

English

Communication skills

Course outline:

1. Introduction to communication skills
2. Process of communication
3. Types of communication (Verbal & Non-verbal)
4. 7C's of communication
5. Barriers in the process of communication
6. Precise writing
7. Paraphrasing
8. Job application → Cover letter
9. CV/Resume
10. Memorandum writing & formatting
11. Agenda making
12. Minutes of meeting
13. Listening competencies
14. Report writing
15. Personality development
16. Presentation skills
17. Essay writing

Types of Essays

Narrative
Descriptive

Argumentative
Expository

Global climate change is man-made.

Climate change include both global warming driven by humans emissions of green house gases, and the resulting large-scale shifts in weather patterns. The largest driver of warming is the emission of greenhouse gases of which more than 90% are carbon dioxide and methane. Temperature rise on land is about twice the global average increase leading to desert expansion and more common heat waves.

Nowadays climate change day by day. CO₂ is the heat trapping gas in our atmosphere responsible for most of the warming measured over the past several decades.



Types of Essays

- Narration → This essay tells a story from a certain viewpoint, and there is usually a reason for it. All narrative essays will have characters, setting, climax and plot. The plot is the focus of the story and usually recalled chronologically, with at times, flash forward & flash backs.

Example :-

- Favourite summer vacations
- A difficult decision you have ever made
- A dangerous experience

2. Descriptive:-

This essay describe traits and characteristics of people, objects, places, telling in intricate detail. It normally answers.

what

Where

When

How

Whom etc

Example :-

- Favourite personality
- Happiest or Sad moment of your life
- Making of favourite dinner, etc.

3. Argumentative / Persuasive :-

This form of essay tries to convince the audience or reader by demonstrating the truth or falsity of a topic. The writer is not just giving an opinion, but making an argument for or against something that with data.

- Should smoking be banned?

- Is our election process fair?

4. Expository

This form of essay compares, explores and discusses problem. It also provides information about various topics to the reader.

It :

- Informs
- Describes
- Explains
- Religious belief
- Global warming, its effects & Significance



Parts of Essay

→ Outline

1. Introduction

- (i) Topic statement
- (ii) Background of the topic (History)

2. Discussion

- (i) Reason / Causes
- (ii) Effects / Impacts
- (iii) Adv- disadv (Progs, cons)
- (iv) Solution / Suggestions

3. Conclusion

3 - Conclusion

* Nonverbal communication:-

messages transmitted by vocal means that do not involve language. For instance (hum).

Seven types of Nonverbal.

- Proxemics
- Haptics
- Chronomics
- Kinesics
- Artifacts
- ~~Object~~
- Vocalics
- Environment

* Proxemics (distance):-

Distance between two persons during talking.

(جیسا کوئی بھی مونورمال ہے جسے تینوں دیگر افراد پر
انکھوں کے درمیانی میں اپنے سامنے کرنا ہے۔)

Men don't share every thing with others.

4 level of distance:-

- > Intimate : 0 to 18 inches
- > Personal : 18 inches to 4 feet
- > Social : 4 to 10 feet
- > Public : 10 feet to infinity

* Haptics (Touch):-

- Physically touch
- good welcoming nature

* Chronemics (time) :-

A person who arrive 15 min late considered dynamic.

So be punctual and arrive on time

* Kinesics (behavior) :-

Reflect on personal behaviour.

- Facial expression
- Eye contact
- Body language
- Gestures
- Physical appearance

1- Facial expression:-

Our face convey 250,000 expression

Smiling

Food servers who smile get good tips

2- Eye contact:-

convey a sense of sincerity or wanting to above establish connection b/w them.

3- Body language:-

People like to replicate those who are better than them, so it is important to copy another's personality and don't copy another is more good.

4. Gestures:-

اپنے آپ کو لکھوڑ کریں | Gestures کی ایجاد کرنے والے دوڑان (cord) Presentation کی

Gestures are sign of your Personality.

5. Physical appearance:-

more attractive people are judged more intelligent
stronger, kinder.

Get higher grades, higher tips, better jobs.

* Artifacts (Dress, Belongings, etc.):-

Clothing has power to influence.

Appropriate dress

* Vocalics (extra-language):-

Use of voice to communicate include elements such as pitch, rate, volume, tones of voice, smile etc.

