

BEGAE-182: English Communication Skills
Assignment July, 2023 & January, 2024 Sessions
(Based on Blocks 1 - 4)

Max. Marks: 100

Answer all questions.

1. What do you understand by the term 'non-verbal communication'? What are its advantages? 10
2. Write a short note on Macro functions of communication. 10
3. How do you differentiate between Group Discussions at Interviews and Group Discussions in General? 10
4. What are "homonyms" and "homophones"? Explain with suitable examples. 10
5. What are some of the meeting etiquettes which one must follow while attending a meeting? Also suggest ways to end a meeting. 10
6. A construction company is planning to cut down several trees in your locality to build new flats. As the President of your Residential Association write a formal letter to the editor of your local newspaper highlighting this issue. 10
7. You are attending an international Conference in your city. You have just met a participant from the U.S.A. Write a dialogue in 10 turns where both of you get introduced to each other and discuss your expectations from the conference. 10
8. Write an essay on Barriers to communication. 10
9. A group of five students have been given the topic "Environment Pollution and ways to curb it" for group discussion. Attempt a group discussion for a set of three students. 10
10. You have been invited to speak in a webinar for high school students on the topic: "Contribution of Youth in Nation building"
Write your speech in around 300 words. 10

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1. What do you understand by the term ‘non-verbal communication’? What are its advantages? 10

ANS: non verbal communication:

Non-verbal communication is a kind of communication carried out without using words or as non-verbal behavior. Nonverbal communication involves facial expression, voice tone, pitch, body language, gestures, silence, posture, eye contact, touching, etc. Sometimes it is also called “silent language”.

Advantages of non-verbal communication:

- 1) Easily adaptable: Non-verbal communication is the easiest mode of communication. As it uses gestures and other nonverbal cues, it helps to present ideas in a simple and effective manner. Also, information can also be delivered by simply using visual, audiovisual, and silent techniques.
- 2) Appealing presentation: Non-verbal communication is more or less like visual communication, as it focuses on visuals like pictures, graphs, signs, and other aspects that are highly appealing. Adding such visuals while expressing one’s ideas helps to make a stronger impact, making the presentation appealing and noticeable.
- 3) Builds connections and trust: Effective nonverbal communication helps to build connections and develop trust and likelihood towards one another. It can develop relationships and strengthen the bond between individuals. As it helps people to feel more connected by creating a sense of understanding and comfort.
- 4) Faster communication: Nonverbal communication signals, such as signs and symbols, can also express some messages faster than oral or written communication. Also, non-verbal communication is faster than verbal communication because signals like body language and posture convey information. in less time with minimal effort.
- 5) Enhances verbal communication: Non-verbal signs strengthen the impact of a spoken statement. People pay more attention to nonverbal cues like facial expressions, tone of voice, and body language in nonverbal communication. So they are more likely to understand what one is saying rather than just verbal or nonverbal communication.
- 6) Efficiency and reliability: Non-Verbal Cues are the most effective means of verifying the authenticity and reality of a message. By paying attention to nonverbal signals, people can better understand the message and even protect themselves from deception.

7) Accenting: This is a technique used to highlight a verbal message. In this, the true meaning of the words is conveyed through actions that accent the spoken statement. As it is used to emphasize a major aspect of the message, it helps the receiver understand the communicator's true feelings. Example: stamping, moving ahead, easing off, or backing off.

8) Conveys emotion: Nonverbal communication expresses emotion and sentiments, sometimes knowingly and many times unknowingly. The visual signals show how a person feels about the discussion, expressing their emotions. It is also helpful in difficult situations to verbally communicate feelings, such as in business meetings or while speaking to strangers.

9) Creates interactive experience: Interactive experience is a great benefit of nonverbal communication it helps to create a more engaging environment. As people engage in non-verbal cues, it accurately shows how people feel about the interactions. The exchange of these signals keeps the conversation going.

