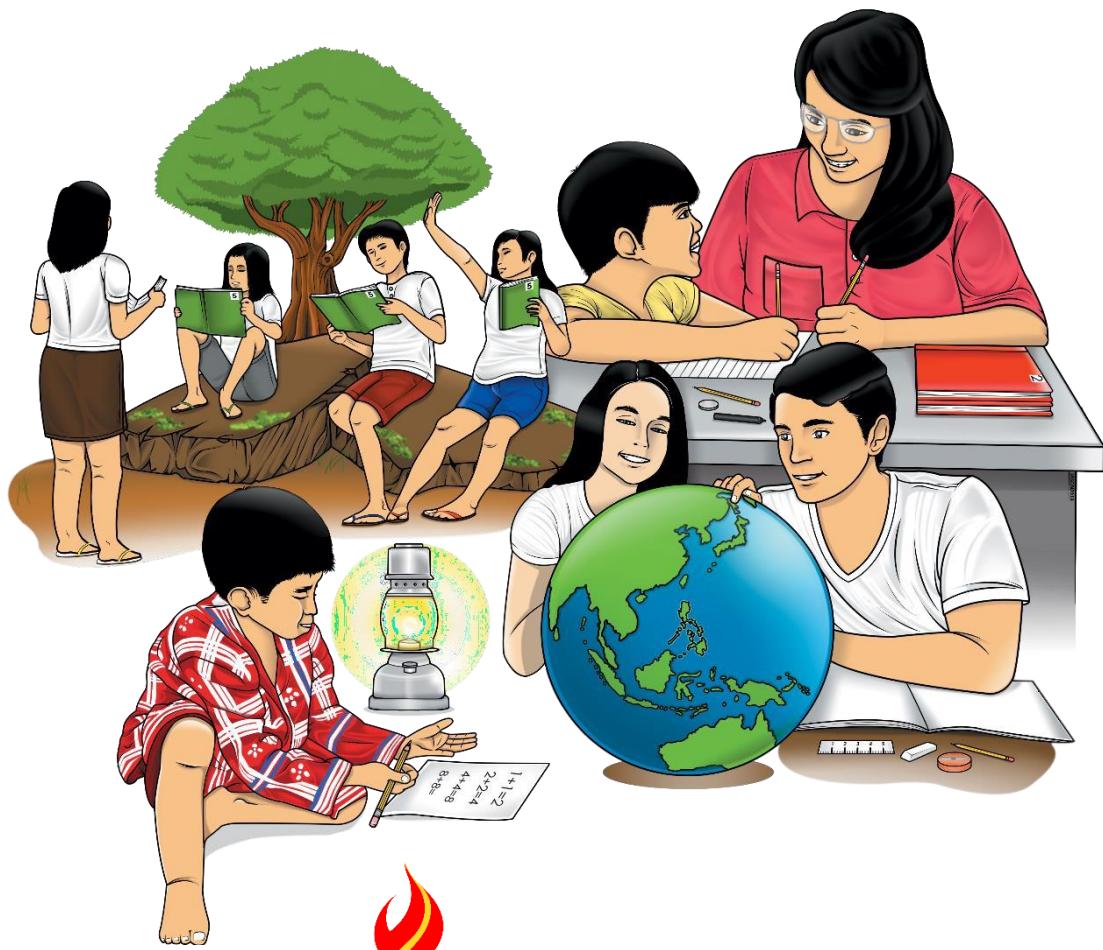


# English

## Quarter 4 - Module 2: Strategies for Effective Interpersonal Communication (Conversation, Dialogue, Interview)



**English – Grade 7**

**Alternative Delivery Mode**

**Quarter 4 - Module 2: Strategies for Effective Interpersonal Communication  
(Conversation, Dialogue, Interview).**

**First Edition, 2020**

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# **English**

## **Quarter 4 - Module 2:**

### **Strategies for Effective Interpersonal Communication (Conversation, Dialogue, Interview)**

# **Introductory Message**

This Self-Learning Module (SLM) is prepared so that you, our dear learners, can continue your studies and learn while at home. Activities, questions, directions, exercises, and discussions are carefully stated for you to understand each lesson.

Each SLM is composed of different parts. Each part shall guide you step-by-step as you discover and understand the lesson prepared for you.

