



BHADRAK ENGINEERING SCHOOL & TECHNOLOGY (BEST)

ASURALI, BHADRAK

COMMUNICATIVE ENGLISH

**(As per the 2020-2021 syllabus of the SCTE&VT, Bhubaneswar,
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(Theory-o1)



First and Second Semester

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UNIT -1 LITERATURE APPRECIATION

LEARNING OBJECTIVE:

1. READING COMPREHENSION

Article No.	SL. NO.	SUBJECT
A	1.	INTRODUCTION, SKIMMING THE GIST AND SCANNING FOR NECESSARY INFORMATION.
	2.	CLOSE READING FOR INFERENCE AND EVALUATION MAIN IDEA AND SUPPORTING POINTS GUESSING THE MEANING OF UN- FAMILIAR WORDS
	3.	NOTE MAKING
	4.	SUMMARIZING
	5.	SUPPLYING A SUITABLE TITLE

2. TEXT

Article No.	SL. NO.	SUBJECT
B.	1.	STANDING UP FOR YOURSELF:
	2.	THE MAGIC OF TEAM WORK:
	3.	INCHCAPE ROCK
	4.	TO MY TRUE FRIEND

I. READING COMPREHENSION

1. INTRODUCTION, SKIMMING THE GIST AND SCANNING FOR NECESSARY INFORMATION.

In our everyday life, if we talk of life in its most standardized form, we have a lot of reading to do. This includes reading from newspaper, text books, books, articles, journals, notes and so many. Reading does not mean reading words and sentences simply for the purpose of identifying them. Understanding, comprehending and remembering are some of the features without which reading keeps no meaning.

Skimming and Scanning:

Skimming is a task of finding out the important details of a written text without giving a close reading to it. The word 'skimming' is derived from 'skum' implying the thick layer floating on liquid. Similarly by skimming a text we take out all the key points out of it in one look. But scanning is not overlooking - it searches for those details which are not apparent on the surface. Scanning skill operates in the manner a scanner takes the photos of what is not seen on the ground.

Inference and Evaluation:

Inferential and evaluative analysis of the text relates more to close reading. A reader, here, examines the text to find out what the written text conveys and how it can be accessed. This is some kind of an analytical task done by the reader.

2. CLOSE READING FOR INFERENCE AND EVALUATION MAIN IDEA AND SUPPORTING POINTS GUESSING THE MEANING OF UN-FAMILIAR WORDS

Now Read the following passage carefully and do as directed.

In acupuncture, no drug is injected into the body, so it has no adverse effects. The stimulation of acupuncture points was done so far by very thin, sharp sliver needles. The prick is almost painless. But now techniques like the use of laser beams (without using needles) are being used in which there is no prick, no pain. These are readily acceptable to children and those patients who are scared of needles. For every patient, there is a separate set of needles, which is sterilized after every use, so there should not be any fear of infection.

Initially three of four courses of acupuncture treatment are given (one course is of ten days) to control asthma and usually the patient is off medicine by that time. After this, one sitting, weekly or fortnightly, is continued for some time, so as to prevent relapse. At the time of Holi or Diwali when there is a change of season, there is a tendency of relapse, so once/twice a week sittings are given during the period of three seasons, which generally results in an almost cure in children and young patients(up to the age of 25-30 years). Relapses are generally unusual. In older age groups though some damage to lungs has been done due to prolonged disease and medication, yet considerable improvement is possible resulting in decrease in severity and frequency of attacks.

Answer the following questions.

- 1) Why acupuncture has no adverse effects?
- 2) By whom Laser beams are acceptable?
- 3) Why Acupuncture treatment continues for some time?
- 4) Why one sitting, weekly or fortnightly is continued for some time?
- 5) Give the meaning of ‘Severity‘ and sterilized.
- 6) What is the basic idea about the passage?

Guessing the Meaning of Un-familiar words

The ability to infer the meaning of an unknown word by looking at the vocabulary around it or its context is an important reading skill. The context here refers to the sentence or paragraph where the unfamiliar word appears, which provides the reader with information to make sense of the term.

Types of Context Clues

Context clues are words or phrases in the sentence or paragraph that help the reader to figure out the meaning of the unknown word. There are four types of clues you could use to support your reading comprehension.

1. Synonyms
- 2.Examples and definitions

3. Antonyms and contrast

4. General Knowledge

We can decipher the meaning of unknown words by using context clues such as synonyms, examples, opposites, and our general knowledge. The context is the source of hints that will help you determine the meaning of an unknown word. We should not employ the dictionary every time we find an unknown word when reading. Instead, we should be able to propose or hypothesize the meaning of a word based on the context. At this point, the dictionary should only be used for verifying our conclusions or suppositions from our text analysis.

3. Note-making

Introduction

The history of Note-Making goes far about 1979. **Tony Buzan** was the person who invented the concept of Mind Mapping. With using images and patterns he developed the main idea up to a successful invention. So now it has become most popular among most of the academic students. Note-Making mainly involves with selecting, analyzing, summarizing and organizing information.

Note-making means converting an extensive text into a brief form that can be easily digested remembered and reproduced. Brevity and clarity are two important features of a note. When we read or listen to something, we may not remember each and every bit of it. Many relevant details may slip away from our memory. Such a slip of memory facilitates the need to make of what we read or listen. Making a note of a speech is something like jotting down important points quickly while listening and later on making a fair copy of it. But making a note of a reading comprehension observes a more detail and systematic procedure.

Summarising means explaining an idea in a shortened form, while paraphrasing means explaining an idea in detail in your own words, using most of the information from the original source without changing the meaning of the original. Summarizing allows comprehension and a concise understanding of the material. In today's work culture it is important to be proficient in the skill of summarization; it can save time, money and energy. Summarized versions of information are used in almost all professional settings.

Making a Note:

Always a close reading is demanded before making a note. By skimming and scanning we get all the important points of it. In a simpler way if one desire to attempt on note- making, the steps below would be of much help.

1. Read the passage closely without missing a single detail.
2. Make a list of important words with their meanings.
3. Make a list of relevant details that you have picked up by skimming and scanning briefly.
4. Trace out them or the key point. This would provide you with the main idea of the text.
5. The point that you have picked up by the task of skimming and scanning would serve as supporting points to this main idea better known as topic statement.

1. Now go through the following passage.

Not knowing about websites like Orkut, myspace.com, facebook.com or friendster.com, for teens, isn't it just in the league of the uncoil today?

These are an integral part of the information superhighway that students access for academic purposes. Mostly, parents aren't bothered until a case like Adnan Patrawala hits the headlines. Going out to meet friends made through a social networking site cost the teenager's life.

It's important to understand that it isn't the site perse that's at fault. But what perhaps is at fault are the unsafe ways young people communicate over such public forums where it's easy for strangers to access information.

