

Bsc (IT) 1st Sem

I N D E X

NAME: Debojyoti Nath STD.: _____ SEC.: _____ ROLL NO.: 29 SUB.: English

FORMAL LETTERS

→ Business / organisational letters.

- * Why needed?
 - for making an enquiry & answering the enquiry.
 - placing orders / cancellation of those
 - Making a complain
 - collecting information about an order placed
- * Formal letter should be to the point, clear & precise.
- * Simple language should be used.
- * Abbreviations & short forms should not be used.

* Format —

Sender's Name & organization name

Sender's Address (Inviting/purpose mentioned)

Date

Recipient's Address

Subject (one line & underline it)

Salutation

Body

Conclusion (Thanking You
Yours Sincerely,

Sender Address

- * Assume yourself to be the library manager of a school / college. Write a letter for placing the order for the books to the 'Ashok Publication'.

H/w

- * Assume yourself to be a student who had ordered some books from a publisher in New Delhi. Write a letter to the publication by making an enquiry whether your book has been dispatched or not.

1 XXXY ZX

X F XXX

Umrangso Royal Academy
 Umrangso, Dima Hasao
 Assam - 788931

22nd Aug, '22on 22nd Aug, 2022

Ashok Publication
 Panbazar, Guwahati
 Assam - 781001

Subject : Placing an order for school library books

Respected Sir / Ma'am,

I, manager of the school library wanted to place an order for new books, probably the newest available edition of best quality printed pages, on reasonable price. The book lists is provided below for further assistance.

Name	Pieces
Class IV, Mathematics	75
Class IX, Science	49
Class II, English	32
Class I, Hindi	40

Sir, I kindly request you do deliver us the books on or before 30th of this very month.

Thanking You,
 Yours Sincerely,

Umrangso Royal Academy

11/08

XXXX ZX

Umrangso, Dima Hasao
Assam, 788931

22nd Aug, 2022

Sri Ram Publications
Ned Mansion, New Delhi
Delhi 110001

Subject: Enquiring if my book has been dispatched

Respected Sir/Ma'am,

I am still waiting for my parcel, I wanted to know if my book was dispatched from your publication. If some it has been two month since I have placed the order. If there is anything wrong with the address I am attaching it below, please email me if you have the any E-copy.

Address: 13 KM, Umrangso

Dima Hasao, Assam 788931

Email : XXXY@gmail.com

Sir, I kindly request you to solve my issue. I really need this book before 25th Aug, 2022.

Thanking You

Yours Sincerely,
XXXX ZX

Umrangso, Dima Hasao, Assam 788931

15 VIII

CLASSMATE
Date _____
Page _____

23/08

* You are one of our
the products
confirmation
have received

work layout apparently
books will apparently
12P33F - M022A

SS', PVA back

waitlist of date
backlog, received
10018F - M022A

I am still waiting

for my parcel, I wanted to know if my book was dispatched from your publication. If some it has been two month since I have placed the order. If there is anything wrong with the address I am attaching it below, please email me if you have the any E-copy.

Address: 13 KM, Umrangso

Dima Hasao, Assam 788931

Email : XXXY@gmail.com

Sir, I kindly request you to solve my issue. I really need this book before 25th Aug, 2022.

Thanking You

Yours Sincerely,
XXXX ZX

Umrangso, Dima Hasao, Assam 788931

23/08

- * You are the Area manager of Nestle food products. One of your dealers has sent you a complaint about the products whose date have expired. Write a confirmation letter to the dealer stating that you have received the complaint and necessary investigation

S.S. purA S.S.

Smt 12.12.12

smrt 12.12.12 (april 2012)

15000F 3.12.2012

twinkies with gummy wafer & Fridge?

no M 12.12.2012

Dear Sir/Madam
 With regards to twinkies & having a issue
 smt 12.12.12 at strubong factory to furnish
 you with info of issue with our
 issue in out box is up and to be
 this tank. Damaging this product
 existing customer's trust from us and

our self before you may come to visit us.
 we will inform with in 1 week after date

damaged? and
 report with

strubong box attach
 1100-1200 quantity b/w
 10000 - 11000

waiting
 if my
 publication
 issue I had
 anything
 affecting
 have the

M
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 J
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 J
 J
 his book

2012
 10.08
 11.08
 12.08

XXXX ZX Area Manager
Nestle Food Products
Ved Mansion, New Delhi
Delhi - 110001

23rd Aug, '22

Vedi Store
Umrangso, Dima Hasao
Assam - 788931

Subject: Confirmation ^{of} the complaint

Respected Sir/Ma'am,
I, Area Manager, ~~has~~ have received a complaint regarding the delivery of out-dated products to your store. We are very sorry for this inconvenience and I give you a word for no such fault again. I will personally look into the matter and take necessary actions.

So, sir I give you my word for no such faults again in the ~~near~~ future.

Thanking you.

Yours Sincerely,
Area Manager

~~XXXX ZX~~

Nestle Food Products
Ved Mansion, New-Delhi
Delhi - 110001

English Writing

classmate

Date _____
Page _____

→ Communication

Non Verbal & group communication

Business correspondence

→ (letter, advantages, situations to use)

Report writing

Vocabulary →

(meaning, uses)

Oral presentation

* Communication:

derived from Latin word communicate

derived from root word communis i.e "to import"

(a) Verbal (expressing through word)

Oral

Written

(b) Non-Verbal (no word)

Sign language

Audio

Video/Visual

* Book: Business Communication by Arbinda Debnath, Dr. Tora Mahanta,

* Communication :- It is an exchange of facts, ideas, opinions or emotions by two or more persons.

→ Advantages -

- Readily used
- Instantaneous
- Cost effective
- It is convincing
- effective with person to person exchange.

→ Disadvantages -

• not very effective if target group is spread out.

- constrained by language, accent,
- not recorded & documented
- It cannot be erased
- constrained by voice & other physical barriers

* Written Communication :-

Advantages :-

- creates a document / record
- can be edited
- extreme wide reach
- facilitated repeated reference
- very effective if group is spread out

Disadvantages :-

- time consuming
- less interactive
- more time to get feedback
- Depends on the messenger & mode of transmission
- constrained by language & handwriting

* Nature & Characteristic of communication.

→ Two way traffic:

- Upward / Downwards
- Misunderstanding

→ Continuous process

A short lived process

Needs proper understanding

leads achievement of the organization objective

Displets Misunderstanding

* Communication means: do spread meanings & information
it may be interpreted as an exchange of thought
or information to bring about understanding &
confidence for good industrial relation.

* Two way traffic: Exchange of views, opinions or
information takes place among people so it's a two way
process. In this hierarchy of management.

② Upward & Downward: Message, Opinions etc are
communicated downward i.e. from a higher level
to a lower level. Whereas, complain, point of view
etc are communicated upward i.e. from a lower
level to upper level.

Simply talking or writing without the
receiver's responds leads to a misunderstanding
Thus communication must be in

⑥ Continuous Process: It is repeated to achieve the desired result.

⑦ A short lived process: Communication process is complete as soon as the message is received by the receiver in the correct prospective.

⑧ Needs proper understanding: For communication needs proper understanding of the message by the other party.

⑨ leads achievements of Organization objective: creating the sense of object orientation in the organization.

⑩ Dispels misunderstanding: Communication provides among people and thus create a brief among people.

12/08 * Purpose / Objective of communication:

- Conveying the right message
- Coordination of effort. (Authority should give effort)
- Good industrial reln. (all should give effort)
- Development of management skills.
- Effectiveness of policies.

* Conveying the right message:

Communication should convey the right message to the right person i.e. to the person for whom it is meant.

On the other-hand, it carries the same meaning which has been conveyed to the receiver that it may be translated into action ~~ineffectively~~.

* Coordination of effort:

Communication is an effective tool for coordinating the activities for diffⁿ person engaged in running a business. The individuals or group come to know what others are doing & what is expected from them only through communication.

* Good industrial Reltn:

Communication develops good industrial relations betw the two parties:

(i) The management

(ii) The Sub-ordinate, they

They understand each other and dispel any mis-understanding and promote co-operation & good industrial relation.

* Development of management skills:

Communication is a process of learning for understanding human ~~behavior~~ behavior at work.

Communication of ideas, opinions, information, feelings, etc. have value to the knowledge of manager of various happenings in the organisation.

* Effective of Policies:

The organisation formulates certain policies & only effective communication can translate

policies into action.

Effectiveness of the policies can be judge from the success which depends upon effective communication system.

13/08

* Principle of Communication

- Principle of clarity
- Principle of integrity
- Principle of informality
- Principle of attention
- Principle of consistency
- Principle of adequacy
- Principle of timeliness
- Principle of feedback
- Principle of communication network.

* P. Clarity :

The idea or the message to be transmitted should be clearly recorded so that it may be interpreted by the receiver in the same meaning, in which it is communicate. If the message is clear, it will create an appropriate response from the other party.

* P. integrity

The integrity of the organisation is related to the level of integrity possessed by the subordination. No communication may create a response from the subordinate,

if their integrity is doubted. The ~~as~~ superior have to rely on the subordinates, accept their view point & never doubt their attention.

