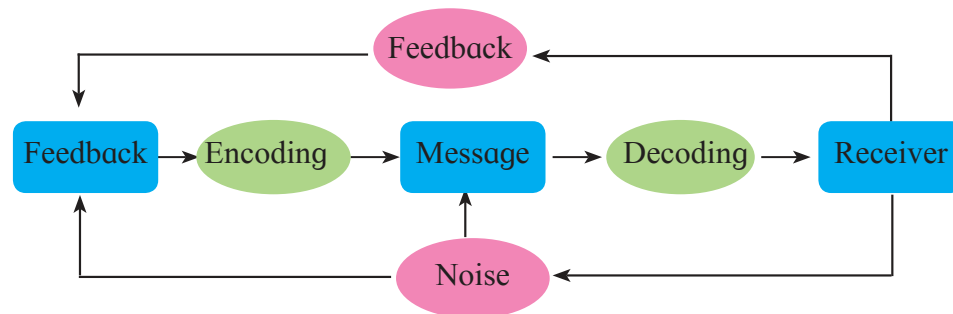


3.5 Drafting a Virtual Message

ICE BREAKERS

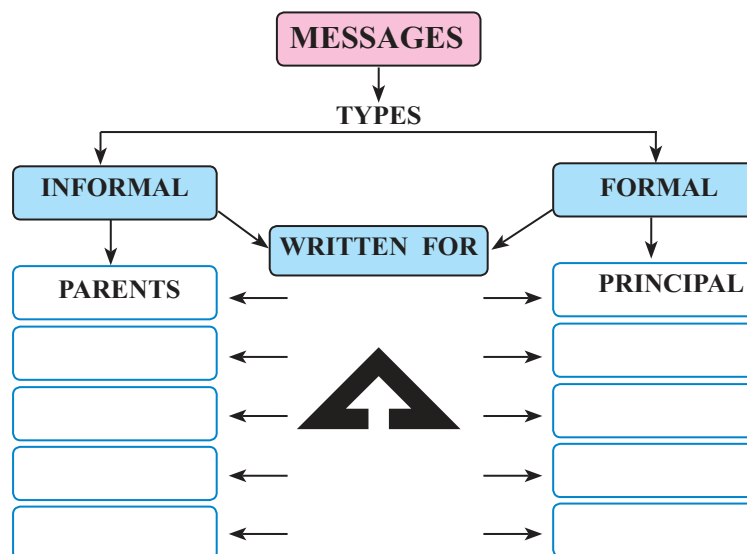
- (i) Given below is a two-way communication cycle or the process of communication.
- (a) Can you guess the role of the sender and the receiver in this process?
What do we encode? What do we decode?



- (b) People send messages to others for different purposes. Mention at least five purposes/reasons for which messages are generally sent.

- (1)
- (2)
- (3)

- (ii) Given below is a tree-diagram explaining two major types of messages. Complete the blank boxes in the diagram. One is done for you.



Drafting a Virtual Message

Communication is an integral part of human nature. Exchange of ideas, thoughts and information from one person to another is communication. As the most intelligent animal on the planet, humans have derived different communication processes to express themselves and understand each other. Before the advent of oral communication, non-verbal methods were used such as gestures, facial expressions and movements. On broader terms, communication can be in various forms such as:

- Oral
- Written
- Virtual

A **message** is an informal means of communication. The receiver of the message has to go through the given message and pick out the most vital bits of information.

Then, he/she should be able to reproduce that information in order to convey it to the person for whom it is intended.

In general there are four types of messages:

1. Positive Messages (Convey good feelings through thanks, appreciation, expression of interest, sympathy, extended help, solace.)
2. Negative Messages (Convey disappointment, disapproval, dissatisfaction, messages of disapproval, disagreement, denial, refusal, cancellation, etc.)
3. Neutral Messages (No feelings, no emotions, no sentiments, dry messages, messages showing neither joy nor sorrow, messages that do not draw any conclusion)
4. Persuasive Messages (act that communicates persuasively, agreement on the writer's point of view, use of convincing language or words)

What is Virtual Communication?

We define virtual communication as a mode of communication that includes the use of technology—audio and video to communicate with people who are not physically present in front of us. People can be in the next room, other floor, in neighbourhood or even miles away. Although virtual communication started way back with the invention of telephone, the advent of webcams, video conferencing and instant communication made virtual communication a big hit. Today we use virtual communication in almost every walk of life—within family, friends, and office, to name a few.

