

### **AECC- 1: English Communication**

#### **Unit 1:**

##### **Language of Communication:**

Verbal and Non-verbal

(Spoken and Written)

Personal, Social and Business

#### **Unit 2:**

##### **Speaking Skills:**

Monologue

Dialogue

Group Discussion

Effective Communication/ Mis- Communication

Interview

#### **Unit 3:**

##### **Reading and Understanding:**

Close Reading

Comprehension

Summary Paraphrasing

#### **Unit 4:**

##### **Writing Skills I:**

Documenting

Making notes

#### **Unit 5:**

##### **Writing Skills II:**

Report Writing

Letter writing

#### **Recommended Readings:**

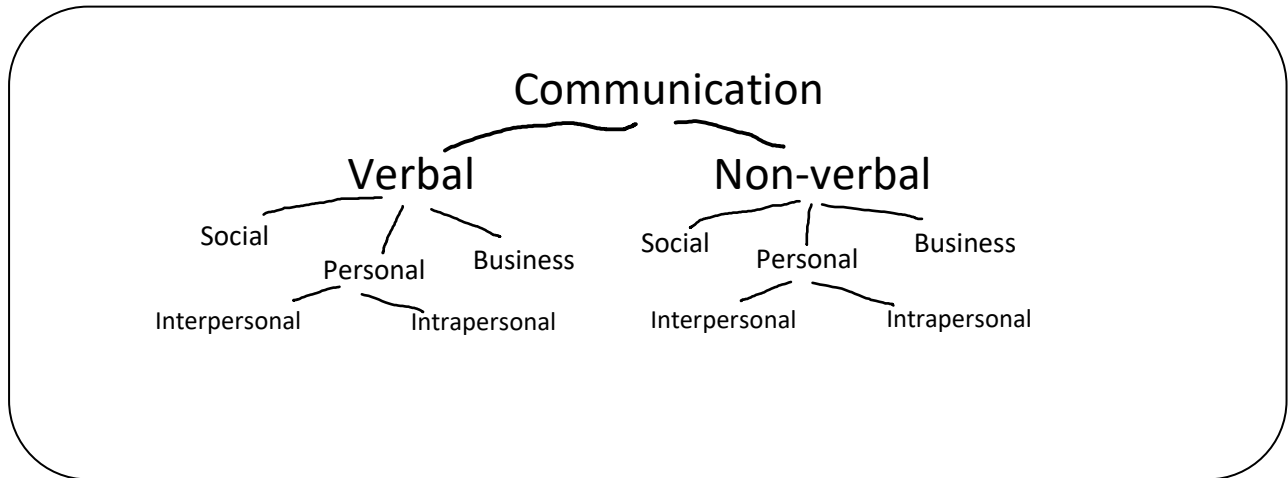
1. *Fluency in English - Part II*, Oxford University Press, 2006.

2. *Business English*, Pearson, 2008.

3. *Language, Literature and Creativity*, Orient Blackswan, 2013.

4. *Language through Literature* (forthcoming) ed. Dr. Gauri Mishra, Dr Ranjana Kaul, Dr Brati Biswas.

## Unit – I



### 1. What is Communication ?

Ans:- Communication is the importing or exchanging of information by speaking, writing or using some other Medium. Communication means sending or receiving information.

### 2. What are The two types of communication ?

Ans:- The two types of communication are as follows.

( i ) verbal communication. ( ii ) Non-verbal communication.

### 3. What is verbal communication ?

Ans:- verbal communication is the form of communication through spoken and written words. Communication within the words is called verbal communication. Language is the key and base of verbal communication.

### 4. What Is non-verbal communication ?

Ans:- Non-verbal communication is the process of transmitting message through non-languitic signs both spoken and written this transmitting can be through facial expressions, body gestures, eye Contacts etc.

5. Mention Two disadvantage/Demerits of non-verbal communication ?

Ans:- the two disadvantage of non-verbal communication are as follows.