* P. Informality:

Formal communication system in a formal organization leads to transmitted the message. But, sometimes formal communication fail while needed response from the subordinates. In that case, the superior have to go use informal medium in order communicate with the subordinate. Informed communication at the time more effective than formal conversation/communication.

* Principle of Attention:

In order to make a message effective, the sender should draw the attention of the receiver.

* P. Consistency:

It amplifies that communication can always be consistent with the policies programs and ~~polices~~ of the organisation with them.

* P. Adequacy:

The information received by the receiver should be adequate & complete it in all aspects. Incomplete information may destroy the understanding & thus create confusion in the mind of receiver.

* P. Timeliness:

All messages should be transmitted at the proper time, otherwise it will not serve the purpose of the communication.

* P. Feedback:

One of the most important principles of communication is the principle of feedback. The communication have feedback information from the receiver to know whether the receiver understood the message in the same way, which the sender has meant for it. It also has to understand the attitude of the people.

* P. Communication Network:

Communication Network means through which the communication travels to its destination. A lot of networks may exists in an organisation at one time, but the management should consider the effectiveness of the communication network in the given situation.

* Objective of Communication

→ From General Point of View

(a) Conveying the right message:

Conveying the right message to the & also it should carry the same meaning that is meant to the receiver.

(b) Global Village

World has become a global village. The communication is very important for breaking all the barriers betⁿ diff linguistic people, country & continents.

→ From personal point of view:

(a) Expression of oneself:

Through communication one can express ideas, opinions, facts or emotion with others.

(b) Career development:

Communication skills such as writing, speech, listening etc help a person in development of his service carrier & academic carrier.

→ From business point of view:

(a) Co-ordination:

(b) Self Working:

Communication is self essential for successful & smooth running of an enterprise.

(c) Increase Productivity:

Communication helps the business organisation in achieving maximum productivity with minimum cost and eliminated waste.

Through communication workers can be well informed about the process ~~of production~~ of new methods of production in a organisation.

* Types Of Letter

(i) Sales Letter

(ii) Appointment L

(iii) Letter of Regret / Apology L

(iv) Letter of Congratulation

(v) Complain Letter

(vi) Thankyou Letter

(vii) D.O. Letter

(viii) Press Letter

(ix) Minute Letter

→ Sales Letter Layout:

• Sender's is usually written in 1st para of the letter.

- The subject of the letter should always be underlined.
- Salutation [Dear S/R, Respected S/M]
- The introductory para of the body should highlight the purpose of the letter.
- The concluding para should be a conclusion of the body part of the letter.
- "Thanking You" at the end
- Yours -----, should be used as a complimentary clause.
- Sender's Name along with signature should be maintained.

→ Today's day should be maintained

• Write in details of Receiver's Name & Address

* Use of Correct form of verb:

→ Simple Present

- ① incomplete sentence of present. I go
- ② Universal Truth
- ③ Habitual Action
- ④ Saying of Some great personalities.
Mahatma Gandhi says honesty is the best po

PENSE

classmate
Date 30/8/22
Page

- I (see) him a week ago.
I saw him a week ago.
- The boy (sleep) don't disturb him.
The boy is sleeping don't disturb him.
- I want to go for a walk, but I (not finish) my work yet.
I want to go for a walk, but I havn't finished my work yet.
- Perhaps it (rain) yesterday.
Perhaps it rained yesterday.
- All the students (leave) when I reached the school.
All the students had left when I reached the school.
- You (sleep) for three hours now.
You have been sleeping for three hours now.
- We (walk) for two hours at a stretch and now we need to rest.
We have been walking for two hours at a stretch & now we need to rest.
- His father (die) before the doctor arrived.
His father had died before the doctor arrived.
- I (work) on this project for the last two years.
I've been working on this project for the last two years.
- When we went to him, he (teach) his students.
When we went to him, he had taught his students.

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- ✓ → If I (be) you, I would not do that.
If I was you, I would not do that.
- He (come) here every Monday.
He comes here every Monday.
- Mr. Sharma (leave) for Europe last Friday.
Mr. Sharma ~~has~~ left for Europe last Friday.
- The train (start) at nine O'clock each morning.
The train starts at nine O'clock each morning.
- Ram went out after he (lock) the door.
Ram went out after he had locked the door.
- He behaved as though he (be) mad.
He behaved as though he would mad.
- Amal (do) this work for six months.
Amal has been doing this work for six months.
- They (go) to the theatre tonight.
They will go to the theatre tonight.
- He (stay) here until you return.
He will stay here until you return.
- I (know) him for a long time.
I've have been knowing him for a long time.
- The light went out while I (read) a newspaper.
The light went out while I was reading a newspaper.

- I (write) the letter before he arrived.
I had written the letter before he arrived
- They (play) since four O'clock.
They have been playing since four O'clock.
- I shall telephone you when he (come) back.
I shall telephone you when he comes back.
- If I weren't so tired, I (go) for a walk with you.
If I weren't so tired, I would go for a walk with you
- Many people (kill) in the last World War.
Many people were killed in the last World War.
- I (have) my hair cut whenever it gets too long.
I shall have my hair cut whenever it gets too long.
- You (play) with dolls when you were a little girl?
Have you played with dolls when you were a little girl?
- They just (arrive) from New York.
They just arrived from New York.
- We (wait) on the platform since three O'clock.
We have been waiting on the platform since 3 O'clock.
- The water in the pond (freeze) last night.
The water in the pond froze last night
- You ever (read) "War & Peace"?
Have you ever read "War & Peace"?

- Wood always (float).
Wood always floats.
- You (enjoy) your English class today?
Have you enjoyed your English class today?
- My aunt Jane (hate) girls who ~~make~~^{made} up.
My aunt Jane ~~hates~~ girls who made up.
- How often you (go) to theatre when you were
in London?
How often have you gone to theatre when you were
in London?
- You ever (be) to London?
You ever been to London?
- We already (have) breakfast.
We already had breakfast.
- John (pass) the post-office on his way to work everyday.
John passes the post-office on his way to work everyday.
- She (talk) to her neighbour when the baby began to cry.
She had talked to her neighbour when the baby began to cry.
- The baby (cry) because it is hungry.
The baby is crying because it is hungry.
- He (kill) in the battle last year.
He was killed in the battle last year.

- We reached the station after the train (leave).
We reached the station after the train had left.
- As he (cross) the road, a car knocked him down
As he
- She (be) in Delhi since 1990.
She has been in Delhi since 1990
- If you (try) hard, you would have succeeded.
If you had tried hard, you would have succeeded.
- He behaved as though he (be) mad.
He behaved as though he were mad
- What you (do) since this morning?
What have you been doing since this morning?
- If baby is a girl we (go) to call her Radha.
If baby is a girl we are going to call her Radha.
- He (fly) a kite.
He flies a kite.
- We (not see) Padma for several months.
We've ~~not~~ been seeing Padma for several months.
- It (rain) since early morning.
It has been raining since early morning.
- I (buy) a new bicycle last week.
I bought a new bicycle last week.

- I assure that I (help) you.
I assure that I shall help you.
- He usually (go) to bed at 10 p.m.
He usually goes to bed at 10 p.m.
- She (read) a novel when I went to their home.
She had ~~been~~ reading a novel when I went to their home.
- I reached the place after he (leave).
I reached the place after he had left.
- You (wash) your hands before every meal?
You should wash your hands before every meal.
- I wish, I (be) a King!
I wish, I were a King
- He (stay) here until you return.
He will stay here until you return.
- If it (rain); I shall not go out.
If it rains, I shall not go out.
- Mr. Saikia (leave) for Delhi last Friday.
Mr. Saikia left for Delhi last Friday.
- She (be) in London since 1990.
She has been in London since 1990.
- It was very cold this morning, but the sun(shine) now.
It was very cold this morning, but the sun is shining now.

→ He suddenly realised that he (leave) the purse in the bus.
He suddenly realised that he had left the purse in the bus.

→ He behave as though he (be) a King.
He behaves as though he were a King.

→ He (visit) many towns before he returned home.
He had visited many towns before he returned home.

→ If he (come) I shall go out.
If he comes, I shall go out.

→ We reached the station after the train (leave).
We reached the station after the train had left.

→ If he (come), I shall go out.

→ We reached the station after the train (leave).

→ My brother (suffer) from fever since last monday.
My brother is suffering from fever since last monday
has been

→ When I went there, she (cook) food.
When I went there, she was cooking food.

→ They (reach) home before it grew dark.
They had reached home before it * grew dark.

→ Ice (float) on water.
Ice floats on water.

→ He (go) home when we met him.
He was going home when we met him.

→ I (work) on this project for the last 2 yrs.
^{I have been} working on this project for the last 2 yrs.

Action speaks louder than words. Explain?

Ans: This proverb reminds us of the importance of actions over empty talk while making a communication. Though words has the strongest impact however action of an individual is what that connects with the audience faster and more effectively. Speeches or talks should be backed by actions or else communication has no spine to take a support, thus proving words and no establishment of a good communication. One must follow the deeds, ~~then~~ experience ^{since} then he should be executing the communication in a more synthesised manner, being a where people could trust him and thus the communication build is memorable.