Who talk louder faster and more fluently are more persuasive.

Deep voices often viewed as more credible.

Powerless style of communication (such as whines etc.).

* Environment:-

How you are manageable personality

In market children's products are usually placed on lower shelves where they can easily be viewed.

* Function of Non-verbal communication:-

- Repeating
- Substituting
- Complementing
- Accenting
- Regulating
- Contradicting
- Deceiving

* Repeating:-

We are using local with non verbal just

* Substituting:-

Use of nonverbal behaviour

* Complementing:-

Description of کیا ہے اور اس کا caption فیکٹری میں Facebook پر

کمپلمنٹ ہے اس کا complement picture

* Accenting:-

کہاں کہاں اب خوش ہے اس کا way of speaking

- جو

* Regulating:-

In a group discussion when one person stop other says now my turn it show non-verbal behaviour.

* Contradicting:-

Facial expression

جب توئی لسی کو sorry کرتا ہے تو اس سے
ہے بتا چلتا کہ وہ دل سے بول دیا نہ ہے

* Deceiving:-

جانکو جھٹ کر کوئی کوڑھو کرے جسے پیش کرو۔
عقل طرف کسی کو کرنا تا انہ اس کا نزاق بنتے۔

Wrong guide



Use of communication in organizational setting.

Communication flow in 4 main direction.

1. Downward
2. Upward
3. Lateral
4. Diagonal

Lingua franca / International language

* Seven Cs of communication :-

- Completeness
- Conciseness
- Clarity
- Correctness
- Consideration
- courtesy
-

• Completeness :-

Every communication must be complete and adequate.
ادھری بات سے misunderstandings پیدا ہو سکتی ہے۔ جو بات محدود
مکمل ہوئی چاہئے۔
سوال کا جواب مکمل طور پر دینا چاہئے۔

• Conciseness :-

کم سے کم الفاظ کے اندر بات مکمل کرنی ہے۔ اتنا بھی کم نہیں کرنا رہ
بات ادھری ہو جائے۔
اس سے سنے اور بولنے والے کا تاثر منافع نہیں ہوتا۔
- Unnecessary words

At this time Currently / now / presently

Due to fact because / that's why / consequently

Have need for need / require / desire / necessary

In due course soon / early / in time

+ Redundant Pairs

- Future plans
- Free gifts
- Unexpected surprise
- Sudden surprise
- End result
- Each individuals

Wordy: Please be advised that your admission statement was received.

Concise: Your admission statement has been received.

Wordy: please find attached the list you requested.

Concise: The list you requested is attached.

Wordy: It was known by Mr. Smith that we must reduce inventory.

Concise: Mr. Smith knows we must reduce inventory.

Clarity:-

ایسی بات کو کوئی کوئی کوئی ترجیح نہیں دے سکتے جو اسی طرح آپ کے اینے دعماً ہے۔

لکھا ہوا اچھا ہو اگر بھل رہے تو بولنے کا انداز اچھا ہو۔
اگر بات سمجھ لہیں آرے اگلے بیان کو تو مثال دے کر سمجھالیں۔

A careful research shows that a profitable

Subsequent after / later

Domicile residence / home town

Remuneration pay

Invoice statement of payment/bill

- Correctness :-

Right level of language

اگر اس پر بات آگے بتابا جائے تو imageable ہے۔

جیکل لقون نہ ہوں بات صحیح ہے

Accept / Except

It's also called "Your attitude".

- Consideration :- Kindness, thoughtfulness, selflessness

It means that you prepare every message with the recipient in mind. Use "You" instead of "I" or "We".

Negative unpleasant : It is impossible to open an account for

Positive pleasant : As soon as ~~you~~ our today ID card reaches us

Effective, impressive communication we will gladly open.

Specific - give vague to vivid like جوابات کی کیا؟

use active sentence

Vague : boy is brain as he has passed exam.

Concreteness : Saleem has passed his Matric scoring 1060/1100 marks.

Also known as

Company internal letter

Memo

- جیلہ سے Individuals

Memo works in hard "copy". First write memo and then copy and distributes to employee.

- جیلہ سے Memo کو کسی کو کسی کو کسی

Memos vary in length as per nature of message.