Today we will learn more about virtual communication and explore why it has become one of the most popular ways of communication. In addition, we give a sneak preview of some of the best virtual communication tools used across the world.

Six major types of messages:

1. Directional Messages – What You Should Do
2. Messages of Possibility
3. Messages of Reality
4. Messages of Necessity

5. New Idea Messages

6. Reframing Messages

1. Directional Messages – What You Should Do:

Sometimes, messages are directional. They give us a point of view on the best way to achieve a certain goal (for example, being happier, making more money, better relationships etc.)

2. Messages of Possibility:

Another kind of message is the kind of message that says, ‘something else is possible’.

“No matter how stuck or hopeless or helpless we feel, there is always a pathway to reclaim our power with mindfulness, love and simplicity. Always”, which we might distill down to, ‘No matter how stuck you feel – there’s always a way.’ A powerful message.

3. Messages of Reality:

Sometimes, the message is about how things really are. They are clarifying messages – mini-maps that help direct people from confusion to clarity. Sometimes we suffer because we don’t really see the world for how it is, and someone who can tell it like it is and reset our expectations about the possibilities and limitations of certain approaches will always engender trust.

4. Messages of Necessity: “We need to . . .”

Another kind of message is more of a call to arms for people. It’s not just a message of what’s possible, or what’s real but what’s required of us to get what we want.

5. New Idea Messages:

Some messages are based on ideas that people may never have considered before. Messages with novel ideas, opinions, suggestions, views, etc. are sent with much excitement or enthusiasm.

6. Reframing Messages:

Some messages are about taking aspects of our life that we might have framed as weaknesses or ‘bad’ and framing them as strengths and assets. Or something we thought was bad is actually good, or something we always thought was good is bad, something we thought was ugly is actually beautiful.

Conclusion:

With so many options of virtual communication tools available within a click, it definitely makes our lives easier. Nowadays, the ability of communicating virtually and instantly or sharing our information in seconds is very crucial. Virtual communication is creating a communication environment which is cost-effective, time-saving and accessible 24/7. Communication has evolved in the last few decades and very soon, virtual communication will be the base of communication in future. We will see a range

of new products and technologies which will assist in making our virtual communication more easy and quick. Invention of telephone created the path of communication, and today virtual communication has taken over everything. With many advantages and features, people across the world have access to multiple virtual communication tools, which is making their life easy and comfortable.

Message Writing:

With mobile virtually in every hand, be it a student of secondary or higher secondary standard or a housewife, writing message seems a remote possibility. But this was a situation a few years ago. The excessive use of mobile and basic phones has brought forth the inconvenience caused by these otherwise quite useful devices, that, their use has been banned at many places like schools, offices, hospitals and many other places, where they are considered more of a disturbing instrument than a convenience to the user. Although members of a family, classmates, colleagues, bosses, employees have to write scores of messages for others. Thus, learning to write a short and clear message is a very important writing skill to be mastered.

Most often the input for a message comes in the form of a telephonic conversation between two people. The virtual conversation conveyed in the conversation is to be converted into a message for a third person. Whereas, sometimes, standard instructions contain the necessary information for the message. Such messages are written on small pieces of papers called memo-slips. Basically such messages contain the following:

Format :

- Date
- Time
- Name of a person to whom the message is directed
- Body of the message
- Name of the writer / sender

Points to remember :

While writing the body of the message, the following points have to be kept in mind.

- Only the most important details should be written.
- No new information should be added.
- Grammatically correct sentences should be used.
- Indirect or reported speech should be used.
- The message should be written in simple language and without any abbreviations.
- Check your message before you submit and send it.
- Be friendly and polite.
- Avoid pun/ambiguity/witticism, in short words that would create confusion or a chaotic situation.

Example:

You receive a telephone call from your mother's office when she is not at home. You have the following conversation with the speaker. But you have to go for your tuition class. So you leave a message for your mother. Write the message within 50 words using the information given below. Do not add any new information.

Ambuj : Hello!

Mr Rastogi : Hello! May I speak to Ms Dixit, please? I am Naresh Rastogi from the office.

Ambuj : Mom's not at home right now.

Mr Rastogi : In that case can you give her a message? It is urgent. Please tell her that the meeting fixed for tomorrow has been rescheduled. Ask her to check her mail as soon as possible for the details. Please don't forget to inform her.