(try to give at least one example)
Monsoon of 1992

Communication Barriers

classmate

Date _____
Page _____

When a communication is sent to the receiver it must be effective & it is effective only when it has been

If it is not

by the & , the purpose of the communication is lost and the communication proves ineffective.

* Types of Barriers:

① External Barrier: External barriers are those caused by factors other than organisational and personal factors.

Two types of external barrier —

→ Semantic Barrier: Semantic barriers caused in the process of receiving & understanding a message during the process of encoding or decoding it into words & ideas. The linguistic capacity of the two parties & may have some limitation. Unless the context is known to the receiver, he is likely to take the meaning of the message in different way or misunderstanding of communication is likely to occur b/w them.

Symbols may be classified as —

Language, Picture, Action

• Language → A word used in the communication may have several meaning in a face to face communication it is easy to seek classification of words if any doubt is encountered. But, in case of written, many words which we use informally may be taken in other context.

Thus, effective communication is idea centered rather than word centered.

- Picture → An organization makes extensive use of pictures like Blueprint, Chart, Map, Graph, film, 3-D models & other similar devices. A viewer may come to understand the whole story when he sees them. Sometimes a picture creates confusion in the mind of the observer or it may be ambiguous if it is not supplemented by words or action.

- Action → We communicate by both - by action or by lack of it, to do or not to do both have a meaning here for a receiver for eg. - If a subordinate does a good job, patting & non-patting on his back by the superior both have a meaning. Patting may inspire him to do a better job again & non-patting may make him disappointed.

→ Emotional/Psychological Barrier: It arises from attitude, judgement, sentiment, emotion, social values of the participants. These create psychological distance or cause mis-understanding thereby making the communication invalid. Some of these barriers are —

- Loss in transmission or retention: When communication passes through various levels in an organization, transmission of the same message becomes increasingly inaccurate as part of information is lost in transit.

Poor retention is also creating barriers in communication. Research

reveals that workers retain only 50% of information, & the supervisor retain 60% of it.

• Distrust of Communicators: The communicator is sometimes distrusted by his own subordinate if happens when he lacks in self confidence or his less competent, in his position. He frequently makes ill judgement or (logical) decision and then reviews his own decision when he fails to implement them. Hence, the communicator makes the communication ineffective though apparently it is complete.

6/9

• Failure to communicate: Sometimes, managers don't communicate the messages to their subordinates. This might be because of laziness on their part, or they assume that every has got the information, or they may hide information to encourage the subordinates.

• Undue reliance on the written word: In cases where the employees have undue reliance on the written policies of the organization & view point & hesitate to accept the verbal communication of their superiors, communication can't be effective. This is because they will not accept oral orders of their superiors which are not consistent with the written policies of the organization.

• Inattention: The preoccupied mind of the receiver causes psychological barriers. It is a common phenomena, that people simply fail to react to bulletin, notice, minutes & reports.

★

(ii) Organizational Barrier : The

day to day functioning of the organization is regulated in a way as two contribute to the attainment of certain objectives in the most effective manner. For these purpose, a variety of official measure are adopted.

Eg.— Designing of the structure,
Arrangement of activities,
Formulation of various policies,
Rules & regulations,
Institution of reward & punishment system

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paying
of

→ Complex
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→ Organiza
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→ Organizational Policy : The organizational policy might be in the form of a written document or it has to be inferred from organizational practice, particularly at the top level. If the policy creates problem in the free flow of communication, communication would not be smooth & effective.

→ Organizational Rules & Regulations : More often, diff activities of an organization are governed by specific rules & regulation. The rules may restrict the flow of certain message and may omit many important ones, such restrictions may delay the message & may create problem among employees from conveying any message.

- **Status Relationship:** The placing of people in superior-subordinate relationship in a formal organization structure blocks the flow of communication & more particularly in the upward direction. The greater the difference in h position in terms of their status, the greater would be the worry of middle manager about what their seniors might think. This leads to their paying little attention to the needs & demands of the subordinates.
- **Complexity in Organization Structure:** In an organization where there are no. of managerial levels, communication gets delayed as it moves along the h line. Also, chances of the communication getting distorted are greater as the no. of filtering points is higher.
- **Organizational facilities:** Certain organizations provide certain facilities for smooth, adequate, clear & timely flow of communication, for eg. meetings, conferences, complaint or suggestion boxes, open door system etc. If these facilities are not properly emphasised people generally fail to communicate effectively.

*

iii) Personal Barrier:

As communication is basically an interperson process, many personal factors inheritance in the two parties, two communities, the sender & the receiver influence the flow of communication & create many problems in the way of effective communication.

→ Barriers in Superior: Superiors play an important role in communication because of their hierarchical position, they act as barriers in a no. of ways—

(a) Attitude of superior:— General attitude of the superiors about communication effect the flow of messages in different directions. If the attitude is unfavourable, there is greater possibility of filtering & colouring of information, any information received from the top may not reach the bottom in the same form.

(b) Fear of challenge to authority

The superiors in an organization generally try to withhold the information coming down the line or going up as frequent passing of information may disclose their own weakness, thus generally happens when the superior lacks self-confidence and is afraid that someone else might be promoted in his place if his weakness were to come to light

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Jac
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The

(c) Insistence on proper channel —

There are channels of communication in an organization along which information passes upward or downward. Some officers insist too much on communication through proper channel. They don't like any bypassing in communication. But sometimes, bypassing becomes necessary in the interest of organization.

(d) Lack of Confidence in Subordinates —

The superior generally perceive that their subordinates are less competent & they aren't capable of advising their superiors. Therefore, they fail whether correct or otherwise, that they are over burden & have no time to talk to their subordinates.

(e) Ignoring Communication —

Sometimes, the superiors ignore the communication or a part of it, to & from their subordinates to maintain their importance. In some cases, information doesn't reach the ~~receiver~~ ^{reached}, in the same form as it was received from the sender, the superiors filter the information.

→ Barrier regarding Subordinates : There are certain factors in the subordinates which effect their participation in the communication process. The two more factors are —

17/08

(a) Unwillingness to communicate

The subordinates generally are not willing to communicate upward any information which is likely to affect them adversely. If they feel that supply of the information is necessary for control purposes they would modify it in a way so as not to hurt their interest.

(b) Lack of Proper incentive:

Lack of incentive to communicate also prevent the subordinates from communicating upward. They are punished when they are wrong but may not be rewarded when they ~~well~~ work well any, even a noble suggestion.

Scop

- ① Infor
- ② Feed
- ③ Conc
- ④ Inf
- ⑤ Pro

20/08

Infor

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17/08

classmate

Date _____

Page _____

Scope of Communication

- ① Information Sharing
- ② Decision making
- ③ Feedback
- ④ Facilitating change
- ⑤ Control
- ⑥ Group building
- ⑦ Influence
- ⑧ gate keeping (communication network)
- ⑨ Problem solving

20/08

Information sharing: The main purpose of the communication to transmit information from a source to target individual or groups. Various types of information are transmitted in the organization— Policies & Rules, Changes & Development in the organization.

Feedback: There is a need to give a feedback to the employees on their achievement for their performances. Feedback motivates people in developing challenging & realistic plans.

Control: Information transmitted to ensure that plans and programmes are being carried on according to the original design communication helps in ensuring that control.

Influence: One purpose of communication is to influence people. The manager communicate to create a good working environment, right attitude and relationship.

All these are influence of communication.

Problem Solving: In many cases communication problems many group meeting are called hold for finding

alternative solutions of a problem.

Decision Making: For arriving at a conclusion several kinds of communication are needed. Eg exchange of information, opinions and views and alternatives, etc.

Facilitating Change: The effectiveness of a change in an organization depends to a large extent on the clarity and spontaneity of the communication. Communication helps in recognising the difficulties and corrective action.

Group building: Communication helps in building groups. If communication breaks down the group may not exist in proper way.

Gate Keeping: Communication helps in building a link between organization and the outside world & the organization can use the environment to increase its effectiveness.

* Communication barrier / limitation of communication-

① The verbal messages are not complementary with the verbal message.

② The message may not result in the desired response.

The communication can at times create confusion, disbelief & conflict betⁿ the source and target.

Communication may be at times costly
(written communication)

Communication may be delayed for some consequences.

Influence : Our purpose of communication is to do influence people. The main aim of communication is to create a good relationship between sender and receiver.

Problems of communication : In written communication, there is a chance of misinterpretation due to lack of feedback. In oral communication, there is a chance of misinterpretation due to lack of visual cues.

Influence : Our purpose of communication is to do influence people. The main aim of communication is to create a good relationship between sender and receiver.

All the above points are related to communication.

Problems of communication : In written communication, there is a chance of misinterpretation due to lack of feedback.

ORAL COMMUNICATION

classmate

Date _____

Page _____

→ Problems



Oral communication problems can be broadly divided into three categories —

① The Physical Problem of how accurately the message can be transmitted.

→ The physical process of passing on message may be distorted by difficulties. Eg. a person may be stammer or make a spoke word difficult to follow. The concept of noise in communication include the undesirable uncertainties in the transmission process. Because of all transmission of message is subjected to the 'lost information' through noise, the sender of the message should always consider of the need for extra information or repetition that makes the transmission more certain and the minimization of the no. of time that message is to be transmitted.