10) Overcoming barriers: Nonverbal communication helps overcome cultural obstacles. It also improves clarity in communication, especially when speaking to people from different languages. With the rise of social media, nonverbal communication is becoming more accessible and connected.

2. Write a short note on Macro functions of communication. 10

ANS: The macro functions of communication are listed below:

1. The emotive function: to communicate the inner states and emotions, e.g. Oh no!

It is also known as "expressive function". This function focuses on the 'addresser'. This function comes out when we want to express our emotions although we don't speak to give an information. In this function, we communicate for ourselves more than other people who hear us or not.

2. The directive function: seeking to affect the behaviour of others, e.g. Close the door, please.

Directive function of communication is a way to get a response from somebody that you are communicating with in a typical conversation. Some would say that directive language is typically used to give a command of some sort to somebody.

3. The phatic function: opening the channel or checking that it is working, e.g. Hello, is it Thomas Cook? or Can you hear me, Mrs. Gupta?

The phatic function is the part of communication which keeps open the line of communication itself; it is the means by which two or more speakers reassure themselves that not only are they being listened to, but they are also being understood.

4. The poetic function: the particular form chosen is the essence of the message. This refers to the aesthetic function of language.

Poetry is a communication tool that stretches language, allowing a poet to communicate in a way that other forms of written communication don't offer. It is written by the poet to communicate emotion, and the reader interprets those emotions and derives meaning from the poetry through their own personal lens. Poetry should also be a social experience, as it was historically part of oral tradition and was shared through recitation at social gatherings. The poetic function of language is intended to give strength and elevate a discourse, and is based mainly on the form of the message, the styles used and the literary resources.

5. The referential function: to carry information

Referential communication is a type of communication that makes reference to objects or situations that cannot be experienced directly. It involves a speaker using names or descriptions to refer to entities (things and people) and their location or movement, and a listener identifying them based on the speaker's information. Referential communication requires clarity and accuracy from the speaker and comprehension and feedback from the listener.

. 6. The metalinguistic function: focusing attention on the code itself, e.g. 'the use of both will or shall is correct in modern usage.

Metalinguistic communication function is a linguistic function in which language is used to refer to itself. It involves using language as a reference for communication. Common uses of the metalinguistic function of language occur when we talk about the meaning of a word, the meaning it has in a particular context, the rules of pronunciation, etc.. The metalinguistic function is used to communicate knowledge about the language, and is used in dictionaries, linguistics and grammar books1.

' 7. The contextual function: creating a particular kind of context, e.g. Right! Let's start the meeting now

Contextual function in communication refers to the environment that forms discourse and is one of the key factors influencing discourse comprehension.

3. How do you differentiate between Group Discussions at Interviews and Group Discussions in General? 10

ANS: Group discussion is formed by combining two different words i.e. group and discussion. Here, group means a number of people or things that are put together considered as a unit whereas the word 'discuss' is derived from the Latin 'discutere', which means to shake or strike. Thus 'discussion' refers to examine the topic thoroughly to reach a conclusion. Collectively, it is called Group discussion which means the exchange of ideas by participated candidates on a specific subject or topic. The whole concept is to bring collectively a unit of people on a common platform to share their ideas. Generally, group discussion is a method used by the companies or organizations to check whether the candidates have certain personality or skills which are must for their members or employees. Nowadays, group discussions have become a main stage in the recruitment process. In this discussion, the group of applicants or candidates is given a topic or a scenario and few minutes are provided them to think about the same, and then asked to discuss the situation among them for a limited time. Organizations conduct group discussion after the written test so as to test the interactive skills of the candidates and how good they are at interacting with other people. Group discussion also tells about how candidates behave, participate and contribute in a group. Also, recruiters come to know about how much importance applicants give to the team objectives as well as their own, how well they listen to viewpoints of others and how open-minded are they in accepting the views contrary to their own. Group Discussion is conducted to evaluate your following skills:

- Confidence.
- Effective Communication.
- Quality of Language.
- Listening Skills.
- Assertive Attitude.