—Teens also swap messages with friends, posting diary-like blogs and share photos. Beyond their profiles, they can search through message boards and blogs about various topics like sports, relationships or musicl, says Annette Martis, Manager, Consumer Products and Solutions, Symantec India. Unfortunately, parents can't always chaperone teens to make sure they're safe online. Martis'

Tips for parents include

- You cannot teach your kids the ways of the internet-especially online communities-unless you know the lay of the land well yourself.
- Anyone can join an online community and pretend to be someone they're not. These sites even allow visitors to search for people based on age, city and gender. Kids can post information about their school or pictures of themselves or information about their sporting events, which seems harmless. But they don't understand that predators can piece information together to find, identify and harm them. Explain the dangers of posting personal information and make sure your teen's profile doesn't offer any clues about who she really is.
- Kids can never be 100% certain of who they're interacting with in online communities. Some try to add as many friends as possible to their contact list-meaning, people they don't really know can message them directly..
- Sometimes teens post material that can be used against them later. Once posted online, these musings are out there for the world to see. People are worried now whether future employers can use such postings against them.
- Ask young children what kind of content they think is appropriate to post in online communities. Set some guidelines together and stick them near the computer.
- Kids are often scared their internet privileges will be taken away if they tell parents about anything that's making them uncomfortable online. But if you're talking about it, they'll feel comfortable that you'll understand. Together, become familiar with the online community's safety policies and reporting mechanisms.
- For teenagers, Martis has some simple tips.
- Use your site's privacy features to limit personal posts to people you trust.
- Don't post suggestive pictures or images that might give strangers clues about your identity.

They compromise your security and may affect how relatives, teachers, friends and acquaintances perceive you.

- Monitor your blog comments and delete anything you don't want people to see.

- Don't use your account to spread rumours or disclose personal information about others. Your actions could have serious implications for you and even your parents.

Title: Tips for Online Behaviour

Notes

1. Students access social websites in unsafe ways

- Sharing profiles.
- Swap messages & photos with friends.
- Postbfogs.

2. Strangers use this information to harm them

- They pretend to be someone else.
- Piece together info.
- Identify & harm them.

3. Annette Martis of Symantec India's tips

- For stds
 - (a) Use wbsts privacy features effectively.
 - (b) Don't post suggestive pictures.
 - (c) Don't disclose personal info.
 - (d) Don't spread rumours.
- For parents
 - (a) Learn safe ways to access sclwbsts along with your children.
 - (b) Make gdlns for safe access of wbsts.
 - (c) Inform children about gdlns

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List of Abbreviation

Sl. No.	Word/ Phrase	Abbreviation
1.	posting diary-like blogs and share photos	Postbfogs.
2.	Information	info.
3.	Students	stds
4.	Websites	wbsts
5.	Guidelines	gdlns

4. SUMMARISING:

2. Practice on Note and Summary making.

Read the passage carefully and answer the questions given below.

Occasional self-medication has always been part of normal living. The making and selling of drugs has a long history and is closely linked, like medical practice itself, with belief in magic. Only during the last hundred years or so, as the development of scientific techniques made it possible diagnosis has become possible. The doctor is now able to follow up the correct diagnosis of many illnesses-with specific treatment of their causes. In many other illnesses of which the causes remain unknown, he is still limited, like the unqualified prescriber, to the treatment of symptoms. The doctor is trained to decide when to treat symptoms only and when to attack the cause. This is the essential difference between medical prescribing and self-medication.

The advance of technology has brought about much progress in some fields of medicine, including the development of scientific drug therapy. In many countries public health organization is improving and people's nutritional standards have risen. Parallel with such beneficial trends are two which have an adverse effect. One is the use of high pressure advertising by the pharmaceutical industry which has tended to influence both patients and doctors and has led to the overuse of drugs generally. The other is emergence of eating, insufficient sleep, excessive smoking and drinking.

People with disorders arising from faulty habits such as these, as well as well from unhappy human relationships, often resort to self-medication and so add the taking of pharmaceuticals to the list.

Advertisers go to great lengths to catch this market. Clever advertising, aimed at chronic sufferers who will try anything because doctors have not been able to cure them, can induce such faith in a preparation, particularly if steeply priced, that it will produce-by suggestion-a very real effect in some people .Advertisements are also aimed at people suffering from mild complaints such as simple cold and coughs which clear up by themselves within a short time.

These are the main reasons, why laxatives, indigestion-remedies, painkillers, cough-mixtures, tonics, vitamin and iron tablets, nose drops, ointments and many other preparations are found in quantity in many households. It is doubtful whether taking these things ever improves a person's health, it may even make it worse. Worse, because the preparation may contain unsuitable ingredients; worse because the taker may become dependent on them; worse because they might be taken excess; worse because they may cause poisoning , and worst of all because symptoms of some serious underlying cause may be asked and therefore medical help may not be sought. Self diagnosis is a greater danger than self-medication.

Questions

(A) On the basis of your reading of the above passage, make notes on it, in points only, using headings and sub-headings. Also use recognizable abbreviations, wherever necessary (Minimum four).

Supply an appropriate title to it.

(B) Write a summary of the above passage in about 80 words.

Title: Self-Medication

1. Self medication

- (a) Part of normal living—last 100 yrs
- (b) Advance in diag tech.
- (c) Drs reqd. for diag .& treatment of disease
- (d) Self medication differs from medical prescriptions in medicine
- (a) Drug therapy

- (b) Impvt. In pub. health org's
- (c) Increase in nutri'l standards.

3. Clever advertising by pharma'l companies

- (a) Take advantage of people's need
- (b) Chronic suffers
- (c) Mild complaints like cold and coughs
- (d) Faulty life style
- (i) Lack of exercise, over eating, insuff't sleep etc.
- (ii) Stress, unhappy rela'ps etc.

4. Dangers of self – medi'n. s

- (a) Prep'n contain unsuitable ingre.
- (b) Taker becomes dependent
- (c) Taker consumes medi. In excess
- (d) Prep'ns may cause poison'g
- (e) Real cause of illness gets suppressed or untreated.

Summary of the Passage:-

Self medication is part of normal living. Medicinal experts are required for diagnosis and treatment of disease according to symptoms and cause. The development of drug therapy and improvement in public health organizations and nutritional standards have helped progress in medicinal science. Excessive advertising by pharmaceutical companies and emergence of the sedentary society are two counter trends. Self medication is dangerous as the preparation may be toxic or contain unsuitable ingredients, the user becomes dependent and consumes medicine in excess. Self-diagnosis is worse than self medication.

List of Abbreviation

Sl. No.	Word	Abbreviation
1.	Poisoning	poison'g
2.	Diagonistice Technique	diag tech.
3.	Standards	stds
4.	Websites	wbsts
5.	Medicine	medi.
6.	Preparation	Prep'n

3. Practice on Note and Summary Making.

Read the following passages carefully:

I remember my childhood as being generally happy and can recall experiencing some of the most carefree times of my life. But I can also remember, even more vividly, moments of being deeply frightened. As a child, I was truly terrified of the dark and getting lost. These fears were very real and caused me some extremely uncomfortable moments.

Maybe it was the strange way things looked and sounded in my familiar room at night that scared me so much. There was never total darkness, but a street light or passing car lights made clothes hung over a chair take on the shape of an unknown beast. Out of the corner of my eye, I saw curtains move when there was no breeze. A tiny creak in the floor would sound a hundred times louder than in the daylight and my imagination would take over, creating burglars and monsters. Darkness always made me feel helpless. My heart would pound and I would lie very still so that the enemy 'wouldn't discover me.

Another childhood fear of mine was that I would get lost, especially on the way home from school. Every morning, I got on the school bus right near my home—that was no problem. After school, though, when all the buses were lined up along the curve, I was terrified that I would get on the wrong one and be taken to some unfamiliar neighbourhood. I would scan the bus for the faces of my friends, make sure that the bus driver was the same one that had been there in the morning, and even then ask the others over and over again to be sure I was in the right bus. On school or family trips to an amusement park or a museum, I wouldn't let the leaders out of my sight. And of course, I was never very adventurous

when it came to taking walks or hikes because I would go only where I was sure I would never get lost. Perhaps, one of the worst fears I had as a child was that of not being liked or accepted by others. First of all, I was quite shy. Secondly, I worried constantly about my looks, thinking people wouldn't like me because I was too fat or wore braces. I tried to wear the right clothes and had intense arguments with my mother over the importance of wearing flats instead of saddled shoes to school. Being popular was very important to me then and the fear of not being liked was a powerful one.