Pre-tests are provided to measure your prior knowledge on lessons in each SLM. This will tell you if you need to proceed on completing this module or if you need to ask your facilitator or your teacher's assistance for better understanding of the lesson. At the end of each module, you need to answer the post-test to self-check your learning. Answer keys are provided for each activity and test. We trust that you will be honest in using these.

In addition to the material in the main text, Notes to the Teacher are also provided to our facilitators and parents for strategies and reminders on how they can best help you on your home-based learning.

Please use this module with care. Do not put unnecessary marks on any part of this SLM. Use a separate sheet of paper in answering the exercises and tests. And read the instructions carefully before performing each task.

If you have any questions in using this SLM or any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator.

Thank you.



## **What I Need to Know**

This module was designed and written with you in mind. It is here to help you master the Strategies for Effective Interpersonal Communication. The scope of this module permits it to be used in many different learning situations. The language used recognizes the diverse vocabulary level of students. The lessons are arranged to follow the standard sequence of the course. But the order in which you read them can be changed to correspond with the textbook you are now using.

- Introduction

It is important to communicate effectively to ensure you achieve your goals. Effective communication could help to foster a good relationship between you and someone you are talking with which in turn improve morale and efficiency.

In this module, you will be taught on how to employ communication strategies in a conversation, dialogue or interview.

The module is about:

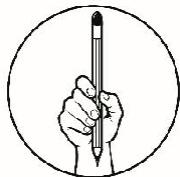
- Lesson 1 – Strategies used for effective conversation or dialogue
- Lesson 2 – Strategies used for conducting effective interview

After going through this module, you are expected to:

1. use appropriate responses to complete a conversation or dialogue,
2. apply the strategies to create an effective conversation or dialogue,
3. explain what an interview is,
4. distinguish strategies used in the interview and,
5. employ strategies for an effective interview.

Most Essential Learning Competencies (ELCs)

**EN7OL-I-b1.14:** Employ a variety of strategies for effective interpersonal communication (Interview, Dialogue, Conversation)



## ***What I Know***

**Select the letter of the best answer.**

1. It is the art of exchanging messages between two or more people.
    - a. backchanneling
    - b. communication
    - c. interpersonal
    - d. technique
  2. It is the process by which people exchange information through verbal and non-verbal messages. It also includes; ability to listen and understand, problem solving, decision making, and personal stress management.
    - a. voice
    - b. strategy
    - c. active listening
    - d. interpersonal communication
  3. The three types of communication are the following except;
    - a. written communication
    - b. verbal communication
    - c. non-verbal communication
    - d. strategy
  4. It is the use of sounds and words to express yourself in contrast to using gestures.
    - a. verbal communication
    - b. written communication
    - c. non-verbal communication
    - d. strategy
  5. It is the transfer of communication through body language.
    - a. written communication
    - b. verbal communication
    - c. non-verbal communication
    - d. strategy
  6. The following are the strategies used for effective conversation/dialogue except;
    - a. repair breakdowns
    - b. repeat the question
    - c. express of a lack of opinion
    - d. decision making
  7. This is an example of backchanneling.
    - a. "Do you mean...?"
    - b. "Uhu"
    - c. "Hmm, I see your point
    - d. "I'm afraid not"
  8. The following are examples of interview strategies except;
    - a. ask close-ended questions
    - b. find an anecdote
    - c. pay attention to details
    - d. ask open-ended questions
  9. The following are the important things to do during the interview except;
    - a. phrase questions carefully
    - b. introduce yourself
    - c. cram and fidget
    - d. thank the person for the interview
  10. These are the questions you need to avoid when asking questions except;
    - a. nosy questions
    - b. obvious questions
    - c. leading questions
    - d. open-ended questions

# Lesson 1

## Strategies used for Effective Conversation or Dialogue

Conversation and dialogue strategies are techniques that help the speaker and the listener keep communication going to its natural and desired conclusion.

Let us begin this lesson with this task.



### What's In

Complete the following conversation/dialogue. Choose appropriate responses to make the conversation meaningful. Write your answers on your notebook.

1. Patient: I have had sleep disorder for nearly 3 months.

Doctor: \_\_\_\_\_

Patient: No, I wanted to see a doctor first.