- Paraphrasing Skills.
- Leadership.

A group discussion in an interview is a hiring technique employer uses to evaluate a group of participants on a subject. Companies use GDs to test candidates' communication, leadership and knowledge of given topics. Employers conduct GDs to hire several people with similar academic backgrounds and apply for similar roles. Candidates in the GD have a topic to prepare and present their facts and opinions. The discussion of the group helps an employer gauge their skills.

1. Know about the current topics

Usually, employers prefer asking current topics for a GD. To prepare in advance for the GD, consider reading a newspaper and magazine and watching television regularly to stay up-to-date with the current topics.

2. Practice before the group discussion

To excel in your group discussion, participate in a mock GD and practice the situation before attending the interview process. If you are studying in a college, you can ask the placement committee to conduct mock GDs to prepare for the interview.

3. Practice time management

As the entire discussion lasts for only 10-15 minutes, it is essential to practice time management. Speaking for at least a minute or more can help you speak about your opinions and present your viewpoints to others.

4. Define the topic

Making an assertive statement at the start can help you attract the employer's attention. When initiating a topic, try to use the group discussion topic in your initiation statement and define it using a simple and easy-to-understand manner.

\. What are “homonyms” and “homophones”? Explain with suitable examples. 10

ANS: In linguistics, a homonym is one of a group of words that share the same spelling and the same pronunciation but have different meanings. This usually happens as a result of the two words having different origins. The state of being a homonym is called homonymy.

A homophone is a word that is pronounced the same as another word but differs in meaning. The words may be spelled the same, such as rose (flower) and rose (past tense of "rise"), or differently, such as carat, caret, and carrot, or to, two and too.

All homonyms are homophones because they sound the same. However, not all homophones are homonyms. Homophones with different spellings are not homonyms.

Words that are spelt and pronounced the same but have different meanings are called Homonyms.

I can go to the market only afternoon. [Can=verb (ability)]

The can was opened by a small knife. [Can=noun (container)]

Words that sound the same but have different spellings and meanings are called homophones.

Father served us chocolate dessert. (Dessert=eatable)

The girl was stranded alone in the desert. (Desert=land mass)

5. What are some of the meeting etiquettes which one must follow while attending a meeting?

Also suggest ways to end a meeting. 10

ANS: meeting etiquettes during meeting:

Show up on time.

This age-old piece of advice is useful for all aspects of life, especially meetings. Preferably, five minutes early, maybe even earlier if you're the host. Although you may think your team won't mind if you're five minutes late grabbing a coffee, this type of thinking can have negative repercussions. Soon others will start showing up later and later following your example.

Know what you're responsible for.

Nothing looks more unprofessional than being asked about your work and being unable to answer questions about it. Know what you're bringing to the table and be prepared for any questions people may have about it. Run through a list of the questions before the meeting starts and be prepared to answer them

Introduce folks who are new or calling in.

Making introductions allows everyone attending the meeting to feel welcome if they haven't participated with your specific group before. If you're calling in to a meeting without video or speaking to someone who's calling in, be sure to let them know who it is that's speaking to ease confusion. Otherwise, you'll talk over them or make them feel unwelcome.

Mute yourself when you're not speaking in a video conference.

An unmuted microphone can lead to some pretty awkward moments if someone doesn't realize they're able to be heard. A fan running in the background or calling in from a crowded cafe can also bring annoying sound into a meeting and distract your coworkers.

Have a good posture.

Slouching in your seat communicates to everyone in the room that you don't care about what's happening. As hard as it may be, sit up straight and stay still in your chair.

Share the conversation.

Making everyone feel valued in the meeting should be your number one goal, and equitably sharing the conversation is one way to do that. Although you may have some great points, talking over participants or continually interjecting can be frustrating to others trying to join the conversation.

