

RAJIV GANDHI PROUDYOGIKI VISHWAVIDYALAYA, BHOPAL
New Scheme Based On AICTE Flexible Curricula
B.Tech. First Year

Branch- Common to All Disciplines

BT103	English for Communication	3L-0T-2P	4 Credits
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COURSE CONTENTS:

Unit-I

Identifying Common errors in writing: Articles, Subject-Verb Agreement, Prepositions, Active and Passive Voice, Reported Speech: Direct and Indirect, Sentence Structure.

Unit-II

Vocabulary building and Comprehension:

Acquaintance with prefixes and suffixes from foreign languages in English to form derivatives, synonyms, antonyms, Reading comprehension.

Unit-III

Communication:

Introduction, Meaning and Significance, Process of Communication, Oral and Written Communication, 7 c's of Communication, Barriers to Communication and Ways to overcome them, Importance of Communication for Technical students, nonverbal communication.

Unit-IV

Developing Writing Skills:

Planning, Drafting and Editing, Precise Writing, Précis, Technical definition and Technical description. Report Writing: Features of writing a good Report, Structure of a Formal Report, Report of Trouble, Laboratory Report, Progress Report.

Unit-V

Business Correspondence:

Importance of Business Letters, Parts and Layout; Application, Contents of good Resume, guidelines for writing Resume, Calling/ Sending Quotation, Order, Complaint, E-mail and Tender.

Books Recommended:

1. 'Technical Communication : Principles and practice', Meenakshi Raman and Sangeeta Sharma (Oxford)
2. 'Effective Business Communication', Krizan and merrier (Cengage learning)
3. 'Communication Skill, Sanjay Kumar and pushlata, OUP2011
4. "Practical English Usage Michael Swan OUP, 1995.
5. "Exercises in spoken English Parts I-III CIEFL, Hyderabad, Oxford University Press
6. On writing well, William Zinsser, Harper Resource Book 2001.
7. Remedial English Grammar, F.T. Wood, Macmillan 2007.

Course Outcomes:

The student will acquire basic proficiency in English including reading and listening comprehension, writing and speaking skills.

Communicative Language Laboratory:

Course objective: The language laboratory focuses on the practice of English through audio-visual aids and Computer software. It intends to enable the students to speak English correctly with confidence and intends to help them to overcome their inhibitions and self –consciousness while speaking in English.

Topics to be covered in the Language laboratory sessions:

1. Listening Comprehension.
2. Pronunciation, Intonation, Rhythm
3. Practising everyday dialogues in English
4. Interviews.
5. Formal Presentation

Final Assessment should be based on assignment, assessment, presentation and interview of each candidate.

UNIT- I

GRAMMAR

1. THE PARTS OF SPEECH:

The **parts of speech** explain how a word is used in a sentence.

There are eight main parts of speech (also known as word classes): **nouns, pronouns, adjectives, verbs, adverbs, prepositions, conjunctions** and **interjections**.

Most **parts of speech** can be divided into sub-classes. Prepositions can be divided into prepositions of time, prepositions of place etc. Nouns can be divided into proper nouns, common nouns, concrete nouns etc.

It is important to know that a word can sometimes be in more than one part of speech.

The Eight main parts of speech in English are:

NOUN - (Naming word)

A noun is the name of a person, place, thing or idea.

Examples of nouns: Daniel, London, table, dog, teacher, pen, city, happiness, hope

Example sentences: **Steve** lives in **Sydney**. **Mary** uses **pen** and **paper** to write **letters**.

PRONOUN - (Replaces a Noun)

A pronoun is used in place of a noun or noun phrase to avoid repetition.

Examples of pronouns: I, you, we, they, he, she, it, me, us, them, him, her, this, those

Example sentences: Mary is tired. **She** wants to sleep. **I** want **her** to dance with **me**.

ADJECTIVE - (Describing word)

An **adjective** describes, modifies or gives more information about a noun or pronoun.

Examples: big, happy, green, young, fun, crazy, three

Example sentences: The **little** girl had a **pink** hat.

VERB - (Action Word)

A **verb** shows an action or state of being. A verb shows what someone or something is doing.

Examples: go, speak, run, eat, play, live, walk, have, like, are, is

Example sentences: I **like** Woodward English. I **study** their charts and **play** their games.

ADVERB - (Describes a verb)

An **adverb** describes/modifies a verb, an adjective or another adverb. It tells how, where, when, how often or to what extent. Many adverbs end in -LY

Examples: slowly, quietly, very, always, never, too, well, tomorrow, here

Example sentences: I am **usually** busy. **Yesterday**, I ate my lunch **quickly**.

PREPOSITION - (Shows relationship)

A **preposition** shows the relationship of a noun or pronoun to another word. They can indicate time, place, or relationship.

Examples: at, on, in, from, with, near, between, about, under

Example sentences: I left my keys **on** the table **for** you.

CONJUNCTION - (Joining word)

A **conjunction** joins two words, ideas, phrases or clauses together in a sentence and shows how they are connected.

Examples: and, or, but, because, so, yet, unless, since, if.

Example sentences: I was hot **and** exhausted **but** I still finished the marathon.

INTERJECTION - (Expressive word)

An **interjection** is a word or phrase that expresses a strong feeling or emotion. It is a short exclamation.

Examples: Ouch! Wow! Great! Help! Oh! Hey! Hi!

Example sentences: Wow! I passed my English test. Great! Alas!

Parts of Speech



NOUN

Name of a person, place, thing or idea.

Examples: Daniel, London, table, hope
- *Mary* uses a blue *pen* for her *notes*.

PRONOUN

A pronoun is used in place of a noun or noun phrase to avoid repetition.

Examples: I, you, it, we, us, them, those
- I want *her* to dance with *me*.

ADJECTIVE

Describes, modifies or gives more information about a noun or pronoun.

Examples: cold, happy, young, two, fun
- The *little* girl has a *pink* hat.

VERB

Shows an action or a state of being.

Examples: go, speak, eat, live, are, is
- *Listen* to the word and then *repeat* it.

ADVERB

Modifies a verb, an adjective or another adverb. It tells how (often), where, when.

Examples: slowly, very, always, well, too
- *Yesterday*, I ate my lunch *quickly*.

PREPOSITION

Shows the relationship of a noun or pronoun to another word.

Examples: at, on, in, from, with, about
- I left my keys *on* the table *for* you.

CONJUNCTION

Joins two words, ideas, phrases together and shows how they are connected.

Examples: and, or, but, because, yet, so
- I was hot *and* tired *but* still finished it.

INTERJECTION

A word or phrase that expresses a strong emotion. It is a short exclamation.

Examples: Ouch! Hey! Oh! Watch out!
- *Wow!* I passed my English exam.

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Sometimes Articles are included as the third part of speech. Note, an article is a type of an adjective.

2. ARTICLES - (Defining word)

An **article** is used before a noun. These are divided into definite (the) and indefinite (a, an). Articles help define nouns.

Examples: a, an, the

Example sentences: I need **a** dictionary. **The** dictionary needs to be in English.

I will be eating **an** apple pie.

The pronunciation of the definite article(the) depends on the first sound(consonant/vowel) used after it.

Example: The Earth (vowel)

Example: The book (consonant)

3. TENSES:

The 12 Verb Tenses

	Past	Present	Future
Simple	I <i>ate</i> pizza yesterday. S + V ₂ + O	I <i>eat</i> pizza everyday. S + V ₁ + O	I <i>will eat</i> pizza tomorrow. S + 'will' + V + O
Continuous	I <i>was eating</i> pizza when you arrived. S + 'was/were' + (V+ing) + O	I <i>am eating</i> pizza right now. S + 'am/is/are' + (V+ing) + O	I <i>will be eating</i> pizza when you arrive. S + 'will be' + (V+ing) + O
Perfect	I <i>had eaten</i> all of the pizza when you arrived. S + 'had' + V ₃ + O	I <i>have eaten</i> all of the pizza. S + 'have/has' + V ₃ + O	I <i>will have eaten</i> all of the pizza by the time you arrive. S + 'will have' + V ₃ + O
Perfect Continuous	I <i>had been eating</i> pizza for 2 hours when you arrived. S + 'had been' + (V+ing) + O	I <i>have been eating</i> pizza for 2 hours. S + 'have/has been' + (V+ing) + O	I <i>will have been eating</i> pizza for 2 hours when you arrive. S + 'will have been' + (V+ing) + O

Legend: S = Subject O = Object V = Verb (V₁ = present / V₂ = past / V₃ = past participle)

Tense Chart

	Present T.	Past T.	Future T.
1. Indefinite (V1st) :	ता है, ती है, ते हैं do/does	ता था, ती थे, ते थे did	गा, गी, गे shall/will
2. Continuous (V1st+ing) :	रहा है, रही है, रहे हैं is/am/are	रहा था, रही थी, रहे थे was/were	रहा होगा, रही होगी, रहे होंगे shall be/will be
3. Perfect (V3rd) :	चुका है, चुकी है, चुके हैं has/have	चुका था, चुकी थी, चुके थे had	चुका होगा, चुकी होगी, चुके होंगे shall have/will have
4. Perfect Continuous :	रहा होगा + time...	रहा होगा + time...	रहा होगा + time...

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4. AUXILIARY VERBS:

What are auxiliary verbs?

Basically, **auxiliary verbs** are *function words*, a type of closed class which is constituted of words that have a grammatical function as opposed to *content words*, which are an open class of lexical words. An auxiliary verb is used to add functional or grammatical content to the information expressed by another verb.

Basically, **auxiliary verbs** are *function words*, a type of closed class which is constituted of words that have a grammatical function as opposed to *content words*, which are an open class of lexical words. An auxiliary verb is used to add functional or grammatical content to the information expressed by another verb, considered to be the main verb. Auxiliary verbs are also called **helping verbs**.

Examples:

- I **am** writing a book.
- He **has** done the work.
- We **will** be there in a minute.
- **Would** you help me with this homework?
- **Can** you open the door?
- **Did** you visit New York last holiday?
- **Do** you like chocolate?
- They **must** get there on time.

List of auxiliary verbs

This is a list of English auxiliary verbs:

- *be (am, are, is, was, were, being),*
- *can,*
- *could,*
- *do (did, does, doing),*
- *have (had, has, having),*
- *may,*
- *might,*
- *must,*
- *shall,*
- *should,*
- *will,*
- *would*
- I **am** writing a book.
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- We **will** be there in a minute.

- **Would** you help me with this homework?
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- *must,*
- *shall,*
- *should,*
- *will,*
- *would*

5. Subject- Verb Agreement:

THE 18 SUBJECT-VERB AGREEMENT

What Are the Rules?

1. Subjects and verbs must agree in number. This is the cornerstone rule that forms the background of the concept. In these examples the subject is underlined and the verb is in italics.

The dog *growls* when he is angry. The dogs *growl* when they are angry.

2. Don't get confused by the words that come between the subject and verb; they do not affect agreement.

The dog, who is chewing on my jeans, *is* usually very good.

3. Prepositional phrases between the subject and verb usually do not affect agreement.

The colours of the rainbow *are* beautiful.

4. When sentences start with "there" or "here," the subject will always be placed after the verb, so care needs to be taken to identify it correctly.

There *is* a problem with the balance sheet. Here *are* the papers you requested.

5. Subjects don't always come before verbs in questions. Make sure you accurately identify the subject before deciding on the proper verb form to use.

Where *are* the pieces of this puzzle?

6. If two subjects are joined by "and," they typically require a plural verb form.

The cow and the pig *are* jumping over the moon.

7. The verb is singular if the two subjects separated by "and" refer to the same person or thing.

Red beans and rice *is* my mom's favorite dish.

8. If one of the words "each," "every," or "no" comes before the subject, the verb is singular.

No smoking or drinking *is* allowed. Every man and woman *is* required to check in.

9. If the subjects are both singular and are connected by the words "or," "nor," "neither/nor," "either/or," and "not only/but also" the verb is singular.

Jessica or Christian *is* to blame for the accident.

10. The singular verb form is usually used for units of measurement or time.

Four quarts of oil *was* required to get the car running.

11. If the subjects are both plural and are connected by the words "or," "nor," "neither/nor," "either/or," and "not only/but also" the verb is plural.

Dogs and cats *are* both available at the pound.

12. If one subject is singular and one plural and the words are connected by the words "or," "nor," "neither/nor," "either/or," and "not only/but also", you use the verb form of the subject that is nearest the verb.

Either the bears or the lion *has* escaped from the zoo. Neither the lion nor the bears *have* escaped from the zoo.

13. * Except for the pronouns "few," "many," "several," "both," "all," and "some" that always take the plural form.

Few *were* left alive after the flood.

14. If two infinitives are separated by "and" they take the plural form of the verb.

To walk and to chew gum *require* great skill.

15. Collective nouns like "herd," "senate," "class," and "crowd," usually take a singular verb form.

The herd *is* stampeding.

16. Final Rule – Remember, only the subject affects the verb!

6. Preposition: The word preposition means ‘that which is positioned or placed before’ (pre+positioned). Thus a preposition is a word placed before a noun or pronoun to show the relation between the noun or pronoun and some other word in a sentence.

- The student sat **on** the ground.
- The boy was sitting **in** the car.
- I am fond **of** mangoes.
- I am going **with** Rahul.

Types of Prepositions:

1. Simple Preposition: in, of, at, by, for, off, on, out, up, with, till, to, through, with, etc.

- Come **in** the class.
- He climbed **up** the mountain.

2. Compound Prepositions: These prepositions are usually formed by prefixing a preposition (generally ‘a’ or ‘be’) to a noun and adjective or an adverb. These include: within, without, outside, across, among, around, behind, before, between, beyond, inside, amidst, etc.

- A river flows **below** the bridge.
- Do not speak ill of a person **behind** his back.

3. Double Prepositions: These prepositions are a combination of two individual prepositions. Out of, outside of, from behind, from beneath, etc.

- He came **from behind** the wall.
- My father gifted me a new watch **out of** love.

4. Phrase Prepositions: these are group of words used with the force of a single preposition. These include: according to, in accordance with, in addition to, in reference to, on account of, along with, on account of, with reference to, in order to, for the sake of, etc.

- **Instead of** Mridul, his brother came and apologized.
- The programmes should be organized **in accordance with** the norms of the institution.
- You must work hard **in order to** pass the examination.
- Soldiers die in the war **for the sake of** their countries.

7. Active- Passive Voice:

Definition: Verbs are either active or passive in voice. In the active voice, the subject and verb relationship is straightforward: the subject is a **do-er**. In the passive voice, the subject of the sentence is not a do-er. It is shown with **by + do-er** or is not shown in the sentence.

Passive voice is used when the action is the focus, not the subject. It is not important (or not known) who does the action.

Examples:

- I killed the snake. (active)
- The snake was killed by me. (passive)

- Jatin ate an orange cake. (active)
- An orange cake was eaten by Jatin. (passive)

- We will perform a dance. (active)
- A dance will be performed by us. (passive)

- We are going to watch a movie tonight. (active)
- A movie is going to be watched by us tonight. (passive)

- Tom painted the house. (active)
- The house was painted by Tom. (passive)

Use of Passive

Passive voice is used when the focus is on the action. It is not important or not known, however, who or what is performing the action.

Example: My bike was stolen.

In the example above, the focus is on the fact that my bike was stolen. I do not know, however, who did it.

Sometimes a statement in passive is more polite than active voice, as the following example shows:

Example: A mistake was made.

In this case, I focus on the fact that a mistake was made, but I do not blame anyone (e.g. You have made a mistake.).

Form of Passive

Subject + finite form of *to be* + Past Participle (3rd column of irregular verbs)

Example: A letter was written.

When rewriting active sentences in passive voice, note the following:

- the object of the active sentence becomes the subject of the passive sentence
- the finite form of the verb is changed (*to be* + past participle)
- the subject of the active sentence becomes the object of the passive sentence (or is dropped)

Tense		Subject	Verb	Object
Simple Present	Active:	Rita	Writes	a letter.
	Passive:	A letter	is written	by Rita.
Simple Past	Active:	Rita	Wrote	a letter.
	Passive:	A letter	was written	by Rita.
Present Perfect	Active:	Rita	has written	a letter.
	Passive:	A letter	has been written	by Rita.
Future I	Active:	Rita	will write	a letter.
	Passive:	A letter	will be written	by Rita.
Future II	Active:	Rita	can write	a letter.
	Passive:	A letter	can be written	by Rita.