② The Semantic problem of how the message conveys the desired meaning.

→ Language may be defined as any semantic body of sign, symbol or signal that can be used to transmit meaning from one person to another. Communication which has to use the instrument of language is, 'sound'. Sound is a word that has 89 different meanings. This is a matter of semantic.

of a message is affected by a no. of factors:

(i) The similarity of past experience of the sender & the receiver.

(ii) The environment in which the comm take place.

(iii) The distribution between fact & opinion.

(iv) The complexity of the phrases used.

(v) The psychosocial problem of how many meaning.

→ Acceptance of a communication by the receiver is a psychological phe no depending on the needs of the receiver, his past experience, and the environment in which the communication takes place. This is a problem of perception. Some of the factors that lead to differences in perception betⁿ individuals and groups can be categorised as -

- (a) Differences in the ability to hear, see, taste, smell & feel
- (b) Age,
- (c) Sex
- (d) Education level
- (e) Economic level
- (f) Religious differences
- (g) Religious & other loyalties
- (h) Organization interest.

(j) Personality factors

A Measures for effective oral communication

1. Listening with understanding.
2. Understanding each other point of view.
3. Before you communicate put yourself in listeners shoes
4. Timing of communication
5. Sincerity
6. Freshness.

* → Listening with understanding

Real communication occurs when the evaluative tendency is avoided & will listen with understanding it means, to view the express idea an attitude from the others persons point of view to sense how it feels him and to grasp his frame of reference in regard to the thing he is talking about. Li

means to understand the thoughts and feelings so well that you could summarize them for him. You will find that with the emotions eliminated the discussion the differences would be reduced & the remaining will be of an rational & understandable type.

→ Some guys

→ Understanding with each other's point of view
Good communication can be achieved by creating a situation in which each of the diffⁿ parties

comes to understand the other's point of view. This has been achieved in practice, even when feeling very high, by influence of a person who is willing to understand its point of view and who does acts as a modus to bring about further understanding. Mutual understanding is to be towards solving a problem rather than attacking a person or a member of the group.

→ Before you communicate put yourself in listeners shoes. Think how the receiver may react to your message and what you should do to be sure he understands it the way you mean it. Look at the problem from his angle keeping in mind his difficulties, strength, etc.

→ Timing of communication.

Timing of communication is very important. Once a wrong impression is formed in people's mind it might be a difficult task to erase it even with facts.

→ Sincerity

It is an important function in communication, anything that is said should be supported by action. When something happens that is contradictory to what has been said by a manager, he should give a full explanation.

→ Freshness.

Over familiar phrases tend to be ignored by the subordinates. They think that they have heard them before & perhaps their experience tell them that not much importance need to be attached on this subject or topic.

* Listening Ability

→ Problems in Listening Ability: [Explain -]

A major to effective listening is the tendency of the listener to evaluate in terms of his, rather than the speaker's frame of reference.

- The mind often wonders too far and loses the speaker completely a good listener doesn't let his mind drift away from ~~what~~ what the speaker has to say.
- People sometimes listen for words rather than ideas & may even attempt to memorize the specific sequences of words used by the speaker.
- A better approach is to listen carefully & then write down only the leading ideas.
- Pseudo-listeners may the speaker believe that

they are listening or have listened.

* Guide to effective listening :-

Must Explain

- Listen patiently to what the other person has to say even though you may believe it to be wrong or irrelevant.
- Try to understand the feelings & the person is expressing as well as the intellectual content.
- Restate the person's feelings briefly but accurately. At this stage, you simply serve as a mirror and encourage the other person to continue ~~not~~ talking.
- Avoid direct question & argument about fact betⁿ the conversation.
- If the other person appears genuinely to want your view point be honest in your reply.
- Listen betⁿ the lines. A person doesn't always put everything i.e. important into words. The changing tune & Vol. of its voice may have a meaning.
- So, may his facial expression, the gestures he makes with hands & movement of his body

Short Notes —

* Committee

A committee can be defined as a body of persons entrusted with the task of some assigned functions or for taking decision collectively as a group. Committees may be permanent or may not be. Committees exists in all companies and are a useful needs for management to deliberate orally on various issues. When deliberation takes place in a committee the members involved and everyone clearly understands the implications of the decisions that are taken as the requirements for carrying out the decision through the enterprise.

The committee form of management has several advantages of these nature & the barrier about ~~etc~~ which we talk tempt to get minimised when oral communication becomes clear & the implementation of decisions becomes more efficient & accurate. In fact, the committee form of management is considered to be one of the most effective methods of interdepartmental oral communication where thoughts are clarified, doubts are cleared & everyone acts towards a single goal.



* 10 commandment of effective oral communication:

- Seek to clarify your ideas before communicating
- Examine the true purpose of each

communication.

- Consider the physical and human setting whenever you communicate.
- Consult with others, where appropriate, in planning communication
- Be mindful, while you communicate, the basic content of your message.
- Take the opportunity, when it arises, to convey something of help or value, to the receiver.
- Follow up your communication.
- Communicate for tomorrow as well as today.
- Be sure, your action support your communication.
- Seek not not to be understood but also understand to be a good listener.

TYPES OF FORMAL COMMUNICATION

classmate

Date _____
Page _____

*

* Within an organization communication may flow or pass interscalar & intrascalar.

Intrascalar communication means when it flows betⁿ two persons at managerial level. It may be classified as downward & upward communication. Downward communication flows from higher level to lower level i.e. from superior to subordinate & upward communication flow from lower to higher level, i.e. from subordinate to superior.

Intrascalar communication flow betⁿ persons at the same hierarchical level. It is also known as horizontal communication.

• **Downward Communication:** Downward communication relates to orders & instructions relating to a job; organizational policies, rules, programmes & procedure; direction about understanding a job & its relationship with other jobs; feed back of subordinate's performance; approval & criticism; questioning upward communication; It specifies the extent of subordinate authority and also responsibility.

JAN 90 23
classmate
Date _____
Page _____

Advantages —

1. Downward communication helps explaining the organization's policies, plans & programmes, work methodology & other necessary information to the members of the organization. It is
2. It is used as a means to control the activities of the subordinates.
3. It helps the subordinates to know what is expected from them.
4. It brings satisfaction to people & helps in motivating them.

Disadvantages —

1. The major disadvantage of Downward communication is that the information has to pass through various levels, & it is interpreted & reinterpreted at each level.
2. The message may possibly reach the bottom in a distorted & changed form & loses the very essence of the message.

- Upward Communication: Upward Communication is of two types. → Feedback of information in which subordinates convey a message to the top executive in response to the latter's original communication.

→ Voluntary communication from the subordinates to convey their complain & grievances, suggestion & opinions. It may also include innovative ideas, reaction to a particular policy, rules or behaviour of any person on the job.

21/09

Advantages

(1) It helps the top to know the attitude, behaviour, opinion, action & feelings of the workers on the job. On the basis of this information the management may improve its behaviour, introduce motivational & other plans in the organization and improve controlling function.

(2) It creates confidence & trust in the superior.

(3) It develops confidence among subordinates so that they can convey their feelings & grievances, complain, suggestion & opinions to the top and can contribute more to the achievements of organizational objectives.

Disadvantages:

① The top management is unwilling to listen to the subordinates in the hierarchy.

② It may contain negative points which affect the person at the intermediate level.

③ The subordinates are afraid of action being taken against them if they express views which are not to the liking of their superiors.

④ There is a general feeling among subordinates that the management is not interested in the problems of the employees.

⑤ Most subordinates lack in social & verbal skills.

⑥ There is a general belief that the management will not respond to subordinate suggestion.

Horizontal Communication

The main objective of Horizontal communication is to co-ordinate the efforts of different dept. performing diffⁿ but related activities. This type of communication may be oral or written in form.

Advantages—

① It helps in co-ordinating the

activities of diff^{nt} dept. at the same level.
⑪ Diff^{nt} Departmental heads may sit together and solve problems of wastage of time, money, labour & material.

Disadvantages -

① The main disadvantage of horizontal communication is the diff^e in approach & vision of diff^{nt} functionary, who advocate case from their own angles. This affects the productivity & efficiency of the organization.

* Communication on basis of way of Expression

- ① Oral Communication
- ② Written Communication

* Communication on the basis of ~~communication~~ organization Structure.

- ① Formal &
- ② Informal

H/w

Compare oral & written communication. (4M)

TYPES OF INFORMAL COMM.

CLASSMATE

Date 22/09

Page

- ① Single Strand
- ② Gossip
- ③ Probability
- ④ Cluster

→ Communication Network / Channel: A network is a system of several points of comm for the purpose of decision making. In most network, a small group is given a task and a group function under controlled conditions of communication. The direction of communication is controlled according to diffⁿt network and the effect of each network on performance and satisfaction is studied.

Organizational Communication has a flow pattern or a network. In an organization, with several sources (people at various levels), the messages transmitted & received may have a consistent pattern. These patterns are very useful and may be good indicator of level of communication.