* ~~Formatting~~ Formatting memos

1. Company logo
2. "Date" line

Date/ To/ From/ Subject

3. "To" line

Use reader name

4. "From" line

Writer initial are added in ink.

5. "Subject" line

Be specific and accurate to aid filing and later retrieval.

* Second page

Brief subject line

Date

or

Reader Name

page Number

Date

Features

- No salutation
Omit "Dear Ali, Dear Sir"
- No close
Omit "Sincerely, cordially".
- Signature or signature block.
- Use full block format
- Heading are optional
- Double space b/w paragraphs

* Writing Informative memos.

- Present most important material first.

Informal tones (can't, I'm) not used.

* Proofreading the Memos

Watch for

- Spelling
- Grammar

→

* Paragraph Techniques:-

Tactics to write something in a different way.

- Change from clause to phrase
- Change from Quoted speech to Indirect speech
- Change from Active voice to passive voice.
- Change to Synonym
- Change Word Forms

- Change from Clause to phrase

After he studied Ali took a map.

After studing, Ali took a nap.

- Quoted



ANSWER

I self persuaded and difficult working fresher looking for an opportunity to work in a challenging environment to demonstrate my abilities and utilize my information and insights within the development of organization.

10th June 2021

HR Manager

Shafi Texcel Limited

45KA, Ralwind-Manga Road, Ralwind, Distt: Lahore
Pakistan

RE : To the Post of Software Engineer

Dear sir/madam,

I have found your job advertisement of the software engineer on website job.com. I have three years experience in a software house as a software developer. That's why I am eligible for this job.

You mention in your job advertisement regarding this job and you want experience also. In my BS computer science I have worked on different projects that was based on VB.net and sever.



Award ceremony

Sr. No	Agenda points	To be presented
1.	Registration	Student
2.	Arrangement of bogest	Student
3.	Recitation	Student



- Minutes of Meeting :-

- Short note record
- Permanent and formal record
- Summary of discussion & action items.
- Any one in the meeting can write meeting.

Types of minutes:-

- ✓ Verbatim
- ✓ Resolution
- ✓ Narration

* Verbatim :-

Word to Word

✓ Resolution :-

Record of Decision making

* Narration:-

Concise summary of all discussion

Before Meeting

- Choose your tool
- Make sure these are in working and have a backup in case
- Use meeting agenda

During meeting

- Pass attendance sheet
- Get a list of committee member
- Note time meeting begins.
- Don't try to write every single comment - just main idea

After meeting

- Type up the meeting as soon as possible
- Include name of organization, type of meeting and purpose.
- Include starting and ending time
- Go through the minutes before submitting.

Minutes are organized chronologically. Because it is easy approach documenting a meeting your audience might better understand.

Formal

- Objective : Purpose of meeting
- Date : _____
- Time : 7:00PM - 9:00PM Place
- Attendees : name of participants
- Apologies : name of absents
- Team Leader : Name & designation of person who headed the meeting.
- Reciting minutes of previous meeting.
- Agenda : Discuss all the important points of meeting
- Signature
- Respectfully submitted by —

Meeting

Dated: 22nd June, 2021

1st meeting

Department of Computer science

First meeting of department of computer science was held on 1st June, 2021 (Monday) in Auditorium A1 in A, block Dr Nayyar Masood, professor of computer science department presided over the meeting.

- Following were present in the meeting.

• Muhammad Ali	HOD
• Dr. Nayyar Masood	HOD/professor
• Dr. Umer	Dean
• Dr. Hamza Ali	Assistant professor
• Dr. Junaid Ahmed	Assistant professor
• Asma Naz	Lecturer
• Muhammad Umer	Lecturer
• Aslan Abbas	student
• Muhammad Daniyal	Student

Technical report writing

3 main parts

1. Front matter

Acknowledgement

Declaration

Coverletter

Title page

Table of contents

List of figures

Summary / Abstract

Introduction

Background

Scope

Problem solving

List of deliverables

Market & business value

Target Audience

2. Main body

Discussion

- Analysis
- Testing
- Deployment / Results
- Implementation

Conclusion

- Key point
- Recommendation

3. Back matter

Bibliography / References

Appendices

Glossary