8. Direct- Indirect Speech:

- ❖ Quoting the exact words of the speaker is called “The Direct Speech”.
 - **David said, “I am writing a letter now”.**
- ❖ Reporting of what a speaker said without quoting his exact words is called ‘Indirect Speech’.
 - **David said that he was writing a letter then.**

Direct Speech	-	Indirect Speech
Now	-	then
Here	-	there
here after	-	there after
This	-	that
These	-	those
Ago	-	before
Thus	-	so
to-day	-	that day
to-night	-	that night
last night	-	the previous night
Yesterday	-	the day before (or) the previous day
Tomorrow	-	the next day (or) the following day
last week	-	the week before (or) the previous week
next week	-	the week after (or) the following week
last month	-	the month before (or) the previous month
next month	-	a month after
Hither	-	thither

Hence	-	thence
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- If the reporting verb is in the Present or Future tense (e.g., say, will say) there is no change in the tense of the verb in the **Indirect Speech**.
-Antony says, "I eat a mango". (D.S.)
-Antony says, that he eats a mango". (I.S.)
- If Reporting Verb is in the Past Tense. The tense of the verbs in the reported speech or Indirect Speech must be generally changed.

1. Present Tense in the Direct becomes past tense.

- Johnsi said, "I write a letter". (D.S.)

- Johnsi said that she wrote a letter. (I.S.)

2. Past Tense in the direct becomes past perfect or remains unchanged.

-Angel said, "I brought a pen yesterday". (D.S.)

-Angel said that she had bought a pen the day before. (I.S.)

3. Present Continuous in the direct becomes past continuous.

-John said, "I am going to church". (D.S.)

-John said that he was going to church. (I.S.)

4. Past Continuous in the direct becomes past perfect continuous.

-Nelson said, "I was playing cricket". (D.S.)

-Nelson said that he had been playing cricket. (I.S.)

5. Present Perfect in the direct becomes past perfect.

-Kamal said, "I have done my homework". (D.S.)

-Nelson said that he had done his homework. (I.S.)

6. Present Perfect Continuous in the direct becomes past perfect continuous.

-He said, "I have been reading a novel". (D.S.)

-He said that he had been reading a novel. (I.S.)

7. 'Will' and 'Shall' are changed to 'would'.

-He said, "I will go to London tomorrow". (D.S.)

-He said that he would go to London the next day. (I.S.)

May	-	Might
Can	-	Could
must	-	had to (or) must

-James said, "I must go now". (D.S)

-James said that she must (or) had to go then. (I.S.)

Exception to the above rule:

If the direct speech contains the Universal Truth, the tense of the direct speech remains unchanged even if the reporting verb is in the past.

The teacher said, "The sun rises in the East". (D.S.)

The teacher said that the sun rises in the East. (I.S.)

Statement (or) Assertive Sentence

Rules:

- Remove the quotation marks in the statement
- Use the conjunction 'that'
- Change the reporting verb 'say to' into 'tell'
- Change the reporting verb 'said to' into 'told'

Note:

- He said that (correct)
- He told me that (correct)
- ~~He told that~~ (Incorrect)

1. "I will work hard to get first class" said Lazar (D.S.)
Lazar said he would work hard to get first class. (I.S.)

2. "You can do this work" said Nitin to Neha (D.S.)
Nitin told Neha that he could do that work. (I.S.)

3. He says, "I am glad to be here this evening." (D.S.)
He says that he is glad to be there that evening. (I.S.)

4. "I'm going to the library now" said David (D.S.)
David said that he was going to the library then. (I.S.)

1. He said, "John will be in London on Tuesday."
He said that John would be in London on Tuesday.

2. "I never eat meat", he explained.
He explained that he never ate meat.

3. He said, "I wish I knew."
He said that He wished he knew.

4. She says, "I shall be there."
She said that she will be there.

5. He said, "She is coming this week."
He said that she was coming that week.

6. He said, "I bought this pearl for my mother."
He said that he had bought that pearl for his mother.

7. He said, "Where is she going?"
He asked where she was going.

8. He said, "Lucy, when is the next bus."
He asked Lucy when the next bus was.

9. "Is anyone there?" she asked.
She asked if anyone was there.

10. The mother said, "Lie down, David."
The mother asked David to lie down.

11. He said, "Don't move, boys."
He asked the boys not to move.

12. He said, "Please say nothing about this."
He asked her to say nothing about that.

Unit- II

Vocabulary and Comprehension

1. Prefixes and Suffixes for Foreign Language in English:

One method of understanding the meanings of new words is to analyze the different parts of the word and the meanings of those parts. Many new words are formed by adding an *affix* to the beginning or end of a Latin or Greek root or root word. When affixes are added to the beginning of roots or root words, they are called **prefixes**. For example, the most common prefix is *un-*, which means *not* or *opposite of*. If you add *un-* to the word **happy**, the new word becomes *unhappy*, which means *not happy*. When affixes are added to the end of roots or root words, they are called **suffixes**. The most common suffixes are *-s* and *-es*, which mean more than one (or the plural) of the word. Adding *-es* to *wish*, changes the meaning of the word to *more than one wish*.

Many English words are formed by taking basic words and adding combinations of prefixes and suffixes to them. A basic word to which affixes (prefixes and suffixes) are added is called a **rootword** because it forms the basis of a new word. The root word is also a word in its own right. For example, the word **lovely** consists of the word **love** and the suffix **-ly**.

In contrast, a **root** is the basis of a new word, but it does not typically form a stand-alone word on its own. For example, the word **reject** is made up of the prefix **re-** and the Latin root **ject**, which is not a stand-alone word.

Prefix

A **prefix** is a group of letters placed before the root of a word. For example, the word "unhappy" consists of the prefix "un-" [which means "not"] combined with the root (stem) word "happy"; the word "unhappy" means "not happy."

A Short List of Prefixes:

PREFIX	MEANING	EXAMPLES
de-	from, down, away, reverse, opposite	decode, decrease
dis-	not, opposite, reverse, away	disagree, disappear
ex-	out of, away	exhale,

Suffix

A **suffix** is a group of letters placed after the root of a word. For example, the word flavorless consists of the root word "flavor" combined with the suffix "-less" [which means "without"]; the word "flavorless" means "having no flavor."

A Short List of Suffixes:

SUFFIX	MEANING	EXAMPLES
-able	able to, having the quality of	comfortable, portable
-al	relating to	annual, comical
-er	comparative	bigger, stronger

	from, lacking, former	explosion	-est	superlative	strongest, tiniest
il-	Not	illegal, illogical	-ful	full of	beautiful, grateful
im-	not, without	impossible, improper	-ible	forming adjective	an reversible, terrible
in-	not, without	inaction, invisible	-ily	forming adverb	an eerily, happily, lazily
mis-	bad, wrong	mislead, misplace	-ing	denoting an action, a material, or a gerund	acting, showing
non-	Not	nonfiction, nonsense	-less	without, not affected by	friendless, tireless
pre-	Before	prefix, prehistory	-ly	forming adjective	an clearly, hourly
pro-	for, forward, before	proactive, profess, program	-ness	denoting a state or condition	kindness, wilderness
re-	again, back	react, reappear	-y	full of, denoting a condition, or a diminutive	glory, messy, victory,
un-	against, not, opposite	undo, unequal, unusual			

Prefix	Meaning	Examples
-a	On/in/out/from	Away, aboard, arise, alight
-al	all	Alone, already
-be	by	Below, before
-by	Be/on the side	Bypass, byword
-for	through	forget, forgive
-fore	before	Forecast, foresee
-gain	against	Gainsay
-in	in	Inside, income
-mis	wrong	Mislead, mistake

-over	Above/beyond	overflow, overcharge
-out	out	Outside, outcome
-to	this	Today, tonight
-un	Not/to reverse an action	Unkind, untie
-under	below	Underground, undersell
-with	Against/back	Withdraw, withhold
-wel	In good condition	Welcome, welfare

Suffix	Meaning	Examples
-able/-ible	capable of	portable, legible
-ac/-ic	like/related to	cardiac, Nordic
-acy	state/quality of being	privacy, legitimacy
-acious/-icious	full of	gracious, malicious
-al	related to	logical, philosophical
-ance/-ence	state/quality of being	maintenance, permanence
-dom	state/quality of being	freedom, kingdom
-eer/-er/-or	person who	mountaineer, writer, counsellor
-escent	becoming, to be	adolescent, fluorescent
-esque	like/reminiscent of	picturesque, Kafkaesque
-fy	to make	magnify, electrify

-iferous	containing, yielding	vociferous, carboniferous
-ise	make, become	civilize, terrorize
-ish	having qualities of	hellish, fiendish
-ism	doctrine, belief, practice	favouritism, communism
-ist	person who	chemist, florist
-ity	state/quality of being	ingenuity, oddity
-less	Without	brainless, endless
-ment	state/quality of being, result of action, process	enjoyment, embankment, abridgement
-ness	state of being	thinness, loneliness
-oid	Like	celluloid, ovoid
-ose	full of	adipose, verbose
-osis	Condition	hypnosis, psychosis
-ous	full of	illustrious, nauseous
-ship	position held	friendship, membership
-sion/-tion	state/quality of being	torsion, transition
-tude	state/quality of being	fortitude, certitude
-y	characterized by	funny, greedy

Common Latin Roots		
Latin Root	Definition	Examples
Ambi	both	ambiguous, ambidextrous
Aqua	water	aquarium, aquamarine

Aud	to hear	audience, audition
Bene	good	benefactor, benevolent
Cent	one hundred	century, percent
Circum	around	circumference, circumstance
contra/counter	against	contradict, encounter
Dict	to say	dictation, dictator
duc/duct	to lead	conduct, induce
Fac	to do; to make	factory, manufacture
Form	shape	conform, reform
Fort	strength	fortitude, fortress
Fract	to break	fracture, fraction
Ject	throw	projection, rejection
Jud	judge	judicial, prejudice
Mal	Bad	malevolent, malefactor
Mater	mother	material, maternity
Mit	to send	transmit, admit
Mort	death	mortal, mortician
Multi	many	multimedia, multiple
Pater	father	paternal, paternity
Port	to carry	portable, transportation
Rupt	to break	bankrupt, disruption
scrib/scribe	to write	inscription, prescribe
sect/sec	to cut	bisect, section
Sent	to feel; to send	consent, resent
Spect	to look	inspection, spectator
Struct	to build	destruction, restructure

vid/vis	to see	video, televise
Voc	voice; to call	vocalize, advocate

Common Greek Roots		
Greek Root	Definition	Examples
Anthropo	man; human; humanity	anthropologist, philanthropy
Auto	Self	autobiography, automobile
Bio	Life	biology, biography
Chron	Time	chronological, chronic
Dyna	Power	dynamic, dynamite
Dys	bad; hard; unlucky	dysfunctional, dyslexic
Gram	thing written	epigram, telegram
Graph	Writing	graphic, phonograph
Hetero	Different	heteronym, heterogeneous
Homo	Same	homonym, homogenous
Hydr	Water	hydration, dehydrate
Hypo	below; beneath	hypothermia, hypothetical
Logy	study of	biology, psychology
meter/metr	Measure	thermometer, perimeter
Micro	Small	microbe, microscope
mis/miso	Hate	misanthrope, misogyny
Mono	One	monologue, monotonous
Morph	form; shape	morphology, morphing
Nym	Name	antonym, synonym
Phil	Love	philanthropist, philosophy
Phobia	Fear	claustrophobia, phobic

Phon	Sound	phone, symphony
photo/phos	Light	photograph, phosphorous
Pseudo	False	pseudonym, pseudoscience
Psycho	soul; spirit	psychology, psychic
Scope	viewing instrument	microscope, telescope
Techno	art; science; skill	technique, technological
Tele	far off	television, telephone
Therm	Heat	thermal, thermometer

2. Synonyms:

Different words which have the same meaning (or similar meaning) are called synonyms. Words which have an opposite meaning are called antonyms.

Words that are synonyms are referred to as being synonymous, and the state of being a synonym is called synonymy.

List of Synonyms

- Action
 - Come — advance, approach, arrive, near, reach
 - Go — depart, disappear, fade, move, proceed, recede, travel
 - Run — dash, escape, elope, flee, hasten, hurry, race, rush, speed, sprint
 - Hurry — rush, run, speed, race, hasten, urge, accelerate, bustle
 - Hide — conceal, cover, mask, cloak, camouflage, screen, shroud, veil
 - Move — plod, go, creep, crawl, inch, poke, drag, toddle, shuffle, trot, dawdle, walk, traipse, mosey, jog, plug, trudge, slump, lumber, trail, lag, run, sprint, trip, bound, hotfoot, high-tail, streak, stride, tear, breeze, whisk, rush, dash, dart, bolt, fling, scamper, scurry, skedaddle, scoot, scuttle, scramble, race, chase, hasten, hurry, hump, gallop, lope, accelerate, stir, budge, travel, wander, roam, journey,

trek, ride, spin, slip, glide, slide, slither, coast, flow, sail, saunter, hobble, amble, stagger, paddle, slouch, prance, straggle, meander, perambulate, waddle, wobble, pace, swagger, promenade, lunge

- Do — execute, enact, carry out, finish, conclude, effect, accomplish, achieve, attain
- Have — hold, possess, own, contain, acquire, gain, maintain, believe, bear, beget, occupy, absorb, fill, enjoy
- Use — employ, utilize, exhaust, spend, expend, consume, exercise
- Get — acquire, obtain, secure, procure, gain, fetch, find, score, accumulate, win, earn, rep, catch, net, bag, derive, collect, gather, glean, pick up, accept, come by, regain, salvage
- Keep — hold, retain, withhold, preserve, maintain, sustain, support
- Put — place, set, attach, establish, assign, keep, save, set aside, effect, achieve, do, build
- Take — hold, catch, seize, grasp, win, capture, acquire, pick, choose, select, prefer, remove, steal, lift, rob, engage, bewitch, purchase, buy, retract, recall, assume, occupy, consume
- Make — create, originate, invent, beget, form, construct, design, fabricate, manufacture, produce, build, develop, do, effect, execute, compose, perform, accomplish, earn, gain, obtain, acquire, get
- Break — fracture, rupture, shatter, smash, wreck, crash, demolish, atomize
- Destroy — ruin, demolish, raze, waste, kill, slay, end, extinguish
- Kill — slay, execute, assassinate, murder, destroy, cancel, abolish
- Cut — gash, slash, prick, nick, sever, slice, carve, cleave, slit, chop, crop, lop, reduce
- Fall — drop, descend, plunge, topple, tumble
- Fly — soar, hover, flit, wing, flee, waft, glide, coast, skim, sail, cruise
- Decide — determine, settle, choose, resolve
- Help — aid, assist, support, encourage, back, wait on, attend, serve, relieve, succor, benefit, befriend, abet

- Mark — label, tag, price, ticket, impress, effect, trace, imprint, stamp, brand, sign, note, heed, notice, designate
- Plan — plot, scheme, design, draw, map, diagram, procedure, arrangement, intention, device, contrivance, method, way, blueprint
- Show — display, exhibit, present, note, point to, indicate, explain, reveal, prove, demonstrate, expose
- Antonyms
 - Begin — start, open, launch, initiate, commence, inaugurate, originate
 - End — stop, finish, terminate, conclude, close, halt, cessation, discontinuance, cease, halt, stay, pause, discontinue, conclude, finish, quit
 - Big — large, enormous, huge, immense, gigantic, vast, colossal, gargantuan, sizable, grand, great, tall, substantial, mammoth, astronomical, ample, broad, expansive, spacious, stout, tremendous, titanic, mountainous
 - Little — small, tiny, diminutive, shrimp, runt, miniature, puny, exiguous, dinky, cramped, limited, itty-bitty, microscopic, slight, petite, minute
 - New — fresh, unique, original, unusual, novel, modern, current, recent
 - Old — feeble, frail, ancient, weak, aged, used, worn, dilapidated, ragged, faded, broken-down, former, old-fashioned, outmoded, passe, veteran, mature, venerable, primitive, traditional, archaic, conventional, customary, stale, musty, obsolete, extinct
 - False — wrong, fake, fraudulent, counterfeit, spurious, untrue, unfounded, erroneous, deceptive, groundless, fallacious, incorrect, inaccurate, mistaken, erroneous, improper, unsuitable
 - True — right, accurate, proper, precise, exact, valid, genuine, real, actual, trustworthy, steady, loyal, dependable, sincere, staunch, correct, accurate, factual, true, good, just, honest, upright, lawful, moral, proper, suitable, apt, legal, fair
 - Fast — quick, rapid, speedy, fleet, hasty, snappy, mercurial, swiftly, rapidly, quickly, snappily, speedily, lickety-split, posthaste, hastily, expeditiously, like a flash
 - Slow — unhurried, gradual, leisurely, late, behind, tedious, slack
 - Cool — chilly, cold, frosty, wintry, icy, frigid