H/w

→ Effects of it on Work performance?

A You have witnessed a major clash betⁿ two political parties ~~near~~ your house. Prepare a report.

AAP AND GPP BRAWL FOR

O23/MAZ RALLY PATH
(By Staff Reporter, Times of India)
(By Durgesh Sengupta)

Umangso, 25th Sept. 2022: It was an uncanny evening around 4 o'clock while people were busy. The AAP (Aam Aadmi Party) were passing through GB Road at the very moment GPP (Go Pradesh Party) came marching the opposite way. Neither of the parties were willing to surrender and make way for the other. ~~Leading to~~ conversation turned into wrangle then later to brawl. Police was informed some were locked up, few fled, & injured were admitted in the hospital. DC said that the case will look upon deeply and the culprits will be brought forward, local peace comes first.

* You visited a job fair organization in your locality nearly 60 comp. from various sector have come to join in the fair. As a reporter of Assam Tribune. Prep. a report.

FAIR JOB FAIR IN UMRANGSO (By Staff reporter - Assam Tribune)

Umrangso, 22nd Sept, 2022: A mesmerising job fair is organized by Baru Barman with Pvt Ltd. along with some more regional known Pvt Ltds. It is organized at GPSA Ground postponing the annual GPSA Grand Event from 21st of September and will be carrying on till 27th of September. All national jobers, applicants, employees, companies were invited, however these the committee made clear that there be 60 biggest companies of India namely Ratanjali, Sata Mata, Fadil, Infosys, Dio, Indian Tel, many more. Also, they claimed to have more than One lakh attendee every-day ~~2~~ may even increase with days which will a matter of fact. Anyone who is interested in trade business, job can join, they even welcomes everyone just with a ticket ₹ 500 per day. The first day was not as expected by the committee, There were less than 50,000 (fifty thousand) attendee. It is heard from the sources that there might be fall in entry ticket soon. On 22nd, CEO of Baru Barman will be inaugurating the IT sectors which is hoped to attract more employees attendee.

* Cultural Communication

Cultural communication is the practice & study of how different cultures communicate within their community by verbal & non-verbal means. cultural can be categorised as

- ① ~~Inter-cultural~~ culture Communication
- ② Cross - Culture Communication

* Cross Culture Communication

It is a field of study that look at how people from different cultural background communicate, in similar & diff ways, among themselves. In the work envirn. cross-cultural communication is indeed very much essential. organizations have their growth in new countries, regions & continents around the world, which has brought people of various cultures to move & do learn & to adapt to their envirn. Therefore, cross it becomes more important that workers should understand both verbal & non-verbal communication style.

It is of three types —

- ① Verbal
- ② Non-verbal
- ③ Written form

* Factors Affecting

- ① Language
- ② Stereotype behaviour of a person
- ③ Religious barrier
- ④ Misunderstanding
- ⑤ Lack of interest
- ⑥ Geographical distance
- ⑦ Psychological Barrier

* Advantages

① The major advantage is increase opportunities Globalisation & access to technology have helped to break down cultural barrier & facilitate diversity at work place.

② Good CCComm improves communication among people from different cultures in an organization when employees are aware of potential differences, & similarities, they are likely to pay closer attention.

③ By acquiring CCComm skills, one will be able to express himself / herself with confidence & understand how to be patient with others who are not from a similar background.

④ It provides upgrade opportunities to interact with people from other cultures & discuss difference among them.

⑤ It can result in excellent interaction

leading to good working relation among people in an organization.

Different cultures have their own set of presumptions & inclinations within a conversation, sometimes making it challenging to pass a message from one person to another successfully.

* Disadvantages

(i) Cultural diversity makes communication difficult as the mindset of people of diff^{nt} culture are different, the language, sign & symbol are also different.

(ii) We all have a natural tendency to look at other cultures through our own lenses.

(iii) Cross Culture communication conflicts in the work place can arise when different perception around power, resources & compatibility create competition betⁿ individual & groups.

(iv) Negative effects of globalisation on total or culture.

* How to 'overcome' Cross Cultural Communication

(i) People can overcome cross learning about cultures that they come in contact with. These can be obtained through training programmes, general reading, talking to people from diff^{nt} cultures & learning from past experiences.

(i) Clear, open & respectful communication develop trust in the minds of the culturally diverse people and also avoid stereotypical barriers.

(ii) The practice of effective listening and understanding differences in body language can also help in overcoming the barriers of cross cultural communication.

(iii) Do not assume all disputes that involve people of different cultures, have a cultural component.

(iv) Anxiety, uncertainty, stereotyping, are caused by inadequate cultural knowledge & lack of communicative skills. Adequate training in cross cultural communication and exposure to other cultures is essential in eliminating these barriers.

↳ Body Language - Non-verbal communication
↳ Facial Expressions - Smiling, frowning, neutral, etc.
↳ Posture - Standing, sitting, walking, etc.
↳ Eye Contact - Direct, avoiding, etc.
↳ Space - Personal, social, public space
↳ Touch - Hugging, shaking hands, etc.
↳ Body Movements - Gestures, etc.
↳ Paralanguage - Voice tone, pitch, volume, etc.

1 ~~W~~ In ancient history, there was a kingdom called Ujjain. The kingdom was ruled by a king called Raja Bhoj, who was very wise. He was an able administrator and a good soldier. The kingdom became very prosperous under his rule. Emissaries from Rome, China, Persia, etc, came to his court. Ujjain, the capital city was well laid out with wide streets, big shops, markets, etc. People lived happily during his rule.

Noun - history, kingdom, Ujjain, Raja Bhoj, wise administrator, rule, emissaries, Rome, China, Persia, city, court, streets, shops, markets, people, laid ~~to~~, king, soldier, soldier

Adjective - very, good, capital, wide, big, his well, able, ancient, prosperous, wise happily

2. Noun - ~~sister~~^{Mrs}, Joe Gargery, twenty, years, brought hand, woman, black, hair, eyes, red, skin, husband, man, blue, golden, natured, fellow, old

Adjective - ~~thin~~, highly, often, good-looking tall, bony, light, curly, good easy-going, simple, my, her, heavy black, red, blue, golden, fair good-natured, twenty

written by

1. Nouns: Jaipur, India, Prince Albert, ~~of~~ Wales, pink, regime, Sawai Ram Singh, city, ~~old~~ avenue, Pink City.

Adj: Pink city, walled, city, distinctive, pink

2. Noun: libraries, Political Pundits, scientist, book, scholars, Arthashastra, Kautilya, place, statesman, Politics, Science, pride man, Strategy, economics, Professor letters, Takshashila, Gurukul, India, pride knowledge, world.

Adj: political, social, shrewd, profound, renowned, ancient, best, much, personal, military, ~~reknowned~~

days ago staff not giving budget and
books update need to know ?
How about giving you book ? this will

more support to government, another request
to them to start & finish coverage with all
new update. even all instances of
all sports with scores etc. to publish
start with news and stories onto news

news and your work at basis regular *

Punctuation

* Winston is one of the most laidback people I know. He is tall and slim with black hair and he always wears a t-shirt and black jeans. His jeans have holes in them and his baseball boots are scruffy too. He usually sits at the back of the class and he often seems to be useful asleep. However, when the exam results are given out, he always gets an "A". I don't think he's as lazy as he appears.

* As Caesar loved me, I wept for him. As he was fortunate, I rejoice at it. As he was valiant, I honour him. But, as he was ambitious, I slew him.

* The shepherd finding his flock destroyed, exclaimed I have been rightly served why did I trust my sheep to a wolf.

* However strange, however grotesque, may be the appearance which Dante undertakes to describe. He never shrinks from describing it. He gives us the shape, the colour, the sound, the smell, the taste.

* Perhaps cried, he there may be such monsters as you describe

* Sancho ran as fast as he could go to help his master whom he found lying and not able to stir such a blow. He and Rosinante had received mercy on me cried Sancho, "Did I not give you worship false warning? Did I not tell them they were windmills and that nobody could think otherwise unless he had also windmills in his head."

* Modern ideas of government date back to the 1960s when for the first time people began to question a king's right to rule once thought to be God-given.

Conjunction

20/10/22

CLASSEmate

Date _____
Page _____

(a) Unless you read books, you can't improve your vocabulary.

(b) Why do you always behave ~~as~~ ^{like} your father does?

(c) He is a good actor, ~~but~~ he is not a good human being.

(d) You must keep your mouth shut ~~otherwise~~ ^{or} you must get out of here.

(e) On his birthday we went to the market ~~and~~ ^{so} we bought a nice gift for him.

(f) He watched the movie ~~while~~ ^{as} his sister finished her homework.

(g) Many events have occurred ~~when~~ ^{since} I came here.

(h) Either Ram ~~or~~ ^{or} Hari has stolen my book.

(i) No sooner had the bus stopped ~~than~~ ^{than} ~~unless~~ he stepped out.

(j) Though he is poor ~~but~~ ^{and} he is honest.

