

BARRIERS TO EFFECTIVE COMMUNICATION

There are many reasons why interpersonal communications may fail. In many communications, the message may not be received exactly the way the sender intended and hence it is important that the communicator seeks [feedback](#) to check that their message is clearly understood.

There exist many **barriers to communication** and these may occur at any stage in the communication process. Barriers may lead to your message becoming distorted and you therefore risk wasting both time and money by causing confusion and misunderstanding. Effective communication involves overcoming these barriers and conveying a clear and concise message.

Some common barriers to effective communication include:

- The use of **jargon (slang)**, over-complicated or unfamiliar terms.
- Emotional barriers and **taboos**.(socially or culturally prohibited)
- Lack of attention, interest, distractions, or irrelevance to the receiver.
- Differences in perception and view point.
- Physical disabilities such as hearing problems or speech difficulties.
- Physical barriers to non-verbal communication.
- Language differences and the difficulty in understanding unfamiliar accents.
- Expectations and **prejudices** (dislike of somebody) which may lead to false assumptions or stereotyping. People often hear what they expect to hear rather than what is actually said and jump to incorrect conclusions.
- Cultural differences. The norms of social interaction vary greatly in different cultures, as do the way in which emotions are expressed. For example, the concept of [personal space](#) varies between cultures and between different social settings.

A skilled communicator must be aware of these barriers and try to reduce their impact by continually checking understanding and by offering appropriate feedback.

Personal, Physical and Semantic Barriers to Effective Communication

Personal Barriers

Personal communication barriers are based on the beliefs and outlook of a person. If a person has a negative worldview, for instance, then all communication that occurs will be filtered according to that. If a boss communicates to an employee that he must take care to spell check before handing in a memo, the employee with a negative personal view may receive the construction as negative and become angry or fearful for his job. Bias is another type of personal barrier. For example, if a person is biased against all doctors, she will not receive feedback from a doctor positively and may ignore the doctor's advice. Social class, education and gender are additional types of personal barriers.

Physical Barriers

Physical barriers include noise that is independent of the individuals communicating. This creates distraction. **Examples of physical barriers to communication include road construction, loud music, texting while conversing, poorly arranged desks and uncomfortable meeting places. Physical barriers also affect written communication; for example, a written letter that is smudged or faded.**

Semantic

Semantic barriers occur when there is disagreement about the words being used, often based on individuals being from different cultures, disallowing the parties involved to determine a common meaning of the words used. This most often occurs when the parties involved speak different languages. Additional instances of semantic barriers occur when the use of jargon that is terminology-specific to a certain field or use of colloquial words or statements which can be specific to a region. For example, a doctor explaining a diagnosis to a patient will deliver the message less effectively if he relies solely on medical terminology.

Physiological

- Physiological barriers are caused by **bodily dysfunction**. This can include hearing impairment, vision impairment and speech disorders. For a person who is not **able to hear**, see or **speak well** or at all, communication becomes much more difficult. Communicating to someone who has a physiological barrier requires clear, direct messages, as someone with vision loss cannot perceive nonverbal cues and a person with hearing loss cannot hear the rate and tone of your voice in expressing emotion.

Types of Communication

Communication

Communication is a process of exchanging information, ideas, thoughts, feelings and emotions through speech, signals, writing, or behavior. In communication process, a sender(encoder) encodes a message and then using a medium/channel sends it to the receiver (decoder) who decodes the message and after processing information, sends back appropriate feedback/reply using a medium/channel.

Types of Communication

People communicate with each other in a number of ways that depend upon the message and its context in which it is being sent. Choice of communication channel and your style of communicating also affects communication. So, there are variety of types of communication.

Types of communication based on the communication channels used are:

1. Verbal Communication
2. Nonverbal Communication

1. Verbal Communication

Verbal communication refers to the the form of communication in which message is transmitted verbally; communication is done by word of mouth and a piece of writing. Objective of every communication is to have people understand what we are trying to convey. **In verbal communication remember the acronym KISS(keep it short and simple).**

When we talk to others, we assume that others understand what we are saying because we know what we are saying. But this is not the case. usually people bring their own attitude, perception, emotions and thoughts about the topic and hence creates barrier in delivering the right meaning.

So in order to deliver the right message, you must put yourself on the other side of the table and think from your receiver's point of view. Would he understand the message? how it would sound on the other side of the table?

Verbal Communication is further divided into:

- Oral Communication
- Written Communication

Oral Communication

*In oral communication, Spoken words are used. It includes face-to-face conversations, speech, telephonic conversation, video, radio, television, voice over internet. In **oral communication**, communication is influence by pitch, volume, speed and clarity of speaking.*

Advantages of Oral communication are:

It brings quick feedback.

In a face-to-face conversation, by reading facial expression and body language one can guess whether he/she should trust what's being said or not.

Disadvantage of oral communication

In face-to-face discussion, user is unable to deeply think about what he is delivering, so this can be counted as a

Written Communication

In written communication, written signs or symbols are used to communicate. A written message may be printed or hand written. In written communication message can be transmitted via email, letter, report, memo etc. Message, in written communication, is influenced by the vocabulary & grammar used, writing style, precision and clarity of the language used.

Written Communication is most common form of communication being used in business. So, it is considered core among business skills.

Memos, reports, bulletins, job descriptions, employee manuals, and electronic mail are the types of written communication used for internal communication. For communicating with external environment in writing, electronic mail, Internet Web sites, letters, proposals, telegrams, faxes, postcards, contracts, advertisements, brochures, and news releases are used.

Advantages of written communication includes:

Messages can be edited and revised many time before it is actually sent.

Written communication provide record for every message sent and can be saved for later study.

A written message enables receiver to fully understand it and send appropriate feedback.

Disadvantages of written communication includes:

Unlike oral communication, Written communication doesn't bring instant feedback.

It take more time in composing a written message as compared to word-of-mouth. and number of people struggles for writing ability.

2. Nonverbal Communication

Nonverbal communication is the sending or receiving of wordless messages.

We can say that communication other than oral and written, such as **gesture, body language, posture, tone of voice** or **facial expressions**, is called nonverbal communication. **Nonverbal communication is all about the body language of speaker.**

Nonverbal communication helps receiver in interpreting the message received. Often, nonverbal signals reflects the situation more accurately than verbal messages. **Sometimes nonverbal response contradicts verbal communication** and hence affect the effectiveness of message.

Nonverbal communication have the following three elements:

Appearance

Speaker: clothing, hairstyle, neatness, use of cosmetics

Surrounding: room size, lighting, decorations, furnishings

Body Language

facial expressions, gestures, postures

Sounds

Voice Tone, Volume, Speech rate

Types of Communication Based on Purpose and Style

Based on style and purpose, there are two main categories of communication and they both bears their own characteristics. Communication types based on style and purpose are:

1. Formal Communication
2. Informal Communication

1. Formal Communication

In formal communication, certain rules, conventions and principles are followed while communicating message. **Formal communication occurs in formal and official style.** Usually professional settings, corporate meetings, conferences undergoes in formal pattern.