- Hot — feverish, warm, heated, sweltering, torrid, equatorial, tropical, erotic, passionate, spicy, peppery, pungent, sharp tangy, tart, fiery, flaming, sizzling, charged, burning, seared, chafed, inflamed, irritated, red, smarting, stinging
- Quiet — silent, still, soundless, mute, tranquil, peaceful, calm, restful, hushed, inaudible
reticent, reserved, taciturn, secretive, uncommunicative, tightlipped
- Noisy — loudly, earsplitting, stentorian, strident, clamorous, boisterous, clangorous, deafening, roisterous, uproarious, pandemoniac
- All — complete, entire, full, gross, outright, perfect, total, utter, whole, any, complete, every, sum, totality, each and every, every bit of, bar none, every single, everything, everyone
- None — nothing, nobody, no one, zero, zilch, no one at all, no part, not a bit, not a soul, not a thing, not any, not anyone, not anything, not one, nonexistent, null nadir, nil, naught, void, nada, blank, nix
- Normal — daily, traditional, familiar, routine, proper, ordinary, typical, everyday, usual, commonplace, natural, classic, standard, general, bona fide, established, habitual, orthodox, prevalent, run-of-the-mill, time-honored, unvarying, average, conventional, customary, common, regular, garden-variety, household, plain, simple, balanced
- Strange — abnormal, aberrant, anomalous, bent, bizarre, deviant, queer, eccentric, freakish, fanatical, odd, eerie, peculiar, weird, unorthodox, nonstandard, atypical, different, irregular, nonconforming, offbeat, unusual, extraordinary, insane, irrational, disorderly, rare, exceptional, extreme, outlandish
- Descriptive
 - Describe — portray, characterize, picture, narrate, relate, recount, represent, report, record
 - Difference — disagreement, inequity, contrast, dissimilarity, incompatibility
 - Explain — elaborate, clarify, define, interpret, justify, account for
 - Idea — thought, concept, conception, notion, understanding, opinion, plan, view, belief
 - Look — gaze, see, glance, watch, survey, study, seek, search for, peek, peep, glimpse, stare, contemplate, examine, gape, ogle, scrutinize, inspect, leer, behold,

observe, view, witness, perceive, spy, sight, discover, notice, recognize, peer, eye, gawk, peruse, explore

- Story — tale, myth, legend, fable, yarn, account, narrative, chronicle, epic, sage, anecdote, record, memoir
- Tell — disclose, reveal, show, expose, uncover, relate, narrate, inform, advise, explain, divulge, declare, command, order, bid, recount, repeat
- Think — judge, deem, assume, believe, consider, contemplate, reflect, mediate

- Feelings

- Anger — enrage, infuriate, arouse, nettle, exasperate, inflame, madden
- Angry — mad, furious, enraged, excited, wrathful, indignant, exasperated, aroused, inflamed
- Calm — quiet, peaceful, still, tranquil, mild, serene, smooth, composed, collected, unruffled, level-headed, unexcited, detached, aloof
- Eager — keen, fervent, enthusiastic, involved, interested, alive to
- Fear — fright, dread, terror, alarm, dismay, anxiety, scare, awe, horror, panic, apprehension
- Happy — pleased, contented, satisfied, delighted, elated, joyful, cheerful, ecstatic, jubilant, gay, tickled, gratified, glad, blissful, overjoyed
- Hate — despise, loathe, detest, abhor, disfavor, dislike, disapprove, abominate
- Love — like, admire, esteem, fancy, care for, cherish, adore, treasure, worship, appreciate, savor
- Moody — temperamental, changeable, short-tempered, glum, morose, sullen, mopish, irritable, testy, peevish, fretful, spiteful, sulky, touchy
- Sad — miserable, uncomfortable, wretched, heart-broken, unfortunate, poor, downhearted, sorrowful, depressed, dejected, melancholy, glum, gloomy, dismal, discouraged, unhappy
- Scared — afraid, frightened, alarmed, terrified, panicked, fearful, unnerved, insecure, timid, shy, skittish, jumpy, disquieted, worried, vexed, troubled, disturbed, horrified, terrorized, shocked, petrified, haunted, timorous, shrinking, tremulous, stupefied, paralyzed, stunned, apprehensive

- Negative

- Awful — dreadful, terrible, abominable, bad, poor, unpleasant
- Bad — evil, immoral, wicked, corrupt, sinful, depraved, rotten, contaminated, spoiled, tainted, harmful, injurious, unfavorable, defective, inferior, imperfect, substandard, faulty, improper, inappropriate, unsuitable, disagreeable, unpleasant, cross, nasty, unfriendly, irascible, horrible, atrocious, outrageous, scandalous, infamous, wrong, noxious, sinister, putrid, snide, deplorable, dismal, gross, heinous, nefarious, base, obnoxious, detestable, despicable, contemptible, foul, rank, ghastly, execrable
- Crooked — bent, twisted, curved, hooked, zigzag
- Dangerous — perilous, hazardous, risky, uncertain, unsafe
- Dark — shadowy, unlit, murky, gloomy, dim, dusky, shaded, sunless, black, dismal, sad
- Dull — boring, tiring, tiresome, uninteresting, slow, dumb, stupid, unimaginative, lifeless, dead, insensible, tedious, wearisome, listless, expressionless, plain, monotonous, humdrum, dreary
- Fat — stout, corpulent, fleshy, beefy, paunchy, plump, full, rotund, tubby, pudgy, chubby, chunky, burly, bulky, elephantine
- Gross — improper, rude, coarse, indecent, crude, vulgar, outrageous, extreme, grievous, shameful, uncouth, obscene, low
- Hurt — damage, harm, injure, wound, distress, afflict, pain
- Lazy — indolent, slothful, idle, inactive, sluggish
- Predicament — quandary, dilemma, pickle, problem, plight, spot, scrape, jam
- Trouble — distress, anguish, anxiety, worry, wretchedness, pain, danger, peril, disaster, grief, misfortune, difficulty, concern, pains, inconvenience, exertion, effort
- Ugly — hideous, frightful, frightening, shocking, horrible, unpleasant, monstrous, terrifying, gross, grisly, ghastly, horrid, unsightly, plain, homely, evil, repulsive, repugnant, gruesome
- Positive
 - Amazing — incredible, unbelievable, improbable, fabulous, wonderful, fantastic, astonishing, astounding, extraordinary

- Beautiful — pretty, lovely, handsome, attractive, gorgeous, dazzling, splendid, magnificent, comely, fair, ravishing, graceful, elegant, fine, exquisite, aesthetic, pleasing, shapely, delicate, stunning, glorious, heavenly, resplendent, radiant, glowing, blooming, sparkling
- Brave — courageous, fearless, dauntless, intrepid, plucky, daring, heroic, valorous, audacious, bold, gallant, valiant, doughty, mettlesome
- Bright — shining, shiny, gleaming, brilliant, sparkling, shimmering, radiant, vivid, colorful, lustrous, luminous, incandescent, intelligent, knowing, quick-witted, smart, intellectual
- Delicious — savory, delectable, appetizing, luscious, scrumptious, palatable, delightful, enjoyable, toothsome, exquisite
- Enjoy — appreciate, delight in, be pleased, indulge in, luxuriate in, bask in, relish, devour, savor, like
- Famous — well-known, renowned, celebrated, famed, eminent, illustrious, distinguished, noted, notorious
- Funny — humorous, amusing, droll, comic, comical, laughable, silly
- Good — excellent, fine, superior, wonderful, marvelous, qualified, suited, suitable, apt, proper, capable, generous, kindly, friendly, gracious, obliging, pleasant, agreeable, pleasurable, satisfactory, well-behaved, obedient, honorable, reliable, trustworthy, safe, favorable, profitable, advantageous, righteous, expedient, helpful, valid, genuine, ample, salubrious, estimable, beneficial, splendid, great, noble, worthy, first-rate, top-notch, grand, sterling, superb, respectable, edifying
- Great — noteworthy, worthy, distinguished, remarkable, grand, considerable, powerful, much, mighty
- Mischievous — prankish, playful, naughty, roguish, waggish, impish, sportive
- Neat — clean, orderly, tidy, trim, dapper, natty, smart, elegant, well-organized, super, desirable, spruce, shipshape, well-kept, shapely
- Popular — well-liked, approved, accepted, favorite, celebrated, common, current
- Talk / Speech
 - Answer — reply, respond, retort, acknowledge
 - Ask — question, inquire of, seek information from, put a question to, demand, request, expect, inquire, query, interrogate, examine, quiz

- Cry — shout, yell, yowl, scream, roar, bellow, weep, wail, sob, bawl
- Say/Tell — inform, notify, advise, relate, recount, narrate, explain, reveal, disclose, divulge, declare, command, order, bid, enlighten, instruct, insist, teach, train, direct, issue, remark, converse, speak, affirm, suppose, utter, negate, express, verbalize, voice, articulate, pronounce, deliver, convey, impart, assert, state, allege, mutter, mumble, whisper, sigh, exclaim, yell, sing, yelp, snarl, hiss, grunt, snort, roar, bellow, thunder, boom, scream, shriek, screech, squawk, whine, philosophize, stammer, stutter, lisp, drawl, jabber, protest, announce, swear, vow, content, assure, deny, dispute
- Mean (Something) — add up to, affect, be important, be of value, be substantive, carry weight, connote, count, denote, express, imply, intend, involve, signify, spell, stand for, suggest, value, weigh in,
- Unsorted
 - Somewhat — a little, sort of, kind of, a bit, relatively, slightly, moderately, to some extent / degree , reasonably, partially, more or less, not much rather, quite, fairly, by a long shot, by far, rather, significantly, well
 - Somehow — in a way, virtually, to a certain extent, in some measure, to some extent, to a certain degree, quasi , in a manner of speaking, effectively anyhow, anyway, anyways, by hook or by crook, another, howsoever, in any way, somehow or other, somehow, by some means
 - Definite — certain, sure, positive, determined, clear, distinct, obvious
 - Fair — just, impartial, unbiased, objective, unprejudiced, honest
 - Important — necessary, vital, critical, indispensable, valuable, essential, significant, primary, principal, considerable, famous, distinguished, notable, well-known
 - Interesting — fascinating, engaging, sharp, keen, bright, intelligent, animated, spirited, attractive, inviting, intriguing, provocative, thought-provoking, challenging, inspiring, involving, moving, titillating, tantalizing, exciting, entertaining, piquant, lively, racy, spicy, engrossing, absorbing, consuming, gripping, arresting, enthralling, spellbinding, curious, captivating, enchanting, bewitching, appealing
 - Part — portion, share, piece, allotment, section, fraction, fragment
 - Place — space, area, spot, plot, region, location, situation, position, residence, dwelling, set, site, station, status, state

3. Antonyms:

An antonym is the opposite of another word. Antonyms can be used to show contrast between two things or give clues to exactly what is meant.

Below are some examples of antonyms:

- Achieve – Fail
 - Idle – Active
 - Afraid – Confident
 - Ancient – Modern
 - Arrive – Depart
 - Arrogant – Humble
 - Ascend – Descend
 - Attack – Defend
 - Blunt – Sharp
 - Brave – Cowardly
 - Cautious – Careless
 - Complex – Simple
 - Compliment – Insult
 - Crazy – Sane
 - Crooked – Straight
 - Decrease – Increase
 - Plentiful – Sparse
 - Positive – Negative
 - Powerful – Weak
 - Profit – Loss
 - Quality – Inferiority
 - Random – Specific
 - Rigid – Flexible
 - Segregate – Integrate
 - Shame – Honor
 - Simple - Complicated
 - Single – Married
 - Strength – Weakness
 - Sunny - Cloudy
 - Superb – Awful
 - Temporary – Permanent
 - Timid – Bold
 - Toward – Away
 - Tragic – Comic
 - Transparent - Opaque
 - Triumph – Defeat
 - Union – Separation
 - Unique – Common
 - Upset – Relaxed
 - Urge – Deter
 - Vacant – Occupied
 - Vague – Definite
 - Demand – Supply
 - Destroy – Create
 - Divide – Unite
 - Drunk – Sober
 - Expand – Contract
 - Freeze – Boil
 - Full – Empty
 - Generous – Stingy
 - Giant – Dwarf
 - Gloomy – Cheerful
 - Guilty – Innocent
 - Hire – Fire
 - Include – Exclude
 - Individual – Group
 - Innocent – Guilty
 - Knowledge – Ignorance
 - Praise – Criticism
 - Private – Public
 - Problem – Solution
 - Vertical – Horizontal
 - Villain – Hero
 - Visible - Invisible
 - Wax - Wane
 - Wealth – Poverty
 - Liquid – Solid
 - Major – Minor
 - Marvelous – Terrible
 - Mature – Immature
 - Maximum - Minimum
 - Noisy – Quiet
 - Optimist - Pessimist
 - Ordinary – Extraordinary
 - Partial – Complete
 - Passive – Active
 - Permanent – Unstable
 - Professional- Amateur
 - \$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$\$

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Communication



Meaning of communication and its significance

Communication is derived from Latin word 'communis' and 'communicare' which denotes commonality common or sharing and to make common share. Thus, we can say communication is process of sharing of information or knowledge. Various scholars of communication as defined communication in different ways. Some of them are:

According to **dictionary meaning** of communication is "The exchange of thoughts, message or information, as by speech, signals, writing or behaviors.

According to **Neal and Brown** "communication can be defined as the transmission or exchange of information or ideas or feeling by means of sounds, signs or symbols.

According to **Vivian** “communication is exchange of ideas, information.

Significance of Effective Communication

Effective communication is a truly crucial skill which you must learn if you wish to move ahead in your career. Regardless what you do and what your intents are however if you can't communicate effectively then, your entire idea of progressing will bomb.

Communication skills, such as your ability to read, write, speak, and listen, are essential for working in industry. Effective communication is a major safety issue. You need superior skills in communicating to explain the work you do to your fellow workers, and how you communicate with clients determines how far you will be able to move up within your company.

Communication is thus a process by which meaning is assigned and conveyed in an attempt to create shared understanding. This process, which requires a vast repertoire of skills in interpersonal processing, listening, observing, speaking, questioning, analyzing, gestures, and evaluating enables collaboration and cooperation.

The **communication process** is the steps we take in order to successfully **communicate**. Components of the **communication process** include a sender, encoding of a message, selecting of a channel of **communication**, receipt of the message by the receiver and decoding of the message.

PROCESS OF COMMUNICATION

The communication process consists of several components. Let's take a look.