- 1 . Non-verbal communication is unstructured and difficult to study.
2. Non-verbal communication is not suitable when two person are sitting in different places.

6. Mention two disadvantages/demerits/problems of verbal communication ?

Ans:- The two disadvantages/demerit/ problems of verbal communication are as follows.

1. Verbal Communication is difficult among person form different cultures, countries and continents.
2. Verbal communication consumes more energy as compare to non-verbal communication .

## **Social Communication**

1. What is Oral Communication ?

Ans:- Oral Communication means transmission of message through Spoken words. Speech is the first and for most activity of any language .

2. Mention two disadvantage of oral communication ?

Ans:- the two disadvantages of oral communication are as follows\_

- 1) No proof is left for future reference and the person can deny at any point of time.
- 2) Audience need to comprehend quickly because message is uttered once.
- 3) Presence of both sender receiver at the same time is assential .

3. What is written communication ?

Ans:- written communication refers to transmission of message is written words. Information is exchange in writting with documentary proof.

4. Mention two advantages of written communication ?

Ans:- the two advantages of written communication are as follows\_

- 1) Written communication is suitable for lengthy messages, information can be communicated in writing.
- 2) Permanent record of messages can be taped for Future Reference.

5. What is personal communication ?

Ans:- the exchange of information between people often used as a citation, when information is passed from one person to another but it is not published .

6. What are the Procedures of personal communication ?

Ans:- there are four main procedures of personal communication\_

- I. Verbal communication
- II. Non-verbal communication
- III. Written communication
- IV. Visual communication .

7. What is interpersonal communication ?

Ans:- The communication between two or more people's through verbal or Non-verbal responses. Is called interpersonal communication .

8. Mention five interpersonal skills ?

Ans:- the five interpersonal skills includes

- I. Active listening
- II. Team work
- III. Responsibility
- IV. Leadership
- V. Motivation .

9. Bring out the Salient Features of Non-verbal communication ?

Ans:- The Salient Features of Non-verbal communication are as follows\_

- 1) In Non-verbal communication, There will be No use of words.
- 2) Non-verbal communication uses Gestures, Expressions , Eye Contacts , Touching etc.
- 3) Non-verbal communication is culturally based.
- 4) Non-verbal communication is Unstructured and difficult to understand.
- 5) Non-verbal communication is more universal then verbal communication.

10. What is Intra-personal Communication ?

Ans:- The communication that we have within our selves. i.e the communication that occurs in our mind is known as Intra-personal Communication .

11. Mention Five Good/Effective Communication skills ?

Ans:- The Five Good/effective Communication Skills Which are necessary for successful communication are as follows\_

1) Listening

Listening is one of the most important aspects of communication.

2) Non-verbal communication

Non-verbal Communication is the process of transmitting messages Through non-linguistic signs both spoken and written. This transmission can be facial expression, body Gestures, Eye contacts.

3) Contact in Emotion.

We should not be emotional in any kind of communication.

4) Stress management

We should not take any mental stress while in our communication platform.

5) Straight Forward

We should communicate in a very straight way in any types of communication.

12. Mention two ways by which a good communication can become a miscommunication ?

Ans:- The two ways by which a good communication become a miscommunication are as follows\_

- 1) Due to stress management.
- 2) Due to emotional states.

13. What is the Miscommunication ? \*

Ans:- Miscommunication is a failure to get a message across or lack of clear communication. When we leave a message for someone and it does not get recorded properly.

14. What is business communication ?

Ans:- Business communication is an exchanging information in order to promote an organisation goals, objectives Aims and Activities. As well as increase profits with in the company.

15. Mention the four main types of business communication?

Or , mention the four ways to participate in a business ?

Ans:- the four types/ways of business communication are:-

1. Internal upward communication
2. Internal downward communication
3. Internal lateral communication
4. External communication.

16. What is social communication ?

Ans:- Social communication refers to the language that is used in social situation. This refers to a ability to use language with other in a variety of situation.