One of the processes of evolving from a child to an adult is being able to recognise and overcome our fears. I have learnt that darkness does not have to take on a life of its own, that others can help me when I am lost and that friendliness and sincerity will encourage people to like me. Understanding the things that scared us as children helps to cope with our lives as adults.

Questions:

- 1. On the basis of your reading of the above passage, make notes using headings and subheadings. Use recognizable abbreviations, wherever necessary.**
- 2. Write a summary of the passage in not more than 80 words using the notes made and also suggest a suitable title.**

Answers:

NOTES:

5. SUPPLYING A SUITABLE TITLE

TITLE: Remembering childhood moments

1. Feeling helpless in dark

- (a) Moving curtains
- (b) Creaking sounds
- (c) Creating burglars and monsters

2. Fear of getting lost (on the way home from school)

- (a) Scanning of school buses—friendly faces, same bus driver

- (b) Not letting leaders out of sight
- (c) Taken to some unfamiliar neighbourhood
- (d) Surety of not being lost

3. Fear of disliking

- (a) Quite shy
- (b) Worried about looks
- (c) Wear the right clothes
- (d) Imp. of popularity

4. Overcoming childhood fears

- (a) Undg.evolution process
- (b) Recognising and overcoming fears
- (c) Accepting help from others
- (d) Unds.things that scared

2. SUMMARY

My childhood moment was the happiest and carefree moment. Darkness scared me with its shadows, moving of curtains, and creaking sounds. It made me quite helpless and I used to lie still with a pounding heart. I had the fear of getting lost while on way from home to school. Before getting in school bus, I scanned it for friendly faces. I had the fear of being disliked by others. During the course of evolution from a child to an adult, I realised those things that scared me as a child. I was always expecting help from others.

List of Abbreviation

Sl. No.	Word	Abbreviation
1.	Importance	Imp.
2.	Understanding	Undg.

2. TEXT

1. STANDING UP FOR YOURSELF

-Yevgeny Yevtushenko

PART 1

The writer Yevgeny Aleksandrovich Yevtushenko is now grownup and describes his childhood experiences in this text. The narrator says he did not have a joyful childhood. Since he was all alone in Moscow, after the divorce of his parents, his father had started working in Kazakhstan and never asked the writer about his doings. His mother was a geologist and later resigned from her job and became a singer. The writer had no access to decent means of education as it clearly is depicted from the line —My education was left to the streets. The street taught him to swear, smoke, spit elegantly through his teeth and to keep his fists at the ready a habit that narrator have till day and street also taught him not to be afraid of anything or anyone. And he spent his most time in the streets exposed to criminality and roughness of street kids. He realized that what mattered in his life was to overcome his fear of those who were stronger.

PART 2

In this section narrator highlights the ruler of his street Red, a boy of sixteen with big and broad shoulder beyond his age. Red walked masterfully up and down our street, legs wide and with a slightly rolling gait, like a seaman on his deck From under his cap, its peak always at the back of his head, his forelock tumbled down in a fiery cascade and out of his round pock marked face green eyes like a cat's sparkled with scorn for everything and everyone. Two or three lieutenants in peaked caps back to front like Red tripped at his heels. Red could stop any one and impressively says one word || money|| if anyone hesitated lieutenants beat them hard he carried a heavy metal knuckle duster in his pocket. Everyone as well the narrator was afraid of Red.

PART 3

Further, the narrator says in order to conquer his fear he wrote a poem about Red, this was his first piece of journalism in verse. By the very next day whole street knew it by heart and exulted with triumphant hatred .One morning when narrator was on his way to school

suddenly he came upon Red and lieutenants. Red mocked at narrator for his act and out of anger he darted into his pocket and came out armed with its knuckle duster, it flashed like lightning and struck the narrator's head.

Narrator fell down streaming with blood and lost his consciousness. This was his first remuneration as a poet. He spent several days in bed and when he went out still with bandage, the moment he saw Red narrator took his heels back to home and cried loudly at his cowardice and promised himself to vanquish his fear of Red at whatever cost.

PART 4

Finally in order to vanish the fear of Red narrator went into training with parallel of bars and weight. After every session he would feel his muscles were getting bigger then he remembered something he read in a book about a miraculous Japanese method of wrestling which gave advantage to the weak over strong. He exchanged a week ration card for a text book on **Ju-Jitsu**.

For three weeks, he stayed at home practicing. Then one day he went out, he saw red was sitting on the lawn in yard playing Vingt-et-un with his lieutenants. Fear was still in narrator urging him to go back. But he went to the players and kicked and scattered the card. Red looked up, surprised at narrator. Red got up and dived into his pocket for knuckle duster. But narrator made a quick jabbing movement and Red howling with pain, rolled on the round. Again he got up swinging his head furiously from side to side like a maddened bull. Narrator caught his wrist and squeezed slowly as he read in the book, until the knuckle-duster dropped from his limp fingers. Nursing his hand Red fell down again he was sobbing like anything from that day Red ceased to be the monarch of the street.

From that day on narrator knew for certain that one need not fear the strong. All one needs is to know the way to beat them he also learned on this occasion was that to be a poet as well as how to stand up for own self.

Comprehension

Unit-1

1. Is the narrator a child or an adult narrating his childhood experiences?

The narrator is an adult who is narrating his childhood experiences.

2. Does the narrator have happy experiences in his childhood?

The narrator has not happy experiences in his childhood because he could not get the proper care, love and affection from his parents.

3. What was his relationship with his father?

He had not any good relationship with his father. His father was living separately with his new wife and two children in Kazakhstan.

4. How did his mother spent her time?

His mother gave up her job as a geologist and spent her time as a singer.

5. What does “my education was left to the street” mean here?

The writer could not get systematic formal education from in an educational institution. So he said like this.

6. What were the two habits that remained with him?

The habits of smoking, spitting and argument developed in the writer and also the habit of becoming fearless also developed.

7. What in your opinion is the best lesson that the street taught to the narrator?

The writer learnt the habit of not fearing anyone or anything in the stage of life.

Unit-2

1. What made Red look older than he really was?

The giant figure and broad shoulder made Red look older than he really was.

2. How did he roam in the street?

Red was carelessly roaming in the street like a seaman in the deck.

3. How did he dress himself?

He dressed himself with a cap whose peak remains at the back of his head.

4. Did he intentionally dressed and walk in the manner described?

Yes, to create a sense of terror and fear in others he intentionally dressed and walked like this.

5. Why did his lieutenants also wear their caps back to front?

As Red was their leader his lieutenants also wear their caps like this.

6. How did he rule the street?

Red ruled the street by showing his knuckle duster.

7. Was the narrator afraid of Red?

Yes, the narrator was afraid of Red. The sentence everyone was afraid of “Red” expresses his fear.

Unit-3

1. What was the first thing the narrator did to overcome his fear of Red?

The writer wrote a poem to overcome his fear of Red.

2. How did the people in the street respond the poem?

The people in the street appreciated the poem and expressed their pleasure.

3. Explain the expression Triumphant hatred/

Triumphant hatred refers the expression of hatred for the future of Red.

4. How did Red sneer the narrator?

Red smiled crookedly towards the poetic talent of the writer.