A **sender** is the party that sends a message, need the **message**, which is the information to be conveyed, will also need to **encode** message, ---**transforming thoughts of the information to be conveyed into a form that can be sent, such as words.**

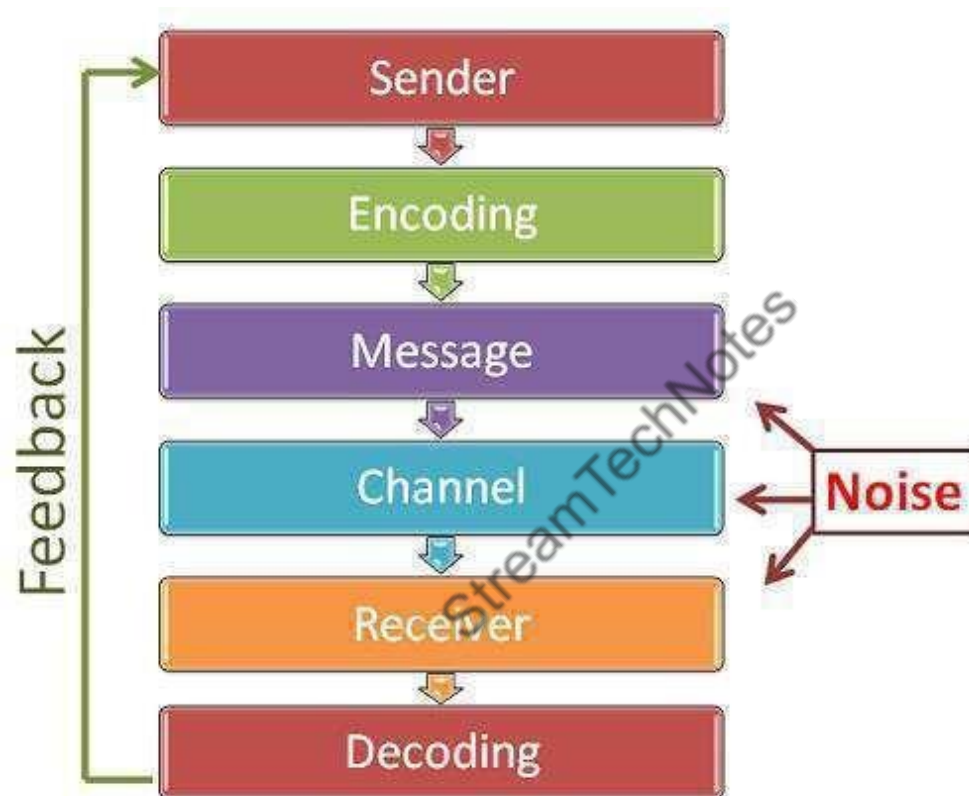
A **channel of communication** must also be selected, which is the manner in which the message is sent. Channels of communication include speaking, writing, video transmission, audio transmission, electronic transmission through emails, text messages and faxes and even nonverbal communication, such as body language. SENDER also needs to know the target of his communication. This party is called the **receiver**.

The receiver must be able to **decode** the message, which means mentally processing the message into understanding. If you can't decode, the message fails. For example, sending a message in a foreign language that is not understood by the receiver probably will result in decoding failure.

Receiver will give the sender **feedback**, which is a message sent by the receiver back to the sender.

Let's put all these components together to build a model of the communication process:

1. A sender encodes information
2. The sender selects a channel of communication by which to send the message
3. The receiver receives the message
4. The receiver decodes the message
5. The receiver may provide feedback to the sender .



Oral Communication and Written Communication

Words play a crucial role in communication process, to transmit the message in the way it is intended to be conveyed. When words are used in the process of communication, it is known as verbal communication. Verbal transfer of information can be performed, orally or in written form. **Oral Communication** is the oldest means of communication, which is most commonly used as a medium for the exchange of information. It involves gathering or disseminating information through spoken words.

Written Communication, on the other hand, is a formal means of communication, wherein message is carefully drafted and formulated in written form. It is kept as a source of reference or legal record. In this article, we've presented all the important differences between oral and written communication in tabular form.

Difference between oral and written communication

Basis for Communication	Oral Communication	Written Communication
Meaning----	Exchange of ideas, information and message through spoken words is Oral Communication.	Interchange of message, opinions and information in written or printed form is Written Communication.
What is it?----	Communication with the help of words of mouth.	Communication with the help of text.
Literacy----	Not required at all.	Necessary for communication.
Transmission of --- message	Speedy	Slow
Proof-----	No record of communication is there.	Proper records of communication are present.
Feedback-----	Immediate feedback can be given	Feedback takes time.
Revision before ---- delivering the message?	Not possible	Possible
Receipt of nonverbal cues-----	Yes	No
Probability of misunderstanding---	Very high	Quite less

Definition of Oral Communication

Oral Communication is the process of conveying or receiving messages with the use of spoken words. This mode of communication is highly used across the world because of rapid transmission of information and prompt reply.

Oral communication can either be in the form of direct conversation between two or more persons like face to face communication, lectures, meetings, seminars, group discussion, conferences, etc. or indirect conversation, i.e. the form of communication in which a medium is used for interchange of information like telephonic conversation, video call, voice call, etc.

The best thing about this mode of communication is that the parties to communication, i.e. sender or receiver, can notice nonverbal cues like the body language, facial expression, tone of voice and pitch, etc. This makes the communication between the parties more effective. However, this mode is backed with some limitation like the words once spoken can never be taken back.

Definition of Written Communication

The communication in which the message is transmitted in written or printed form is known as Written Communication. It is the most reliable mode of communication, and it is highly preferred in the business world because of its formal and sophisticated nature. The various channels of written communication are letters, e-mails, journals, magazines, newspapers, text messages, reports, etc. There are a number of advantages of written communication which are as under:

- Referring the message in the future will be easy.
- Before transmitting the message, one can revise or rewrite it in an organized way.
- The chances of misinterpretation of message are very less because the words are carefully chosen.
- The communication is planned.
- Legal evidence is available due to the safekeeping of records.

But as we all know that everything has two aspects, same is the case with written communication as the communication is a time consuming one. Moreover, the sender will never know that the receiver has read the message or not. The sender has to wait for the responses of the receiver. A lot of paperwork is there, in this mode of communication.

Conclusion

Oral Communication is an informal one which is normally used in personal conversations, group talks, etc. Written Communication is formal communication, which is used in schools, colleges, business world, etc. Choosing between the two communications modes is a tough task because both are good at their places. People normally use the oral mode of communication because it is convenient and less time-consuming. However, people normally believe in the written text more than what they hear that is why written communication is considered as the reliable method of communication.

Seven C's of Effective Communication

There are 7 C's of effective communication which are applicable to both written as well as oral communication. These are as follows

- **1. Completeness** - The communication must be complete. It should convey all facts required by the audience. The sender of the message must take into consideration the receiver's mind set and convey the message accordingly. A complete communication has following features:

Complete communication develops and enhances reputation of an organization.

Moreover, they are cost saving as no crucial information is missing and no additional cost is incurred in conveying extra message if the communication is complete. ¶ A complete communication always gives additional information wherever required. It leaves no questions in the mind of receiver. ¶

Complete communication helps in better decision-making by the audience/readers/receivers of message as they get all desired and crucial information. ¶ It persuades the audience.

2. Conciseness - Conciseness means wordiness, i.e., communicating what you want to convey in least possible words without forgoing the other C's of communication. Conciseness is a necessity for effective communication. Concise communication has following features:

- It is both time-saving as well as cost-saving. It underlines and highlights the main message as it avoids us excessive and needless words. ¶ concise communication provides short and essential message in limited words to the audience. Concise message is more appealing and comprehensible to the audience. ¶ Concise message is non-repetitive in nature.
- **3. Consideration** - Consideration implies "stepping into the shoes of others". Effective communication must take the audience into consideration, i.e, the audience's view points, background, mind-set, education level, etc. Make an attempt to envisage your audience, their requirements, emotions as well as problems. Ensure that the self-respect of the audience is maintained and their emotions are not at harm. Modify your words in message to suit the audience's needs while making your message complete. Features of considerate communication are as follows:

Emphasize on "you" approach. ¶ Empathize with the audience and exhibit interest in the audience. This will stimulate a positive reaction from the audience. ¶ Show optimism towards your audience. Emphasize on "what is

possible” rather than “what is impossible”. Lay stress on positive words such as jovial, committed, thanks, warm, healthy, help, etc.

4. Clarity – Clarity implies emphasizing on a specific message or goal at a time, rather than trying to achieve too much at once. Clarity in communication has following features:

It makes understanding easier. Complete clarity of thoughts and ideas enhances the meaning of message. Clear message makes use of exact, appropriate and concrete words.

- **5. Concreteness** - Concrete communication implies being particular and clear rather than fuzzy and general. Concreteness strengthens the confidence. Concrete message has following features:

It is supported with specific facts and figures. It makes use of words that are clear and that build the reputation. Concrete messages are not misinterpreted.

- **6. Courtesy** - Courtesy in message implies the message should show the sender’s expression as well as should respect the receiver. The sender of the message should be sincerely polite, judicious, reflective and enthusiastic. Courteous message has following features:

Courtesy implies taking into consideration both viewpoints as well as feelings of the receiver of the message. Courteous message is positive and focused at the audience. It makes use of terms showing respect for the receiver of message. It is not at all biased.

- **7. Correctness** - Correctness in communication implies that there are no grammatical errors in communication. Correct communication has following features:

The message is exact, correct and well-timed. If the communication is correct; it boosts up the confidence level. Correct message has greater impact on the audience/readers. It checks for the precision and accurateness of facts and figures used in the message. It makes use of appropriate and correct language in the message.

- **Awareness of these 7 C’s of communication makes you an effective communicator.**

Barriers of Communication

Is it not strange that though we all have been communicating since our infancy still it is a communication problem that we face in our lives. We often find ourselves stumbled and mislead during the reception or delivery of the information. This happens in our daily social overtures and even in organizations where barriers of communication becomes a root cause of many problems and can hamper the progress and ongoing projects. Almost 75 percent of the people involving in interpersonal communications stumble and make mistakes as either they were not able to understand the facts or information is not properly conveyed to them.

Misinterpretation of facts, misapprehensions, cultural misunderstanding and closed door echo with incensed noise are the common barriers of communication in realizing the targeted level of communication.

The effective communication becomes impossibility due to these broadly defined barriers which are Semantic, Psychological, Personal barriers, Cross-cultural barriers and physical barriers etc.

1 Instructional barriers of communication

The wrong presentation of the symbols without knowing the purpose and nature of the audience can hurt their feeling. Misleading symbols can distort the whole impact of the presentation. The issue erupts when our listeners' cultural background, religion and even issues they strongly advocate are not taken into consideration and we tend to thrust our thoughts on them. This can hurt the ego and self-esteem of the listeners which can create barriers of communication.

2 Lack of Communication skills

A receiver is least likely to get the meaning of the message if the sender is not able to select the right words. Usage of the wrong and difficult words might send the wrong impression in the eyes of the customers.

For instance, if a salesman starts talking about the technicalities of his product which a customer cannot understand they would just whisk away.

If a communicator cannot speak well, stammer while speaking or cannot convey the barriers of communication meaning of what he intends to say properly and authentically, all efforts gets wasted.

3 Lack of the sufficient knowledge

if we start communicating about something without knowledge of the subject the barriers of communication are bound to occur. In fact, there are many salespeople who cannot explain many completed words or ideas in a simple way or don't have knowledge about it.

Here any misinformation means losing potential clients. In the organization lack of knowledge will bound to become a biggest stumbling block in your career growth.

4 Overloaded knowledge

Conveying too much information is a great setback to communication why as firstly people might not be ready to grasp too much information. Secondly the information might be coming too fast that interpreting it becomes difficult.

Suppose you are talking about the product having many features, if you start talking about everything the conversation can become quite boring. Best is to deliver few important and most useful features which would entail effectiveness and valuable proposition.

5 Emotional turbulence:

Your emotional aggression in any form be it anger, hostility, fear, resentment etc can be misconstrued and misinterpreted You will not be able to convey your thoughts well as you feel severely engrossed in emotional turmoil.

6 Noisy distractions/sloppy style:

If you are communicating something in a noisy environment, it can distraught your communicative thoughts. Trouble in your mobile lines or a noise in surroundings like in restaurant can create barriers of communication.

While writing too if your email message or letter does not contain the proper words and are not properly formatted, the receiver won't be able to get the message clearly. All efforts of barriers of communication process get dashed.

7 Inappropriate mode of communication:

The Inappropriate way of communication simply means your message is not being delivered how much you try. For instance, if the detailed instruction is given on telephone it would be a sheer wastage for both the deliverer and a receiver.

Sending a message through a wrong way creates trouble for the listener as it would be frustrating as well time-consuming.

8 If your communication chain is long:

Longer the communication chain means more chances in barriers of communication. If a message is sent through many receivers, it could get distorted, distilled and altered. A final receiver might not be able to get the complete message.

9. No Feedback:

In fact even a lack of feedback can deter effective communication. In your organization your supervisor is delivering instructions in long and complex sentences without giving you a chance to speak, you might pretend to listen, but the same won't give you result as you are not able to understand instructions.

10 Impolite language:

Usage of rude or slang language can impede all the efforts of communication whether in written or verbal. No one can bear the rude or abusive language.

Communication means conveying your message to the people concerned. In whatever way it is delivered either through spoken, written or electronic communication distorted is not communication at all. This entails theoretical assumptions and knowledge to ensure effective communication process is followed.

It is often seen that communicator places blame on his listener or an audience for not listening or accepting the message, but often it is a sender of a message who needs to be blamed.

He is either not choosing the communication system properly or not behaving as per the standard norms of communication. As said by Wilbur Schramm, "Communication is something people do. There is no meaning in a message except what people put into it. To understand human communication process, one must understand how people relate to each other".

Methods to Remove Barriers of Communication

- **Have Clarity In Your Thoughts:** You should be very clear about your objective and what you want to convey. Arrange your thoughts in a proper order and then communicate accordingly. Systematic communication and clarity in thought get adequately received and appreciated. Aimless talks can be misleading so you should always try to show that there is an aim or motive behind your talk.
- **Understand the needs of your audience:** You should be emotional and sensitive towards the needs of your receiver. Understand his behavior, nature, culture, and religion, however, it does not mean you cannot express your feelings or thought, but it simply means that you are showing respect to his religious beliefs or thoughts and then stating your point of view. Most importantly the message should also be structured as per his level or ability.
- **Take adequate care of your Tone, Language and way you are speaking:** Messages should be framed in a simple and polite tone which attracts the listeners. Care should be taken to keep the sentences short and simple. Technical words should be used only where they are required the

most. The most important of all the interest of the receiver should be kept in mind and the things that conveyed should attract the users else you might find your audience or listening yawning while you are speaking.

- **Have a Feedback from the receiver:** Avoid asking listener, “Have you understood,” ask them instead their views about what you have said and the aspects they had grasped from your message. This is a most polite and best way to have your listener involve in a conversation. This would help you to have a better understanding of their aptitude and the interest he or she is showing towards the subject.
- **Keep a Routine check on the communication system:** You should analyze the weaknesses in the communication system The situation needs to be analyzed to decide on the appropriate way of communication and whether audience loves to talk informally or in a formal way.
- **Make use of the body language:** During the process of communication make sure you make the most appropriate use of your body language, Avoid showing too much of emotions as the receiver might misapprehend the message. Try to always keep a smiling face while talking and make eye to eye contact with the listener but make sure not to keep your eyes gazed at the person for more than five seconds and avoid too much of fluttering of eyes which indicate you are not confident. Sit in an upright position and feel relaxed.
- **Avoid overloading too much of information:** People would get bored if they are bombarded with the unnecessary and too much of information. So try to deliver the parts which are useful and informative and of value to the listener in a most simple and straight forward way. There should not be any confusion left in the mind of the listener.
- **Reduce the level of noise as far as possible:** Always make sure to speak and interact with someone where there is no noise and least disturbance. Find the source of noise, remove it and then start conversing.
- **Communication chain should be short:** You should avoid using the mediocre or send the message through the third person unless it is very urgent. Try to directly communicate with the person concerned. The risk of distortion of the facts gets more if message is passed through the third party and just imagine if there are more people in between the sender and receiver the chances of filtering of the messages is doubled.
- **Keep your Anger in Control:** Do not be aggressive or show your anger if you do not agree with any point of view or anything that is going against your ideology. State your thoughts politely with facts if you have and reflect positivity in your talk and nature.
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The Importance of Communication Skills for the Modern Engineer

When you think of engineering, what comes to mind? If you are an outsider to the major, you probably think of the stereotypical, overworked student whose work consists of nothing but endless calculations. I doubt many of us would attribute writing and public speaking to the average engineer’s career. We assume engineers leave that stuff to the humanities students.

Although the “overworked student” stereotype is still accurate, what most people don’t realize is just how prominent and vital communication skills have become in the field of engineering. We can define “communication skills,” as anything that has to do with communication. This broad definition includes writing, speaking and listening skills. Studies have shown that most graduates felt they had gained analytical and problem-solving skills, subject-specific knowledge and improved decision-making abilities through their engineering degrees. Much fewer felt that their communication skills had improved due to their engineering education.