In formal communication, use of slang and foul language is avoided and correct pronunciation is required. Authority lines are needed to be followed in formal communication.

2. Informal Communication

Informal communication is done using channels that are in contrast with formal communication channels. It's just a casual talk. It is established for societal affiliations of members in an organization and face-to-face discussions. It happens among friends and family. **In informal communication use of slang words, foul language is not restricted.**

Usually, informal communication is done orally and using gestures.

Informal communication, Unlike formal communication, doesn't follow authority lines. In an organization, it helps in finding out staff grievances as people express more when talking informally. **Informal communication helps in building relationships.**

Communication Skills for Workplace Success

Employers Look For These Communication Skills

The ability to communicate effectively with superiors, colleagues, and staff is essential, no matter what industry you work in. Workers in the digital age must know how to effectively convey and receive messages in person as well as via phone, email, and social media. What skills do employers look for? Which communication skills will help ensure your success?

Top 10 Communication Skills

Here are the top 10 communication skills that will help you stand out in today's job market.

1. Listening

Being a good listener is one of the best ways to be a good communicator. No one likes communicating with someone who only cares about putting in her two cents, and does not take the time to listen to the other person. If you're not a good listener, it's going to be hard to comprehend what you're being asked to do.

Take the time to practice active listening. Active listening involves paying close attention to what the other person is saying, asking clarifying questions, and rephrasing what the person says to ensure understanding ("So, what you're saying is..."). Through active listening, you can better understand what the other person is trying to say, and can respond appropriately.

- Types of Listening Skills With Examples

2. Nonverbal Communication

Your body language, eye contact, hand gestures, and tone all color the message you are trying to convey. A relaxed, open stance (arms open, legs relaxed), and a friendly tone will make you appear approachable, and will encourage others to speak openly with you.

Eye contact is also important; you want to look the person in the eye to demonstrate that you are focused on the person and the conversation (however, be sure not to stare at the person, which can make him or her uncomfortable).

Also pay attention to other people's nonverbal signals while you are talking.

Often, nonverbal signals convey how a person is really feeling. For example, if the person is not looking you in the eye, he or she might be uncomfortable or hiding the truth.

- Nonverbal Communication Skills
- How to Use Nonverbal Communication During a Job Interview

3. Clarity and Concision

Good communication means saying just enough - don't say too little or talk too much. Try to convey your message in as few words as possible. Say what you want clearly and directly, whether you're speaking to someone in person, on the phone, or via email. If you ramble on, your listener will either tune you out or will be unsure of exactly what you want. Think about what you want to say before you say it; this will help you to avoid talking excessively and/or confusing your audience.

- [Verbal Communication Skills](#)

4. Friendliness

Through a friendly tone, a personal question, or simply a smile, you will encourage your coworkers to engage in open and honest communication with you. It's important to be nice and polite in all your workplace communications. This is important in both face-to-face and written communication. When you can, personalize your emails to coworkers and/or employees - a quick "I hope you all had a good weekend" at the start of an email can personalize a message and make the recipient feel more appreciated.

- [Interpersonal Skills List](#)
- [Life Skills List](#)
- [Personal Skills List](#)
- [Social Skills List](#)

5. Confidence

It is important to be confident in all of your interactions with others. Confidence ensures your coworkers that you believe in and will follow through with what you are saying. Exuding confidence can be as simple as making eye contact or using a firm but friendly tone (avoid making statements sound like questions). Of course, be careful not to sound arrogant or aggressive. Be sure you are always listening to and empathizing with the other person.

- [How to Show Your Personality at an Interview](#)

6. Empathy

Even when you disagree with an employer, coworker, or employee, it is important for you to understand and respect their point of view. Using phrases as simple as "I understand where you are coming from" demonstrate that you have been listening to the other person and respect their opinions.

7. Open-Mindedness

A good communicator should enter any conversation with a flexible, open mind. Be open to listening to and understanding the other person's point of view, rather than simply getting your message across. By being willing to enter into a dialogue, even with people with whom you disagree, you will be able to have more honest, productive conversations.

8. Respect

People will be more open to communicating with you if you convey respect for them and their ideas. Simple actions like using a person's name, making eye contact, and actively listening when a person speaks will make the person feel appreciated. On the phone, avoid distractions and stay focused on the conversation.

Convey respect through email by taking the time to edit your message. If you send a sloppily written, confusing email, the recipient will think you do not respect her enough to think through your communication with her.

9. Feedback

Being able to appropriately give and receive feedback is an important communication skill. Managers and supervisors should continuously look for ways to provide employees with constructive feedback, be it through email, phone calls, or weekly status updates. Giving feedback involves giving praise as well - something as simple as saying "good job" or "thanks for taking care of that" to an employee can greatly increase motivation.

Similarly, you should be able to accept, and even encourage, feedback from others. Listen to the feedback you are given, ask clarifying questions if you are unsure of the issue, and make efforts to implement the feedback.

- Motivational Skills
- Team Building Skills
- Teamwork Skills

10. Picking the Right Medium

An important communication skill is to simply know what form of communication to use. For example, some serious conversations (layoffs, changes in salary, etc.) are almost always best done in person.

You should also think about the person with whom you wish to speak - if they are very busy people (such as your boss, perhaps), you might want to convey your message through email. People will appreciate your thoughtful means of communication, and will be more likely to respond positively to you.

CONCORD

CONCORD, means agreement

Concord has to do with agreement between parts of a sentence

In English we find concord requirements in the following categories:

- **number:** whether a constituent is in singular form or plural form
- **person:** whether a constituent is in 1st, 2nd, or 3rd person form
- **gender:** whether a constituent is masculine, feminine or neuter

CONCORD

Eg:

- 1 a. The **cats** eat **mice** every day
- b. *The **cats eats mice** every day

We saw an example of number concord above

Here are some examples of concord in the other two categories:

- 2 a. **I am** angry
- b. ***I are** angry
- 3 a. Jenny arrived and **she** looked sad
- b. *Jenny arrived and **it** looked sad

CONCORD ..contd

Number and person concord

In standard English, **number concord** is most apparent (**meaning: probably**) between a SINGULAR or PLURAL subject and its verb in the third person of the simple present tense:

eg :

- *That book seems interesting* (**singular** : book agreeing with *seems*)
- *Those books seem interesting* (**plural**: *books* agreeing with *seem*).

English verbs has different forms for singular and plural in the past (*was, were*).

NUMBER CONCORD..contd

- **Number concord:** requiring that two related units should both be singular or both be plural.

Can involve complements and objects: eg.

That animal is an elk

Those animals are elks

I consider him a spoilsport

I consider them spoilsports.

CONCORD EXERCISES

- Subject and Verb Agreement Exercise (CONCORD)

Choose the correct form of the verb that agrees with the subject *(important)

1. Annie and her brothers (**is, are**) at school.
2. Either my mother or my father (**is, are**) coming to the meeting.
3. The dog or the cats (**is, are**) outside.
4. Either my shoes or your coat (**is, are**) always on the floor.
5. George and Tamara (**doesn't, don't**) want to see that movie.