(k) He had scarcely reached home ~~when~~ ^{before} it

began to rain

- (l) No sooner had he left ~~than as~~ his brother came
- (m) He is neither a player ~~nor~~ a singer
- (n) Blessed are the merciful ~~though~~ ^{and} they shall obtain mercy.
- ~~o Unless until~~ you tell the truth, I shall not let you go
- (p) Give every man thy ear ~~those and~~ few thy voice
- (q) Five ~~and~~ five make ten.
- (r) We waited ~~until~~ ^{until} our father came.
- (s) Either you are deaf ~~or~~ I am.
- (t) Many are called ~~but only~~ few are chosen
- (u) Walk carefully ~~or~~ you should fall
- (v) He is so tired ~~that~~ he ~~could~~ ^{could} not run any longer.

Till
Until

* Some Co-relatives & Conjunctions:

And, for, but, or, nor, yet, so, before,
after, although, because of, how,
as, as if, if, since, than, though,
until, unless, till, when, where, while,
both-and

either-or, neither-nor
whether-or

Not only-but also,

No less-than

Scarcely/hardly-before/when,
so-that,

No sooner-than
other-than, Rather-than,

The same-as, such-as

The same-that, as-as, as-so

though-yet, so, just-as-when

Up-blanks not to fill, any kind to

use for Home and Test both are in H.W.

capital -

X Conjunction

- (a) Not only he but his brother also was present.
- (b) I'm not so tall as you.
- (c) Scarcely had we reached the station the train when/before left.
- (d) No sooner had the bell rung than the boys returned to their respective classes.
- (e) I would rather starve than beg.
- (f) I don't care whether you come or not.
- (g) The patient is so weak that he can't sit up.
- (h) He is not only hardworking but also intelligent.

* Determiners:

- ① I have already spent the few rupees I had.
- ② One goes to a university to receive education.
- ③ Have you any complaint against me?
- ④ Some of the boys sang a song.
- ⑤ Her father was an eminent artist.

22/10/1

I have fa few friends in this city.

He gave away the few ^{little} money he had in cash.

Some/Many houses were damaged by the cyclone.

How much ink is there in the bottle?

She made few mistakes while writing.

He donated to the library the few books he had.

How much money do you want?

Adjective

- (a) My mother keeps her kitchens tidier than my aunt.
- (b) I just finished reading the best book available in the library.
- (c) He is a good speaker.
- (d) I think they put me in smaller room of the hotel.
- e) Asap I arrived there, I caught a cold because it was colder in Udaipur than in Jammu.
- f) Radium is the most valuable of all metals

*Pense

Where (Be) you yesterday?

→ Where were you yesterday?

→ They (build) a new house at present.

→ They are building a new house at present

→ My fav. country is Canada. I (be) there 4 times

My fav. country is Canada. I have been there 4 times

→ I (not go) to cinema last night.

→ I not went to cinema last night.
(didn't go)

→ Jack is from London. He (live) there all his life
→ Jack is from London. He ~~lived~~ ^{has been living} there all his life

* Verb

They ~~have been staying~~ ^{has} here since Tuesday (stay)

She (wait) ~~had been waiting~~ ^(was broken) for you for a long time.

Malaria (break) ~~is breaking~~ out in the city

You (grow) ~~are growing~~ ^{has} very weak.

He (deliver) ~~has delivered~~ the speech in a very force-ful manner

A Phrases & Idioms

- As well as → And
Me as well as my ~~friend~~ are dancers.
- Appone of → To regard as good / pleased with
The movie was to be approved of.
- Call on → visit
We could have called on at your residence.
- Call in → to call someone for help
I have been calling in since last hour.
- Call in question → Having doubt
Sham was never called in question yet.
- Catch sight of → To see
I should never catch sight of you.
- Close at hand → close / nearby
We are staying close at hand these days.
- Belongs to → Belonging
This pen belongs to me.
- By degrees → step by step
I am assembling the crafts by degrees.
and
- Far & wide → everywhere
My words are far & wide.
- Hang around → To stay
Don't just hang around, be resourceful.
- Hard & fast →
My principles are too hard & fast to break.
- Put off
~~Fast~~ Let's put off today's plan.

- With 8 km → family & friends
I can always depend upon my With 8 km.
- Get over → To overcome
Get over your sorrows.
- Look after → To care for
He will look after my kids.
- Part with → To give up.
I can't part with my toys.
- Bear with → Be patient
I'm bearing with the situation and it is impossible to explain.
- Give away → To make a gift of something
Sham gave away all his notes after his exam.
- On account of → becoz of
I shall not be able to attend on account of my
- Deal in → To trade
Rami deals in Sea-Salt.
- As soon as → immediately
Forward me those docs as soon as possible.
- So that → In order that
He cried so that his friend could hear him.

- Put on → clothes
→ Put on some shoes! Bubby.
- for good → forever
I left rapping for good.
- Bring up → upbringing
I was brought up by my Grand-parents.
- Set out → To go out.
Let's & set out for the Himalays.
- Deal with - treat
He can deal with any circumstances.
- Come round - recover
Bhim has is coming round from the accident.
- Hand over - Deliver
Police handed over the culprit.
- look for - to search
I was looking for the smartest boy.
- Make out + do understand
Gomi shall make out every word I express.
- In no time → quickly
She has a power to get dressed in no time.
- Fall out - quarrel
Never fall out with your friends.

- Fond of - favourite
I'm really fond of pearls.
- Take over - to adopt a responsibility
CA took over the case after my mistake.
- At times - sometimes
I visit my grand-parents at times.
- At a stretch - continuous period of time
I have been rapping for 8 hours at a stretch.
- Look into - investigate
~~I~~ I don't have the right to personally look into the matter.
- Apple of discord - reason for argument.
Nowadays, social media was an apple of discord.
- At the eleventh hour - at the last moment
Boys always get serious at the eleventh hour.
- Bag and baggage - with baggage
He set out with all his bag and baggage.
- Black sheep - dishonest
I'm called black sheep for my behaviour.
- By hook or by crook - at any cost
I want to be a rapper & by hook or by crook.

- Blue blood - royal
Blue blood runs in my veins.
- Come to light - become known
It's dark past just came to light.
- Give up - surrender
I'll never give up, unless I'm dead.
- Get rid of - to remove
This summer try to get rid of your toys.
- Hand and glove - close and not linked
After we build a bond, we can work hand and glove.
- Hold over - stop
Ma'am please hold over for a moment.
- Hold on - continue
Yes, you can hold on now.
- Set up - established
My school was set up on 2003.

* Business Report : A report can be described as a statement prepared to present facts relating to planning, co-ordinating performance and the general state business in an organization. It is thus a summary of managerial performance. Reports are basically summarization of information and essential ingredient of organizing a responsible, decentralized management.

It logically follows that each manager not only should, but also report on those operations of the firm for which he has accepted the responsibility and authority.

* It's Importance :

- ① Reports aim at measuring executive performance & how performance can be improved.
- ② Reports are prepared to help the process of planning in an organization.
- ③ The act of co-ordination is best performed with the help of reports.
- ④ Reports are necessary to be in touch with the customers, shareholders, predators, and the govt.
- ⑤ Since Business conditions go on changing they pose a serious challenge to the existence, prosperity

and the growth of the firm. Reports aim at analyzing the impact of business dynamics & how best changes can be exploited to the benefit of the firm.

* Essential Measures for Drafting A Report:

* Principles of Drafting A Report:

1. Principle of purpose

The report must have a specific and sound purpose which can be translated into more effective business management. For a report purpose is necessary because reports form the basis for discussion of the facts and recommendation and they become the record for that phase of business activity.

2. Principle of Brevity

The report should be brief. Brevity in report is essential because of the following reasons

a. Long reports are expensive to prepare.

b. Long reports are difficult to analyze.

c. Long reports are subject to criticism as they show inefficiency.

d. Long reports rely on highlighting irrelevant minor details and thus major

3. Principle of Clarity

For principle of clarity simple language should be used if new terms are used, they should be properly defined and explained so that confusion doesn't occur at any stage.

4. Principle of Cost.

A report should not only cost the minimum it should also bring the max benefit if the cost of preparation of a report is unusually high and its subsequent benefit is low it would not be worthwhile to prepare just a report.

5. Principle of Scheduling

Reports should be scheduled in a way that they can be prepared without any burden on the staff and with sufficient time to do the work well, However, the time interval betw the collection of data and the finished report should not be so long.

6. Principle of Organization

The report should be well planned and well organized, A well organized report usually includes the following points —

- a. The purpose, the information, that it includes and the method used in

collecting the data

b. The summary of the conclusion reached and the supporting details.

c. The problems and solutions

solutions.

d. The recommendations made for actions.

e. An appendix to explain and support the content and conclusion of the report.

It should be brief (as above)

with suggestion & P

list private way below it

list of no. of items

in pencil & to final role to obtain all

notes and then check out below it

Then take in private and off

visit go and ask up his friend

book won't take any else

ask what is not want send P

X Preposition

→ We will stay in Delhi for a month.
 → We spent our puja vacation in calcutta.

b) John is late for school.

Rina is sitting ~~over~~^{beside} Bina.

What is the time by your watch.

Cowards are afraid of death.

I've seen him for five days.

He worked from morning till evening.

Sita is on ~~in~~ bed.