17. Mention four principles of business communication ?

Ans:- The four principles of business communication are as follows\_

- 1) Clarity
- 2) Conciseness
- 3) Objectivity
- 4) Consistency

18. Mention one similarity between inter-personal communication and intra-personal communication ?

Ans:- one similarity between inter - personal and intra-personal communication are\_

This two types of communication are highly related to emotional intelligence.

19. Mention two difference between inter-personal and intra-personal communication ?

Ans:- the two difference between inter-personal and intra-personal communication are\_

- 1) In inter-personal there should be two or more people but in intra-personal communication it occurs in our mind.
- 2) Inter-personal communication can be through both verbal communication and Non-verbal communication but intra-personal communication that we within ourselves.

20.

## UNIT – II

### INTERVIEW

- ❖ Interviewer
- ❖ Interviewee
- ❖ Step to prepare for an interview
- ❖ Different types of interview
- ❖ How to Face interview ?

#### ***Question's***

1. Mention some interview important procedure to prepare our selves for an interview ?

Ans:- The following are the procedure to prepare ourselves for an interview

- 1) Review the job description.
- 2) Consider your eligibility for the job.
- 3) Learn more about the subject/institution or company.
- 4) Prepare a list of expected interview questions.
- 5) Practice mock interview.
- 6) Organise your documents.
- 7) Update your social environment.
- 8) Make travel arrangements properly.
- 9) Decide on your interview dress.
- 10) Be confident and pleased.

2. What is an interview ?

Ans:- An interview is essentially a structured conversation where one participants ask questions and The other provides answers.



### 3. Who ask questions in an interview ?

Ans:- The Interviewer ask questions in the interview.

### 4. Mention some different types of interview ?

Ans:- The different types of interview are.

- 1) The telephone interview.
- 2) Face to face interview.
- 3) The Panel interview.
- 4) The group interview.
- 5) The lunch - dinner interview.
- 6) Formal and informal interview.
- 7) Portfolio based interview.
- 8) The Sequential Interviewer.

### 5. Discuss the different types of interview ?

Ans:- The different types of interviews are discussed below\_

- 1) The face to face interview:- this type of interview or meeting between you and one member of staff or even two members.
- 2) The panel interview:- this interviews involve a number of people sitting as a panel with one as chairperson. This type of interview is popular with in the public sector.
- 3) The group interview:- several candidates are present at this type of interview you will be asked to interact with each other and you might even be given at talk to do as a team. So make sure you speak up and give your opinion.
- 4) The lunch - dinner interview:- this type of interview gives the employer a chance to assess your communication and interpersonal skill as well as your table manners.

- 5) Formal informal interview:- some interviews may be very formal, others may be very informal and seems like just a chat about your interest however it is important to remember that you are still being assessed and topics should be friendly and clean.
- 6) Portfolio based interviews:- in the digital or communication industry. it is likely that you will be asked to take your portfolio along or show it online.

6.

## UNIT – II

### GROUP DISCUSSION

#### 1. What is a Group Discussion ?

Ans:- A group discussion is a group of individual participation. Who share a similar and interest, who gather either formally or informally to discuss ideas to solve problems or to make comments.

#### 2. What are the objective of group discussion ?

Or

What are the purpose of group discussion ?

Ans:- the objective/purpose of group discussion are as follows\_

- 1) Diversity in opinions.
- 2) Participation and interest of the individual.
- 3) Positive and understanding members.
- 4) The collective contribution of ideas and views.
- 5) Team building and abundant information.

#### 3. Mention four Soft Skills ?

Ans:- The Four soft skills are

- 1) Active-listening.
- 2) Openness to feedback.
- 3) Work Ethic.
- 4) Emotional Intregents.

#### 4. Mention Two disadvantages of group discussion ?

Ans:- the two disadvantages of group discussion on are\_

- 1) Group discussion is time consuming

2) Group discussion creates disturbance in the classroom or Seminar or in a presentation room.