5. What was the result of his encounter with Red?

At the first encounter Red attacked the writer with a metal knuckle duster. So the writer fell down, blood came out of his head and he lost his consciousness.

6. What was Yevtushenko’s first remuneration as a poet? [2019 (W) New]

Yevtushenko’s first remuneration as a poet is the thrash from knuckle duster by Red.

7. What was a more difficult situation for the writer to be injured by Red or to overcome his fear of Red when he saw after his injury?

To overcome the fear of Red when he saw after his injury was the more difficult situation for the writer.

8. How did Red cease to be the monarch of the street?

In his second encounter with Red, the author conquered fear and became able to be more strong to face the difficult situation of life. [2019 (W) New]

2. THE MAGIC OF TEAMWORK

- Sam Pitroda

UNIT 1

'The Magic of Teamwork' deals with some proven principles employed by the organizations with a view to build a successful team in their business. In this essay, the writer also discusses the basic issues in connection with teamwork, the characteristics of a good team player, and how teamwork is important to corporate and national governance.

The essay begins with the writer's reference to lack of teamwork and cooperation among Indians. In his view this is one of the most serious problems hampering progress where Indian workers are involved. The key problem affecting India's progress is implementation, not the lack of policies. Here we have great policies and ideas about how to do things, but we severely lack of teamwork. When the Japanese came to work in India to develop the Maruti Suzuki car, it was proved that one Indian was equal to 10 Japanese, it means Indians were very smart, capable and dedicated individuals. But 10 Indians were equal to 1 Japanese, it means Indians lacked team spirit and co-operation. Here the writer talks about the crab mentality of Indian people. If someone is trying to climb higher and achieve more, the others just drag him down. In other words if by chance someone starts succeeding in his life they will all gang up and make sure that he doesn't get to do it. This attitude comes from our cultural background. We have been involved in a hierarchical system where we think the senior is the master of knowledge. This was good in the past times where knowledge and wisdom were orally transformed, but in modern society there is no way that one person can know everything. Today a young computer trained person has more answers for an accounting problem than a senior accountant has. Here the writer again suggests that we will be able to create the right kind of teams when we will understand how to utilize the diverse experience and obtain results.

UNIT 2

The writer takes us back to his younger days in the US where he took part in an executive seminar for Rockwell International. About 25 senior company executives had assembled for a week for strategic discussion. They were divided into five different groups comprising five people each. Each group member was asked to do something such as making coffee, taking notes, cleaning the board and someone is supposed to be a chairman. They all performed their

task sincerely without any complain. But in India if this was happening people would be saying, “But I'm the senior secretary, why should I make the coffee and you be the chairman ?” Hierarchy comes naturally to the minds of Indian people.

The writer stresses that group work needs a good understanding of the strengths and weaknesses of every individuals. Our background has not taught us how to accept the leadership and follow the lead of others simultaneously. But in true teamwork everyone needs to do both.

In teamwork being a good team player must respect others, tolerate different points of view and desire to give. A team player must possess the ability to tackle conflicts without either egotism or sycophancy. In India people stress on attaining complete agreement on a conflicting issue, but it is impossible. Instead of waiting for the total agreement for beginning a work, it is important to work on the agreed upon aspects. The characteristics of a good team player are openness, clarity and honesty. Most people have a hidden agenda that they say something but mean the exact opposite. A good work ethic is to say and mean the same thing.

UNIT 3

The writer takes us back to his work place C-DOT company. There he used to tell the inefficient employee directly to his face in a general meeting. To the employees, writer's blunt exposure in the general meeting was humiliating. They should be pulled aside individually to be told of the inefficiency. Actually the writer's intention behind open criticism in a meeting was for the benefit of all present employees and everyone could learn from that individual's mistakes.

Then the writer learnt about Indians' lack of differentiating between criticizing an idea and criticizing an individual. But criticizing an idea doesn't mean criticizing an individual. The writer points out that an employee cannot afford to criticize the boss in India. But it is acceptable for anyone to criticize the boss if he is doing wrong. It is important for an organization's Chief Executive to get a report on the psychological health of the firm. The key elements of a team's success are stability, confidence, security and comforts of its members. Another serious problem in India is the dichotomy and difference in between physical and mental workers in terms of power and position, which affects teamwork. The writer had a driver named Ram, whom he thought was one of the best drivers in the world.

The writer was not interested to treat him like a mere driver. He motivated the driver to be a team player. The writer wanted him to assist in office work when he was not driving.

UNIT 4

According to the writer variety of tasks help the workers enhancing their self esteem, motivation and make them good team players. It is difficult to build teams in India, because nobody is interested to be in a subordinate position to someone. Everyone should be expert in working with diversity, but it can only happen when we get rid of personal, caste and community interests.

The writer says that age doesn't matter for holding a position, but it is capability and expertise to hold a senior position. So there could be a 40 years old CEO with a 55 years old Vice President. These attitudes are not found in India. The writer has observed that the managers in the US corporate environment working with Indians and Asians in general, that they are not getting recognition or they are not being respected. Therefore senior must give attention and encourage a little more the employees having lower self esteem. It makes them feel better and work better.

The writer ends the essay by suggesting some fundamental ideals in corporate environment. They are respect for others, frankness, honesty, communication, willingness to disagree, solution of conflict and the recognition of the larger interest of the team. Everyone should not be afraid of pressure, it can turn something worst to best.

IMPORTANT QUESTIONS AND ANSWERS:-

1. What is the key problem affecting India's progress?

Ans- the key problem affecting India's progress is lack of implementation and lack of teamwork.

2- What is the joke about the Indian and Japanese workers at the Maruti Suzuki Company ?

Ans- The joke about the Indian and Japanese workers at Maruti Suzuki Company is that one Indian is equal to 10 Japanese. Indians are very smart, capable and dedicated individuals. But 10 Indians were equal to 1 Japanese.

This means that Indians lack team spirit and Corporation.

3- What is the 'meaning of crab mentality'? [2019 (W) New]

Ans- The crab mentality is pulling down any member who achieves success beyond others out of envy.

4- How can the right kind of teams be created?

Ans- The right kind of teams can be created when we understand how best to use a quality or advantage to obtain a desired effect or result.

5- How does hierarchy come in the way of doing a task together in India?

Ans- While doing a task in India, hierarchy automatically comes to our minds. A senior person in the group wants to be the leader instead of a follower.

6- What should the members of a team learn for effective teamwork ?

Ans- For effective teamwork, the members of a team should learn to understand the strengths and weaknesses of individuals of their group irrespective of status.

7- What are the qualities of a good team player?

Ans- The qualities of a good team player are respect others; tolerate different points of view, desire to give and the ability to tackle conflicts without either egotism or sycophancy.

8- What does a 'good work ethic' imply?

Ans- A good work ethic implies saying and meaning the same thing.

9- How did the author handle inefficient employees in C-DOT?

Ans- In C-DOT the author handled inefficient employees by telling them directly to their face in a general meeting.

10. What was the author's intention of criticizing openly?

Ans- The author's intention of criticizing employees openly was for the benefit of all present there and to make everyone learn from that individual's mistakes.

11- What did the author learn about Indian attitude to criticism?

Ans- The author learned about Indian attitude to criticism that Indians don't differentiate between criticizing an idea and criticizing an individual.

12- What are the key elements of a team's success?

Ans- The key elements of a team's success are stability, confidence, security and comforts of its members.

13- What affects team performance in India?

Ans- The difference between physical and mental workers in terms of power and position affects team performance in India.

14- How do diversifying tasks help workers?