The battle of ~~Sara~~^{was} fought at ~~in~~ Sarighat.

He killed two birds with one stone.

He was standing in the hall.

They will go to Madras by train.

We go to school on foot.

I have been here for a long time.

He cut his head throat. with ~~with~~ a knife.

In which year was Hari born?

Many friends came to see her.

The chair was placed between two boys.

He comes from a noble family.

I differ with you.

The bird was stuck by a stone.

He writes ~~with~~ ink.

~~What is the time~~ He translated it word to word.

He is not at home now.

The boy is suitable for the post.

I shall be back by 2 p.m.

He has been dancing ~~for~~ since 5 p.m.

The office remains open ~~at~~ till 4 p.m.

The book is on the table

He was born in January.

I'm sick of idleness

I have no confidence (in/on) her.

We went there by train.

He visited the place on horse back.

He arrived at the station.

Please put the book on the table.

He invited me for the dinner.

The man ran across the road.

I will see you on Monday.

I go to office by bus.

He put the book in the box.

Put a blanket over ^{on} the patient.

about, do, across, after, against, of, along,
amidst, among, amongst, apart, around
as, aside, at, away, on, in, behind,
below, beneath, beside, besides, between,
among, beyond, but, by, down, during,
inside, into, for, next, round, off, onto,
over, till, under, underneath, until, unlike,
upon, with, within, towards

You should apply for the post.

We all sympathize with the person.

Many people have died of malaria.

Flour is made from wheat.

She writes with her left hand.

Please do not break in upon our conversation.

She sent the letter by hand.

He brought that pen for five rupees.

The teacher was angry with the students.

You should write your answer in ink.

He's proud of his children.

Ravi is between Tadu & Abdul

The birds are flying over the bridge

He will meet me on Sunday at 4 pm

He goes for a walk in the morning

x He died from the accident.

The Dr. is not at home

It don't approve of your behaviour.

The child was afraid of policeman.

x Don't be angry with me.

You can't rely on a liar.

Tobacco is injurious to health.

Children are fond of sweets.

She was sure of success.

He is senior to me.

I get up at dawn.

Student are sitting at their desks.

Please sent a reply for my letter

He will look into after the complaint

The Principal presided over the meeting.

I can't part with the book

The committee consists of five member

He was brought to book for lying.

You must care for your parents.

I can't agree to do ~~with~~ your plan

Don't boast of your wealth

The lamb man lives by begging.

He often suffers from illness.

The table is made of wood.

Are you confident of your success?

The man accused of theft.

I was quite surprised at your behaviour.

I've no sympathy for that man.

I warned him against driving so fast.

Always beware of false friends.

A greedy man hankers after money.

The tiger ^{lives} eats on the flesh.

I'm not content with my present salary.

He repented on his past mistake.

I've no aptitude for music.

He was appointed to the post.

{ chemical change - from
made
physical change - of

MODALS

classmate

Date _____

Page _____

May - Might [possibility, request, permission]

Can - could [ability, permission,

shall - should [

will - would [

Must -

Ought to - respect with moral obligation.

Dare need -

Need -

Oated to -

* I shall see you tomorrow.

He can go in day or two.

We shall come again next Sunday.

You can do it.

If you do not listen to me, you may suffer

You will be eighteen next month.

I must not permit that kind of behaviour.

She could often come to our house when she was here.

Everyone must obey the laws of the country

I ~~could~~ may like to see the superintendent of Police

She often may come to our house when she was here.

He may like to spend the evening with Ram.

He might be in his office now.

Could You please lend me five rupee?

Would You like to have a cup of tea?

He used to ^{can} speak German.

I used to run very fast when I was young.

You can go now.

would You lend me your book for a day.

I would help him if I could.

Accident may happen at any time on this busy road.

He can come to my house at any time.

Can I borrow your pen for a month?

May You move your chair a bit please.

He should have done it.

It can rain this evening.

Shall God save the king!

May I come in Sir?

He should have been more careful.

He should have reached home by now.

Shall his ~~sould~~ soul rest in peace!

You can ~~may~~ go

I dare implore you to accede to my request.

Ram may invite you to a in his
wedding anniversary

We may have a stormy night.

He will do it tomorrow.

You should respect your elders

You ought to obey the rules and regulations of
this school.

H/W

classmate

Date _____
Page _____

Preposition

The river flows under the bridge.

The steam engine was invented by James Watt.

They live under the same roof.

I am tired of walking.

Wine is made from grapes.

The letter was sent me by a Canilian pen.

The public are cautioned against pickpockets.

They drove from Mumbai to Pune.

He deals in Japanese Silk.

I correspond with her regularly.

I do not agree with your proposal.

He has no cause for complaint.

She has a passion for reading novels.

She is now married to a rich merchant.

I must stare down to reach the station in time.

He travelled thirty kilometers in two hours

I received his message at eight o'clock in the morning.

Come and visit me.

We shall stay for three months in America

a Ford he has a Fiat Car.

She has vain of her beauty.

I inquired about her health

I depend on her in at five O'clock.

My relations with her are quite friendly.

Do not complain about your hard luck.

He is son his father's in good books

The old woman died of cholera last night.

He dispensed of his services.

He acceded to my request.

He is sensible of my request.

I don't agree with you on that opinion

I'm not ~~envious~~ of his success.

I assented ~~to~~ to his proposal.

Alcohol is injurious to health.

He is dependent on his parents.

He is deficient in common sense.

He is devoid of sense.

He proved false to his friends.

His views do not accord with mine.

Temperance and employment are conducive to health.

Only graduates are eligible for the post.

Boys over sixteen are debarred from competition.

This rule is not applicable in your case.

He is addicted to gambling.

The ultimate decision rest with the board of directors.

My brother weak in mathematics.

There is no exception _____ this rule

Do not confide your secret _____ everyone

Industry is the key _____ success

He's involved _____ difficulties.

and even a seabird - in search
of surface mineral-rich soil (for food)

gluttony - the food
is not digested (not absorbed)

and it has hard
feathers - hard - makes it
hard to digest

growing rice like traditional - like food -
with stiff fields and stems (not in oil)

soil - so the soil is based
fertilized and we add added organic

Phrasal Verb

- act on / upon - take action accordingly
Act upon your righteous future.
- act for - represent on a contractual
His advocate will act for him in the court.
- bring about - cause something to happen
The institution is to bring about some changes.
- bring down - cause someone to lose power
His misbehave brought down the GS.
- bring out - launch a new product.
Nike has just brought out a new sneakers.
- bring in - introduce a new law
Govt. of India is bringing in reforms.
- bring up
- break out - start suddenly
Cholera is breaking out through the city.
- break up - to finish
We shall break up before it gets dark.
- break with - quarrel/end rel^u with someone
He is breaking with his sibling after the incident.
- break in
Someone broke in to our house last night.

- call at - to stop at a place
The bus called at the *ISBT near Lokaa.
- call for - ^{ask} something ~~something~~
The students call for more holiday in November.
- call in - enlist someone's aid
We call in the servicemen when necessary.
- call off - cancel an event or agreement
Authority called off the collab for dispensable reasons.
- call on
- call over - read out name to check presence
We are always called over before the class starts.
- come of - result from something
Students come of this year is ~~not~~ disgraceful.
- come off - to be able to be removed
There are stains, some come off rest never.
- come out - to be published
My new album is coming out soon.
- cut off - the time something stops.
Registration starts on 5th, submit before the cut off.
- cut up - ~~so~~ ruled and uneven
The village pavement ^{are} cut up as always.

→ cut short - to end earlier

The Exam was cut short no one knows Why.

→ fall on - attack someone fiercely

Terrorist fell on the soldier but his retaliation
is was an example of valour.

→ fall out - the effect of something / quarrel

He falls out for no reason.

→ get down - write something down

Get down these notes.

→ get into - affect

The seminar will surely get into him.

→ get off - be acquitted / escape of a punishment

She might think, it's but no getting off this yr.

→ get over - recover from a startling experience

Get over your sorrows and depressions.

→ get on - to progress

Get on with your life.

→ give in - ~~reach people~~ admit defeat

I have given in my hobby for studies.

→ give over - deliver a wanted person

Mustafa was given over to the military.

→ go on - to start working (lights, heating)

I've never seen our college bulbs go on.

- hold on - stop for a moment.
Maman please hold on, I'm calling Mr. Nath.
- hold off - wait bad weather fail to occur
The storm held off for good.
- hold over - postpone something
Let's hold over until next Sunday.
- hold up - delay
Why this hold up in the event?
- keep on - continuing to do something
Despite of my interrupts, he kept on driving fast.
- keep up - move or progress at a rate in comparison
continue a course of action
Keep up the song when you master.
- keep out - remain outside
Keep out any religious aspects when you are at home.
- keep in - confine someone indoors.
Unless the boy want out keep him in.
- look about - to investigate
What should I be looking about at Shan's residence?
- look over - inspect something to estd merit.
I'm looking over for a home to live.
- look down upon - to think of not worthy of respect.
We should never look down upon poor.