CONCORD EXERCISES

- 6. Benito (**doesn't, don't**) know the answer.
- 7. One of my sisters (**is, are**) going on a trip to France.
- 8. The man with all the birds (**live, lives**) on my street.
- 9. The movie, including all the previews, (**take, takes**) about two hours to watch.
- 10. The players, as well as the captain, (**want, wants**) to win.

CONCORD EXERCISES

11. Either answer (**is, are**) acceptable.
12. Every one of those books (**is, are**) fiction.
13. Nobody (**know, knows**) the trouble I've seen.
14. (**Is, Are**) the news on at five or six?
15. Mathematics (**is, are**) John's favorite subject, while
Civics (**is, are**) Andrea's favorite subject.
16. Eight dollars (**is, are**) the price of a movie these
days.

CONCORD EXERCISES

17. (**Is, Are**) the tweezers in this drawer?
18. Your pants (**is, are**) at the dry cleaner's.
19. There (**was, were**) fifteen candies in that bag.
Now there (**is, are**) only one left!
20. The committee (**debates, debate**) these questions carefully.
21. The committee (**leads, lead**) very different lives in private.
22. The Prime Minister, together with his wife, (**greet, greet**) the press cordially.
23. All of the CDs, even the scratched one, (**is, are**) in this case.

English Vocabulary (Part of Unit 1)

So Vocabulary can be defined as the words of a language, including single items and phrases or chunks of several words which convey a particular meaning, the way individual words do. Vocabulary addresses single lexical items—words with specific meaning(s)—but it also includes lexical phrases or chunks.

Lexical chunk is a group of words that are commonly found together. Eg..traffic lights, take care of, by the way, its raining cats and dogs. **Lexical chunks** (usually involve content words not grammar)

Lexical phrase: Multi-word chunks of language of varying length that run on a continuum (continuous). Because lexical phrases are 'pre-assembled' they are very useful for creating fluent communication. They also serve the purpose of organizing dialogue and writing. And in organizing dialogue and writing, they provide cues to the listener/reader about the flow of conversation Eg. What I'm trying to say; So what you're saying is

The Importance of Vocabulary. Vocabulary is central to English language teaching because without sufficient vocabulary students cannot understand others or express their own ideas

. “Without grammar very little can be conveyed, without vocabulary nothing can be conveyed”

Particularly as students develop greater fluency and expression in English, it is significant for them to acquire more productive vocabulary knowledge and to develop their own personal vocabulary learning strategies. Students often instinctively recognize the importance of vocabulary. Teaching vocabulary helps students understand and communicate with others in English.

Here is another list of things to consider before studying vocabulary

Before studying vocabulary, understand the **difference between each word in a word-family**. By doing so, you will be able to understand how to use words more easily. **A word-family is a grouping of words derived from the same base. Eg... (active, actively, activities, and activity are all in the same word-family.)**

There are 2 types of vocabulary:

1. **Passive vocabulary :** Passive vocabulary is used in reading and listening, where you are receiving information
2. **Active vocabulary** Active vocabulary is used in writing and speaking, where you are giving information. In reading, you have time to think. If you want to be fluent, **you don't have time to think because the definition of fluent is to speak smoothly and easily.**

Learning vocabulary by reading is the best way to increase your vocabulary. Learn words by seeing the word in a sentence. You can look up words in a dictionary, but study them in sentences, not the word itself.

VOCABULARY EXERCISES : (choose the right word from the academic wordlist)


1. A police officer **posed** as a drug dealer to catch a local organized crime figure. (**posed; collapse, inclined**)
2. Bill Gates is **nonetheless** rich, with more money than many countries. (**nonetheless; straightforward, ongoing**)
3. She's **inclined** to blame everyone around her when things go badly. (**inclined, adjacent, collapse**)
4. The old Woman **invoked** the help of a stranger when her husband collapsed. (**invoked, encounter, ongoing**)

5. Any animals brought into the country, must undergo, a thorough examination to make sure that they are not bringing any disease with them (**undergo, albeit, levy**)


Vocabulary Practice Test: (Make sentences of your own using the following g words)

community • resident • range • construction • strategies • elements • previous • conclusion • security • aspects • acquisition • features • text • commission • regulations • computer • items • consumer • achieve • final • positive • evaluation • assistance • normal • relevant • distinction • region • traditional • impact • consequences • chapter • equation • appropriate • resources • participation • survey • potential • cultural • transfer • select • credit • affect • categories • perceived • sought • focus • purchase • injury • site • journal • primary • complex • institute • investment • administration • maintenance • design • obtained • restricted • conduct


Homonyms




their
there
they're




hear
here



to
two
too



its
it's



your
you're



Homonyms are words that:

- sound alike
- are spelled differently
- have different meanings



See examples below:



Let's look at some common homonyms!

Word

- their
- there

Definition

possessive of “they”

(their child)

location



Picture



- they're contraction for “they are”

Write a sentence correctly using at least two of the above homonyms.



More Work with Homonyms

Word

- to
- too
- two

Definition

direction

excessive; in addition

number

Picture



Which homonym
means “very”?



You're vs. Your

Word

- you're
- your

Definition

contraction of "you are"

possessive of "you"

Picture



*We Appreciate
Your Business!*



Which homonym shows ownership?



Hear vs. Here

Word

- hear
- here

Definition

to listen

location

Picture



If you're asking someone to come towards you, which homonym is correct?



Right vs. Write

Word

right

If you are creating poetry, which homonym is most suitable?

write

Definition

correct; direction



Picture



Peace vs. Piece

Word

- peace
- piece

Definition

calm

part of a whole

Picture



For the two homonyms above, use the first homonym in a social studies context, and the second one in a mathematics concept.



More Practice with Homonyms

Write a poem, using the following homonyms:

- there, they're, their
- too, to, two
- its, it's
- you're, your
- right, write
- hear, here



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HOMOPHONES/HOMONYMS EXAMPLES WITH DEFINITIONS

HOMONYMS are words that *sound* alike but have different meanings. **Homophones** are a type of homonym that also *sound* alike and have different meanings, but have different spellings.

Definition :

Words pronounced alike but having different spelling and meaning are called Homophones.

‘New’ and ‘Knew’; ‘no’ and ‘Know’; to, two, too: are some of the examples of homophones.

e.g.

‘Meat’ refers to the flesh of four footed animal.

- but ‘meet’ which has the same pronunciation means to come together by chance or arrangement.

There are lot of homophones in the English language. The study of homophones enriches one’s vocabulary. Here is a list of common homophones. Study them deeply and understand the meaning carefully.

SOME IMPORTANT HOMOPHONES LIST

e.g.