Ans- Diversifying tasks help workers enhancing their self esteem, motivation and team spirit.

15- Why is it difficult to build teams in India?

Ans- It is difficult to build teams in India because nobody is interested to be a subordinate to someone.

3. THE INCHCAPE ROCK

- **Robert Southey**

The Inchcape Rock by Robert Southey is a ballad that tells us about the legends of the Inchcape Rock, a reef in the North Sea about 18 km off the east coast of Angus, Scotland. The story is about the good Abbot of Aberbrothok and the devilish Sir Ralph the Rover. The Abbot achieved the great feat of installing a bell on the dangerous Inchcape rock that had previously caused many shipwrecks. His bell rang during the storms and issued an alert for the passing ships. So, the seamen knew where the rock is and could avoid the danger of an accident. They blessed the Abbot for his good work.

But it was the Rover who felt jealous at the fame of the Abbot and planned to cut down the bell from the Inchcape rock. And so he did. This Ralph the Rover was actually a sea-pirate. So he needed to destroy the bell to accomplish his desire to rob more ships by putting them in danger. But finally he himself was the victim of the Inchcape rock. One day his ship was left in the midst of storms, lost the direction and crashed against the rock. Thus the Rover was punished for his sinful work.

Here the poet Robert Southey delivers a message through his poem: As you sow, so shall you reap. So the poem *The Inchcape Rock* is didactic in nature like most of Southey's poems. The poem is a bit long as the ballads should be. It consists of seventeen stanzas of four lines each. The first two and the last two lines of each stanza rhyme with each other. The rhyme scheme is AABB for each stanza.

The Inchcape Rock: Stanza-wise Summary & Explanation

In the first stanza of the poem the poet describes the calmness of the sea. The air, the sea, the ship – all were still. The sails of the ship were getting no motion from the wind. Its keel was steady in the ocean.

The second stanza describes the mild sea waves. The waves were rising and falling so little that they did not make any sign or sound. The waves were gently flowing over the Inchcape Rock without moving or ringing the bell.

The third stanza is about the bell. The 'good old Abbot of Aberbrothok' positioned the Inchcape bell there on the Inchcape Rock. During the storms it floated on a buoy and rang wildly swung by the high tides to alert everyone that the dangerous rock was there.

In the next four lines, the poet tells us how the bell guided the mariners in the bad weather. The seamen could not see the Rock as it stayed hidden under the high waves during the storms. But they could hear the ringing bell and went away from the perilous (dangerous) rock. So the bell saved their lives. Then the seafarers blessed the Abbot for his good job.

The fifth stanza delivers a cheerful atmosphere, as it generally happens before every disaster. On a particular bright day everything looked joyful. The sea-birds were whirling over the sea and screaming in joy.

In the sixth stanza of the poem Sir Ralph is introduced for the first time. On that fine day, the buoy (an anchored floating sign to show the reef) on the Inchcape Rock was clearly visible, as it was a blackish spot in the green ocean. Sir Ralph the Rover went onto the deck of his vessel and gazed at dark spot of the buoy.

The next stanza deals with Ralph's feelings and thoughts. He was delighted at the good spring atmosphere. He was making whistling sounds and singing in joy. He was actually overjoyed. But no one knew that a sinful thought in his mind was behind this happiness.

In the eighth stanza the Rover himself speaks and reveals his desire. His eyes were fixed on the floating buoy on the Inchcape Rock. Sir Ralph the Rover ordered his crew to take the boat to the Inchcape Rock. Then he says that he is going to plague (kill or destroy) the good work of the Abbot of Aberbrothok.

The ninth stanza describes that the Rover's men took the boat to the Inchcape Rock. There he bent over the boat and cut the bell from the Rock. The next stanza pictures how the bell was sinking down making the bubbling sound.

Bubbles rose and burst around. Sir Ralph was happy thinking that the bell would save no more ships and the seamen would no longer bless the Abbot.

Sir Ralph the Rover then sailed away from the rock. Thereafter he had robbed and looted many ships which met accidents crashing to the Inchcape Rock. He is now a rich man with all the looted treasures. And today he is going to the Scotland shore with his ship.

The twelfth stanza describes the gloomy atmosphere on the day the Rover is sailing to Scotland. The sun is hidden behind the thick fog. Strong winds were blowing all the day, and now, in the evening it has stopped blowing. The next four lines set punishment to the offender.. The Rover is now on the deck of his ship. He can't see land as it is very dark. Sir Ralph assures that the moon will appear soon and so there will be light.

In the fourteenth stanza one of Ralph's men say that he hears the roaring sound of the waves breaking against something. So, he hopes they should be near the shore. He also regrets that the Inchcape Bell is no more, as it could guide them in this situation.

But no sound was there. The tides were strong. The Rover and his team are drifting along with the ship. Suddenly the vessel gets a jerking. They all realize that the vessel has hit the Inchcape Rock. Sir Ralph the Rover pulls his hairs in frustration. He curses himself for his evil deeds. Meanwhile the water fills in every corner of the vessel and it starts sinking in the sea.

In the last stanza of the poem as the Rover is dying, he hears a sound like the ringing of the Inchcape Bell. It was actually his death knell that the Devil himself was ringing beneath the water. Thus the Rover gets punishment for his sinful works. Robert Southey is a poet who always delivers a teaching through his poems. This too is not an exception.

Question 1: Read the extract given below and answer the questions that follow.

“Without either sign or sound of their shock,

The waves flow’d over the Inchcape Rock;

So little they rose, so little they fell,

They did not move the Inchcape Bell”.

i) Name the poem and the poet. Describe the movement of the waves as presented in the above lines.

The name of the poem is ‘The Inchcape Rock’. The name of the poet is ‘Robert Southey’. The waves are rising and falling without moving the Inchcape Bell. In fact, the waves are so small that they do not move enough to ring the Inchcape Bell. They are moving calmly without any sense of impending danger.

ii) How does the Inchcape Bell warn the sailors during a storm?

During a storm, the waves violently hit the Inchcape Rock and the bell that is tied on the rock by the Abbot of Aberbrothok, shakes violently making a loud sound that can be heard by the sailors at a far distance. They then become alert that the Inchcape Rock is nearby. Thus, the sailors avoid the way where the bell rings.

iii) Why did Sir Ralph cut the bell from its float? **[2019 (W) New]**

Answer: Sir Ralph, a notorious pirate did not want sailors to be alerted by the sound of the Inchcape Bell. He wanted to earn money and treasures from the ships that fatally crashed against the rock. He also wanted to tarnish the reputation of the Abbot of Aberbrothok. Hence, he sailed to the Inchcape Rock and cut the famous bell tied there.

iv) Why did ships face shipwreck near the Inchcape Rock?

The Inchcape Rock, a reef which was situated in the North sea, close to the coastal region of Angus in Scotland was famous for its infamy as a cause for shipwrecks. During rough seas, the sailors could not see the Rock. This was the reason why ships faced shipwrecks there.

v) Describe the legend of the Inchcape Bell.

According to the legend, a monk placed a bell on the Inchcape shore to send warning to sailors about the impending danger during storms. According to the folktale, whenever, the bell rang, the sailors used to thank the Abbot for saving them from danger. But a pirate named Sir Ralph cut down the bell to earn money and treasures from ships that fatally crashed against the rock. However, one day Sir Ralph's ship too encountered a storm and crashed against the rock and he died repenting.

Question 2: Read the extract given below and answer the questions that follow.