Doctor: You did the right thing. Now I will give you some pills for that.

- A. Have you done anything about it?
- B. Why didn't you see a doctor immediately?
- C. Do you know what I should do about it?
- D. Did you have this complaint the last time you came to me?
- E. Your situation is really serious so you should immediately start getting professional help.

2. Andy: You haven't been looking so well recently. Anything wrong?

Sasha: Yes. Yesterday I had to take my mother to the hospital due to hypertension.

Andy: \_\_\_\_\_

Sasha: Not really. All she has to do is to follow a strict diet.

- A. It is not a very serious illness. You don't need to worry.
- B. I hope she is fine now. Please let me know how she is when she is back
- C. Oh God! How is she right now? Anything serious?
- D. I told her that she had to be careful with what she ate but she never listens to me.
- E. I am sorry I didn't know. Is she alright now?

### **Notes to the Teacher**

Encourage students to write any information based on their prior knowledge.



## **What's New**

Here are two situations involving students talking about their favorite food and favorite Filipino cuisine. Think of ways on how to improve the communication to make it more substantial. Write your own version on your notebook. Your answers may vary.

### **Situation 1: Favorite Food**

Student 1: What's your favorite food?

Student 2: \_\_\_\_\_

Student 1: Okay. \_\_\_\_\_ ?

Student 2: \_\_\_\_\_

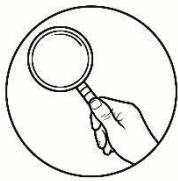
### **Situation 2: Favorite Filipino Cuisine**

Student 1: Are you fond of eating Filipino delicacy?

Student 2: Yes. My favorite is \_\_\_\_\_.

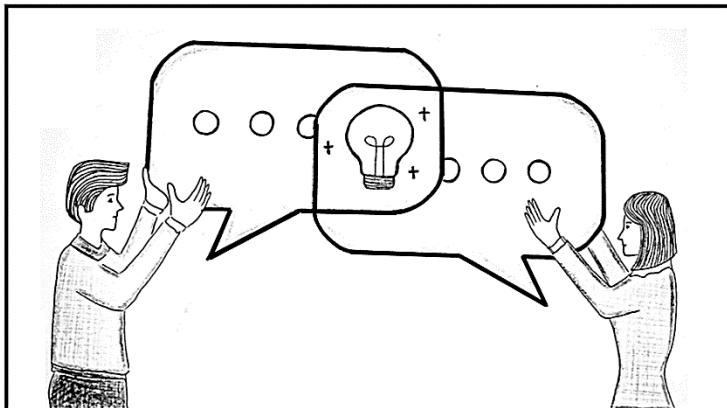
Student 1: What's so special about that food?

Student 2: \_\_\_\_\_



## What is It

Communication is the art of exchanging messages between two or more people.



Interpersonal communication is the process by which people exchange information through verbal and non-verbal messages.

### **Verbal**

Spoken language, voice tone, voice speed and voice volume

### **Non-verbal**

Facial expression, touch, body movement, eye contact and gesture

Interpersonal skills also include the ability to:

1. listen and understand
2. solve problems
3. make decisions
4. manage personal stress

The three types of communication are verbal communication, non-verbal communication, and written communication. Verbal communication includes conversation, dialogue or interview.

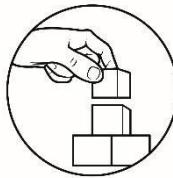
Verbal communication is the use of sounds and words to express yourself, especially in contrast to using gestures or mannerisms. An example of verbal communication is saying 'no' when someone asks you to do something you don't want to do. Non-verbal communication is the transfer of information through the use of body language including eye contact, facial expressions, gestures and more.

In this module, we will focus on the verbal communication and employ strategies for effective interpersonal communication.

Conversation or dialogue is a natural part of life in which people can exchange information and maintain social relationships with friends, family members and others. But, as second language speakers of English language it is challenging to keep the conversation/dialogue going. Using strategies is one way to overcome problems in maintaining the flow of communication through conversation/dialogue. There are some techniques you can use to give yourself some time to think about what you are going to say. These are also the strategies to expand what you are saying. Here, we will try not to focus on information only. Instead, we'll give importance to communication.