All [everything]	All the people you invited have attended.
Awl [a small point tool]	The wood was carved with an awl .
Ail [troubles]	Mental agony ails her.
ale [Kind of beer]	They were with ale for dinner.
Altar [Platform for worship]	Sacrifices were offered on the altar .
Alter [to change]	She had to alter her clothes after losing weight.
Aloud [noisely]	Do not talk aloud .
Allowed [permitted]	They were allowed to go out.
Ascent [The action of going up]	Edmond Hillary made his ascent on Mount Everest first.
Assent [approval]	The President gave his assent to the financial bill.

Advice [counsel]	He gave an advice to his son .
Advise [To give counsel]	Teacher advised all the students.
Adapt [To fit]	Sachin found difficult to adapt in England.
Adopt [accept one as son]	I want to adopt a child.
Birth [Born]	She gave birth to a female child.
Berth [With bed]	I reserved 4 berths for my family.
Bare [empty]	He went bare footedly.
Bear [carry]	You have to bear the inconvenience.
Bail [on condition let out]	He was let on bail .
Bale [bundle]	The cotton bale was loaded in the lorry.
Ball [football]	I am watching foot ball .
Bawl [shouted]	The angry man bawled at me.
Brake [stop]	The drive applied the brake .
Break [make into pieces]	He tried to break the fused bulb.
Beech [a kind of tree]	We sat under the shade in the beech .
Beach [sea shore]	Children were playing in the beach .
Base [bottom, foundation]	The base of the tower is broad.
Bass [notes for singing]	He sang with base notes.
Bolder [More courageous]	Abdul is bolder than Rahim.
boulder [A large smooth rock]	There was a boulder blocking the path.
Boarder [A pupil who lives at a boarding school]	Robert was studying as a boarder .

Border [Line dividing two countries]	There is always a dispute about the Indo China border .
Born [Come to life]	Jems was born in London.
Borne [Carried]	She had borne the child.
Beat [to strike]	Donot beat a baby.
Beet [a vegetable]	Beet gives vitamin A.
Bred [Brought up]	He was well- bred .
Bread [a baked food]	Bread is a good food.
Be [To exist]	You should be quiet.
Bee [Insect]	Bees gives honey.
Blwe [did blow]	Police man blew the whistle to stop the car.
Blue [A colour]	I wear the blue trouser.
By [at]	The chair was made by the carpenter.
Bye [By the way]	Good bye .
Buy [To purchase]	I buy a ball.
Carat [Unit to measure diamond, gold:]	Diamond is measured in carat .
Carrot [A kind of vegetable]	Vitamin A is rich in carrot .
Ceiling [To cover upper surface]	The ceiling of the rooms must be high.
Sealing [Stamp]	We use a kind of wax for sealing letters.
Cereal [food grain rich in carbohydrate]	Rice is a cereal .
Serial [forming a series]	Serial number comes according to alphabetical order of the names.
Check [Examine or control]	The teacher advised her students to check whether they have attempted all the questions.

Cheque [Bank written order]	I got a cheque for \$100 from my father.
Cell [small room]	The prisoner is locked up in a cell.
Sell [exchange things for money]	They sell the fruits at a high price.
Cymbal [a round brass plate used in a musical instrument]	Rosy plays the cymbal in our school band:
Symbol [Emblem]	Dove is the symbol of peace.
Cue [Signal]	The director made a cue to the actor to start.
Queue [a line of people]	There was long queue in the ticket counter.
Council [assembly]	There is student's council in this school.
Counsel [advice]	Teacher guides and counsels the students.
Carrier [One who carries goods]	This lorry is a public carrier .
Career [mode of living]	What is your future career ?
Canvas [Rough cloth]	It is a canvas shoe.
Canvass [Asking for vote]	M.L.A. canvassed for the candidate in the election.
Case [box / enclose]	This is a suit case .
Cash [money]	Don't have cash in the pocket while you are in the bus.
Dual [double]	He bought a dual desk.
Duel [fight]	The boy was hurt in the duel .
Desease [sickness]	He is weak because of disease .
Decease [death]	She is the wife of the diseased .
Die [death]	Many childred die on malnutrition.
Dye [colour]	He applied dye to his hair.

Fair [good]	She is a fair lady.
Fare [charge]	The ticket fare has been hiked.
Flew [past tense for fly]	Birds flew to warmer places.
Flue [pipe in a chimney]	Smoke is let out through flue .
Grate [make harsh ground]	The opposition parties grate the ruling party.
Great [famous]	William Shakespeare was a great English poet.
Hew [chop or cut]	The landlord asked the gardener to hew the branches.
Hue [colour]	We can see birds of varied hues at London Wetland Centre.
Knight [soldier of a cavalry]	The Knight fought bravely.
Night [darkness]	He came to our house last night .
Lessen [to diminish]	Machines lessen the burden of me.
Lesson [task]	I learnt a lesson from him.
Loose [ill fitting]	Her garments are loose.
Lose [failing to keep something]	Don't lose the opportunity.
Meter [Measurer]	Therm ometer is used to measure the temperature.
Metre [Measure in poetry]	This poem is of penta metre .
Not [no]	She was not going to school in this summer.
Knot [tied together]	He tied a knot .
New [fresh]	I bought a new car.
Knew [understood]	She knew French.
Week [unit of time]	I will come in next week .
Weak [becoming pale]	She is so weak that she cannot walk quickly.

Wring [to twist]

Wring the clothes after wash.

Ring [circle to produce a sound]

He **rings** the bell.

List of Homonyms and Homophones



You may be surprised to hear that there are differing opinions when it comes to the definition of the word *homonym*. Some even call this a homonym controversy.

Some dictionary makers say homonyms are words that sound alike, but have different meanings. They generally include two categories of word types: homophones and homographs.

- Homographs are words that are spelled the same but have different meanings.
- Homophones are words that sound the same when you pronounce them, but have different meanings.

Others say that homonyms are strictly words that are spelled *and* sound the same but have different meanings.

This list contains homonyms, homophones and homographs.

ade – drink type, as in lemonade

aid – to help or assist

aide - assistant

affect - change

effect – result or consequence

air – atmosphere (the stuff we breathe)

err – to make a mistake

aisle - walkway

I'll – I will

isle - island

allowed - permitted

aloud – out loud

ant – picnic pest

aunt – relative, as in your mom's sister

arc - curve

ark – Noah's boat

ate – chewed up and swallowed

eight – number after seven

bare - uncovered
bear – grizzly animal

berry – fruit from a bush
bury – to put underground

base – bottom part
bass – deep or low

be – to exist
bee – buzzing insect

beach – sandy shore
beech – type of tree

beat - to pound
beet – type of edible plant

berth – tie up
birth – to be born

bite - nibble
byte – 8 bits (computer data)