He felt the cheering power of spring,
It made him whistle, it made him sing;
His heart was mirthful to excess,
But the Rover's mirth was wickedness.

i) Who was the Rover? What kind of a person was he?

Sir Ralph was a rover or a sea pirate. He was a wicked and jealous man.

(ii) What did the Rover see? What did he ask his sailors to do?

The Rover saw the buoy of the Inchcape Rock like a dark speck on the green ocean. He asked his sailors to lower the boat and row him to the Inchcape Rock.

(iii) Where did the Rover want to go? Why?

The Rover wanted to go near the Inchcape Rock to cut off the warning bell to spoil the fame and reputation of the Abbot of Aberbrothok, who has placed the bell there and to loot the wealth from the shipwrecks.

(iv) In what mood was the Rover as shown in the extract? What in the extract shows his mood? What was the mood of the Rover at the end of the poem?

The Rover was in a joyful mood in the extract. His joyful mood is reflected in the extract by his act of whistling and singing. At the end of the poem, the Rover was in a mood of despair and frustration.

Question 3: Read the extract given below and answer the questions that follow.

“Sir Ralph the Rover sail’d away,

He scour’d the seas for many a day;

And now grown rich with plunder’d store,

He steers his course for Scotland’s shore.”

i) Who is Sir Ralph? What are his intentions?

Sir Ralph was a notorious pirate who spent days looting and plundering other ships for treasures. He wanted to tarnish the reputation of the Abbot of Aberbrothok so he cut down the famous bell tied on the Inchcape Rock. He looted and robbed the ships that crashed against the rock and soon became rich.

ii) What is he doing in the above lines?

In the above lines, Sir Ralph was sailing in his ship across the seas and plundering and looting the wealth of the sailors on other ships. He deliberately had cut off the Inchcape Bell so that when the ships get ravaged there, he could amass all the wealth.

iii) Why did Sir Ralph move towards Scotland?

Sir Ralph steered his ship towards Scotland’s shore because his downfall was calling him there. Some invisible and supernatural powers working as messenger of God wanted to punish Ralph for his wicked and sinful act; hence they instigated him to come again at the Scotland’s shore.

iv) How had Ralph grown rich and prosperous?

For a long time, Ralph had been wandering in distant seas. He had been plundering and looting many ships. In this way, he made a great heap of wealth and had grown rich and prosperous.

v) What do you learn from the action of Sir Ralph?

Sir Ralph’s actions give the moral message that what one sows, so does he reap. The pirate committed an evil deed by cutting down the Inchcape Bell which was a life saver for seamen. He did this for his selfish intentions to hoard wealth. But, ultimately, in his death-hour, he

needed the Inchcape Bell to save his ship, but it was not there. We learn that evil deeds never go unpunished. The evil-doer becomes the victim of his own wicked designs. He digs a pit for others but himself falls into it.

Question 4: Read the extract given below and answer the questions that follow.

“But even in his dying fear,

One dreadful sound could the Rover hear,

A sound as if with the Inchcape Bell,

The Devil below as ringing his knell.”

i) What was Sir Ralph’s ‘dying fear’?

Sir Ralph’s ‘dying fear’ was that he could see himself getting punished for his misdeeds and unconsciously wanted to save himself. But he knew that it was too late and would die in no time.

ii) Explain the line, “The Devil below was ringing his knell.”

Sir Ralph had cut down the Inchcape Bell and it went down into the sea with a gurgling sound. When his death hour was near, he could hear the sound of the Inchcape Bell as if the Devil himself was ringing it for him. It indicated that the time of Ralph had approached.

iii) What do the above lines say?

The above lines say that Sir Ralph, even in his dying fear, could hear the dreadful sound of a ringing bell which resembled the sound of the Inchcape Bell but was actually the death knell, rung by the Devil himself. It seemed as if the Devil was happily inviting the pirate to hell.

iv) Why did Sir Ralph meet such an end?

Sir Ralph met such an end because of his wicked deeds. He deliberately removed the bell on the Inchcape Rock so that ships faced shipwrecks and he could plunder the treasures. Wrong actions never go unpunished in this world. He was, thus, rightly punished for his immoral and sinful deeds.

v) Do you agree that “evil cannot go unpunished in this world”? Give your opinions on this.

Yes, evil cannot go unpunished in this world. There's a divine power which looks upon our actions and delivers justice to all. Sir Ralph, in the poem, engaged in evil deeds and did not consider about other people. He robbed them of wealth, but ultimately he died in a storm in a shipwreck just like he made other sailors suffer in storms. The evil doer initially does not feel the prick of his conscience but in the end he is always miserable.

4. TO MY TRUE FRIEND

- **By Elizabeth Pinard**

The poem 'To my True Friend' is an "Ode" written by Elizabeth Pinard. Ode is a lyrical poem addressed to someone or something. Here in this ode the poet Elizabeth Pinard has addressed to her friend. The poet has written the poem about her best friend. She describes her friend as a true friend who kept her going when things did not look too bright, who always encouraged and supported her when she felt low, who made the poet learn to love herself. Though they are separated by thousands of miles, their friendship remains the same.

Poem analysis :-(Line 1 – 8)

"The day I met you

I found a friend

And a friendship that

I pray will never end.

Your smile so sweet

And so bright

Kept me going

When day was as dark as night".

In this poem the poet recollects her past memories. The poet goes back to a day when she met someone and later she found her as a true friend. The poet prayed that the friendship she

made will never end. The smile of her friend was sweet and bright that gave the poet strength and support when she was passing through a difficult time.

(Line 9 – 16)

"You never ever judged me,

You understood my sorrow.

Then you told me it needn't be that way

And gave me the hope of a better tomorrow.

You were always there for me,

I knew I could count on you.

You gave me advice and encouragement

Whenever I didn't know what to do".

Without any judgement, she understood the poet and her misery and told to get rid of it. Instead, her friend gave the poet the hope of a better tomorrow. It means she gave the poet emotional support and compassion. Her friend always stood by her, and the poet trusted her friend. She used to give advice and encouragement when the poet didn't know the right or wrong.

(Line 17 – 24)

"You helped me learn to love myself

You made life seem so good.

You said I can do anything I put my mind to

And suddenly I knew I could.

There were times when we didn't see eye to eye

And there were days when both of us cried.

But even so we made it through

Our friendship hasn't yet died”.

She helped the poet learn to love herself. She made her life so good. She gave the advice and encouragement when she was in difficult situation. There were times when the poet and her friend fell in misunderstanding and both of them cried, their friendship had not been yet died.

(Line 25 – 32)

“Circumstances have pulled us apart,

We are separated by many miles.

Truly, the only thing that keeps me going

Is my treasured memory of your smile.

This friendship we share

Is so precious to me,

I hope it grows and flourishes

And lasts unto infinity.

Situation separated them from each other. They lived far away from each other. In spite of being separated by distance, the poet cherishes the smile of her friend. The poet speaks highly of their friendship. The friendship that they shared was so precious to the poet. Even the poet hopes it to be grown and flourished forever.

(Line 33 – 40)

“You are so extra-special to me

And so this to you I really must tell:

You are my one true friend,

My Guardian Angel.

Our friendship is one in a million

So let's hold on to it and each other.

We cannot let this chance of pure bliss fly away

For there will never be another.

I love you.

I will always love you”.

The friend is so extra-special to the poet. The poet finds her as a true friend and a guardian and protector. The poet thinks that their friendship is one in a million. So she wishes to hold the friendship forever and they cannot allow such a pure happiness to go away. At the end of the poem the poet expresses her deep and true love for her true friend by saying “I love you. I will always love you”.