Speak loudly and clearly.

A common gripe about meetings is the inability to hear a person in the room or online that's speaking. You shouldn't have to strain your ears to try to pick up on someone's valuable points.

Ways to end a meeting:

Add a shoutouts section

Building up your employees professional esteem through acknowledging their good work and through congratulating them is going to feel motivational for them. This is also going to encourage this standard of performance in the future. Thank your employees for the hard work they've put into their tasks and give praise where it's been earned. Shoutouts show your employees their work and efforts are both noticed and valued.

Review and summarize action items

Reviewing and summarizing action items from previous meetings is positive because it's typically very productive. It's a great idea to make sure that you are aware of the status and progress of action items so that you can keep on top of what needs to get done. The team coming together to be on the ball with your workload is positive in that it is productive.

End with a cheer

It might feel really awkward at first, but if you can laugh through the discomfort, a team cheer can be really effective for bonding with your colleagues. Business consultant, entrepreneur and

author Cameron Herold, actually recommends getting into a huddle with your team for a positive team building experience with your team.

End with a motivating stat

Statistics are usually boring but when you're dropping an interesting and relevant one at the end of the meeting, they actually work pretty well. This is similar to sharing a fun fact or some positive news, which is thought provoking and interesting. Statistics are hard facts, which make them that much more interesting and that much more valuable, too.

6. A construction company is planning to cut down several trees in your locality to build 10 new flats. As the President of your Residential Association write a formal letter to the editor of your local newspaper highlighting this issue.

ANS:

XYZ Colony

Sector 45

Chandigarh

13th July 2023

To

The Editor

The Tribune

Chandigarh

Sub.: Regarding the cutting down of trees in our colony

Respected Sir/Madam,

Through the columns of your esteemed daily, I want to draw the attention of the authorities and people towards the problem of cutting downs of trees in my locality to build a new flat.

The indiscriminate felling of trees by some unscrupulous persons in this area has caused an alarming situation these days. The people of our society have witnessed a great number of decreases in the number of trees that were flourishing in our area. This has become a great cause of worry for the whole society. This is going on for the last three weeks. It is a great pity that the locality area is gradually being dwindled. Rapid industrialization, unplanned housing are the major causes of the decline of the surroundings. It is a great threat to the environment of our area. All this affects our lives badly and adversely. The level of pollution is on peak level.

So, I will be highly obliged if I get an opportunity to ventilate my concern about the thoughtless and indiscriminate felling of trees through this article.

Thanking You.

Yours truly

Meenakshi Sankhyan

Colony president

7. You are attending an international Conference in your city. You have just met a 10 participant from the U.S.A. Write a dialogue in 10 turns where both of you get introduced to each other and discuss your expectations from the conference.

ANS:\

MEENAKSHI: Hello! Mr. Sam. How are you?

SAM TIDON: Hey! I'm totally fine and what about you?

MEENAKSHI: Me also good.

SAM TIDON: Have you been attended such an international conference yet?

MEENAKSHI: Yes, I have been. This conference is quite different from all and interesting as well.

SAM TIDON: Education with corona is likely to be on same pace now. We can't stop education because of this pandemic.

MEENAKSHI: Yeah! It's true. People should pay attention for their own protection. No law can impose complete protection to all.

SAM TIDON: Covid-19 put impact on various walks of life i.e. education, health, economic etc.

MEENAKSHI: So many people lost their lives and loving ones too.

SAM TIDON: Governments must put some more serious actions for this and appreciate people for their good efforts to get rid of this pandemic.

MEENAKSHI: It was quite interesting conference today, did you enjoy this?

SAM TIDON: yes, ofcourse. Although I came to india first time and it's my best journey ever. Thank you so much for such a beautiful conversation.

MEENAKSHI: welcome again to India Mr. Sam.