blew – past of blow
blue – color of ocean

boar - pig
bore – not interesting bore - to drill

borough – area or district
burrow – dig through
burro – small donkey

bough - branch
bow – bend or curtsy

buoy - floater
boy – young man

brake – stop pedal
break – smash

bread – bakery food
bred – form of breed

broach - mention
brooch - pin

brows - eyebrows
browse – look around

buy - purchase
by - beside
by - originating from, BR. bye – short for goodbye

cell – compartment
sell - vend

cent – penny coin
sent – did send

cereal – breakfast food
serial - sequential

Chile – country in South America
chili – bean stew
chilly – frosty

chord – musical tone
cord - rope

cite - quote
site - location
sight - view

close – opposite of open
clothes - clothing

complement – enhance; go together
compliment - praise

council - committee
counsel - guidance

creak - squeak
creek – stream of water

crews - gangs
cruise – ride on a boat

dear - darling
deer – woodland animal

dew – morning mist
do - operate
due - payable

die – cease to exist
dye - color

doe – female dear
dough – uncooked bread

dual - double
duel - battle

ewe – female sheep
you - second-person personal pronoun

eye – sight organ
I - me

fair - equal
fare - price

fairy – elflike creature with wings
ferry - boat

faze - impact
phase - stage

feat – achievement
feet – plural of foot

fir – type of tree
fur – animal hair

flea – small biting insect
flee - run

flew – did fly
flu – illness

flour – powdery, ground up grain
flower – blooming plant

for – on behalf of
fore - front
four – one more than three

forth - onward
fourth – number four

knew – did know
new – not old

gorilla – big ape
guerrilla - warrior

grease - fat
Greece – country in Europe

groan - moan
grown – form of grow

hair – head covering
hare – rabbit-like animal

TENSES

History of Tenses

- The evolution of future and perfect tense represents the most significant innovation of the Modern English.
- **Bishop Robert Lowth** was the First true prescriptivist, telling readers what they should do, rather than describing what was done
- Lowth covered all the forms of twelve tense system and assigned their terminology.

The Scientific Grammar

- Modern linguists tend to see two tenses, Past and Present or Past and Nonpast.
- This is done to distinguish tense only by morphology or inflexion.
- The Grammar book referred to by linguists today is **The Cambridge Grammar of the English Language**, by Rodney Huddleston, Geoffrey K. Pullum and others, published in 2002

Present Tense

A Tense that expresses an action that is currently going on or habitually performed, or a state that currently or generally exists.

Example: Tom works hard.

Present tense has four forms, namely

- **Simple Present Tense**
- **Present Continuous Tense**
- **Present Perfect Tense**
- **Present Perfect Continuous Tense**

Simple Present Tense

A sentence is said to be in Simple Present Tense if the verb in the sentence expresses the action done in present time without indicating the state of action. It does not tell anything about the completeness or the incompleteness of the action.

Example: I love.

Simple Present is used to express what is actually happening at the present moment.

Example: 1. See, how it rains!

2. See, how sweetly Mary sings!

Present Continuous Tense

A sentence is said to be in Present Continuous Tense if the verb in the sentence shows the action is still going on or continuing, i.e., the action is incomplete, unfinished, imperfect, or continuous.

Example: I am loving.

Present Continuous is used to express an action going on at the time of speaking.

Example: 1. The leaves are falling to the ground.

2. The boys are doing their lessons.

Present Perfect Tense

A sentence is said to be in Perfect Present Tense if the verb in the sentence expresses the action done is complete, finished or perfect.

Example: I have loved.

The Present Perfect is used to express an action begun in the past time and completed at the present time.

Example: 1. The sun has set.

2. The train has arrived.

Present Perfect Continuous Tense

A sentence is said to be in Simple Present Tense if the verb in the sentence expresses that the action is going on continuously up to the present time.

Example: I have been loving.

Present Perfect Continuous tense is used to show that the action that began in the past is continuing up to the present time.

Example: 1. I have been ill for four days.

2. I have been working for two hours.

? QUIZ



The boys have learned their lessons.

Present Perfect Tense



Man is mortal.

Simple Present



I am ill for four days.

Trick Question! The above sentence is grammatically incorrect.



The girls are singing and dancing.

Present Continuous



Suggest the right sentence to replace the third sentence above such that it is in Present Perfect Continuous Tense

I have been ill for four days.

Past Tense

It is the Tense that expresses an action that has happened or a state that previously existed.

Example: I ate lunch.

Past Tense has four forms, namely

- **Simple Past Tense**
- **Past Continuous Tense**
- **Past Perfect Tense**
- **Past Perfect Continuous Tense**

Simple Past Tense

A sentence is said to be in Simple Past Tense if the verb in the sentence expresses the action occurred in the past and does not extend into the present.

Example: I shall love.

Simple Past Tense is used to express the action that took place in the past time.

Example: 1. I saw an elephant yesterday.
2. I wrote a letter to him yesterday.

Past Continuous Tense

A sentence is said to be in Past Continuous Tense if the verb in the sentence expresses the action in a time before now, which began in the past and is still going on at the time of speaking.

Example: I shall be loving.

Past continuous is used to express an action begun and continuing in past time.

Example: 1. We were playing when you came.
2. She was singing when I saw her.

Past Perfect Tense

A sentence is said to be in Past Perfect Tense if the verb in the sentence expresses the action which has occurred in past, usually a long time ago, and the action has occurred in past before another action in past.

Example: I had Loved.

Past Perfect Tense is used when we wish to say that some action had been completed before another was commenced. It should not be used unless to show that one past event happened before another.

Example: 1. The train had left before I arrived.
2. I had finished my work before you came.

Past Perfect Continuous Tense

A sentence is said to be in Past Perfect Continuous Tense if the verb in the sentence expresses the action that was completed at some point in the past.

Example: I had been loving.

Past Perfect Continuous is used to show the action that had continued for a certain time previous to the point of past time named.

Example: 1. I had been waiting an hour when you came to see me.
2. He had been waiting two hours for you when you came.

? QUIZ 2



Harry had died before the doctor came.

Past Perfect Tense



I had gone to the cinema last night.

Caught you again! The sentence is Grammatically incorrect.



He was singing before I saw him.

Past Continuous Tense



James had been teaching at the university for more than a year before he left for Asia.

Past Perfect Continuous Tense



Suggest the right sentence to replace the Second sentence above such that it is in Simple Past Tense

I went to the cinema last night.

Future Tense

A Tense that expresses an action that has not yet happened or a state that does not yet exist.

Example: The newspaper will describe the event.

Future tense has four forms, namely

- **Simple Future Tense**
- **Future Continuous Tense**
- **Future Perfect Tense**
- **Future Perfect Continuous Tense**

Simple Future Tense

A sentence is said to be in Simple Future Tense if the verb in the sentence expresses the action which has not occurred yet and will occur after saying or in future.

Example: I shall love

Simple future Tense is used to express some future action or event.

Example: 1. I shall go to Lucknow tomorrow.

2. He will come here on Sunday.

Future Continuous Tense

A sentence is said to be in Future Continuous Tense if the verb in the sentence expresses the action as continuous or on going action in the future.

Example: I shall be loving.

Future Continuous is used to express an action that will be continuing at some point in future time.

Example: 1. We shall be sleeping then.

2. The girl will be singing then.

Future Perfect Tense

A sentence is said to be in Future Perfect Tense if the verb in the sentence expresses the action which is expected to complete in the future.