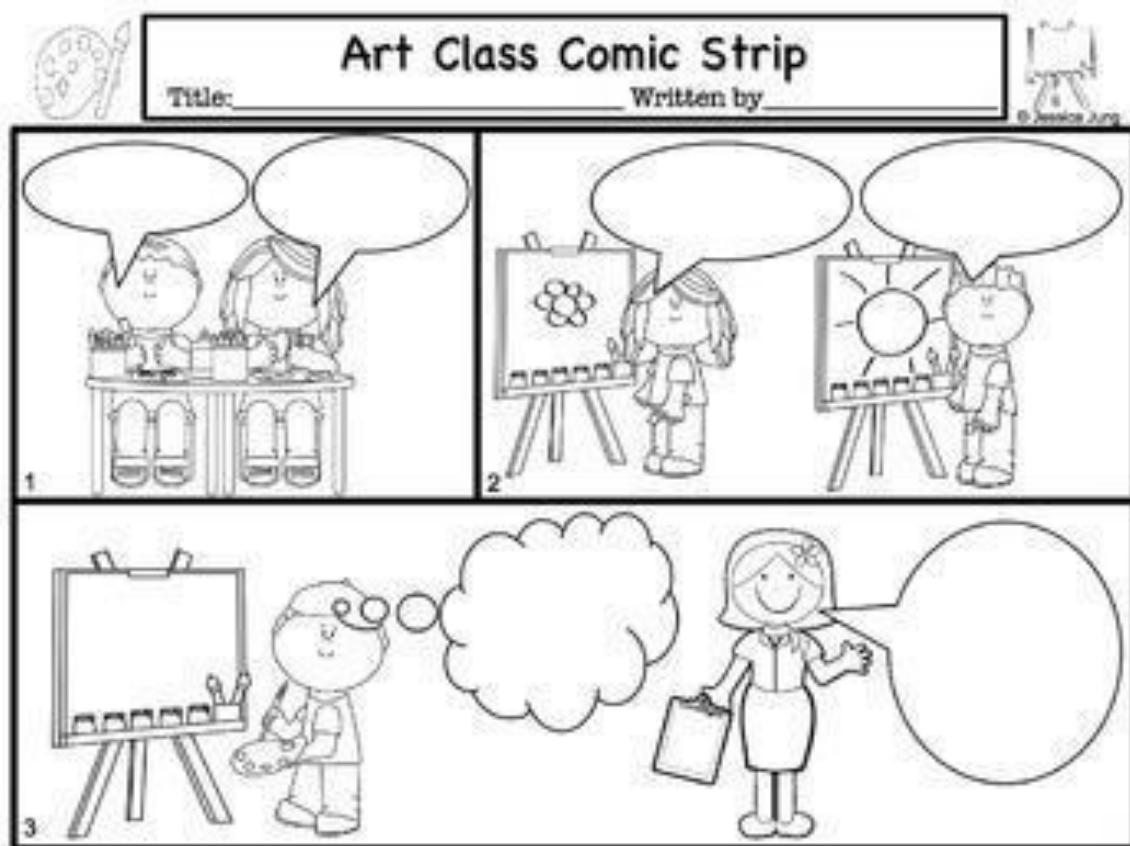
**These are the strategies you need for effective conversation/dialogue.**

Strategies	Examples
<ul style="list-style-type: none"><li>Repair breakdowns</li></ul>	<p>“Could you repeat the question, please?”</p> <p>“Sorry, I didn’t hear what you said. Could you repeat? I’m a bit nervous.”</p> <p>“Pardon? Come again?”</p>
<ul style="list-style-type: none"><li>Repeat the question</li></ul>	<p>“...Ummm. What’s my favorite food? Well...</p>
<ul style="list-style-type: none"><li>Express lack of a clear opinion</li></ul>	<p>“I’m afraid I don’t know much about it.”</p>
<ul style="list-style-type: none"><li>Acknowledge other’s ideas/opinions</li></ul>	<p>“Hmm.. I see your point.”</p>
<ul style="list-style-type: none"><li>Clarifying</li></ul>	<p>“Do you mean...?”</p> <p>“So are you saying that...?”</p>
<ul style="list-style-type: none"><li>Active listening/Summarizing</li></ul>	<p>“Okay, so Maria, you think that ... and Jose, you said that...”</p> <p>“Someone mentioned that...”</p>
<ul style="list-style-type: none"><li>Backchannelling - is a way of showing a speaker that you are following what they are saying and understand, often through interjections</li></ul>	I see, yes, OK and uhu



## What's More

Directions: Look at the pictures in the comic strip and imagine what is going on. Fill in the words and make the characters communicate. Use the strategies you learned from the lesson.



