description spell out what schedule or task you will be performing sometimes, they are included in the advertisement of a vacancy which appears in the dailies. Otherwise you should be officially informed following your appointment. This s done through the written medium.

The content of a job description includes the following:-

(i)   The title of the job, department, section and job code number (if any); the person to whom the job is responsible to etc.

(ii)   Job summary - the main function or duty tools, machinery, and equipment needed for the job.

(iii)   Job sequence - list of the sequence of operation needed for the job i.e itemize duties of the employee.

(iv)   Working condition - structure and benefits opportunities for further training or study, transfer, promotions, health matters, education etc.

(v)   Objective and job expectations - what the employer expects the employee to achieve at the end of the day. This is a criterion for appraisal of the employee"s performance (i.e. monthly or yearly assessment)

(vi)   The name(s) and position(s) of a person(s) who has/have prepared and agreed to the job description as well as the presentation of such description.

(d) Letter of refusal. A prompt and cordial letter of refusal should be written to the organization or the institution which a job/admission, and which you may find yourself unable to accept. Explain your reasons for not accepting the offer and apologize for the inconvenience cause by your action, leaving the door open for future possibilities.

SECTION A

Answer ONE question from section.

Write your answer in the answer booklet provided.

Q. 1. With a concise Memo of transmittal, write an investigative report on a theft case that took place in your department. The report should be written for the Vice-Chancellor of KNUST.

Q. 2 (a) clearly distinguish between the following pairs of documents.

   (i) Solicited and unsolicited proposals

   (ii) External and internal proposals

   (iii) Invitation for Bid and Request or Application for Proposals.

   (b) Write out CONCISELY the following

   (i) The Cover or Title Page of a Proposal on the need for improvement in the service delivery aspect of your department for the Chief Executive Officer.

   (ii)   Consequence(s) of the proposed action.

Q.3 (a)   A reputable organization had placed an advert in one of the national dailies for a   HUMAN RESOURCE MANAGER. With a carefully prepared resume, write to apply for the job.

OR

   (b)   You have noticed that many organizations, including the West African Examination Council continue to use some archaic forms in the formal letter format. Write to the Chief Examiner of English pointing out the archaic forms and suggest a modern format to improve the situation.

Q.4   As the secretary of a corporate body, write to invite members of the Executive Committee to an emergency meeting assuming the said meeting has taken place, write RESOLUTION MINUTES to record the proceedings.

Q.5The crowded section of a typical Third World city. Write to discuss any five barriers to effect the communication that you are likely to meet, and how these affect your life.

SECTION B

Answer all Questions in this section on the scan able sheet provided.

1. Minutes may take the following forms except
A. Narrative
B. Resolution
C. Action
D. Descriptive

2. The major purpose of curriculum vitae is to
A. Manipulate the would-be employer
B. Exhibit one"s scholarship
C. Show all that one has done
D. Market an applicant"s suitability for a job.

3. Which of the following statements is TRUE about the grapevine form of communication
A. It is a gossip
B. It is communication within a person
C. It is a conscious spread of non-verbal cues
D. It has no actual sender nor receiver

4. Which of the following factors account for social noise?
A. Cultural, religious and political background
B. Cultural, religious and geographical location
C. Population, education and governance
D. Education, bad handwriting and governance

5. To brush over a text is known as
A. Glossing
B. Skimming
C. Scanning
D. Surveying

6. Intra personal communication
A. Involves an exchange between two parties
B. Takes place within an individual

C. It is an unorthodox approach to get a feedback

D. Takes place after giving a feedback

7. During meetings under which of the following titles would you expect reports by committees and sub-committees and briefings by delegations who were assigned duties previously.