So why should engineers want to hone their communication skills? One big reason that should catch student's attention is that it is a valuable career enhancer. Employers want engineers with strong communication skills. They assume most people who graduate with an engineering degree have the technical expertise to do their jobs; what employers are looking for in a candidate is the ability to communicate their findings with others in a productive, efficient manner. In today's world, it is essential for an engineer to possess strong communication skills; it is the biggest determiner of success in the modern engineer's professional career.

Aside from impressing their employers and being hired, engineers need to use communication skills every day. Imagine you're an engineer working in a 4-person team on an assignment. Each team member has important tasks, and everyone's contributions are crucial to the success of your assignment. What if one of the workers lacks communication skills? They don't listen well. They don't contribute to group discussions on how to move the project forward. Their written reports are unclear and unorganized. Instead of making progress, you're going to be struggling to decipher their work and incorporate their findings into the overall project. Valuable time, resources, and energy will be wasted, and the finished assignment will likely be lackluster. The team never reaches its full potential, all because somebody didn't bother to develop decent communication skills. Now, obviously that is an extreme hypothetical situation regarded someone with poor communication skills. However, the overall point is clear: a lack of communication skills in today's engineer leads to inefficiency, wasted effort, mistrust and resentment between co-workers. Not many people would want to hire or work with someone like that.

"Today's engineering students need engaging, contextually-positioned technical communications, project management, entrepreneurial thinking, and teamwork instruction and practice in order to perform well in advanced discipline-specific engineering classes, internships, capstone, and in their entry level engineering positions," said Mary Faure, "This project was designed to provide important skill-building through authentic, hands-on experience, which today's students crave . . . it gives students a unique experience without adding credit hours to their curriculum or costs to college expenses."

What is Communication?

The word 'communication' comes from the Latin word 'communicare', which means 'to share'. So, communication is a sharing of information.

This sharing aspect is very important: some people think that communication is just about speaking or conveying a message while the other person listens. However, good communication is more of a mutual exchange of information, with both sides speaking and listening in turn.

All living things in the Universe communicate.

Plants, animals, bacteria, humans – everything that surrounds us, in a way, communicates. Communication is the essence of our world, if there wasn't for communication there would be nothing.

Communication in Human Beings – Why Do We Communicate?

Human beings inherently communicate at all times. Our bodies and minds communicate with us, we communicate with others and interact with the world that surrounds us. It's safe to say that communication is absolutely vital.

Why is Communication Important?

It is very important to have effective communication skills. The importance of communication is highlighted below in points.

1. Resolving disputes.

If neither side feels that they are being understood by the other, disputes can build up until they become practically irresolvable. Good communication skills ensure that everyone understands what the other person wants, and that compromises can be reached.

2. Knowledge.

We are able to learn new things thanks to communication

3. Building genuine friends & relationships.

A good friendship is all about truly getting to know and trust the other person. Being able to communicate your feelings, interests and plans is very helpful here

. Sharing of Emotion and feelings – a sense of belongingness.

Human beings are fragile and in almost constant need of a friendly listener. If we didn't have our friends and families to share our deepest fears and secrets with, if we didn't have the ability to communicate, the world would be a very different place.

5. Businesses exists because of communication.

Business would simply not be possible without communication. If there wasn't for communication, there wouldn't be a way to share goods and services

9. Pleasurable experience.

Human beings would have no ability to feel the sensation of pleasure if they weren't able to communicate. We feel pleasure thanks to communication.

What is the meaning of verbal communication?

The word verbal comes from the Latin word for word – verbum. Meanwhile, the word communication comes from the Latin word for to share – communicare. So, it follows from this that **verbal communication means sharing things by means of words**. What is shared here can vary: it might be information, feelings, thoughts, support and memories. You name it, you can share it using your verbal communication skills!

Verbal communication can be taken to mean many different things. However, one thing is always clear: words must always be involved in verbal communication. Words have been used for centuries as carriers of meaning.

Importance of verbal communication.

There are so many ways in which verbal communication is important. For example:

- 1. Keeping each other informed:** we can use verbal communication to disseminate useful and important information.
- 2. Asking for help and support:** communicating verbally about our problems is the first step to solving them.
- 3. Making friends:** communicating with others can be the start of a good friendship.
- 4. Expressing ourselves creatively:** verbal communication can be the means for expressing our imagination.
- 5. Sharing emotions:** we can share emotions as well as factual information with our verbal communication skills.

What is Non-verbal Communication? – Meaning and Types

Non-verbal communication is a wordless form of communication. It is mainly a silent form of communication that does not involve speech or words.

Non-verbal communication is done through eye contact, hand movement, touch, facial expressions, bodily postures and non-lexical components, etc. At times, silence is said to be the best form of non-verbal communication. Types of non-verbal communication.

1. The face and its expressions: smiling, nodding, raising eyebrows and so on have long been very important ways of communicating. Without saying a word, we can speak volumes with a glance at our interlocutor.

2. Movement of Hands: the first treatise on hand gestures was probably that written by the physician John Bulwer in the mid seventeenth century. Bulwer demonstrated that the hands can express so many different things, from prayers to commands – all without the need for words.

3. Dancing: when we dance, we can express so many different emotions. From passion to religious devotion, dancing either alone, with another person as part of a couple or in a synchronized group, can communicate so much. Dancing is something that many of us engage in from childhood and it becomes an important way of socializing and expressing ourselves at the same time.

4. Body language – bodily movement and postures: body language is a language all of its own. Our posture, and the way that we lean forward or back or cross or uncross our legs can speak volumes about us. Very often, we are not even aware that we are communicating our thoughts via our body language. That is the reason why, in job interviews and other situations in which we are under scrutiny, it is a good idea to pay attention to our body language. For example, leaning forward can be a sign of positivity, whilst sitting with our arms folded can make us look closed off – as if we have something to hide.

5. Paralinguistic and non-lexical noises: para means beside and linguistic means language. So, paralinguistic noises are noises that occur alongside language, such as laughter, sighs and groans. These are very important ways of communicating and very often they can be viewed as more authentic than words. For example, laughing at a joke is generally seen to be a more authentic way of appreciating that joke than simply stating to the person who has told the joke that we think that their joke is funny.

6. Clothing: what we wear can often communicate things. For example, if we dress up in academic robes, it is clear that we want to communicate to everyone who sees us that we have attained a certain level of academic achievement. We should never judge people by what they wear – however, some types of official garments (such as a judge's wig, a scholar's gown or a soldier's medal) are designed to communicate something about the wearer.

7. Silence: you may have heard of the phrase, 'the sound of silence'. Sometimes, staying silent can communicate much more than words can. Silence can be powerful, sad, and happy or it can simply communicate to others that we do not want to engage with them. Good communicators

are able to listen, and to use comfortable silences, to connect with other people. There is no need to think that communication is all about words!

TYPES OF NON VERBAL COMMUNICATION

Kinesic

Kinesic communication is communicating by body movement and is perhaps the most well-known non-verbal form of communication, although it is not the only way to talk with others without words.

Kinesics is the interpretation of body motion communication such as facial expressions and gestures, nonverbal behavior related to movement of any part of the body or the body as a whole.

Body posture

The way that the body is held can communicate many different messages. An open body that takes up a lot of space can indicate comfort and domination, whilst a closed-in body that makes itself small can signal inferiority. Copying of the other person's body shows agreement, trust and liking.

Gestures--- Gesture is communicating through the movement of body and arms.

Facial signals

When we communicate with others, we look mostly at their face. This is not a coincidence as many signals are sent with the 90-odd muscles in the face. The way the head tilts also changes the message.

Watch the whole body, and especially gestures, as well as all parts of the face. When you are talking, don't get caught up in your own speech to the extent that you miss the subtle and constant feedback you are getting.

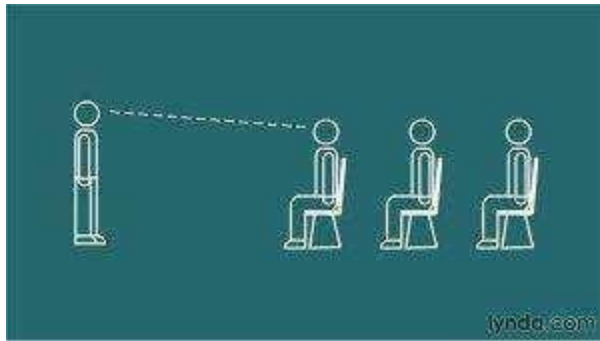
Haptics

Haptic communication is a form of nonverbal communication and the way by which people and animals communicate via touching. Touch is the most effective means to communicate feelings and emotions

proxemics is the study of space and how we use it, how it makes us feel more or less comfortable, and how we arrange objects and ourselves in relation to space. The term was coined by the anthropologist Edward Hall.

Oculesics a subcategory of kinesics, is the study of eye movement, eye behavior, gaze, and eye-related nonverbal communication. The specific definition varies depending on whether it applies to the fields of medicine or social science.

Eyes are perhaps the most expressive feature of human body. Eyes tell more than words could ever say.



“Oculesics” is the study of eye movement, eye behavior, eye related nonverbal communication, including eye contact, blinks, widening the eyes, raise the eyebrows and public dilation. Eye contact known as **osulesics** is an important part of communication. It is a technical term of eye contact.

1. Eye contact can signal that
2. You are paying attention.
3. You respect the person you are speaking with.
4. As well as variety of different emotions.

Cross Cultural Communication

Cross cultural communication thus refers to the communication between people who have differences in any one of the following: styles of working, age, nationality, ethnicity, race, gender, sexual orientation, etc. Cross cultural communication can also refer to the attempts that are made to exchange, negotiate and mediate cultural differences by means of language, gestures and body language. It is how people belonging to different cultures communicate with each other.

Each individual can practice culture at varying levels. There is the culture of the community he grows up in, there is work culture at his work place and other cultures to which one becomes an active participant or slowly withdraws from. An individual is constantly confronted with the clash between his original culture and the majority culture that he is exposed to daily. Cultural clashes occur as a result of individuals believing their culture is better than others.

Introduction

Culture is a way of thinking and living whereby one picks up a set of attitudes, values, norms and beliefs that are taught and reinforced by other members in the group. This set of basic assumptions and solutions to the problems of the world is a shared system that is passed on from generation to generation to ensure survival. A culture consists of unwritten and written principles and laws that guide how an individual interacts with the outside world. Members of a culture can be identified by the fact that they share some similarity. They may be united by religion, by geography, by race or ethnicity.

Our cultural understanding of the world and everything in it ultimately affects our style of communication as we start picking up ways of one's culture at around the same time we start learning to communicate. Culture influences the words we speak and our behavior.



What Is Visual Communication?

Visual communication is one of the most important ways that people communicate and share information. **Visual communication** is the transmission of information and ideas using symbols and imagery. It is one of three main types of communication, along with verbal communication (speaking) and non-verbal communication (tone, body language, etc.). Visual communication is believed to be the type that people rely on most, and it includes signs, graphic designs, films, typography, and countless other examples.

Any image that is used to communicate an idea, whether it's a sign, poster, drawing, photograph, or television advertisement, can Advantages & Disadvantages of Visual Communication.

Visual communication involves the use of visual elements, such as drawings, illustrations and electronic images, to convey ideas and information to an audience. During presentations, business managers that properly use visual aids to communicate information will have greater success in maintaining the attention of their staff, and staff is more likely to remember the information. A potential downside of visual communication involves the use of poorly designed visual aids that are difficult to understand or see. If irrelevant information is presented, images can also be distracting and impede the understanding of concepts they should be trying to clarify.

UNIT—4—Developing Writing skills

What is writing skills ?

Writing is a form of communication that allows students to put their feelings and ideas on paper, to organize their knowledge and beliefs into convincing arguments, and to convey **meaning** through well-constructed text. In its most advanced form, **written** expression can be as vivid as a work of art.

Importance of writing skills

Writing is an essential job skill. **Writing** is the primary basis upon which one's work, learning, and intellect will be judged—in college, in the work place and in the community. **Writing** equips us with communication and thinking skills.**Writing** fosters our ability to explain and refine our ideas to others and ourselves. cted text. In its most advanced form, **written** expression can be as vivid as a work of art.

Three important stages in writing skills

1. Planning

Usually, **planning** effectively before you write helps you to write effectively, which means you will have less editing to do later on.....Imagine your topic was 'Evaluate the usefulness of a task analysis approach to assignment **writing**'. There are many ways of **planning**.

It is the **planning** phrase of the **writing** process. The Idea and Organization Traits are **important** in the prewriting phrase as the **writer** considers narrowing or expanding the **writing** focus and selects an organizational structure that will most effectively showcase the student's ideas.

What is the planning process in writing?

Prewriting is the **planning** phase of the **writing process**. During this phase, **writers** may **plan** for **writing** by drawing pictures, making lists, brainstorming, using graphic organizers, or conferring with a peer as they anticipate **writing** on a topic for a particular audience.

When the process of writing is more of an exploration – I’m thinking primarily of fiction here – then it’s not necessary to plan in detail. You’ll want to get some basics clear, though: your concept or theme, your main characters, and the ending. You’ll probably also have some thoughts about key scenes or chapters that’ll be included along the way.

Better Planning

1. **Plan as you go along** (as well as before you start). If you get stuck mid-way, take a break from the actual writing and look at what you've already covered and where you're going next.
2. **Keep a notebook.** Use this as a place to record and explore ideas. Even if something doesn't fit *this* project, it might become part of the *next* one.

2. Drafting

Drafting is the preliminary stage of a written work in which the author begins to develop a more cohesive product. A **draft** document is the product the **writer** creates in the initial stages of the **writing** process. In the **drafting** stage, the author: develops a more cohesive text. organizes thoughts.

The drafting stage is characterized by increasingly less tentative efforts toward implementing a specific plan for written communication. The first draft takes shape according to the thesis or hypothesis, which serves as a clearly defined and articulated purpose for the work, and the outline or other form of graphic organization. With each successive draft, the work begins to assume more definitive form.

3. Editing

Editing involves looking at each sentence carefully, and making sure that it's well designed and serves its purpose. Proofreading involves checking for grammatical and punctuation errors, spelling mistakes, etc. Proofing is the final stage of the **writing process**.

Editing is the **process** of selecting and preparing written, visual, audible, and film media used to convey information. The **editing process** can involve correction, condensation, organization, and many other modifications performed with an intention of producing a correct, consistent, accurate and complete work.

What is the purpose of editing in the writing process?

Editing involves looking at each sentence carefully, and making sure that it's well designed and serves its purpose. Proofreading involves checking for grammatical and punctuation errors, spelling mistakes, etc. Proofing is the final stage of the **writing process**.

Importance of editing

The **Importance of Editing**. Whether it's performed by a peer, a professional, or the author, **editing** is by far the most crucial stage of the **writing process**. ... **Writing** without **editing** is like getting dressed with your eyes closed, and then leaving the house without looking in the mirror.

When you have revised a piece of writing for its content, you are ready to check it for its accuracy. This is called editing, and includes checking grammar, spelling, punctuation and capitalization.

Editing is a stage of the writing skills in which a writer or editor strives to improve a draft by correcting errors and by making words and sentences clearer, more precise, and more effective.

The process of editing involves adding, deleting, and rearranging words along with recasting sentences and cutting the clutter. Tightening our writing and mending faults can turn out to be a remarkably creative activity, leading us to clarify ideas, fashion fresh image, and even radically rethink the way we approach a topic.

How to Improve Writing Skills [Summary]:

1. Brush up on the basic principles of writing, grammar and spelling.
2. Write like it's your job and practice regularly.
3. Read more so you develop an eye for what effective writing looks like.
4. Find a partner. Ask them to read your writing and provide feedback.
5. Join a workshop, meet up, or take a writing night class.
6. Take the time to analyze writing you admire.
7. Imitate writers you admire.
8. Outline your writing.
9. Edit your writing.
10. Accept that first drafts are often bad and revise.
11. Find an editor who demonstrates patience.
12. Eliminate unnecessary words from your writing.
13. Review your earlier work and see how you've grown.
14. Don't be afraid to say what you mean in what you write.
15. Make sure you do adequate research on your topic.
16. Don't delay writing. Get it done now.

PRECIS WRITING

Introduction

A précis is a summary. Précis writing is an exercise in compression. A précis is the gist of a passage expressed in as few words as possible. A précis should give all essential points so that anyone reading it will be able to understand the idea expressed in the original passage.