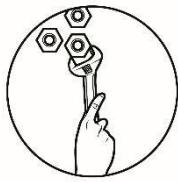
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## What I Have Learned

Answer the question briefly.

1. How does your knowledge of the strategies used in conversation/dialogue help you?



## **What I Can Do**

**Directions:** Create a conversation about the topics or situation given below.  
Use strategies to repair communication breakdown.

**Example: Tiktok challenge online.**

- S1: Have you created Tiktok videos?  
S2: Umm. Have I done Tiktok?  
S1: Yes. Have you?  
S2: Of course. Actually, I have a done a video compilation?

**Topic: Favorite Online gaming. Use the strategies you learned.**

S1: What's your favorite online game?

S2: \_\_\_\_\_

S1: How much screen time do you spend on playing that game?

S2: \_\_\_\_\_

S1: \_\_\_\_\_

S2: \_\_\_\_\_

**Situation 2: Favorite Movie or Book**

S1: \_\_\_\_\_

S2: \_\_\_\_\_

S1: \_\_\_\_\_

### **Congratulations!**

You're done with the first lesson. Be ready for another adventure of learning!

# Lesson 2

## Strategies used in Conducting an Effective Interview

Think of a person, current or historical, you would like to know more about. Imagine you have been invited to interview this person. What would you prepare? What would you do before and during the interview? How would you behave? These are some of the questions a beginner interviewer would like to know. This lesson will help you with the basics and the strategies on how to conduct an effective interview.



### **What's In**

Let's have a memory check by reviewing the previous topic about conversation/dialogue strategy. Read and try to answer the question below.

#### **What are the strategies for effective conversation/dialogue?**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.



### **What's New**

#### **WHAT POSSIBLY WENT WRONG**

Read the situation carefully and analyze what went wrong. Write your answer on your notebook.



In the stadium, the baseball player was about to leave. Standing nearby, a young woman hurriedly approached the player and removed a pencil and a notepad from her bag.

"Hey dude. I'm a student. I would like to ask few questions for my school paper", the young woman said. "You looked really good out there. Do you mind if I ask you some questions?" The athlete nodded.

"Is this the first time you've been to this city?" the young woman asked. Another nod. This was not going to be easy, the student worried. The school paper adviser had told her to make sure she brought back a good story. The tall, young man standing in front of her was the best player and a record holder in baseball.

The student tried again. "What do you think of our town?" The athlete seemed to see the reporter for the first time.

"I don't know anything about this town," he replied. "I'm here to play. They give me a ticket at school and I get on a bus and a plane and go. My business is to play." He fell silent.

This time, the young woman felt rejected. She struggled to start the athlete talking again. In the 20-minute interview, the baseball player never really opened up.

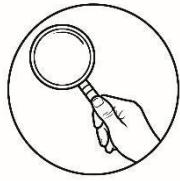
Now, what do you think went wrong about this situation?

If you answered that the young woman should have introduced herself and stated the purpose of her interview, you are right!

Now, think of some things that the student should have done before and during the interview.

Write the answers on your notebook.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



## **What is It**

If you want to find out about people, you usually read about them or watch a documentary. People are sources of information and an interview is a way to gather detailed or revealing information.

Interviews look so easy, right? All one person has to do is ask questions and the other person answers. But, interviewing is much more complicated than it appears. Do not worry. This lesson will help you become an effective interviewer. Are you ready?

### **INTERVIEW STRATEGIES:**

- Start Easy - Make your interviewee comfortable/relaxed and start with short, simple questions.
- Ask the right questions - Use open-ended questions and prompts. Avoid leading questions.
- Have a Conversation - Do not read a question from a page as it interrupts the flow of conversation and seems artificial.
- Find an anecdote (small story) to illustrate your point for example “Tell me about a time when.”
- Pay attention to details - write down important details--spelling, address, ages, and statistics. Double-check the information.