A. Chairman‟s opening remarks

B. Matters Arising out of Minutes

C. Main Business of the Day

D. Any other business.

8. Communication becomes effective only when

A. Appositive feedback is given

B. An appropriate feedback is given

C. Interlocutors‟ voices are audible

D. The intention to communicate is nursed

9. One way of improving upward communication in an organization is by

A. Leading exemplary life.

B. Providing "Suggestion Boxes"

C. Organizing games among subordinates

D. Offering scholarship to workers‟ wards

10. Which of the following situations does not require a formal letter?

A. Application for employment

B. Invitation to a meeting

C. A petition to family members

D. A request for a leave of absence

11. All the following are the purposes of holding meetings except one

A. To take decisions

B. To relay information or instructions

C. To initiate participatory problem solving

D. To attend to individual needs of workers.

12. A message achieves "Congeniality" when it

A. Is in tune with our expectation

B. Builds hope in recipients

C. Observes confidentiality

D. Is relayed in a serene atmosphere

13. Which of these tasks does a secretary NOT perform in his club?

A. Convene meetings

B. Writing annual reports

C. Presiding over meetings

D. Prepares accounts.

14. Why would a speaker give a preview of the main points of his speech in his introduction?

A. To establish the right to speak

B. To stimulate the interest of the audience

C. To display his scholarship

D. To secure the prompt response of the audience.

15. Identify the most authoritative communication channel from among the following.

A. Down ward channel

B. Upward channel

C. Horizontal channel

D. The grapevine

16. The difference between listening and hearing is that the former.

A. Involves a conscious effort

B. Requires a positive feedback.

C. Depends on productive skills

D. Needs occasional prompting

17. At which stage(s) does messages distortion largely occur?

A. Nursing the intention

B. Encoding and decoding

C. Interpretation of the messages

D. Nursing the intention and encoding

18. Which of the following complementary closes is conventionally paired with the salutation. "Dear Sir."

A. Yours truly

B. Yours" faithfully

C. Yours faithfully

D. Your"s faithfully

19. Feedback in the communication process does all the following except that

A. It enables the source to know why the message was received

B. It enables the sender to ascertain if the receiver understood the messages

C. It enables the source to know the next line of action to take

D. It allows the sender to know if the messages got to its destination.

20. Ethnocentrism is an example of

A. Technical noise

B. Psychological noise
C. Physical noise
D. Social noise

21. The casting vote can only be used at a meeting when
A. There is an issue to the voted on
B. There is a tie in the voting process
C. Someone is absent and another person has to vote for him
D. Members have to vote two times on the same issue.

22. Which of the following parts feature in the long special report but not resist in the short formal report?
A. Terms of reference, findings, bibliography, appendix
B. Title fly, title page, letter of transmittal, letter of authority
C. Title fly, letter of submission, bibliography, appendix
D. Title page, title fly, conclusion, bibliography

23. The relevance of methodology, bibliography, and appendix in the long special report is
A. To make the report formal
B. To lend credibility to the methodology used
C. To lend credibility to the findings made in the report
D. To distinguish the long report from the short formal report

24. Which of the following is not true about grapevine form of communication?
A. It can be eradicated as a form of communication
B. Its source cannot be determined
C. It contains half truths
D. It spreads information in all direction

25. Which of the following features in letters but does not reflect in memos?
A. Signature
B. Name of the sender of the letter
C. Reference Number
D. Subscription

26. Which of the following forms of minutes are most suitable for court proceedings?
A. Narrative minutes
B. Action minutes

C. Verbatim minutes
D. Resolution minutes

27. An agenda can best be described as a list of
A. Issues to be transacted at a meeting
B. Item, in order of preference, to be followed at a meeting
C. Issues, in order of preference, to be discussed at a meeting
D. Items, to be discussed at the meeting.

28. The relevance of the job selection interview covers all the following, except that it
A. Enables the interviewer to select the best qualified applicants
B. Enables the employer to assess the intelligence of the interviewer
C. Gives the employer the opportunity to confirm his impressions about the applicant
D. Enables the interviewer to assess the intelligence of the interviewer.

29. The title of the minutes normally contains
A. The name of the organization, the day and date of meeting, the value and time of the meeting
B. The title minutes, name of the organization, the date, venue, and the time of the meeting
C. The title minutes, the name of the organization, the type of meeting, the day and date Of the meeting, the venue and time of the meeting.
D. The name of the organization, the type of meeting, the date of the meeting, the venue and time of the meeting.

30. The signature of authentication of the memo is written
A. At the end of the memo
B. Beside the name of the recipient
C. After the name of the writer
D. Anywhere the writer deems convenient

31. Pick the odd one out of the following
A. Impersonal communication
B. Interpersonal communication
C. Introspective communication
D. Interpersonal communication

32. When we go to class for lectures what type of listening do we do most?
A. Appreciative listing
B. Empathic listening
C. Informational listening
D. Evaluative listening

33. Which of the following true about listening?
A. We need to train ourselves to listen well
B. Listening and hearing are the same
C. Listening is primarily a passive activity
D. Listening means agreement and obedience.

34. Look me in the face and tell me again that you are coming from a board meeting at this house. This statement is likely to come from a(n)
A. Adult
B. Daughter
C. Superior
D. Associate.