IMPORTANT QUESTIONS AND ANSWERS

1- What does the poet pray for?

Ans- The poet Elizabeth Pinard prays for keeping their friendship for all time. It means she prays for their never ending friendship.

2- How did the friend encourage the poet?

Ans- The friend encouraged the poet to keep her going ahead when she was passing through a difficult time.

3- How does the poet cherish the memory of her friend?

Ans- The poet deeply cherishes the memory of her friend by remembering her sweet and bright smile with great love.

4- Why does the poet call her friend extra special?

Ans- The poet calls her friend extra-special because she is her only true friend, her guide and protector.

5- What is the poet's final wish?

Ans- The poet's final wish is that they should hold their friendship safe and they cannot allow such friendship of pure joy to go away any more. There will never be another friendship like her.

6. How does the poet cherish the memory of her friend?

Circumstances have pulled them apart. But the poet cherishes the memory of her friend tenderly. She remembers the time when there were conflicts between them, they did not see or talk to each other for days together. She remembers the days they cried together. But such difference has no adverse effect on their friendship.

7. Are the friends staying close to each other?

No, the friends are not staying close to each other. The line “circumstances have pulled us apart” justifies it.

8. How does the poet value her friend’s smile? (2019 (W) New]

For the poet her friendship is a precious treasure. She wants to cherish her smile and flourish it for ever.

9. Why does she call her friend extra special?

The poet calls her friend extra special because her friend is the only person whose smile, whose word, and whose presence brings confidence in her to go ahead. She owes her achievement to her friend. Her friend is not an ordinary human being but a guardian angel for her.

10. What is the poet’s final wish?

The poet is blessed with a rare friendship. Their friendship is one in a million. So she wants that both will hold on to it and should not let the pure bliss fly away. She wishes to continue to love her friends till eternity.

Question and Answer Discussion

I. Long question

1. How can one overcome fear? Discuss from the topic **Standing up for Yourself**.
2. How can bad action bring misfortune? Discuss from the poem **Inchcape Rock**.

II. Short questions

1. What is the poet's final wish?

Ans- The poet's final wish is that they should hold their friendship safe and they cannot allow such friendship of pure joy to go away any more. There will never be another friendship like her.

2. What does the poet pray for?

Ans- The poet Elizabeth Pinard prays for keeping their friendship for all time. It means she prays for their never ending friendship.

3. What was Sir Ralph's 'dying fear'?

Sir Ralph's 'dying fear' was that he could see himself getting punished for his misdeeds and unconsciously wanted to save himself. But he knew that it was too late and would die in no time.

4. What does "my education was left to the street" mean here?

The writer could not get systematic formal education from in an educational institution. So he said like this.

5. What is the 'crab mentality'?

Ans- The crab mentality is pulling down any member who achieves success beyond others out of envy.

UNIT II VOCABULARY

LEARNING OBJECTIVE:

SL. NO.	SUBJECT
1	USE OF SYNONYMS
2	USE OF ANTONYMS
3	SAME WORD USED IN DIFFERENT SITUATION AND IN DIFFERENT MEANING
4	SINGLE WORD SUBSTITUTION

1. USE OF SYNONYMS

Synonyms are words having similar meaning.

Sl. No.	Word	Synonym
1.	Abandon	leave, forsake, relinquish, surrender
2.	Abhor	hate, despise abominate, scorn
3.	Brilliant	luminous, glowing effulgent
4.	Callous	unfeeling, indifferent, insensible
5.	Delusion	illusion, fallacy, error
6.	Ebb	recede, wane, lessen, sink
7.	Erotic	amorous, amatory, lustful
8.	Eternal	everlasting, endless, perpetual
9.	Indolent	idle, sluggish, slothful
10.	Noisy	booming, chaotic, loud
11.	Old	ancient, archaic, Mature
12.	Pleasant	delightful, cheerful, Jolly

13.	Risk	danger, challenging
14.	Shiver	trepidation, fear
15.	Son	offspring, Male Child, Progeny
16.	Tree	plant, sapling
17.	Unity	togetherness, Union
18.	Vile	bad, ominous, dangerous
19.	Wonderful	surprising, bewildered
20.	Young	premature, formative, tender
21.	Remote	distant, lonely, deserted
22.	Detest	Hate, contempt, dislike
23.	Predict	Foretell, forecast
24.	Pensive	Thoughtful, meditative
25.	Banish	Exile, Expel

2. USE OF ANTONYMS

Antonyms are words having opposite meaning

Sl. No.	Word	Antonym
1.	Happy	Unhappy
2.	Good	Bad
3.	Young	Old
4.	Sound	Silence
5.	Pessimist	Optimist
6.	Simple	Complex
7.	Night	Day
8.	Hard	Soft
9.	Artificial	Natural
10.	Terrestrial	Celestial
11.	Mobile	Immobile
12.	Benevolent	Malevolent
13.	Diurnal	Nocturnal
14.	Kind	Cruel

15.	Sacred	Sacrilege
16.	Man	Woman
17.	Deductive	Inductive
18.	Epilogue	Prologue
19.	Tragedy	Comedy
20.	Withdraw	Advance
21.	Secret	Overt
22.	Heartfelt	Insincere
23.	Impartial	Biased
24.	Luminous	Dim
25.	Awe	Contempt
26.	Talent	Inability
27.	Common	Strange
28.	Brazen	Timid

3. SAME WORD USED IN DIFFERENT SITUATION AND IN DIFFERENT MEANING

Homonym

Homonyms are two words that are spelled the same and sound the same but have different meanings. The word "homonym" comes from the prefix "*homo-*," which means the **same**, and the suffix "-nym," which means **name**. Therefore, a homonym is a word that has the same name as another word, meaning that the two words look and sound exactly alike.

Example

1. **Band** - a musical group / a ring
2. **Bark** - a tree's out layer / the sound a dog makes
3. **Bat** - an implement used to hit a ball / a nocturnal flying mammal
4. **Bright** - very smart or intelligent / filled with light
5. **Current** - up to date / flow of water
6. **Express** - something done fast / to show your thoughts by using words
7. **Fair** - equitable / beautiful

8. **Kind** - type / caring
9. **Lie** - to recline / to tell a falsehood
10. **Match** - to pair like items / a stick for making a flame
11. **Mean** - average / not nice
12. **Pole** - a person from Poland / a piece of metal that holds a flag
13. **Ring** - a band on a finger / something circular in shape
14. **Right** - correct / direction opposite of left
15. **Rock** - a genre of music / a stone
16. **Rose** - to have gotten up / a flower
17. **Spring** - a season / coiled metal
18. **Tender** - gentle / offer of money
19. **Tire** - to grow fatigued / a part of a wheel
20. **Well** - in good health / a source for water in the ground

Homophone

Homophones are two or more words that sound the same (identical pronunciation), but have different meanings. The term *homophone* comes from Greek 'homo-' (meaning: same) and '-phone' (meaning: sound or voice), so the word literally means: 'same sound'.

Example

1. Flour, flower

Flour (noun): Ingredient used to make bread and cakes.

This recipe uses two cups of flour and 1/4 cup of sugar.

Flower (noun): Seed-bearing part of a plant.

Her husband gave her a nice bunch of flowers on her birthday.

2. **Meat, meet**

Meat (noun): Food from the flesh of an animal.