5. Mention two characteristic or features of group discussion ?

Ans:- the two characteristic or features of group discussion are\_

- 1) Diversity in opinions.
- 2) Team Building.

# UNIT – II

## DIALOGUE

### Monologue

DIALOGUE (TWO OR MORE)

MONOLOGUE ( SINGLE )

#### 1. What is Dialogue ?

Ans:- Dialogue is a conversation between two or more persons or an exchange of ideas and opinions.

#### 2. What is Discourse ?

Ans:- A discourse is a lecture on international Relation and affairs.

#### 3. What is a debate ?

Ans:- Debate is a competitive two way conversation. The goal is to vein and argument or consience some one such as the other participant.

#### 4. What is monologue ?

Ans:- Monologue is a speech presented by a single character, most of an to express their mental thought aloud and sometimes also directly address another character or the audience.

#### 5. What is Soliloque ?

Ans:- A Soliloque is a kind of monologue addressed to oneself, thoughts spoken out without addressing another.

#### 6. Mention two different types of monologue ?

Ans:- the two different types of monologue are\_

- 1) Interior Monologue.
- 2) Dramatic Monologue.

7. What is an interior monologue ?

Ans:- in interior monologue a character externalize his thoughts. So that audience can experience his internal thoughts.

8. What is a dramatic monologue ?

Ans:- A dramatic monologue is a type of monologue in which a character speak to the silent listener. This type has a theatrical qualities.

9. What is the different between a monologue and Soliloque ?

Ans:- Monologue and Soliloque are similar as both are speeches presented by a single person. But a major difference between them is that, in Monologue the speaker reveals his thoughts to the audience or to any other character whereas in a Soliloque the speaker express his thoughts to himself and it does not involve any other character.

## UNIT – II

### Effective Communication/Miscommunication

Q. 1. Mention two causes of Miscommunication ?

Ans:- the two causes of miscommunication are\_

- 1) Access and fast communication.
- 2) Lack of context.

## Effective Communication

### Questions

1. What is effective communication ?

Ans:- Effective communication is define as the ability to convey information to another effectively and efficiently.

2. Mention four principles of effective communication ?

Ans:- the four principles of effective communication are\_

- 1) Courtesy.
- 2) Clarity.
- 3) Correctness.
- 4) Conciseness.

3. Discuss two ways/techniques of effective communication?

Ans:- the two ways of effective communication are\_

- 1) Be Positive :- raise your hand, if you ever felt encouraged after communicating with a negative person.
- 2) Be a Listener :- we should hear to others while they are communicating with us.

4 . Mention two benefits of effective communication ?

Ans:- The two benefits of effective communication are\_

1 ) Effective communication create a positive atmosphere.

2 ) effective communication creates better productivity.



# UNIT – 3

## CLOSE READING

### Questions

1. What is close reading ?

Ans:- close reading is the careful, sustained and interpretation of a brief passage of a text.

2. Mention two steps of close reading ?

Ans:- Two steps of close reading are\_

1 ) Read the passage.

2 ) Analyse the passage.

3 ) Develop a descriptive Thesis.

3. Why is close reading important ?

OR

What is the importance of close reading?

Ans:- close reading in ensures that students are able to get specific and comprehensive understanding from any difficult text. Close reading is the tool that allows students to read text that is over their head.

4. What is Skimming ?

Ans:- Skimming is a process of reading rapidly in order to get a general overview of the material.

5. What is Scanning ?

Ans:- Scanning is a process of reading rapidly in order to get find specific facts.

6. What is extensive reading ?

Ans:- extensive reading involves learners in reading text for enjoyment and to develop general reading skills.

7. Mention two techniques/strategies for close reading ?

Ans:- the two techniques/strategies for close reading are\_

- 1) Always set a purpose for reading.
- 2) Focus on making connections.

8. Mention two tips for close reading ?

Ans:- the two tips for close reading are\_

- 1) Stay close to the text.
- 2) Put the argument in your own words.