35. It is imperative for a good leader to
a. Exude confidence
b. Be a problem solver
c. Have a vision
d. Be self-serving and upright

36. Mr. Akoto is the General Manager of Kaiser Goldfields Limited, he is humble and honest. What makes him exhibit these qualities?
a. He wants people to respect his views
b. All great leaders are humble
c. To enable his subordinates to approach him without fear
d. The mere thought of the possibility of failing his subordinates is humbling

37. The GEO of Nsorhwe Safety Wears and Boots Company, Kumasi has employed fifty workers at his company. How can he ensure the rational co- ordination of the activities of the workers in order to achieve the goals for which Nsorhwe Safety wears and Boots Company was established?
a. Through the division of labour and function as well as through a hierarchy of authority
b. Through assigning functions to qualified personnel
c. By delegating authority to members of staff and monitoring their activities
d. By organizing in- service training for staff

38. The administrator of Jack and Jill School was directed by his boss to find out why enrolment has dwindled and submit a survey report. we have here an example of
a. Downward communication
b. Upward communication
c. Vertical communication
d. Horizontal communication

39. Which one of these is not essential on a notice of a General Meeting?
a. Address of organization holding the meeting
b. A.O.B

c. Agenda of meeting

d. Signature of chairman

40. Mr. Ntiamoah, the CEO of Ntiamoah and Ntiamoah Company has introduced suggestion boxes into the company, so that staff can submit suggestions. This desire is to

a. Encourage the harnessed use of diagonal communication

b. Improve horizontal communication

c. Improve upward communication

d. Improve downward communication

41. One of the characteristics of an official document is that……

a. It is written by professionals

b. It is bereft of personal references

c. It is read only by company secretaries

d. It is written in response to an earlier communication

42. All these are ways in which self- concept affect communication except in terms of

a. Self - fulfilling prophecy

b. The selection of messages

c. Attitude towards communication situations

d. Social and psychological history

43. Pick the odd one out

a. Feeling equal to other persons

b. Over- responsive to praise

c. Sensitivity to criticism

d. Hypercritical attitude

44. People are assessed not only on the subject they speak on, or what fact they have but also for how the mass of information has been

a. Illustrated

b. Selected

c. Organized

d. Analyzed

45. Another name for the initiator of a communication process is

a. Source

b. Receiver

c. public speaker

d. commentator

46. the element of communication called „the channel" is made up of

a. packaging and transmission of information

b. giving and receiving information

c. listening and talking of information

d. observing and analyzing information

47. in communication, you must show all the following but

a. adequate knowledge of the subject

b. observe interpersonal expectations

c. conform to rules of language

d. be prepared to assess the initiator

48. Under chronemic non- verbal communication is

a. relation with appointed time

b. eye contact with people

c. friendly and warm touch

d. facial expression

49. types of interviews include ………………………… interviews

a. probing

b. leading

c. employment

d. mirror

50. The stages of effective listening are, choosing what to hear, concentrating, understanding, feedback and …………………….

a. Recall

b. Education

c. Differentiation

d. Referral

51. Intensive listening is associated with

a. Knowledge

b. Instructions

c. Conversation

d. Information

52. Pick the odd one out

a. Gives access to information

b. Enables us to crosscheck information

c. Helps us to do revision

d. Helps us think aloud

53. Class reading refers to ……………. and ………….. paying attention to ……………

a. Active, enjoyable, reading

b. Skimming, scanning, books

c. Thorough, detailed , text

d. Locating, familiarization, books

54. Some reading faults result from

a. Reading under psychological stress

b. Memorizing of vocabulary

c. Retention of read passage

d. Enhancement of left to right eye movement

55. Normally the nature of relationship between people and also one‟s attitude to conduct of things around one, therefore the levels of formality are

a. Colloquial

b. Familiar

c. Informal

d. Formal

56. A feature of the formal level of communication is

a. Strict grammar

b. A picture square imagery

c. Emotional attachment

d. Profuse use of adjective adverbs

57. In order to communicate effectively in the written mode one must do all the following but

a. Prepare well

b. Outline one‟s message carefully

c. Think personally

d. Practice one‟s speech

58. One way to improve self-concept is to

a. Invent theories about one

b. Drop all false masks

c. Be with people

d. Create room for gossip

59. The VC has been asked recommend a group of students for scholarship. Which of the following is not one of the things he will include?