Example: I shall have loved.

Future Perfect Tense is used to denote that the action will be completed in the future before another future action takes place.

Example: 1. We shall have reached home before the rain falls.
2. You will have met your mother before I see you again.

Future Perfect Continuous Tense

A sentence is said to be in Future Perfect Continuous Tense if the verb in the sentence expresses that the action is ongoing and will be completed after some time in the future.

Example: I shall have been loving.

Future Perfect Continuous Tense is used to denote an action, finished or unfinished, in the future.

Example: 1. We shall have been playing for three hours when you come here.
2. I shall have been teaching you for half an hour when this lesson ends.

? QUIZ 3



Ashok will have been living in Jaipur for ten years by the end of this month.

Future Perfect Continuous Tense



I shall go to Lucknow tomorrow.

Simple Future



I hope you will have washed your face before you come into the room again.

Future Perfect Tense



I'll be watching TV.

Future Continuous Tense



I will have done my homework after school.

Future Perfect Tense.



Convert the above to Simple Future Tense

I will do my homework after school.

? QUIZ 4



He went to Delhi yesterday.



I have been working for two hours.



He told me a story just now.



We shall play if the Headmaster allowed us.



I had finished my work before Tom came to see me.



I wish my brother was here



Columbus Had discovered America



We went to see the cinema last night.

VOCABULARY.....Advanced English Grammar and Vocabulary Test

Anger is something you should try to control, _____ you can let love roam free.

- ☐ moreover
- ☐ despite
- ☒ whereas
- ☐ neither

I'm not quite sure why _____ want to interfere with their marriage.

- ☐ would you
- ☐ do you
- ☐ you would
- ☐ you can

_____ me to your mother when you are in London.

- ☐ Tell
- ☐ Remind
- ☐ Remember
- ☐ Greet

She always gets away with _____. The boss loves her.

- ☐ she's late
- ☐ late
- ☐ to be late
- ☐ being late

The thing _____ I love the most about him is his smile.

- ☐ what
- ☐ is
- ☐ have
- ☐ that

In the course of the meeting, Mr Smith was _____ mishandling funds.

- ☒ praised for
- ☐ denied
- ☐ accused of
- ☐ informed by

James is rather lonely these days. Why _____ him round?

- ☐ shouldn't invite
- ☐ not invite
- ☐ do you invite
- ☐ will you invite

Passengers are advised _____ their belongings with them at all times.

- ☐ to keep
- ☐ to mind
- ☐ if they could mind
- ☐ if they could keep

There is going to be less unemployment this year, or so the newspaper _____ .

- ☐ tells
- ☐ thinks
- ☐ writes
- ☐ says

If I _____ to feed the dog, it wouldn't be starving now.

- ☐ have had time
- ☐ have time
- ☐ had had time
- ☐ never have time

_____ she meets, they take an instant liking to her.

- ☐ Wherever
- ☐ Whoever
- ☐ Who
- ☐ If

What does global warming have _____ overpopulation?

- ☐ to do
- ☐ to do with
- ☐ made
- ☐ made up

Do you know how long _____ going to stay in Italy?

- ☐ are Jack and Suzy
- ☐ Jack and Suzy is
- ☐ Jack and Suzy are
- ☐ Jack and Suzy

_____ you're late?

- ☒ Why
- ☐ What makes
- ☐ How come
- ☐ How is

She didn't marry James, because her parents _____ .

- ☐ wanted her
- ☐ were against
- ☐ were against it
- ☐ haven't liked him

Have you seen the film _____ Brad Pitt saves the world from the zombies?

- ☐ that
- ☐ in which

- ☐ in that
- ☒ about

Don't drink and drive ever again. You _____ easily been killed.

- ☐ can
- ☐ should have
- ☐ could have
- ☐ would

Despite deliberately _____ a personal distance from his co-worker, Josh acknowledged the dangers of working together with such a beautiful woman.

- ☐ was keeping
- ☐ keeping
- ☐ he kept
- ☐ he had been keeping

My grandfather was never _____ apologize to anyone.

- ☐ had to
- ☐ known for
- ☐ heard to
- ☐ believed in

No need to get upset- I was _____ asking.

- ☐ although
- ☐ moreover
- ☐ merely
- ☐ likely

In 1998 she published the book _____ make Cheryl Dawn a household name in the US.

- ☐ that was to
- ☐ which
- ☐ would
- ☐ that might have

I can't park here. That motorbike is ____ the way.

- ☐ on
- ☐ in
- ☐ up
- ☐ across

This time next month, I ____ on a beach in Florida.

- ☐ will lie
- ☐ am lying
- ☐ lie
- ☐ I'll be lying

If anybody wants to talk to me, tell ____ to call back later.

- ☐ her
- ☐ me
- ☐ him
- ☐ them

Part of the reason Chris wanted to apply for the job ____ that employees were given plenty of room to grow within the company.

- ☐ he had recognized
- ☐ realizing
- ☐ was his recognition
- ☐ was mainly

It seemed ____ been snowing, but we knew it was only some white dust that had covered the whole town.

- ☐ like it has
- ☐ if it had
- ☐ as it had
- ☐ as if it had

It's about time you _____ exercising regularly.

- ☐ start
- ☐ started
- ☐ should start
- ☐ will start

I think he's an idiot. _____, he's not very intelligent.

- ☐ Having my say
- ☐ That is to say
- ☐ To say nothing
- ☐ Say so

There was _____ anger in his voice that I had to hang up.

- ☐ as much
- ☐ such lot of
- ☐ such much
- ☐ so much

I don't regard her _____ a threat to my marriage.

- ☐ to be
- ☐ having
- ☐ as being
- ☐ meaning

Have you seen Gone with the Wind? _____ it's a very good film.

- ☐ Apparently
- ☐ Nevertheless
- ☐ Despite
- ☐ Admittedly

There are more _____ than last year.

- ☐ unemployment
- ☐ unemployed

Why is Grammar Important?

Grammar is important because it is the language that makes it possible for us to talk about language. Grammar names the types of words and word groups that make up sentences not only in English but in any language.

People associate grammar with errors and correctness. But *knowing about* grammar also helps us understand what makes sentences and paragraphs clear and interesting .

WHY CORRECT GRAMMAR IS IMPORTANT

- **Using the correct grammar (when you write or speak) is important :Why?**
 - To avoid misunderstandings.
 - To help the other person understand you easily
 - If your English is too full of mistakes, you will slow down communication and conversations. It is harder to express your ideas and thoughts clearly and concisely.

WHY CORRECT GRAMMAR IS IMPORTANT

So what are some of the solutions?

It's important to speak as much English as you can, as this is the only way to improve fluency and confidence. Here are some ways you can do this – at the same time as making sure your grammar is as accurate as possible.

➤ **Keep it simple**

Use simple sentence structure to help you avoid mistakes. Don't make your sentences too long, and stick to a simple format of SVOMPT (subject, verb, object, manner, place, time) in your sentences.