### **DURING PREPARATION**

Preparation for interviewing is very important. It requires both a friendly manner and a careful preparation. A formal interview can be requested through a phone call, letter or in person.

Here is a checklist of the important things you need to discuss with your interviewee before the interview.

### **Before the Interview Checklist**

- Purpose of the interview and location
- Time and length of time needed for the interview.
- Research the subject in which the interview should be discussed.
- Find out as much as possible about the person being interviewed.
- Part of the preparation phase consists of forming questions. Good questions are the key to successful interviewing and take careful planning.
- Always remember that the questions should be written in advance.
- If the information desired involves detailed facts, a list of questions could be given to the person prior to the interview.

### **HOW TO WRITE EFFECTIVE QUESTIONS**

As a good interviewer, you need to be selective with the questions you have because not all questions are effective during an interview.

### **EFFECTIVE QUESTIONS**

#### **Example:**

A. Open-ended Questions - they are designed to encourage the interviewee to share experiences, emotions, attitude or opinions.

B. Usually begins with the 5 Ws (What, when, where, why and how)

Example: What would happen if you...

What do you think about...

What would you do ...

How did you...

In what way...

Why do you think so?

### **INEFFECTIVE/NEED TO AVOID QUESTIONS**

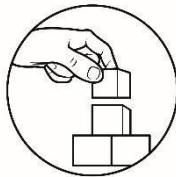
- A. Closed-ended questions like Yes/No questions
  - Do you have a pet?
  - Do you like it?
- or those that have a limited set of answers such as (A, B, C, D or All of the Above)
  - Which color do you like, pink, green, violet or orange?
  - Which food do you prefer? Local or foreign food?
- B. Leading questions --Could result to misleading assumption or conclusion
  - Do you get along with your parents? - hints that maybe they are not getting along well.
- C. Nosy questions -- How often do you take a bath?
- D. Obvious questions-- What color is your hair?

### **DURING THE INTERVIEW**

This checklist will be your guide during the interview.

#### **CHECKLIST**

- Introduce yourself and state the purpose of your interview.
- If you want to record the interview, ask permission to use it from the person being interviewed.
- Have your questions written down so that you can stay with the topic.
- Phrase questions carefully.
- Listen carefully. Ask politely for more details when necessary.
- Take notes during the interview.
- Be courteous.
- Find an appropriate way to end the interview when the allotted time has been reached.
- Thank the person for the interview and the information.



## What's More

Brace yourself! This activity will solidify your understanding of the lesson. Write the things that you need to do during preparation for an interview.

Your task is to write the sentences on its corresponding column. If the sentence/phrase is a good one, write it under the Effective Column, but if the sentence/phrase needs to be avoided, write it under the Ineffective Column.

EFFECTIVE	INEFFECTIVE
1.	1.
2.	2.
3	3
4.	4.
5.	5.

How did you know about him?  
Tell me more about yourself.  
In what way...  
Are you a stalker?  
Do you take a bath?  
Which color do you like? Pink, blue or red?  
Which one do you like, pizza or spaghetti?  
Do you have black hair?  
What Filipino trait do you admire most? Why?  
Tell me why...

### GIVE AN EXAMPLE

Now, let's apply the things you have learned. On your notebook, answer the following questions:

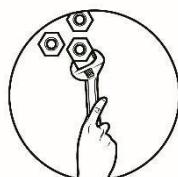
You are tasked to interview a KPOP Star about what he/she thinks about the Philippines as a tourist spot via Zoom or Google meet. During the preparation stage, what are the things you need to prepare? List at least five questions that you will use in the interview.

- 1.
- 2.
- 3.
- 4.
- 5.



## **What I Have Learned**

Reflect on your learning experience of this lesson. Write a short description (two paragraphs) that may include what you learned and what you liked.  
I learned that ...

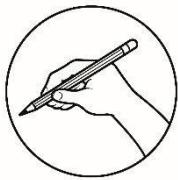


## **What I Can Do**

### **PREPARE AND CONDUCT AN INTERVIEW**

At this point, you are going to practice what you have learned from our lesson. On your notebook, copy the format and fill out the information needed. Interview your family member about his/her favorite about how the pandemic change his/her views in life. You may audiotape or record the interview. Be sure to take down notes.