8. Write an essay on Barriers to communication. 10

ANS: Using Jargon:

If one uses unfamiliar terms or over-complicated technical terms, it could not be understood well.

Lack of Attention or Interest:

If the message is irrelevant to the receiver or there are distractions around (like others speaking at the same time) then the message might not be communicated properly.

Perception Difference:

If two people see things differently then their viewpoints might come in the way of deciphering the message correctly.

Physical Disabilities:

If the receiver has hearing problems, or the speaker has speech disabilities, then communication will not be effective. It will distort the message.

Emotional Barriers:

Sensitive topics make it difficult for the speaker or the receiver to engage properly in the communication exchange. It could also be that some people are not comfortable expressing themselves; hence their words might not reflect the true meaning of what they want to convey.

Topics that may be taboo or off-limits for some people are politics, religion, mental or physical disabilities, racism, sexuality, and any other unpopular options.

The Difference in Culture:

Social interactions have different norms in different cultures. For example, the idea of space exists in some cultures and social settings but not in the same form in others. These cultural differences could prevent effective communication.

Physical Barriers to Communication:

A face-to-face communication has a lot of parts to the communication than just the words. Facial expressions, body language, gestures, etc. are also involved in the whole communication process. If you can't see the person, then some messages might get lost. Text messages, phone calls, etc. are some of the technological ways of communicating which lack the effect of a personal meeting.

Language Difference:

The difference in dialects of different regions or unfamiliar accents can make it difficult to understand the message sent.

Prejudices:

Most people have preconceived notions about many things; hence they hear only what they want to listen to, not what is being said. These false assumptions and stereotyping lead to barriers in communication.

9. A group of five students have been given the topic “Environment Pollution and ways to curb it” for group discussion. Attempt a group discussion for a set of three students. 10

ANS: S1: Environmental pollution affects the health of people and living beings, causing an environmental imbalance. We should find out all the information about what environmental pollution is and its main causes.

S2: Pollution is the presence of elements in the environment that are harmful to ecosystems and humans. It is the introduction of substances or physical elements that should not be present in an environment, affecting the balance of the ecosystem. The pollutant can be a chemical substance, heat, light and the environment can be an ecosystem or a living being.

S3: Causes of environmental pollution

Human activity: industrial development, gas emissions, production of non-biodegradable waste, and the indiscriminate use of plastic are some of the examples of human activity on the planet.

Deforestation: the use of wood, the need to expand industrial areas, urban spaces, or livestock activities contribute to deforestation.

Chemicals and pesticides: they are widely used mainly in the agricultural sector, however, they are polluting and affect soils and also water.

S4: The introduction of any type of biological, physical, or chemical agent into the environment generates harmful changes. There are different types of environmental pollution. We must know all the causes and consequences of each one.

S5: Water pollution is when there are biological, physical, or chemical changes in the quality of water, generating harmful effects on any being that consumes it.

Global warming: the increase in the earth's temperature, due to CO₂ emissions, heats the water, which reduces the oxygen level.

Fuel Spills – Transportation and storage of fuels, such as oil, can reach water sources.

Industrial, livestock, and agricultural activities: chemical product spills are one of the main causes of water eutrophication.

S1: Noise pollution – also known as auditory pollution – is the presence of vibrations or noises that imply annoyance, damage or risk for people and for the development of activities.

Automobile traffic, air traffic, and construction sites are some of the main causes of noise pollution.

Dog bricks and nightlife (noise from bars and restaurants) also contribute to pollution.

Excessive and constant noise has negative effects on hearing and can cause stress, fatigue, anxiety, depression, as well as problems with sleep, memory, and attention.

S2: If we do not know how to avoid noise pollution, we share some tricks: use a moderate volume in electronic devices, do not use electrical appliances – such as the blender – in the hours of rest and if we do any renovation at home, take advantage of the hours of the day to do it.