a. The duration of the course

b. How much money is involved

c. What courses the students will study

d. The beauty of the university campus

60. Which of the under listed is recommended as the language of a report?

a. Connotative

b. Denotative

c. Emotive

d. Informal

61. In writing a formal letter, we have to be careful with the format. Identify the most……… of the structure below

a. Indentation

b. Full block

c. Half block

d. Quarter block

62. The main objective of a confrontational interview is to

a. Select the best person for a job

b. Embarrass the interviews

c. Show how a person reacts under pressure

d. Help screen candidates when they are too many

63. Handouts have the following disadvantages except

a. It helps the audience to be inattentive

b. People may even absent themselves

c. It eliminates the need for note taking

d. It serves as a permanent reference

64. The letter that accompanies a report is known as

a. Terms of reference

b. Letter of transmittal

c. Hierarchy of authority

d. Memorandum of understanding

65. All the following refer to the arrangement of power structures in an organization except

a. Hierarchy of authority

b. Lines of authority

c. Chain of command

d. Participatory structures

61. The letters that accompanies a report is known as

a. Terms of reference

b. Letter of transmittal

c. Hierarchy of authority

d. Memorandum of understanding

62. Which is the first step in the communication process?

a. The impulse to communicate

b. Encoding the message

c. Transmitting the message

d. Planning the message

63. This type of communication in an organization when the middle man is by-passed is called?

a. Horizontal communication

b. Vertical communication

c. Diagonal communication

d. Downward communication

64. One of most critical illiteracies of the 21st century is

a. Media literacy

b. Information literacy

c. Technological literacy

d. Functional literacy

65. One disadvantage of non-verbal communication is

a. Its diagonal nature

b. The humour it creates

c. Its potential ambiguity

d. Its comic and interesting nature

66. The following are all problems of reading except

a. Lack of comprehension

b. The death of the reading culture

c. Ineffective reading instruction

d. Sentence reversals in reading

67. Minutes which record detail the proceedings at a meeting is

a. Narrative minutes

b. Action minutes

c. Resolution minutes

d. A combination of C and B

68. The basic skills of communication most used in life is

a. Reading

b. Listening

c. Writing

d. Speaking

69. Most advertisements appeal to our

a. Senses

b. Emotions

c. Reason

d. Sentiments

70. One of the greatest barriers to listening is
a. Specialization
b. Division of labour
c. Hierarchy of authority
d. Division of function

71. If a reader wants an idea as to the contents of an article he does so through
a. Browsing
b. Editing
c. Scanning
d. Skimming

72. Conversation, letters, speeches, manuals are avenues through which
a. Needs are expressed
b. Marketing companies reach out to customers
c. The entrepreneur ensures that his staff is well motivated
d. Appraisals are given to subordinators

73. Konkontiba met Odehye his friend at pool party. He waved at Odehye and moved on to have a drink. Konkontiba‟s non- verbal communication is meant to
a. ignore Odehyee
b. acknowledge the presence of Odehyee
c. Spite Odehye
d. To forestall a rather long chat with Odehye

74. Identify the option which best illustrates credibility
a. The headmaster of Oguaa Senior High School has announced that members of staff who do not have their Master‟s Degree would be forced to proceed on voluntary retirement.
b. The security officer has instructed all students to contribute money towards the purchase of security dogs.
c. The head Potter has instructed all students to lock their door before leaving for lectures
d. The managing Director‟s wife instructed all workers to eat at her canteen

75. In order to ensure that his wife‟s canteen is patronized by students, the headmaster instructed all food vendors at the school to sell only sachet water and biscuits. This situation illustrates
a. Congeniality
b. Perceived authority
c. Perceived intention
d. Perceived congeniality

76. The lizard that fell from the high iroko tree praised itself for surviving that height. The lizard here is practicing
a. Interpersonal communication
b. Ultra personal communication
c. Intrapersonal communication
d. Impersonal communication

77. Another name for impersonal communication is
a. Mass communication
b. One-on-one communication
c. Objective communication
d. Large audience communication

78. What interpretation would you give to the behaviour of a listener who narrows his eyes as he listens to a story from a friend?
a. Mistrust
b. Admiration
c. Amazed
d. Surprised

79. Which one of these is not a pointer to personal problems which can pollute the atmosphere of work?
a. A worker who comes to work drunk and unkempt
b. A sticker of time to starts playing truant
c. An efficient messenger who demands money from clients
d. A secretary who puts on gloves and eyelashes to work

80. A potent index to one"s personality is realized through his/her
a. Brisk proven acts
b. Attitude to work
c. Grooming and dress code
d. Curriculum vitae

81. Communication occurs when
a. The sender and the receiver have shared the meaning of the message
b. When the receiver gives feedback to the sender
c. When the sender uses the right channel of communication
d. When the message is congenial to the receiver

82. As professor Tenteh lectured, a black bird flew into the class, perched on his head and chirped for three minutes before flying away. This constitutes ……………… In communication.
a. Superstitious noise

b. Technical noise
c. Psychological noise
d. Physical noise

83. Which one of these is a good personal attribute of an office worker?
a. Preparedness to work beyond the official working hours
b. Exercise for thirty minutes after close of work
c. Socializing with friends after work
d. Initiating the lifestyle of the C.E.O