WHY CORRECT GRAMMAR IS IMPORTANT

➤ **Set yourself some grammar targets to practise**

You can't learn everything all at once. So for example, if you're learning how to use conditional forms, try to practise these as much as possible outside the classroom, too. "New" language takes time and practice to absorb – you'll probably make mistakes at first, but keep going. You can be flexible with your targets, taking the time you need to concentrate on one particular area of grammar

WHY CORRECT GRAMMAR IS IMPORTANT

➤ **Listen closely to what other people say**

Ask someone to slow down (or repeat) if they're speaking particularly fast and you think you've missed some of the grammar words.

This will help to check your understanding of grammar rules too.

WF01 - Word formation

Gap-fill exercise

Use the words at the end of the sentence to make a new word that fits into the blank!

The of the river at this point is about 5 metres (DEEP)

The new pop group was so successful in Britain that their spread to the USA (FAMOUS)

Although she was poor, her wouldn't allow her to accept any form of charity (PROUD)

She seemed friendly, but in she was only after his money (REAL)

There is a great of houses in most major cities (SHORT)

Is there any in the rumour that the Prime Minister is stepping down (TRUE)

The children's at the party was dreadful (BEHAVE)

We can't stay all day. We have to make a soon (DECIDE)

The bombs caused terrible (DESTROY)

We had to get special to leave early (PERMIT)

I want of your love to me. Lend me € 1000 ! (PROVE)

The at the hotel was excellent (SERVE)

The more rises the less popular the government is going to get (EMPLOY)

His ended in a complete disaster. (MARRY)

The of the computer has had an enormous effect on peoples' lives (INVENT)

She made an to see her bank manager in the morning (ARRANGE)

We tried to get home before set in because I don't like driving at night (DARK)

Do you get free dental in your country (TREAT)

Although it is , I don't think there will be true equality between men and women
(DESIRE)

The of foreign languages, especially French, is required for the job (KNOW)

ANSWERS:

Deep Depth

Famous Familiarity

ProudPride

RealReality

ShortShortage

TrueTruth

BehaveBehaviour

DecideDecision

DestroyDistruction

PermitPermission

ProveProof

Serve.....Service

EmployEmployment

MarryMarriage

Invent ...Invention

ArrangeArrangement

Dark....Darkness

TreatTreatment

Desire ...Desirous

Know...Knowledge

WF02 – Word Formation

Job Satisfaction

Use the word in CAPITALS to form a new word that fits into the blank.

One thing that people get from their (**OCCUPY**) is, of course, money. Most people wouldn't do the job they do if it wasn't for the pay at the end of each day, week or month. However, the (**MAJOR**) of people want more than just a good salary. There are many other things which add up to job (**SATISFY**), the feeling of (**ENJOY**) you get from doing a job that makes you happy. What people in (**EMPLOY**) want from a job varies (**GREAT**) from person to person. For some, the chances of (**PROMOTE**) make a big difference. For others, working in a (**CREATE**) environment with other people makes them happier than they would be working alone. When planning your career, you should consider all the (**ACTIVE**) involved in a job and decide how each one suits your (**PERSON**). If you're considering becoming a (**JOURNAL**), for example, do you like meeting members of the public? If you're thinking of becoming an (**ACCOUNT**) do you enjoy detailed work with numbers? Just because one job is better paid than another, it doesn't mean it's the job for you.

ANSWERS:

OCCUPY: Occupation

MAJOR : Majority

SATISFY: Satisfaction

ENJOY : Enjoyment

EMPLOY: Employment

GREAT: Greatness

PROMOTE: Promotion

CREATE: Creative

ACTIVE: Activities

PERSON: Personality

JOURNAL: Journalist

ACCOUNT: Accountant

WF015-J Word Formation

Facial Expression

Use the word given in capitals at the end of some of the lines to form a word that fits in the space in the same line.

Body language is a very form of communication.

EFFECT

Some expressions, in particular, can be understood all around the world. If we find something , for example, we wrinkle up our noses. Anyone watching knows how we feel.

All people smile, and a smile is likely to get a positive . It can, however, be obvious when you don't mean it. When you smile, muscles around your eyes automatically contract, but these muscles are difficult to control . An authentic smile fades quickly ,too, while an artificial smile will last longer.

The we make when we are angry, sad and scared are also common to most cultures. Despite all the languages spoken in the world, we can still communicate using this language of facial expressions.

However, you sometimes need to be . Certain gestures can vary, even within a single country. For example Italians gesturing "yes" tilt their heads forward, never back, whereas people in the north nod by the head backwards and forwards. Sometimes, this can be

FACE

DISGUST

IMMEDIATE

REACT

GENUINE

CONSCIOUS

USUAL

EXPRESS

DIFFER

UNIVERSE

CARE

SOUTH

TILT

very

.

CONFUSE

Word Formation : Vocabulary Test.

Fill in the blanks with BORROW OR LEND

1. Could you me some money, please?
2. Some pupils can books from their school.
3. Will you me your umbrella till tomorrow?
4. Should I him my football?
5. You may my bike, but be careful.
6. Could I your cup?
7. You can your book to Steve.
8. Why do students so much money from their parents?
9. Peter won't his car to anyone.
10. Will your mother you some money?

WORD FORMATION

Process of fashioning of new words out of the old words is called **derivation**. (creating new words)

Word formation

There are around six types, and we will now make the most important ones simple and clear.

Borrowed words



Borrowed words are words that came to the English language from another language.

It is a process where foreign words are gradually becoming part of the language.

Knowing this can actually help you better understand the English language, not to mention the fact that knowing a word's origin is a great way to reinforce your understanding of it!

Affixes



An **affix** is a letter or group of letters that is added to the beginning or end of a word and changes its meaning.

Examples:

- healthy => un + healthy = **unhealthy** (un is the affix)
- fear => fear + less = **fearless** (less is the affix)

There are two kinds of affixes: prefixes and suffixes.

When the letter or group of letters is added to the **beginning** of a word, we call it a **prefix**.

Examples:

- unhappy
- overconfident
- ultraviolet
- underdeveloped

When the letter or group of letters is added to the **end** of a word, we call it a **suffix**.

Examples:

- carefulul

- secretly
- greatness
- teacher

In English, many new words were formed from existing ones by adding affixes to them.

Some even have several affixes added, such as:

care => careless => carelessness

Some words were formed exactly the other way around. The affixes were removed from existing words.

For example, the affix "or" was removed from the word "editor," and so we got the verb "edit":

- editor => editorer => edit

Converting

By "converting" we mean changing the function of a word without changing its form.

For example, nouns that start to be used as verbs.

Examples of NOUNS that turned into VERBS:

Original word – noun	New word – verb
We had a long talk .	They like to talk for hours.
Can you buy me a drink ?	Don't drink that!
She finally got a divorce .	I heard they are divorcing .
That dress was amazing.	He likes the way she dresses .
I wrote you an e-mail .	He e-mailed me several times.

Combinations



In English many words are formed by joining parts of two or more existing words.