- make for - to move towards a place
I want you make for the last lap.
- make of - give importance to something
Gupta makes of T20 World cup
- make over - to make it look more attractive
Actors do a complete make over you can't imagine.
- put down - write to record
Put down what I say.
- put off - postpone something
Seniors have been putting off freshers.
- put on - wear a garment, place a jewel.
Put on the suit I gifted.
- put out - extinguish something burning
Put out the fire before it grows.
- put up with - endure something
I'm having issues putting up with your vocals.
- run after - persistently seek to acquire something
Run after a better goal rather blue eyes and hairs.
- run at - rush towards to attack.
She run at me with all her energy.
- run into - meet by chance
Last night I ran into some en-classmates.

→ run out - be used up
The milk can run out anytime soon.

→ take off - start flying
The plane won't ~~be able to~~ take off tonight.

→ take for - believe something for granted
Don't you take me for granted.

→ turn out - result
It turns out he ~~is~~ is a dancer, singer, etc.

→ turn into - be transformed
Big Bazaar is turning into a Mega Mart.

→ turn off - place where a road leads away from
We should take the 3rd turn-off to reach Manila
before time.

→ work at - to make effort.
I'm working at my rapping skills.

→ work out - to progress
I've been working out a while now.

→ work into - to include
I was advised to work into some hooks in
my raps.

- carry on
Don't mind your uncle, carry on with your stuff.
- come on
Boy! come on cheer up. How long will
- come across - suddenly found a person/thing
Today I came across Nish while shopping.
- fall back upon - rely on
I can fall back upon my mates.
- keep back - remain at a distance
We must keep back from street drinkers even smokers.
- pull up - come to a halt
Ma'am, pull up Please pull up your car.
- run down - hit to ground
The A deer was run down last night.
- tell upon - injurious
The weather Smoking is injurious to health.
- set aside - save money/time for a particular purpose
The company set aside its fund for their annual renovation.

GROUP DISCUSSION

discuss

Date

5/11/22

Form

* What is Group?

Ans: The conversation in a group about a certain topic is termed as group discussion. It is basically done to share views, thoughts, informations, techniques, solution for a problem. Also to build a strong relation bet among the participants. It may be formal or in-formal.

* Write some importance of Group Discussion in organizations?

Ans: Some of the main important factors of Group Discussion are as follows:-

(i) GD boosts quick thinking, improves thoughts also helps with our speaking and listening skills as we do.

(ii) While making a point in group discussion he/she gets encouragement from his/her mates which turns out the first step in build confidence if one has stage fear or similarly.

(iii) When organization faces ^{is} facing a issue group is one of the most effective methods to find the best solution for the matter where everyone express their views. It is a decision making tool.

(iv) It is also known for personality assessing factors if one is introvert he/she can

engage in GD and be more social. Similarly, if one is longing to be gain popularity GD is the way to long for.

* What is an interview? Write differences b/w GD and an interview.

Ans: A meeting in which a person or body i.e interviewer/s ask a series of questions to a particular person i.e interviewee to test if s/he is eligible for the post, course of study, etc.

The differences b/w group discussion and interview are as follows -

Group Discussion

It may be in formal communication or in informal communication.

One can be cool of what he speaks and have a wide view.

It consists of more than 2 participants always.

The topic varies from gossip to world wars, sports to hospitals, etc

Interview

It strictly follows formal communication.

Lot of communication etiquettes along good behaving image matters.

2 participants are more than enough.

It is to check capabilities, achievements, behavioural, leadership, etc like qualities.

* Adverbs: (eventually) very well, never, etc.

I promised to do it (never, again).

I never promised to do it again.

It was a miserable sight (certainly).

It was certainly miserable sight.

I met a sadhu (once).

Once I met a sadhu.

He is cheerful (always).

He is always cheerful.

The train came (late).

The train came late.

Goes the rain (patter).

Patter goes the rain.

The journey will be a pleasant one (perhaps).

Perhaps the journey will be a pleasant one.

Food is difficult problem (indeed).

Indeed food is difficult problem.

Her mother loves her (dearly).

Her mother loves her dearly.

Ram is younger than Radu (much).

Ram is much younger than Radu.

I'm sorry for you (rather) : ~~adverb~~
I'm rather sorry for you at ~~because~~ because even

Go at once (there)
Go there at once. ~~size old version~~ now it

Can he speak French (well).
Can he speak French well. ~~box~~ a few

He faced the danger (heroically).
He faced the danger heroically.

I have seen such a man (never).
I have never seen (such) a man.

(regarding) two things a and B his friend w
two examples and their general all reader

(bamboo), ~~weldane~~ fluffib in food
weldane that is big, bushy

(grass), red red redans with
grass and small plants

(lawn) what most requires in soil
lawn to soil

Business Writing

Define (i) Business Letters

Ans: A business letter is a letter written by a company to another. It can be for between clients and companies, collaboration, thank you, query, event invite, etc. It should be precise, clear & to the point.

"

(ii) Minutes

Ans: Minute is an officially written complete but brief record of all approaches taken or need to be taken in the meeting. It is useful for future reference and those who failed to attend.

(iii) Email

Ans: Email or electronic mail is method of exchanging messages using electronic devices. It is used by businesses to communicate with their colleagues, employees, clients, etc. It is fast and time saving too.

(iv) Agenda

Ans: Agenda is termed to the list which consist a plan of action, details on meeting topic, motions, etc. It is sent along the notice of meeting.

* Difference between CV and Resume
i.e Curriculum Vitae

Aus: The differences between CV and Resume are as follows:

CV

It outlines all the information about one's career education, skills, awards, etc.

Resume

It is a summarizing document about one's education experience and skill mostly.

It is usually lengthy. It confides in a single page at times.

It is basically used while applying for academic position, fellowship, etc

It is generally used while applying for a job internship, fair of jobs etc.

Same for all jobs

It is modified accordingly

References are included in CV

References aren't included in resume

* What are the types of Business letters?

Aus: There are five type of Business Letters generally, they are—

(i) Business Enquiry Letter

(ii) Quotation letter

(iii) Order letter

(iv) Complaint letter

(v) Recovery letter

~~XXX YZX~~

Distributor

Samsung Store

Ullubari - OT

Guwahati, Assam

Distributor

Samsung Store

Ullubari, Guwahati

781001

12th Nov, '22

Das Electronics

13 KM, Umangoo - 788931

Dima Hasao, ASSAM

788931

Subject Confirmation of Complaint → capital letter

Dear

Sir/Ma'am,

(Q) With my humble generosity, I ~~XXX~~ confirms the complaint made by you on 5th Nov, '22 about a faulty TV set. We have sent you the replacement, it will be with you in no time. Also, we are investigating the matter and assure you to take strict actions and avoid such in near future.

I thank you for writing me, Hope for better future.

Thanking you.

Yours faithfully

~~XXX YZX~~ Sign

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Guwahati, Assam

Correct tense

→ These days cricket (play) everywhere.

These days cricket is played everywhere.

To hate men (be) the biggest sin.

To hate men is the biggest sin.

The referee blew the whistle and the match (begin).

The referee blew the whistle and the match began.

* Preposition

He is blind to the fault of his son.

I make for home as soon as the rains stop.

The little girl was pleased on her new dress.

The man is blind of one eye.

* Conjunction

She care for neither gold nor silver.

The lady has lost both her hand bag and purse.

* Correct the follows

→ The boy doesn't know ^{now} to do.

→ Neither he comes, nor he writes.

He neither comes nor writes

4
11

* "Feedback is an essential part of any communication process" Explain.

Ans: Feedback is the part of communication where the receiver expresses about the conversation, the suggestions, the quotations, the improvements, etc. It is considered as one of the significant parts of communication as for example if the speaker narrates a topic but no doubts of the receiver is solved. Neither any suggestion nor any comments were made. This keeps the topic jumbled in receiver's mind. The speech might be well prepared but no feedback will tear it down. An organization has concerned sectors for taking feedback from its their employee. In schools and colleges feedbacks can be made by through applications. Each and every sectors be it private, govt., public all their communication has or must have feedback, after the conversation.

A Preposition

I can't bear with that kind of insult from anyone.

He acted on my advice

The boy is senior to me

The car was carried over by the engine

Write down the answers on your copy.

1* What is semantic barrier? Give example ②

2* Discuss communication on the basis of way of expression. Give examples ③

3* Write three advantages of oral communication over written communication ③

4* Preposition
He is sitting besides me beside

(3)
5

China is to the north of India

If you melt ice, it turns into water

The train is running on time

He'll come on ⁱⁿ time

① 3. Oral communication is always the best way to solve doubts and queries whereas written communication consumes ~~more time~~ ^{more time}. Less effort is applied in oral ~~communication~~ and the result is more convincing. Every possible person can talk do oral communication while written communication follows strict rules and patterns

1. The barrier in which

Q. Ans:- The barrier caused while sharing an idea, can be that can be misunderstood by the receiver can be due to some linguistic problems.

Eg - word - 'saw'. It is part of see also it is an tool to cut tree.

Q. Ans:-

When road safety is maintained then traffic accidents will be reduced due to less traffic and more green areas will be maintained. In this case bus stops will be less in number due to less traffic. However some traffic rules will be maintained like do not walk during bus stops to maintain safety of people.

Rules are needed to