Note that précis writing is different from paraphrasing. In a paraphrase you should give all the details: you should not leave out any details. A paraphrase will be at least as long and sometimes longer than the original. A précis, on the other hand, must always be shorter than the original. It should express only the main theme that too as briefly as possible.

How long should a précis be?

There are no rigid rules regarding the length of a précis. But as a general rule, **it should not contain more than a third of the total number of words in the original passage.**

Uses of précis writing

Most people read carelessly and fail to fully comprehend the meaning of the passage. Précis writing forces them to pay attention to what they read because no one can write a summary of a passage unless they read it carefully. So summarizing teaches one to read with concentration.

Précis writing also improves your overall writing skills. It teaches you how to express your thoughts clearly, concisely and effectively. You learn to choose your words carefully and construct your sentences in a logical and concise manner.

Steps in precise writing

The goal of a précis is to summarize the findings in an article by identifying the main points and conclusions of the research along with reviewing the broader implications of the results obtained in the passage.

In order to accomplish this goal, it helps to follow a six step process:

Step 1: Read the passage. Read it again. Go on reading it until you understand it. Put down on paper the **main idea or central ideas**; make notes in the margins.

Step 2: Read the passage again to make sure you haven't missed any important ideas.

Step 3: Referring to your notes if you need to, but not to the original, write a rough summary of the passage. By not looking at the original, you will avoid copying; you will be forced to put the ideas into your own words.

Step 4: Read your précis. Ask yourself the following questions—

Does it say what the original says?

Have you kept the connections of thought original?

Is the précis perfectly clear?

Can you improve or condense any words or phrases?

Step 5: Count the words. If there are too many, write more concisely to shorten the précis. If there are too few, check to see whether you omitted some important ideas.

Step 6: Read the précis again. If nothing important has been omitted and nothing at all added, write your final, correct copy. Proofread it.

Step 7: Give the suitable title to your précis

Step 8: Write number of words in bracket below your précis

Examples of précis writing

Example 1

It is physically impossible for a well-educated, intellectual, or brave man to make money the chief object of his thoughts just as it is for him to make his dinner the principal object of them. All healthy people like their dinners, but their dinner is not the main object of their lives. So all healthy minded people like making money ought to like it and enjoy the sensation of winning it; it is something better than money

A good soldier, for instance, mainly wishes to do his fighting well. He is glad of his pay—very properly so and justly grumbles when you keep him ten years without it—till, his main mission of life is to win battles, not to be paid for winning them. So of clergymen. The clergyman's object is essentially baptize and preach not to be paid for preaching. So of doctors. They like fees no doubt—ought to like them; yet if they are brave and well-educated the entire object to their lives is not fees. They on the whole, desire to cure the sick; and if they are good doctors and the choice were fairly to them, would rather cure their patient and lose their fee than kill him and get it. And so with all the other brave and rightly trained men: their work is first, their fee second—very important always; but still second.

The Main Points Of the given material are---

1. Money making is a common attraction in life.
2. But it cannot be the principal aim of well-educated, intellectual brave persons.

Précis Summary:

Money-making is a common attraction in life. But it cannot be the principal aim of well educated, cultured and brave man. A brave soldier prizes honour and victory more than his pay. A good clergyman is more interested in the moral welfare of his people than his returns. A doctor (good) values the care of his patient far more than his fees. Thus with all the well-educated, intellectual persons, their work is first, money next.

Example 2

English education and English language have done immense goods to India, inspite of their glaring drawbacks. The notions of democracy and self-government are the born of English education. Those who fought and died for mother India's freedom were nursed in the cradle of English thought and culture. The West has made contribution to the East. The history of Europe has fired the hearts of our leaders. Our struggle for freedom has been inspired by the struggles for freedom in England, America and France. If our leaders were ignorant of English and if they had not studied this language, how could they have been inspired by these heroic struggles for freedom in other lands? English, therefore, did us great good in the past and if properly studied will do immense good in future.

English is spoken throughout the world. For international contact our comrherce and trade, for the development of our practical ideas, for the scientific studies, English-is indispensable "English is very rich in literature," our own literature has been made richer by this foreign language. It will really be a fatal day if we altogether forget Shakespeare, Milton, Keats and Shaw.

Précis Summary

Notwithstanding its various defects English education has done great good to India. The ideas of democracy and self-government are its gifts. Nursed on English education the Indian leaders were inspired by the Western thought, culture and freedom struggles. They fought for and won their motherland's freedom. Being spoken thought-out the world English is necessary for international contact, trade, commerce and science. English is rich in literature; its master mind cannot be neglected.

Qualities of a good précis

A good précis shows the writing skills of a person. It must have the following qualities;

1. Clarity

Clarity means getting your message across so that the receiver can understand what the writer is trying to convey. The writer can achieve clarity by using simple language and simple structure.

2. Correctness

Mistakes in your writings always irritate the reader. We may consider the mistakes under the following headings:

- Misspelled words
- Mistakes in figures and dates
- Mistakes in punctuation
- Mistakes of grammar and structure

3. Objectivity

Objectivity means the ability to present or view facts uncolored by feelings, opinions and personal bias. A précis should be purely a summary of the original text without any addition (No personal opinion and no personal ideas)

4. Coherence

Coherence means the logical and clear interconnection of ideas in a written piece of work. The ideas

should be well knitted so that the writer may not be confused and lose his interest.

5. Completeness

Another striking feature of a good précis is completeness. Completeness means that the writer should include all the important facts in a précis. To make it short he should not omit the important ideas

6. Conciseness

Conciseness means to say all that needs to be said and no more. The writer should write what is necessary and avoid writing unnecessary details. To achieve conciseness, notice the following suggestions:

- Omitting unnecessary details * include only relevant material
- Eliminate wordy expressions * Avoid unnecessary repetition

Technical definition and description

A **technical description** is text that describes an object or process in terms of its function, organization, parts and details.A **technical description** can be used alone (e.g., a specification) or as part of a larger document (e.g., a proposal). Often **technical** documents contain several **technical descriptions**.

Overview

Technical professionals are often required to define or describe a technical object, concept, or process to someone who has little knowledge or experience with it. For example, an engineering firm might write a proposal to bid on a contract to develop a helicopter for the Defense Department; one section of the proposal would be a detailed description of the product the company proposes to develop. Technical descriptions are used before products and processes are developed (as part of proposals and planning documents), during development (in progress reports, for instance), and afterwards (as part of marketing and promotional literature and technical support documents).

What is a description and why is it used for in technical writing?

Technical writers, , prepare instruction manuals, journal articles, and other supporting documents to communicate complex and **technical** information more easily. They also develop, gather, and disseminate **technical** information among customers, designers, and manufacturers.

Q. Write Technical Description of lathe machine

1. INTRODUCTION

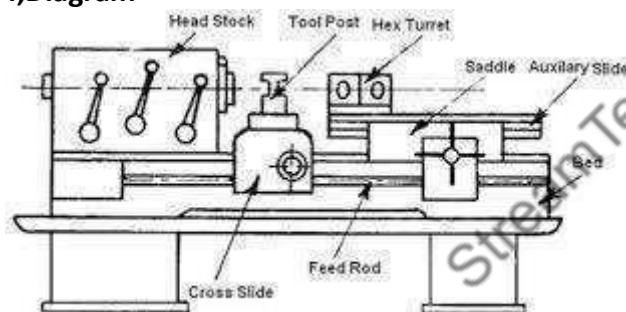
A **lathe** is a tool that rotates the work piece about an axis of rotation to perform various operations such as cutting, sanding, knurling, drilling, or deformation, facing, turning, with tools that are applied to the workpiece to create an object with symmetry about that axis.

A **lathe machine** is a **machine** tool which is used to remove metals from a work piece to give a desired shape and size. In other words it is a **machine** that is used to hold the workpiece to perform various metal removing operations such as turning, grooving, chamfering, knurling, facing, forming etc with the help of tools.

2. Parts of Lathe Machine:

- Bed. It is the main body of the machine. ...
- Tool post. It is bolted on the carriage. ...
- Chuck. Chuck is used to hold the workspace. ...
- Head stock. Head stock is the main body parts which are placed at left side of bed. ...
- Tail stock. Tail stock situated on bed. ...
- Lead screw. ...
- Legs. ... AND *Carriage

4, Diagram



3. Working principle of lathe machine

Working Principle: The **lathe** is a **machine** tool which holds the workpiece between two rigid and strong supports called centers or in a chuck or face plate which revolves. The cutting tool is rigidly held and supported in a tool post which is fed against the revolving **work**

The normal cutting operations are performed with the cutting tool fed either parallel or at right angles to the axis of the work.

1. **Bed:** The bed is a heavy, rugged casting in which are mounted the working parts of the lathe. It carries the headstock and tail stock for supporting the workpiece and provides a base for the movement of carriage assembly which carries the tool.

2. **Legs:** The legs carry the entire load of machine and are firmly secured to floor by foundation bolts.

3. **Headstock:** The headstock is clamped on the left hand side of the bed and it serves as housing for the driving pulleys, back gears, headstock spindle, live centre and the feed reverse gear. The headstock spindle is a hollow cylindrical shaft that provides a drive from the motor to work holding devices.

4. **Gear Box:** The quick-change gear-box is placed below the headstock and contains a number of different sized gears.

5. **Carriage:** The carriage is located between the headstock and tailstock and serves the purpose of supporting, guiding and feeding the tool against the job during operation. The main parts of carriage are:

a). **The saddle** is an H-shaped casting mounted on the top of lathe ways. It provides support to cross-slide, compound rest and tool post.

b). **The cross slide** is mounted on the top of saddle, and it provides a mounted or automatic cross movement for the cutting tool.

c). **The compound rest** is fitted on the top of cross slide and is used to support the tool post and the cutting tool.

d). **The tool post** is mounted on the compound rest, and it rigidly clamps the cutting tool or tool holder at the proper height relative to the work centre line.

e). **The apron** is fastened to the saddle and it houses the gears, clutches and levers required to move the carriage or cross slide. The engagement of split nut lever and the automatic feed lever at the same time is prevented she carriage along the lathe bed.

6. **Tailstock:** The tailstock is a movable casting located opposite the headstock on the ways of the bed. The tailstock can slide along the bed to accommodate different lengths of workpiece between the centers. A tailstock clamp is provided to lock the tailstock at any desired position. The tailstock spindle has an internal taper to hold the dead centre and the tapered shank tools such as reamers and drills.

Q. Write technical description of solar cooker

1. Introduction

A **solar cooker** is a device which uses the energy of direct sunlight to heat, cook . Many solar cookers currently in use are relatively inexpensive, low-tech devices, although some are as powerful or as expensive as traditional stoves and advanced, large-scale solar cookers can cook

for hundreds of people. Because they use no fuel and cost nothing to operate, many nonprofit organizations are promoting their use worldwide in order to help reduce fuel costs (especially where monetary reciprocity is low) and air pollution, and to slow down the deforestation caused by gathering firewood for cooking. Solar cooking is a form of outdoor cooking and is often used in situations where minimal fuel consumption is important, or the danger of accidental fires is high, and the health and environmental consequences of alternatives are severe.

2. Working function

Solar cooking is done by means of the sun's **UV rays**.

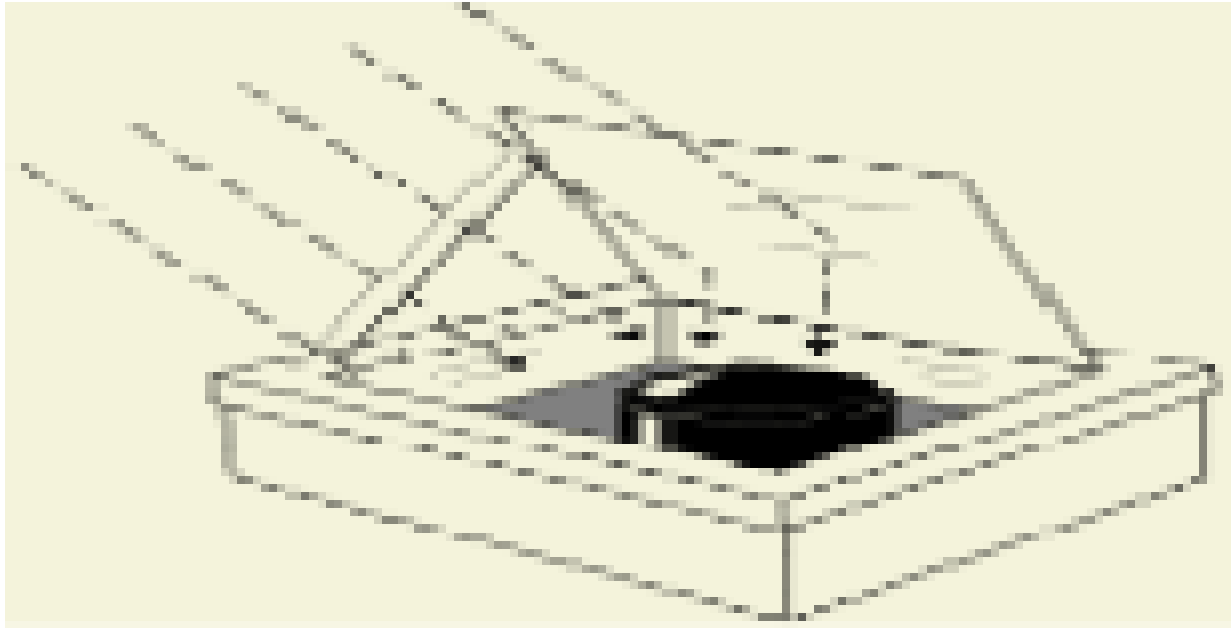
A solar cooker lets the UV light rays in and then converts them to longer **infrared light rays** that cannot escape. Infrared radiation has the right energy to make the water, fat and protein molecules in food vibrate vigorously and heat up.

It is not the sun's heat that cooks the food, nor is it the outside ambient temperature, though this can somewhat affect the rate or time required to cook, **but rather it is the sun's rays that are converted to heat energy that cook the food**; and this heat energy is then retained by the pot and the food by the means of a covering or lid.

This occurs in much the same way that a greenhouse retains heat or a car with its windows rolled up. An effective solar cooker will use the energy of the sun to heat a cooking vessel and efficiently retain the energy (heat) for maximum cooking effectiveness.

3. PARTS:---1) Solar box(peti) 2Reflective glass 3.internal boxes

4. Diagram



5. ADVANTAGES OF SOLAR COOKER

1. The biggest advantage of solar cookers is their eco-friendliness
2. Solar cooking is free once you have the cooker itself. To operate one, all you need is sunlight, so you can save a significant amount of money over the long term.
3. The quality of food cooked in a solar cooker is also notable

DRAWBACK OF SOLAR COOKER

1. cooking with solar cookers obviously requires sunlight, which makes it difficult to use during winter months and on rainy days
 2. Cooking also takes a significantly longer time compared to conventional methods
-
- .

REPORT WRITING

A report is a well planned document which outlines and evaluates a subject or problem .Report Writing is the primary tool of media personnel through which they pass on specific information about an incident or topic.

A **report** is **written** for a clear purpose and to a particular audience. Specific information and evidence are presented, analyzed and applied to a particular problem or issue. ...When you are asked to **write a report** you will usually be given a **report** brief which provides you with instructions and guidelines.

Apart from the media usage, report writing is required in various sectors like corporate, government, politics ,business ,public and private sector ,medical field, defense services.etc.

What is the purpose of the report?

The **Purpose of Reports. Reports** communicate information which has been compiled as a result of research and analysis of data and of issues. **Reports** can cover a wide range of topics, but usually focus on transmitting information with a clear **purpose**, to a specific audience. ... The scope and style of **reports** varies wide

TYPES OF REPORT WRITING

1. FORMAL REPORT

This type of report writing is usually preferred for an important incident, issue or matter by big organizations. Formal report writing is generally long and expensive.

Formal Report writing has an internationally accepted pattern that includes various components that are mentioned below.

Cover – The cover of a report is something that drives a reader's attention first. The report's cover leaves a huge impression on the reader's mind and he/she can get an idea regarding the report's topic or quality through the cover design.

There is a saying – “don't judge a book by its cover” but it is also true – what seems well, sells well and hence the report writer must take care of the cover of the report with has a major role to depict the report brief.