S3: To prevent pollution it is necessary to consume resources responsibly, choose means of transport that do not emit gases, seek energy efficiency in appliances and lamps, in addition to separating your waste and recycling. If you don't know how to avoid environmental pollution, know all the tips you can do to help the environment.

S4: If you want to seek energetic efficiency at home, keep the following points in mind:

Check that the product has efficient energy consumption when you need to buy a new appliance.

You can save when choosing the way to light indoors and outdoors: LED lamps to reduce electricity use by 80% compared to halogen lamps and 45% compared to compact fluorescent lamps.

The installation of solar panels can replace part of the electricity or gas consumption of the home. At present, in the market, there are solar collectors to heat the water in the hot water tank and also equipment that allows feeding the energy network of the house.

S5: Among the suggestions on how to prevent environmental pollution there are several that can be incorporated into day-to-day life:

Do not honk in a traffic jam.

Control the noise of car and motorcycle exhausts.

Avoid music in vehicles and homes that can affect others.

10. You have been invited to speak in a webinar for high school students on the topic: 10 “Contribution of Youth in Nation building” Write your speech in around 300 words.

ANS: I, Meenakshi Sharma Sankhyan, today would like to present my views on an important topic: Contribution of Youth in Nation building

The youth of a nation are the backbone and the most powerful force within the nation. They are the hope of the future and can shape the destiny of a country. History shows that countries subjected to alien rule have without exception sought the help of youth in times of crisis. The youth have also been instrumental in the change of governments, whenever need for such a change has been felt. They have always been in the forefront in the building of political, social and economic orders of a society. They play a positive role for the cause of a nation and national integration. Today's generation faces greater challenges in national building due to the force and pressure of internal politics and external conflicts. The youth act as a catalyst in an already vibrant country aspiring to find its rightful place in the world politics and play a more effective role of a true leader. To help India realise its dreams the youth can and ought to play a leading role in bringing together the people of different states with diverse religions and integrate them emotionally, culturally and

geographically, contribute in extricating society from age old stigmas of casteism, communalism, parochialism and regionalism, help preserve cultural heritage and infuse the spirit of patriotism, thus keep the country together and defeat all separatist attempts by unscrupulous elements. Today's youth can contribute immensely to the politics of the country. If a nation does not rejuvenate its political leadership profile it would be-come old in thought and slow in action. The youth are the future of a nation and its future leaders. The opportunity provided at educational level to contribute to politics should be encouraged and the youth should learn and follow clean and meaningful politics which can thereafter be translated into greater national aim. The youth are the privileged persons in the society who can contribute to development. Therefore they have a special responsibility and should actively participate in the development plans of the nation. Youth should be acquainted with the major problems facing the country. Firstly, they should study the basic problem of health, AIDS, environment, nutrition, lack of education, economic backwardness, ignorance, dowry-deaths, casteism, and superstitions /false beliefs of the masses. Our society is experiencing a constant change and faces the conflicting ideologies of the past vis-a-vis the West. Our past with a shadow of casteism, superstition and religious over tunes needs a balanced approach and the youth can play a very important role in this regard and educate the general public about the misnomers relating to superstition. The need to do away with the caste system and encourage lateral, vertical and diagonal in mingling of people to mesh them into a true India n network. They can establish good rapport with the people so as to involve them in active participation in social work which will help to make society a better place to live in. 9. Further, the Government programmes such as _Clean and Green' are very good opportunities for youth to join hands with their countrymen and give impetus in the process of nation building. 10. India has a National Cadet Corps (NCC), National Social Service (NSS), National Service Volunteer Scheme (NSVS) and other similar organization, which are an asset to our Nation. Young men and women are the reservoirs of unbounded energy and enthusiasm. Youth should accept all the challenges faced by the country. Let the youth be put to best use. For this, their energies, skills and talents have to be properly harnessed, channelised and put to right use for the common good of the country

At last, request to today's youth to use your energy in positive way to contribute in better development of our country.

Thank You