Examples:

- bag + pipe = **bagpipe**
- smoke + fog = **smog**
- spoon + fork = **spork**
- motor + hotel = **motel**

Or, by combining full words, and not just their parts:

Examples:

- foot + ball = **football**
- black + board = **blackboard**
- with + out = **without**
- be + have = **behave**

Clipping



Clipping is the shortening of longer words.

In some cases the front is removed, in some cases the back is removed, and in some other cases both are removed!

Examples:

- advertisement => ~~advertisement~~ => **ad**
- examination => ~~examination~~ = **exam**
- doctor => ~~doctor~~ = **doc**
- airplane => ~~air~~plane => **plane**
- telephone => ~~tele~~phone => **phone**
- popular music => ~~popular~~ music => **pop**
- influenza => ~~influenza~~ => **flu**

Acronyms



An **acronym** is a word made up from the first letters of the words that make up the name of something (**also known as abbreviations**)

Examples:

- **NASA** (**N**ational **A**eronautics and **S**pace **A**ministration)
- **NATO** (**N**orth **A**tlantic **T**reaty **O**rganization)
- **Interpol** (**I**nternational Criminal **P**olice Organization)
- **radar** (**R**adio **D**etection **A**nd **R**anging)
- **AIDS**: acquired immunodeficiency syndrome
- **FAQ** ; Frequently asked questions
- **SAT**: Scholastic Achievement (or Aptitude) Test(s)
- **BBC**: British Broadcasting Corporation

Totally new



Some words were simply invented.

Meaning, somebody creates the word, and people start using it.

This can be necessary when scientists invent or discover something new that didn't exist before, when technology advances, or when a company comes up with a new product.

In many cases science fiction and fantasy writers invent new words, as well.

Examples:

- radioactive
- Celsius
- Kleenex
- diesel
- hobbit
- Internet
- blog

Word formation processes – final words

Understanding the different word formation processes helps us thoroughly understand the creation of the English vocabulary.

Workplace communication skills

Communication plays a very important role in an organization. A business enterprise has employees from different strata of society with different culture, language and backgrounds. Considering the diversity found in an organization, communication becomes a very important tool in the hands of the management to achieve the organizational goals. It is the single most important factor that helps in uniting the workforce and make them work towards the accomplishment of the objectives set by the management. A company that does not place extra emphasis on clear and concise message is bound to suffer in the long term. It is the duty of the managers to convey their ideas, organizational goals, employee duties etc to the workforce. A perfect organizational culture is built upon an environment which promotes open and clear communication. Lack of effective and open communication can result into high employee turnover, low motivation and wastage of organizational resources.

Clear and open communication helps in increasing workplace productivity. If the employees are aware of their job responsibilities and duties, ways and protocol of doing work as well as the results which are expected of them then that automatically results into increased productivity. Workplace communication skills help in better deliverance of work.

Talking about some of the recommended workplace communications skills, language and clarity takes the top slot. If the language used in workplace communication is crisp and clear, everyone will be able to understand what is expected of them. Poor language breeds disrespect and misunderstanding. It is important for managers to realize that communication cycle only gets completed when the other person has understood the message loud and clear. It helps to speak in a slow and clear manner.

Courteousness (kind & polite) is a vital part of workplace communication skills. One should always be courteous while conveying the message. It not only looks professional but also helps a feeling of mutual respect. Loud-talking is a complete no-no at the workplace. Instead, loud-talkers are quite disturbing. One should always maintain a low speaking volume.

Workplace communication should always be precise. Keep the communication short. Finally, one needs to use formal and cordial method of communication at workplace. It helps in creating positive influence in the workplace

Managerial Communication

Managerial communication is a function which helps managers communicate with each other as well as with employees within the organization.

Communication helps in the transfer of information from one party also called the sender to the other party called the receiver.

Managerial Communication helps in the smooth flow of information among managers working towards a common goal. The message has to be clear and well understood in effective communication.

The team members should know what their manager or team leader intends to communicate.

Effective managerial communication enables the information to flow in its desired form among managers, team leaders and their respective teams.

Managerial communication is of the following two types:

- **Interpersonal Communication** - Interpersonal communication generally takes place between two or more individuals at the workplace.
- **Organizational Communication** - Communication taking place at all levels in the organization refers to organizational communication.

INTERPERSONAL COMMUNICATION

Interpersonal skills are the life skills we use every day to communicate and interact with other people, both individually and in groups. People who have worked on developing strong interpersonal skills are usually more successful in both their professional and personal lives.

Employers often seek to hire staff with '*strong interpersonal skills*' - they want people who will work well in a team and be able to communicate effectively with colleagues, customers and clients

INTRA PERSONAL COMMUNICATION

Intrapersonal Communication is defined as the communication process within an individual.

The way that society communicates in our complex daily lives may only be understood after we are able to comprehend that communication utterly relies on our particular perceptions.

Corporate/ Organizational Communication

The sharing of information within a business. Corporate communication elements of a corporation. To facilitate corporate communication, a business manager will usually need to have or develop considerable interpersonal skills - such as effective speaking, writing and listening - in order to best assist information sharing within their department.

It is also called as Organizational Communication

Organizational Communication is of the following two types:

i. **Formal Communication**

Communication which follows hierarchy at the workplace is called as formal communication. Employees communicate formally with each other to get work done within the desired time frame.

ii. **Informal Communication**

Employees also communicate with each other just to know what is happening around. Such type of communication is called as informal communication and it has nothing to do with designation of individuals, level in the hierarchy and so on.

e- Communication Process

A message or communication is sent by the sender through a communication channel to a receiver, or to multiple receivers. The sender must encode the message (the information being conveyed) into a form that is appropriate to the communication channel, and the receiver(s) then decodes the message to understand its meaning and significance.

Misunderstanding can occur at any stage of the communication process. Effective communication involves minimizing potential misunderstanding and overcoming any barriers to communication at each stage in the communication process.

An effective communicator understands their audience, chooses an appropriate communication channel, hones their message to this channel and encodes the message to reduce misunderstanding by the receiver(s). They will also seek out feedback from the receiver(s) as to how the message is understood and attempt to correct any misunderstanding or confusion as soon as possible. Receivers can use Clarification and Reflection as effective ways to ensure that the message sent has been understood correctly.

Communication Channels

Communication Channels is the term given to the way in which we communicate. There are multiple communication channels available to us today, for example face-to-face conversations, **telephone calls, text messages, email, the Internet (including social media such as Face book and Twitter), radio and TV, written letters, brochures and reports to name just a few.**

Choosing an appropriate communication channel is vital for effective communication as each communication channel has different strengths and weaknesses. **For example, broadcasting news of an upcoming event via a written letter might convey the message clearly to one or two individuals but will not be a time or cost effective way to broadcast the message to a large number of people. On the other hand, conveying complex, technical information is better done via a printed document than via a spoken message since the receiver is able to assimilate the information at their own pace and revisit items that they do not fully understand. Written communication is also useful as a way of recording what has been said, for example taking minutes in a meeting.**