Title Of The Report – This component includes the report's title and the name of the writer. Apart from these things, the title can also have a date and the name of the organization for which the report has been prepared.

The cover also has these things but putting them in details in the title section is mandatory.

Table Of Contents – This section includes headings and subheadings of the primary text written. This is a very important portion of report writing. It helps your readers to reach desired sections in your report in a hassle-free manner.

Summary – Here you basically provide the synopsis of the whole report's primary text and you can also call it an informative summary.

Many times, it is referred as 'executive summary'. You can also use descriptive summary which is a simple table of contents. The format is always decided by the organization.

Introduction – This is the most important section of the main text. The main text always includes three components – introduction, discussion, and conclusion.

Here, you introduce the main text of your report in the most intriguing a detailed manner so that all types of readers can get your point without much effort.

Discussion – In the discussion section, a report writer discusses the main story of the report. According to your reader's convenience, you decide the order of the report's results.

You can also do a result to theory comparison here along with the analysis, evaluation and interpretation of the data included.

Conclusion/Recommendation – You can present the summary of the discussion section here. Here, you mention your findings and recommend the elements to your readers as per your overall evz

Appendices: This contains attachments relevant to the report. For example, surveys, questionnaires, etc.

Bibliography: This is the list of all references cited.

2. INFORMAL REPORTS

This type of report writing is comparatively easier and less time-consuming than the formal report writing. Here, you need to perform lesser research and it also includes lesser components.

The basic components of informal report writing include – **Introduction, Discussion & Reference/Recommendations**. Different organizations include more components to this type as per their requirements.

THE IMPORTANCE OF REPORTS

Unless you can communicate effectively, the knowledge and skills you acquire are of little use to others. You have to be able to collect information, organize it, and present it in a logical and

concise form. Regardless of a report's target audience, the structure and organization must convey the exact meaning you intend. A well-written report can be helpful to your career while a poorly written report calls into question the credibility of your work and frustrates your reader.

Structure of a formal report

Front Section	Title Page
	Letter of Transmittal
	Table of Contents
Main Section	Summary
	Introduction
	Discussion of Findings
	Conclusions and Recommendations
Back Section	References
	Appendix

Essential Characteristics or Features of a Good Report

Report provides factual information depending on which decisions are made. So everyone should be taken to ensure that a report has all the essential qualities which turn it into a good report. A good report must have the following qualities:

1. Precision

In a good report, the report writer is very clear about the exact and definite purpose of writing the report. His investigation, analysis, recommendations and others are directed by this central purpose.

2. Accuracy of Facts

Information contained in a report must be based on accurate fact.

3. 3. Relevancy

The facts presented in a report should not be only accurate but also be relevant.

4. Reader-Orientation

While drafting any report, it is necessary to keep in mind about the person who is going to read it. That's why a good report is always reader oriented. Readers knowledge and level of understanding should be considered by the writer of report. Well reader-oriented information qualify a report to be a good one.

5. Simple Language

This is just another essential features of a good report. A good report is written in a simple language avoiding vague and unclear words

6. Conciseness

A good report should be concise but it does not mean that a report can never be long. Rather it means that a good report or a business report is one that transmits maximum information with minimum words.

7. Grammatical Accuracy

A good report is free from errors. Any faulty construction of a sentence may make its meaning different to the reader's mind. And sometimes it may become confusing or ambiguous.

8. Clarity

Clarity depends on proper arrangement of facts. A good report is absolutely clear. Reporter should make his purpose clear, define his sources, state his findings and finally make necessary recommendation..

9. Attractive Presentation

Presentation of a report is also a factor which should be consider for a good report. A good report provides a catchy and smart look and creates attention of the reader. Structure, content, language, typing and presentation style of a good report should be attractive to make a clear impression in the mind of its reader.

10. Unbiased Recommendation

Recommendation on report usually makes effect on the reader mind. So if recommendations are made at the end of a report, they must be impartial and objective. They should come as logical conclusion for investigation and analysis.

TYPES OF REPORT

1. Laboratory report

IT IS ACOMMON PRACTICE FOR ALL THE TECHNICAL STUDENTS TO WRITE THE LAB REPORTS SINCE THEIR SCHOOL DAYS. THIS IS THE ONLY REPORT WITH WHICH STUDENTS ARE VERY FAMILIAR AND COMFORTABLE

Lab reports are written to describe and analyze a **laboratory** experiment that explores a scientific concept. They are typically assigned to enable you to: Conduct scientific research. Formulate a hypothesis (es) about a particular stimulus, event, and/or behavior.

2. Project report

An assessment that takes place during a project or process, that conveys details such as what sub-goals have been accomplished, what resources have been expended, what problems have been encountered, and whether the project or process is expected to be completed on time and within budget. Progress reports are used by management to determine whether changes are necessary to an ongoing effort.

3. Survey report

The **survey** is a method for collecting information or data as reported by individuals. **Surveys** are questionnaires (or a series of questions) that are administered to research participants who answer the questions themselves.

A method of sociological investigation that uses question based or statistical **surveys** to collect information about how people think and act.

4. Observation report ---The **Observation Report** is used to provide a summary of the data collected in the **Observation** Schedule for one complete session. Refer to the **Observation Report** Notes for tips on completing the **Observation** Schedule

Forms of report writing

1. Letter Form
2. Letter Text Form
3. Memorandum Form

SUBJECT – ENGLISH –COMMUNICATION SKILLS

SUBJECT CODE –BE- 1003

UNIT—5-Business correspondence

What is business letter or commercial letter

1. A **business letter** is usually a **letter** from one company to another, or between such organizations and their customers, clients and other external parties. The overall style of **letter** depends on the relationship between the parties concerned.
2. The letter that contains business related issues and information is called business or **commercial letter**. It refers to the letter in which business people or person exchange information with various business firms, customers, suppliers, employees, banks, insurance, companies, government agencies, business associations with aimed at selling or buying goods, obtaining information, placing orders, making inquiry etc and other related issues. Some important definitions of business letter are given below:

Importance of Business Letter

Business letters are used to sell the products, make inquiry about customers or prices of goods, seek information and advice, maintain good public relation, increase goodwill and perform a variety of other business functions. With the continuous growth of commerce and industry, usefulness and importance of business letter are also increasing gradually. Some points highlighting the benefits or importance of business letter are given below:

1. **Exchanging business information:** Letters are the most economic and convenient means of exchanging information. With the help of letters, executives can easily exchange information with customers, suppliers, investors, government offices; regulatory authorities etc.
2. **Establishing business relationship:** Business letter play important role in establishing and maintaining relationship with various parties. Business letters reduce the distance between a business and its customers, suppliers, creditors and other public groups.
3. **Legal acceptance:** Business letter is an acceptable document in the eye of law. It can be stored and produced as a documentary proof.
4. **Increasing goodwill:** Business letters, like inquiry letter, circular letter, order acknowledgement letter, adjustment grant letter etc help to increase good will of a business with the customers.

5. **Saving cost and time:** Business letters relieve the busy executives from visiting personally their clients and other concerned parties. Therefore, valuable time and costs can be saved.

6. **Assistance in local and international trade:** Both the local and foreign trade essentially requires the help of various business letters. Through letters, businessperson make inquiry about products and prices place orders for goods collect the dues make and settle claims etc.

Formats for Business Letter

As far as formatting of a letter ,given below is the **standard format of any business letter:**

- **Letterhead:** Most companies have a specific letterhead that you will need to type letters on. This may make it necessary to adjust the margins so that words are not printed onto the letterhead area.
- **Name and address:** Always try to have the name of someone that the letter should go to, even if you have to call to find it out.
- **Date:** This is the date that the letter was written. It should be written out, such as January 15, 2008.
- **Reference:** This gives a short description of what the purpose of the letter is. For example, one might write "lost invoice" or "account number 23654" or something like that.
- **Salutation:** If you do not know the person, use a more formal one, such as Dr. Brian Lowden.
- **Subject matter/body:** Single-space and left justify for modified block and block style letters. Have one blank line between paragraphs. The first paragraph should have a friendly opening and state the purpose of the letter. The subsequent paragraphs should support the purpose you stated in the first paragraph.
- **Closing:** This should be "thank you," "sincerely," or something similar.
- **Signature:** This is the actual signature of the person the letter is from, which may be different from the person who wrote the letter.
- **Typist initials:** These are the initials of the person who typed the letter. These are not the initials of the person who it is from. If they are both the same person. then this line is not necessary. Usually the first initials would be that of the writer, and the second initials are of the typist and are in lowercase. For example: JW/sc.
- **Enclosures:** List here anything else you may be sending, such as a brochure, samples, etc.

Each of these areas has a proper place, depending on which type of letter you are creating. What goes in each area also may vary, depending on whom the letter is being sent to and who is writing it. There are three main styles of business letter: **block, modified block, and semi-block styles**. Each is written in much the same way, including the same information, but the layout varies slightly for each one

FORMAT OF BUSINESS LETTER

Sender's address.
Sender's phone number

Date

RE: what the letter is about

Recipient's name
Recipient's company name
Recipient's address
SUBJECT:-----

Dear Name:

In this type of block letter, all the paragraphs line up at the left margin. There is no indenting of the paragraphs. The margins should be set to 1-1.5" all the way around the page. If you are using company letterhead, you will need to account for that in figuring the margin where the letterhead is placed on the page.

You only need to single-space between sentences. Leave an extra open line between paragraphs. Keep in mind that these sample letters are a guideline.

People often customize to meet their preferred style.)

Sincerely,

Signature

here

name,
add title

[Identification initials]

Enclosures:

cc: Name

Business Letter--- Layout

As in all professional writing, business letters should be brief but clear. The relationship between the writer and the recipient should be stated at the outset. If action on the part of the recipient is requested, then that action should be specified. The tone of a business letter depends on the recipient: if it's someone with whom you've worked closely for several years, the tone may be warm and friendly, but in general business correspondence tends to be formal. Even if your letter is registering a complaint, your tone should be polite. Business letters, written on standard business letterhead, should be written in a block format, with everything beginning at the left margin.

1. Date: Month (spelled out), **day** (followed by a comma), **year**

2. Inside Address: The inside address belongs two lines after the date (this is the same address that appears on the envelope). It includes the recipient's name preceded by "Mr.," "Ms.," "Dr.," etc.; the title of office ("President") follows the name on the same line if the title is short; then the full address: street, city, state (official abbreviation only), ZIP code

3. Salutation: "Dear" followed by title, last name, colon. Save "To Whom It May Concern" for recommendations and testimonials, and avoid "Gentlemen" and "Dear Sir"; they're gender-specific.

4. Body of letter: The body of the letter begins two lines below the salutation and uses short, single-spaced paragraphs. State the purpose for and any connection with the recipient in the first paragraph. Describe what's wanted in the middle of the letter's body, and request specific action at the end of the body.

5. Close: Insert the close two lines below the last line of the letter. Capitalize the first word; conclude with a comma.

6. Signature: Leave three lines of space after the close for the signature. The signature should be signed in ink with the signatory's name typed one line below and the title typed one line below that.

7. Identification marks: If the letter is typed by someone other than the writer, then the typist's initials should be inserted below the typed name of the signatory; capitalize the writer's initials, and use lower case for the typist's.

8. Enclosures: "Enclosures" (or "Encl.") indicates that additional material should be included.

Copies: List other recipients alphabetically (or by rank).

1. Inquiry Letter (inviting quotation)

2. Reply to the inquiry (Sending Quotation)

Letter of inquiry is one of the most important types of business letters. When a buyer wishes to get some information about the quantity, price, availability etc of goods to be bought or about the terms of sale, payment. etc

The letter written in response to the inquiry letter is called the reply letter. Inquires must be replied promptly. A response letter provides the answers or information requested in a letter of inquiry. The objective is to satisfy the reader with an action that fulfills their request

Inquiries for information about services or goods are received and sent in business all the time. When you write a routine letter of inquiry, you can follow these guidelines:

- ❑ Write clearly and precisely what you want — a catalogue, price list, quotation, sample, general information, etc.
- ❑ Do not mention the price limit at which you want to buy a particular product. If you do so, the supplier may raise the quotation to the limit you state.
- ❑ Suppliers usually state their terms of payment when they reply to your inquiry. So you need not ask for them unless you hope a special rate.
- ❑ Try to keep your inquiry clear and concise as far as possible.

An inquiry letter must be acknowledged promptly as it means potential business. If you receive it from an established customer, reply to it with much appreciation. If you receive it from a prospective customer, reply to it saying that you are happy to receive it and state your hope of a lasting and friendly business relationship. Here are some examples of correspondence exchanged for inquiry

Inquiry Letter Sample: 1

Myako Departmental Store

305 Youngman Road
Ottawa, Ontario
(301) 321-5845
info@miyako.com

20 August, 2014

Reference No.-----

Reliance Electric Company
579 Lake Center Drive
Upper Marlboro, MD 20773

Subject-----

Dear Sir/Madam

I have a large departmental store in Ottawa and I am interested in the electric hair dryers you have advertised in the Daily Mirror.

Please send me a copy of your illustrated catalogue and price list. As I need this product urgently, I would appreciate for an early reply.

Id. marks

yours sincerely ,

William Smith
Purchase Manager

Reply to the Above Inquiry Letter

Reliance Electric Company

579 Lake Center Drive
Upper Marlboro, MD 20773
Phone: (301) 321-5248
E-mail: info@reliance.com

21 August, 2014

Reference.No.

Myako Departmental Store
305 Youngman Road
Ottawa, Ontario

Subject-----

Dear Mr. William

Thank you for your letter inquiring about electric hair dryers. I am happy to enclose a copy of our latest illustrated catalogue and price list.

You may have shown your interest in our latest electric hair dryer, the RX55 model. This specially designed model is easier to use and gives more comfort than earlier models. You will find detailed information of our terms in the price list page of the catalogue.

Your consideration to place a trial order to test the efficiency of the product would be highly appreciated. We assure you of our best services and shall deliver the products within a fortnight of the receipt of your order.

If you have any question please contact me on 2356987.

Yours faithfully

Jennifer Gomez

Sales Manager

Identification marks/ symbols

Enclosures:-

Inquiry letter no,2

FAHRI CLOTHES
& CO
Jln.Kapten Muslim No.20
Medan
INDONESIA

15 February 2013
Distro cloud Corporation
Pasundan Raya Street, No. 15
Jakarta 1240

Subject:-----

Dear Sirs,

We are a boutique located in Bekasi , and we were interested in your distro cloud shirt medium size product.

Therefore, we will appreciate it if you can send us a very detailed explanation of the product complete with your catalogues, price list, term, sample of design, and payment.

We would also to know if you are offering any trade discounts.

If you can quote us your favorable prices, we would like to place our order as soon as possible.

We are looking forward to hearing from you. soon.

Yours faithfully,
FAHRI CLOTHES &CO

Ahmad Fahri

Purchase Manager

Identification marks

Enclosures

Reply of inquiry letter

Distro cloud Corporation
Pasundan Raya Street, No. 15
Jakarta 1240

16 January 2013
FAHRI CLOTHES & CO
Jln.Kapten Muslim No.20
Medan
INDONESIA

Subject:-----

Dear Mr Ahmad Fahri

,

We thanks you for your inquiry about our Distro cloud shirts product.

We are enclosing our catalogue together with prices and terms, for your review and are confident that this catalogue will provide many of the answers you have inquired.

We are also pleased to inform you that we will allow you a 10% discount on order of 60 pieces.

We hope you will find our prices and terms satisfactory and expecting your order as soon as possible.

If there is additional information you would like to know regarding our products, please do not hesitate to contact us. We will be most happy to be of assistance.

Yours faithfully,

For Distro cloud Corporation

Ismail Marzuki
Sales Manager

Identification marks

Enclosures

-----Order Letter -----

An order letter, also called a purchase order, is a formal letter issued by businesses to order goods or services from a vendor. **This letter functions as a contract between the buyer and the seller**

The letter which conveys the message for supply of goods is known as letter of order. In other words, the letter by which a buyer formally requests a seller to supply goods is known as order letter.

The letter that is written by a potential buyer to the seller requesting him to deliver goods is known as order letter. By writing inquiry letters, buyers can collect necessary information about the price, quality of goods and terms of sale. If the buyer finds the quoted price, quality of goods and terms of sales satisfactory, he places an order to supply goods in his address. The seller delivers the good according to the buyer's order.