# UNIT – 3

## SUMMARY PARAPHRASING

### Questions

1. What is Summary ?

Ans:- Summary is a brief statement or account of the main points of any story or text.

2. What is an Abstract Summary ?

Ans:- An Abstract Summary is a type of summary which shorten a passage or a write up without changing its meaning but using different words and sentences.

3. What is an Executive Summary ?

Ans:- An executive summary is a form of summary which is short document or section of a document that summarises a longer report or proposal or a group of related reports.

4. What is an informative Summary ?

Ans:- An informative summary conveys the information contained in a text or other type of sources.

5. What is Paraphrasing ?

Ans:- Paraphrasing is a restatement of the meaning of a text or passage using other words.

## Long Question

1. Mention five steps of effective Paraphrasing ?

Ans:- The five steps of effective Paraphrasing are\_\_

- 1) Read the passage until you understand a clear idea on meaning.
- 2) Place the original text and write the Paraphrase on a Notebook.
- 3) Trace down a few words below your Paraphrasing to remain a later.
- 4) Check your dimension with the original text to make sure that your writing is accurately expressive and have the essential information in a new form.
- 5) Use Quotation marks to identify any unique term or words you have borrowed exactly from the sources.

# UNIT – 5

## REPORT WRITING

### Questions

1. What is Report writing ?

Ans:- A report writing is a type of writing that presents information in an organized format for a specific audience and purpose.

2. Mention four types of report ?

Ans:- the four types of report are\_

- 1) Progress report
- 2) Annual report
- 3) Justification report
- 4) Audit report

3. Discuss the importance of report writing ?

Ans:- Report writing consist of the history of fact of a project or any kind of event or incident. It is useful for recording A past history and an overall summary of discussion. Report writing help us to solve many problems. Writing a report guide us in a way to modernize details about improvement and upcoming plans.

4. What are the elements of report writing ?

Ans:- The key elements of a report writing are mentioned below\_

- 1) Title page
- 2) Table of contents
- 3) Execution summary
- 4) Introduction
- 5) Discussion and conclusion.

5. Define a report ?

Ans:- A report is a spoken or written account of something that one has observed heard or investigated.

6. What is an Audit report ?

Ans:- An Audit report is a written opinion of an author regarding a statement. The report is written in a standard format, or allows certain variation in the report.

**Q.** You recently visited some flood affected areas of Dhemaji District as a press reporter of an English Daily Newspaper. Write a report on a flood situation in 100 to 120 words. You are Amor/Nitu.

**Dhemaji District. 23 November 2021, The Times of India News service (Amor)**:- The recent flood in different parts of Dhemaji District caused havoc on an high scale. The affected areas bear testimony to this natural calamity. Ten villages of the area were most affected. Thousands of victims have taken shelter in school buildings and local relief camps. Electricity and water supply by the Havoc are yet to be restored. The relief measures were not sufficient. Medicines and food articles fell short of the requirement. Some N.G.O's are working hard for the betterment of the victims. Huge cattle have been washed away the situation is really Nostalgic. Proper steps need to be taken to check spread of diseases. Government has to take adequate measures to combat it and help the poor people to reconstruct their houses.

**Q.** You have witnessed a train accident in which a Delhi bound Guwahati express got derailed. Write a report in 100 to 120 words to be published in The Sentinel, Guwahati . You are Jayanta/ Nilu

**Guwahati, 28 November 2021, The Sentinel** - \_\_\_\_\_ - Yesterday derailment of Delhi bound Guwahati express near Gongaigaon station adds one more to the blacklist. Ground reports suggest that the derailment was caused due to some human error. Delhi bound Guwahati express left Guwahati at the fixed time. Everything went well till it reached the outer signal of GoalPara station. Two compartments got crashed and the train came to a halt. Within minutes the railway staffs and the railway protection force reached the site. Many villagers also reached the spot help the passenger. Many passenger were dragged out safely. Fortunately there was no loss of human life. About Ten passenger received minor injuries. Five passenger received serious injuries. Who were admitted to The Civil Hospital, Goalpara.