<b>PLANNING AN INTERVIEW</b>	
Interviewer: _____	Purpose of the Interview: _____ _____
Interviewee: _____	
Possible Questions	
Criteria for effective questions:	
<ul style="list-style-type: none"><li>• Are open-ended</li><li>• Based on background information</li></ul> interesting ideas related topics only	
Possible Questions:	Answers:
1. 2. 3. 4. 5.	

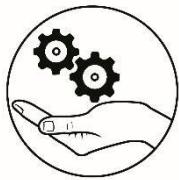


# ***Assessment***

Congratulations! You are now on the last stage of this module. Let us see how well you have understood the lesson discussed in this module. Be ready with a paper and pen.

**Multiple choice: Select the best answer.**

- \_\_\_\_\_ is a way of showing a speaker that you are following what they are saying and understand, often through interjections.
    - summarizing
    - clarifying
    - backchanneling
    - repeating questions
  - \_\_\_\_\_ is the use of words to express yourself.
    - non-verbal communication
    - interpersonal communication
    - verbal communication
    - open-ended questions
  - Non-verbal communication is the transfer of information through the use of \_\_\_\_\_.
    - words
    - sounds
    - body language
    - idiomatic expressions
  - These questions encourage the interviewee to share experiences, emotions, attitude or opinions.
    - close-ended questions
    - open-ended questions
    - nosy questions
    - obvious questions
  - The following are examples of open-ended questions except;
    - What do you think?
    - What would you do?
    - How did you do?
    - Do you like it?
  - Yes or No questions are considered as \_\_\_\_\_ kind of questions.
    - leading
    - nosy
    - obvious
    - close-ended
  - Here are some of the interview strategies except
    - start easy
    - ask the right questions
    - have a conversation
    - use close-ended questions
  - Nena plans to interview her teacher for her school project. Below are the things Nena should do before the interview except;
    - request for a formal interview through phone or email
    - discuss the purpose of the interview
    - inform the interviewee about the time needed for the interview
    - prepare obvious and nosy questions
  - John wants to prepare effective questions for his upcoming interview. He wondered which of the following is not an effective one.
    - What do you think about...?
    - Do you like teaching?
    - In what way...?
    - Why do you think so?
  - During the interview, John needs to remember some helpful guides. Which of the following should John disregard?
    - Prepare properly
    - Introduce oneself and state the purpose of the interview.
    - Ask close ended questions to prompt the interview

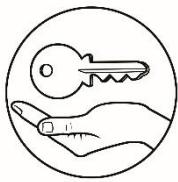


## Additional Activities

Now, it is time to have more practice. Interview a family member. Copy the format you learned on your notes and try to find a theme for your interview. Be sure to apply all the strategies you learned from this lesson from preparation to the actual interview. You may ask your brother or sister to take a video during your interview. Always remember that practice makes perfect!

You've finally accomplished lesson 2.

**Good Job!**



## Answer Key

Lesson 2: What's More	
<b>Pre-test</b>  1. C 2. D 3. D 4. C 5. C 6. D 7. B 8. A 9. C 10. D	<p>1. Repair breakdown 2. repeat questions 3. express lack of a clear opinion 4. acknowledge other's ideas 5. clarify 6. summarize 7. back channeling</p> <p><b>Lesson 2: What's more</b></p> <p><b>Effective:</b></p> <ol style="list-style-type: none"><li>How did you know about him?</li><li>Tell me more about yourself.</li><li>In what way...</li><li>Do you have black hair?</li><li>What Filipino trait do you admire most?</li><li>Tell me why...</li><li>Why?</li><li>Are you a stalker?</li><li>Do you take a bath?</li><li>Which color do you like? Pink, blue or red?</li><li>Which one do you like, pizza or spaghetti?</li></ol> <p><b>Ineffective:</b></p> <ol style="list-style-type: none"><li>1. Repair breakdown 2. repeat questions 3. express lack of a clear opinion 4. acknowledge other's ideas 5. clarify 6. summarize 7. back channeling</li></ol>
<b>Post-test</b>  1. C 2. B 3. C 4. B 5. D 6. D 7. D 8. D 9. B 10. C	

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