In modern time, sellers supply printed orders forms to the customers and customers place orders by filling up those printed order blanks. In this case, the printed order sheet or blank is considered as the **order letter**.

***Factors to be consider while writing order letter-----**

An order letter also treated as the formal contact between the buyer and seller.

Considerable factors for drafting order letter -----

Following factors should be considered in drafting an order letter.

1. Detailed description of the goods.
2. Mention the delivery time.
3. Provide specifications of the goods regarding size, color, style, quality etc.
4. Shipment forwarding directions i.e. the route of the transportation.
5. Mode of payment.
6. Mention about the discount factor.
7. Formal request for timely delivery.

Complaint letter

Letters which are written by the customers to the sellers about their inconveniences created by some unexpected situations are known as **complaint letters**

In a simple way, the letter written by the customers to convey their complaints to the seller of goods or to the transport authority is termed as complaint letter. In the process of supplying ordered goods to the customers, different persons and parties are involved. Therefore, there is every possibility of inadvertent mistakes being committed by someone. This may create inconvenience to the customers and even cause them financial loss. Therefore customers write letter to inform their inconveniences to the seller or to the transport authority. The letter written for this purpose is known **complaint letter**.

Causes of drafting complaint letter

After placing orders, customers expect that sellers will deliver the products accordingly. If the seller fails to do so, customers write complaint letter. Such letter is usually written for the following reasons or causes:

- Merchandise not received.
- Part of the merchandise not received
- The merchandise received was not received
- Delivery of defective products
- Goods received in a damaged condition
- Quantity of good is not what was ordered
- Goods delivered to wrong address
- Delivery of goods is delayed
- Impoliteness of office staff of the seller
- Delivery of mix-up products
- Clerical or book keeping errors
- Mistakes in the bill
- Charging high price
- Price included for goods returned
- Reminders for payment of bill already paid
- Poor quality of packaging
- Faulty insurance coverage
- Missing of products during transportation
- Carelessness of transportation authority
- Ignoring the provisions regarding brokerage, commission and discount
-

Specimen 1: M/s. Anna Food Products Ltd. has placed an order on December 05, 2013 to Mr. Michel Flour Mills Ltd. For 2000 bags of flour to be sent within December 15, 2013. Mr. Michel Flour Mills has accepted the order but the delivery of shipment was delayed for 3 (three) days, for the a [complaintletter](#) to the Manager, Mr. Michel Flour Mills Ltd. 10, Washington, New York, for the delay.

COMPLAINT LETTER 1.

M/s. Anna Food Products Ltd.
302, TUCSON AZ 85705, USA

Ref.

December 20, 2013

Manager
Michel Flour Mills Ltd.
10, Washington, New York

Dear Manager

We have placed an order on December 05, 2013 for 2000 bags of flour to be sent within December 15, 2013. You have sent an order acknowledgement letter and promised to deliver the shipment within the stipulate time. But it is unfortunate that the actual delivery was delayed for 03 (Three) days.

Due to your delay in sending the shipment, we could not maintain promise with our customers. Recurrence of this problem will force us to business elsewhere.

We expect that you will take the matter seriously and will take necessary step to prevent its recurrence. We are looking for future business.

Thanking your

Yours faithfully
(Mr. Jonson)
Manager

Anna foods

ADJUSTMENT LETTER

A letter which carries a favorable response against any reasonable request or claim is known as adjustment letter. It is an acknowledgment to the claimant informing him that his claim is under due consideration.

INTRODUCTION

Due to mistake, error or fault with the delivery of goods, buyer makes claim to the seller explaining the reason for claim properly. If the seller wishes to keep his customer's business, it is important for him to answer complaints as specifically and as quickly as possible. So, a letter is written by a seller to a buyer or customer informing him of the action taken in response to his (customer) letter of claim; such a letter is known as an adjustment letter.

Dissatisfied customers write complaint and claim letters either to the seller of goods or to the transportation authority, while the recipient of complaint or claim letters writes adjustment letter. A customer writes complaint letter if he finds anything unsatisfactory with the product he purchased. In the complaint letter, the customer simply expresses his cause of dissatisfaction. But, the customer writes a claim letter if he suffers from any financial loss. In the claim letter, the customer makes specific claim along with his logical cause behind the claim. After receiving the claim letter from affected customer, the seller will write the Adjustment letter either granting or rejecting the claim. In both the cases, letter should be written in a friendly and wormy tone.

Adjustment letter sample 1.

Bangladesh Textiles Mills Ltd.
Narayangong, Dhaka

10th Feb. 04

Marketing Manger
Bexi-Clothes Corner
South Plaza,
Dhaka-1215.

Ref: Your letter dated 5th Feb. 04.

Dear Sir,

We thank you .for your letter of 5th Feb. 04 along with/ sample of cloth for examination. The report that we have received just today shows that the consignment forwarded to you was the wrong one full of defective clothes. It was a mistake because of our despatch section and we regret this mistake which has caused you both embarrassment and inconvenience. We have already sent the replacement by passenger train. You can be sure of the quality of cloth now sent.

You can, of course, return the clothes to us and debit our account for the loss caused to you. We again regret the inconvenience to you and assure you that such mistakes will be avoided in future.

Yours faithfully

M. Ashraf
Sales Manager
Banagladesh Textile Mills Ltd.

Id marks/ symbols

Enclosures

Adjustment letter example 2

Emporium Tea Ltd.
Golf Club Road, Tongi, Gazipu

25th July, 04,

Manger
State Tea Corner
25, Dhanmondi, Dhaka-1211

Ref: Your letter dated July 21, 2015

Dear Sir,

We have received your letter of complaint dated July 21, 04 regarding shortage of quantity. It is probably first time that we get such complaint from a customer regarding shortage of quantity.

Where as you are our valued customer, we cannot deny any human error made by our dispatch workers. As a large concern in the country, we have to deal with large quantity each day and therefore a sudden error is possible. We therefore, are dispatching the shortage quantity as per your order.

We expect your co-ordination as before.

With thanks.

Yours faithfully

Salam Ahmed
Sales Manager
Emporium Tea Ltd.

Identification marks

Enclosures

Application Letter

A job **application letter** (also known as a cover **letter**) is a **letter** you send with your resume to provide information on your skills and experience. This **letter** is your chance to “sell” yourself to an employer, explaining why you are an ideal candidate for a position.

The letter of application is intended to provide detailed information on why are you are a qualified candidate for the job you are applying for

Your application letter should let the employer know what position you are applying for, what makes you a strong candidate, why they should select you for an interview, and how you will follow up.

In another word, an application letter is also called as a cover letter. It is considered to be the important document which you can send with your resume. In this document, you can add information related to your skills and experiences. This letter basically gives the reason to the employer to appoint you because it states your qualification for the particular job.

TYPES OF APPLICATION LETTER

1. **SOLICIATED** --A **solicited cover letter** is something you draft when you're **applying** for a posted job opening or responding to an employment ad. Start off the **letter** by introducing yourself and stating why you're writing. For example, "I'm writing in regard to the open marketing manager position posted on your website
 2. **UNSOLICIATED** --- An **unsolicited cover letter** is used to pitch yourself to a potential employer, either for an existing job opening, or as a way of introducing yourself to a company you'd like to work with. The former is known as "prospecting," and is used to let an employer know who you are and what kind of job you're looking for
-

FORMAT OF APPLICATION LETTER

From:

_____ (Your name)

_____ (Your address)

Date _____ (date of writing letter)

To,

_____ (employer's name)

_____ (employer's address)

Dear Mr. /Ms _____ (name of the concerned person),

I have come across your advertisement regarding the post of (mention post)
in _____ (mention where you saw the advertisement) dated _____ (mention date of
advertisement).

I am a graduate in (mention subjects) from _____ University (name). Currently I
am working in (name of current employer) as a (designation). I have
around _____ years of work experience.

I am sending all my certificates including resume for your perusal. Please inform me through
email or call me on the telephone number given in the resume if I am short listed.

Your organization has good reputation in the industry and I want to be a part of this esteemed organization. If I am selected, I shall put in all me efforts and become an asset to the organization.

Looking forward to hear from you,

Thanking you,

Yours Sincerely,

_____(Your name)

Enclosures:--

SAMPLE APPLICATION LETTER

Nilesh Dubey

46, New Palasia, INDORE

Date:- 16-11-1990

To,

The Recruiting Manager, General Electricals,

Uppal Road, Hyderabad

Subject---- Application for the post of Civil Engineer

Dear Sir/Madam,

This letter is with reference to your advertisement in Times Newspaper dated 28th September, 2013 for the post of onsite engineer. I am interested to apply for this job.

I am a graduate in Civil Engineering from Osmania University, Hyderabad. Currently I am working with a private firm as a civil engineer.

I am looking for better opportunities and find your job profile interesting. Your company has reputation in the industry as one of the best employee friendly organizations. I want to be a part of this esteemed organization.

I am sending my resume and all other certificates for your perusal. Please inform me through email or call me on the number given in the resume if I am short listed for the interview.

Looking forward to hear from you,

Thanking you,

Yours Sincerely,

Nilesh dubey

Enclosures-1}Resume

2} photocopies of certificate

2

The HR Manager,
IFB Services,
Salem Road,
Chennai

25th September

Subject:---

Dear Sir/Madam,

I am writing this letter in response to your advertisement in The Hindu newspaper dated 23rd September, 2013 regarding the vacancy for Area Sales Manager

I have a graduate degree in economics and a diploma in marketing management. Currently I am employed as Sales manager in Croma Industries Ltd. I have three years work experience in this field. I am looking for better opportunities which are suitable for my educational qualification and experience.

I am aware of the reputation your company has in the industry. I want to be a part of this esteemed organization. I shall put in all my efforts to become as asset to the institution.

Along with academics, I have been a sportsperson as well. I play cricket and represent the state in several tournaments. I am sending all relevant certificates including my resume for your perusal.

If you consider me as a suitable candidate for the post, please email me or call me on the telephone number provided in the resume.

Looking forward to hear from you,

Thanking you

Yours Sincerely,

Vinay Kumar

Enclosures

What is Resume or CV?

The resume or bio-data is a brief record of the applicant's personal details, educational qualifications, specialized training, experiences, references and any other relevant information. It is a summary of one's personal and educational accounts. A resume is considered as a formal advertisement of a person's qualifications.

Your **resume** (sometimes called your "**CV**") is your most important tool when applying for a **job**. It doesn't matter how qualified you are, or how much experience you have - if your **resume** is poorly presented or badly written, Also known as job resume,

A resume is a brief written summary of a job applicant's past employment history, education, and other pertinent information. The term resume is used primarily in America, where it has taken the place of the Latin expression curriculum vitae, or CV.

Resume Formats

When you are job searching, it's important to choose the resume format that works the best for your background and experience. Depending on your career level and work experience, some resume formats may work better than others at emphasizing your particular abilities and work history.

Your resume shows the employer how and why you are qualified for the job, and you will want to present your skills and experience in a way that will have the most chance of getting you selected for an interview.

Read below for information on the different types of resume formats, and a detailed example of a resume format.

TYPES OF RESUME FORMAT

The different types of resumes include chronological, functional, and combination resumes. Read below for more information on each, and for links to examples and further information.

- Chronological Resumes-- – The chronological resume format is most commonly used. It lists your work history in reverse chronological order (with your most recent work history listed at the top).
- Functional Resumes ---- Functional resumes focus on skills. They are organized by different types of skills or experiences, rather than by chronological work history. Functional resumes are good for people with gaps in employment history, or whose work history is not directly related to the job.
- Combination Resumes---- Combination resumes are a mix of the chronological and functional formats. They provide a chronological list of one's work history, but they also have sections that focus on different types of skills

Basic resume format

BLANK BASIC RESUME TEMPLATE

<http://smallpersonalbiz.com>

Your Name

Street Address

City, State or Province, Zip

Phone Number - your_email@email.com

Objective or Summary

Type your objective here by telling the employer what you can do for them and what their benefit by hiring you.

Related Experience:

Type dates

Company name

Company description

Job Title

• Job Description

• Job Description

City, State

Education:

University Name

Type Degree (state your degree name)

Date you graduated

Type honours, clubs involved with

City, State

Skills:

Type your skill related to your objective.

Activities:

Type your activities (optional)

Honors/Awards:

Type your honors/awards (optional)

Purpose of resume

Once you're in the workforce, your resume contains a summary of what you do for a living. Whether you're an executive assistant or the executive manager of a large corporation, you must be able to explain what you do. The ability to explain your responsibilities and the purpose of your duties is what enables you to move from one position to another. A well-written resume is proof that you understand how your tasks and responsibilities fit into the overall goals of the organization for which you work

Importance of Resume

Without a favorable initial impression, a prospective employer is likely to stop considering you as a suitable candidate for the job on offer and move on to other candidates who have provided better resumes.

Think of a resume as a tool for marketing yourself. It's more than just a document: It outlines your background, your skills, and your education so that a potential employer is quickly and easily able to see how your individual experiences can contribute to a company's success.

Resume is a medium for advertising yourself, it's the first means in which you use to present yourself as a job applicant and try to claim that you are the best choice candidate to a prospective employer.

Difference between RESUME and CURRICULAM VITAE

A **resume** provides a summary of your education, work history, credentials, and other accomplishments and skills. There are also optional sections, including a resume objective and career summary statement. Resumes are the most common document requested of applicants in job applications. A resume should be as concise as possible. Typically, a resume is one page long although sometimes it can be as long as two pages. Often resumes include bulleted lists to keep information concise.

A **curriculum vitae summary** is a one-to-two-page, condensed version of a full curriculum vitae. A CV summary is a way to quickly and concisely convey one's skills and qualifications. Sometimes large organizations will ask for a one-page CV summary when they expect a large pool of applicants

Like a resume, a curriculum vitae (CV) provides a summary of one's experience and skills. Typically, CVs are longer than resumes – at least two or three pages.

CVs include information on one's academic background, including teaching experience, degrees, research, awards, publications, presentations, and other achievements. CVs are thus much longer than resumes, and include more information, particularly related to academic background

TENDERS

It makes an offer for the supply of goods or services.

Tender usually refers to the process whereby governments and financial institutions invite bids for large projects that must bA call for bids, call for **tenders**, or **invitation to tender** (ITT, often called **tender** for short) is a special procedure for generating competing offers from different bidders looking to obtain an award of business activity in works, supply, or service contracts.e submitted within a finite deadline

Meaning of Tender:

On obtaining sanction of the detailed estimate, tender documents are prepared and tenders are invited from the intending tenderers, either classified enlisted contractors or open tender

allowing tenderers other than enlisted to participate. While allowing any outside tenderer, other than enlisted registered, his/their bona fide, competence, experience, financial capability, etc., are verified.

E- MAILS

What is email?

Email is short for 'electronic mail'. Similar to a letter, it is sent via the internet to a recipient. An email address is required to receive email, and that address is unique to the user. Some people use internet-based applications and some use programs on their computer to access and store emails.

Key benefits and features of using email

- It's quick – your recipient receives your email as soon as they go online and collect their mail.
- It's secure.
- It's low cost.
- Photos, documents and other files can be attached to an email, so that more information can be shared.
- One email can be sent to more than one recipient at a time.
-

Importance of email

Email is **important** because it creates a fast, reliable form of communication that is free and easily accessible. It is not characterized by the inconveniences that are generally associated with traditional communication media, such as telephone or postal **mail**.

Benefits of Email

- It is more personal & direct medium for communication.
- Messages are delivered within seconds around the world.
- It allows to save & keep a record of your communication.
- Easy to send with no time boundation.
- Good example of One-To-Many communication.
- You may attach files, documents, images, & other media to an email.
- You can access your email from anywhere with Internet connection kept on.
- Activate your filters and receive only genuine mails.

- -----

Disadvantages of E-mail

- Many people send unwanted emails to others. These are called spam mails. It takes a lot of time to **filter out** the unwanted emails from those that are really important.
- Emails cannot really be used for official business documents. They may be lost and you cannot **sign** them.
- Your mailbox may get **flooded** with emails after a certain time so you have to empty it from time to time.
- Emails may carry viruses. These are small programs that harm your computer system. They can read out your email address book and send themselves to a number of people around the world
- -----