Ambuj : Don't worry. I will tell her as soon as she returns. 14 Feb 3:30 pm

Message

Mom

Mr Rastogi from the office called up to say that the meeting fixed for tomorrow has been rescheduled. He wants you to check your mail as soon as possible for the details. He said it was urgent.

Ambuj

BRAINSTORMING

(A1) (i) In pairs, enact the given conversation between Rakesh and Mrs Sarkar.

Rakesh : Hello, may I speak to Dr Sarkar?

Mrs Sarkar : He has gone to the hospital to attend the OPD. May I know who is speaking?

Rakesh : Yes. I am Rakesh Sood. My wife has been having a severe headache since yesterday. Since this morning she has also developed a high temperature. I would be very grateful if the doctor could come over to our place to examine her.

Mrs Sarkar : Of course. Please let me note down your address.

Rakesh : It is B-49, New Colony.

Mrs Sarkar : I will give him your message as soon as he returns.

Rakesh : Thank you.

Mrs Sarkar had to leave for the school where she teaches. So she wrote a message for her husband. Draft the message in not more than 50 words.

- (ii) Using information from the dialogue given below, write the message which Amrita left for her brother, Sourajit. (Do not leave out any vital information or add any new information).

Shekhar : Is this 28473892?

Amrita : Yes. May I know who is speaking?

Shekhar : I am Shekhar. I want to speak to Sourajit. I am his friend from IHM, Goa.

Amrita : I am his sister. Sourajit is not at home at the moment. Can you ring up a little later?

Shekhar : I shall be a little busy. Actually, I have got a placement at the Hotel Mumbai, and will have to join with immediate effect. So right now I am trying to get all the formalities completed. This is the news that I wanted to give Sourajit. Will you do that for me? Also tell him that I will let him know my new cell phone number as soon as I get one.

Amrita : I'll do that. Bye and all the best.

Amrita had to leave for office. So she wrote a note for Sourajit. Draft her message in not more than 50 words.

- (iii) You are Priyanka, a personal assistant to Ms Sen. She was away attending a meeting when Mr Garg rang up. You spoke to him and jotted down his message in your note- pad.

Draft the message for Ms Sen using the information in your notes given below.

Mr Garg – rang up – 5pm – has received the CDs and the posters – coming tomorrow – to thank Ms Sen and to personally hand over the cheque.

- (iv) Read the following conversation between Aashna and Mr Singh.

Aashna : Hello, may I speak to Ranajit, please?

Mr Singh : Ranajit is getting ready for school. May I know who is speaking?

Aashna : My name is Aashna. I am Ranajit's classmate.

Mr Singh : Hello, Aashna. I am Ranajit's father. Is there any message?

Aashna : Yes. Please ask him to bring his biology notebook to school today. I was absent from school due to illness. I would like to see the notes which our biology teacher gave to the class during my absence.

Mr Singh : I will definitely do that.

Since Mr Singh had to go for his morning walk he left a message for Ranajit. Draft that message in 50 words.

- (v) Rajat comes home from school and finds the door locked. Since he has a duplicate key he enters and finds a note from his mother kept on the table. In it she explains that she had to rush to the hospital with Mrs Manohar, their neighbour, who had met with an accident. She has also written that he should

have the rice and curry kept on the dining table for lunch. He could heat the food in the microwave oven if he wanted to, but he should be very careful while handling the switch.

Draft the message which Rajat's mother left for him.

- (vi) Using the information given below, write a message which Manu left for his sister, Renu. (Do not add any new information. The message should not exceed 50 words).

Ruhaan rang up—book-reading session—'Children Ask Kalam'—Dr A.P.J. Abdul Kalam—ompilation of letters received by him from children and his answers—Oxford Book Store—8 pm, this evening,—pick you up—6:30 pm—attend reading session together.

- (vii) Given below is a template for a message. Imagine you are working as a receptionist in a company and you are supposed to maintain the call record.

Complete the details given in the template for a particular message.

Call For :				
From :			Company :	
Date	Time		Phone	
			()	
Message :				
Action (Circle One)				Taken By
Phoned	Returned Your Call	Call Back	Will Call Again	

(viii) Explore:

- Browse the net and prepare a tabular column to explain the 'Dos and Don'ts' while drafting messages.
- Browse the net to find innovative 'Message Templates'.
- Prepare a collection of short messages that are usually drafted and exchanged within the family members to keep them well informed and updated in case of different situations.
- Prepare a project titled, 'The Importance of Messages in Everyday Life'.