**Q.** You have witness a road accident in which a car and bus got crashed. Write a report on about 100 to 120 words to be published in The Sentinel, Guwahati . You are Jayanta/Nilu

## UNIT – 4

# Documenting & Making Notes

### Questions

1. What is Documenting ?

Ans:- Documenting is a form of writing that bears the Original, official or legal term and can be used to Furnish decisive evidence or information.

2. Mention the different kinds of Documentation ?

Ans:- The different types of documentation are

- 1) Learning – oriented tutorials.
- 2) Goal – oriented
- 3) Understanding – oriented discussion.
- 4) Information – oriented reference.

3. What is a Documentation Method ?

Ans:- Documentation Method refers to the analysis of documents that contains information about the scenario or event under consideration. It is used to investigate and analyse physical sources.

4. Mention one use of documentation method ?

Ans:- Documentation method is used to investigate and analyse physical sources.

5. What is Making Notes ?

Ans:- Making Notes is a process of reviewing, connecting and synthesizing ideas from a lecture or from a reading.

6. Mention the different types of making note ?



Or

Mention some methods of Note making or Making Notes ?

Ans:- The different types of Note making are\_

- 1) Cornell Method.
- 2) Outline Method.
- 3) Sentence Method.
- 4) Mind- Mapping Method.
- 5) The Charting Method.

7. What is Cornell Method in Making Notes ?

Ans:- The Cornell Method in Making Notes provides a systematic Format from condensing and organising Notes without any labour. After writing the Notes in the main space, we used the left hand space to level each idea.

8. What is charting methods ?

Ans:- This method of note making is used for subject matter that can be broken into two categories such as similarities, differences data, events etc.

9. What is the difference between a document and a documentation ?

Ans:- The word 'document' is a countable noun which means paper for some report and the word 'documentation' is an uncountable noun and is a collection of all body at Material of any subject or topic.

10. Mention two merits or benefits of good documentation ?

Ans:- the two merits or benefits of good documentation are\_

- 1) Reduce time which help us to support our product.
- 2) Good documentation helps us to build confidence in our quality.

11. Making five benefits for merits of effective note making or making notes ?

Ans:- the five benefits for merits of effective note making and making notes are\_

- 1) It improves to focus and help us to be attentive.
- 2) It promotes active learning.
- 3) It improves organization skills.
- 4) It increases the creativity and other skills.
- 5) It boasts comprehension and retention.

12. Mention two difference between making notes and documentation ?

Ans:- The two difference between making notes and documentation are\_

- 1) In making notes we use pen and paper while in documentation we use digital and technological services.
- 2) In making notes we need more attention, violin documentation less attention is needed.

13. What is informal documentation ?

Ans:- informal documentation consists of notes or letters saved in a personal file. If an employee write down a suggestion and gives it to the management, they can file it away for future reference.

14. What is Formal documentation ?

Ans:- formal documentation consist of certain standards and conventions as determined by the company and official.

15. What is internal documentation ?

Ans:- internal documentation refers to the records that any organization keeps and uses to inform decisions with in your company.

## Long Question

1. Discuss the importance of documentation in today's world ?

Ans:- documentation refers to a set of records that professional or companies keep to provide evidence or information that can be used to inform decisions.

There are many reason for which documentation is important in today world. Documentation is used in maintaining a consistent, organized system. Documentation can help us and organization to be successful. Some of the importance of documentation are as follows\_

- 1) Documentation Demonstrate professionalism.
- 2) It provides helpful guidance for performance.
- 3) Documentation can make a business or organisation more profitable.

In today's world documentation help us to make a balance between modern needs and to face modern challenges positively. It can build a person or an organisation to face the upcoming challenges through the new technology. Thus, the importance of documentation place a Vital role in building a successful career to make a person more challenging in today's world.

2.