*The hotel guests got food poisoning because the **meat** wasn't cooked properly.*

Meet (verb): Arrange or happen to cross paths with somebody.
*I'm going to **meet** my friend at the train station this evening.*

3. Chilli, chilly

Chilli (noun): Small spicy pepper or pod used in cooking.
*I ordered the Mexican Hot Pizza, but couldn't eat the **chilli** on top!*

Chilly (adjective): A bit cold, not warm.
*Don't forget your coat! It's a bit **chilly** out today.*

4. Bite, byte

Bite (noun/verb): Tear something apart with teeth.
*Let's grab a **bite** to eat in town after work!*

Byte (noun): Unit of measurement of digital information.
*How many **bytes** are there in each character in MS Word?*

5. Grate, great

Grate (verb): Shred into small pieces using a food grater.
*The recipe says we need to **grate** the cheese into the sauce.*

Great (adjective): Large, prominent, very good.
*The **Great** White Shark is a **great** hunter!*

6. Hare, hair

Hare (noun): Animal that looks like a large rabbit.
*The **hare** hopped through the woodland.*

Hair (noun): Growing from the skin of humans and other animals.
*Her **hair** was so long that she had to wear a large hat to work!*

7. Deer, dear

Deer (noun): Large animal with antlers, similar to a small elk or moose.
*Some UK farmers keep **deer** and breed them for their meat (venison).*

Dear (noun/adjective): Beloved person, expensive.
*The wedding ring you've chosen is a bit too **dear**, my **Dear**!*

8. Flea, flee

Flea (noun): Small jumping parasitic insect that often lives on dogs or cats.
*I caught a **flea** on our cat today so we'll need to wash him with special shampoo.*

Flee (verb): Run away or escape from danger.
*After 3 months of bombing, the family decided to **flee** the conflict in their war-torn city.*

9. Boar, bore

Boar (noun): Wild pig.

*We saw a **boar** and a tiger when we visited the local zoo.*

Bore (verb/noun): Make someone bored or disinterested, a boring person.

The match was so boring that we could not watch it.

10. Mare, mayor

Mare (noun): Adult female horse.

*Children often came from the village to feed apples to the old **mare**.*

Mayor (noun): Elected leader of regional government.

*The **mayor** cut the ribbon at the museum opening ceremony.*

4. SINGLE WORD SUBSTITUTION

Single Word Substitution means certain idea or thought expressed in one word.

Sl. No.	Concept	One Word Substitution
1.	A place where government / public records are kept	Archive
2.	A place where monks live as a secluded community	Monastery
3.	A proficient public speaker	Orator
4.	A religious discourse	Sermon
5.	A remedy for all diseases	Panacea
6.	A short journey made by a group of persons together	Excursion
7.	A speaker's platform	Podium
8.	A thing likely to be easily broken	Brittle
9.	A wall built to prevent the sea or a river from flooding an area	Dyke
10.	A workman who fits and repairs pipes	Plumber
11.	Act of deceiving somebody in order to make money	Fraud
12.	Act of mercy killing	Euthanasia
13.	An animal which lives by preying on other animals	Predator
14.	Animal that can live on land and in water	Amphibians
15.	Animal that feeds on plants	Herbivorous
16.	Animals that eat flesh	Carnivorous
17.	Belief that God is in everything and that everything is God	Pantheism
18.	Belonging to all parts of the world	Cosmopolitan
19.	Code of diplomatic etiquette and precedence	Protocol

20.	Deep in thought	Pensive
21.	Period of ten years	Decade
22.	Period of hundred years	Century
23.	Period of thousand years	Millennium
24.	Present every where	Omnipresent
25.	All Powerful	Omnipotent
26.	One who knows everything	Omniscient
27.	A person who seeks lift on the road	Hitch hiker
28.	A place where birds live	Aviary
29.	One who deals with vegetable	Green grocer
30.	A doctor who conducts operation	Surgeon

QUESTION AND ANSWER DISCUSSION:

I. Long Question:

1. What is Synonym? Give examples of five Synonyms.
2. What is Antonym? Give examples of five Antonyms.
3. What is the difference between homophone and homonym? Explain it in example.

II. Short Question:

1. What is one word substitution?
2. What is the antonym of **bare and grew**? [2019 (S) New]
3. **Supply single word substitution to – ‘having operations in several countries’ [2020 (W) New]**
4. Write word of similar meaning--- **very hungry and strong disliking**? [2020 (W) New]
5. **Make sentences using the following pair of words in sentences of your own to show the difference in their meaning [2020 (W) OLD]**
 - i. **Sail, Sell**
 - ii. **Tail, Tell**
 - iii. **No, Know**

Answer

1. One word substitution means certain idea or thought expressed in one word.
2. Covered and Fell
3. Multi-National
4. Famish and Passion
5. i. Sail – (voyage) – The sailors sailed into the sea.
Sell – (business work) – the shopkeeper sells house hold goods.
ii. Tail – (limb of an animal/bird) – The Lion has long tail.
Tell – (Speak) – please tell us a story.
iii.No – (Negative expression) –No one is immortal here.
Know – (having knowledge) – Ramesh knows this fact.

UNIT-III

APPLICATION OF ENGLISH GRAMMAR

LEARNING OBJECTIVE:

SL. NO.	SUBJECT
1	COUNTABLE AND UNCOUNTABLE NOUN
2	ARTICLE AND DETERMINER
3	MODAL VERBS AND USAGE
4	TENSES
5	VOICE CHANGE
6	SUBJECT VERB AGREEMENT

1. COUNTABLE AND UNCOUNTABLE NOUN

Noun is a naming word. It can be classified into two types. These are –

1. Countable Noun
2. Un-countable Noun

Countable noun is one which can be counted. Countable noun has two forms. These are - Singular and Plural. Example: Book-Books, Child-Children, Ox-Oxen. When singular noun takes singular verb, plural noun takes plural verb.

Uncountable noun is one which cannot be counted. It always takes singular verb. Example: Rice, Sugar, Water, Grass etc.

Exercise-1

1. The children are playing in the field.
2. The birds are flying over the sky.
3. Cow feeds on grass.
4. Grass is green.

5. Ramesh has finished his homework.
6. The sun rises in the east.
7. Light travels faster than sound.
8. Water boils at 100 degree Celsius.
9. Ram and Shyam are good friends.
10. Health is wealth.

2. ARTICLE AND DETERMINER

Determiner:

Determiner is a word which limits or fixes the meaning of noun or pronoun.

Types of Determiner:

Determiner can be classified into five types. These are –

Table 1: List of Determiners

Sl. No.	Type of Determiner	Example	Remark
1.	Article	A, AN, THE	An is used before vowel sound (an apple)
2.	Possessive	MY, HIS, HER, THEIR	Singular- MY, HIS, HER Plural- THEIR
3.	Demonstrative	THIS, THAT, THESE, THOSE	Singular- THIS, THAT Plural- THESE, THOSE
4.	Numeral (Two Types)	1. <u>Cardinal</u> : One, Two, Three 2. <u>Ordinal</u> : First, Second, Third	<u>Cardinal</u> : Number <u>Ordinal</u> : Order
5.	Quantifier	Many, Much, A Lot Of	These are amount words.

Article:

- **Article is a determiner.**
- When somebody/ something is referred for the **first** time, **A/AN** is used; if it is referred for the **second, third etc.** time, **THE** is used.

Example

1. There is **a** man standing on the road.
2. **The** man is my uncle.
3. There is **an** apple in the plate.
4. **The** apple is ripe.

- In case of **one and unique** reference **THE** is used.

Example

1. **The** sun rises in the east.
2. **The** earth goes round the sun.
3. **The** Prime minister is the leader of the nation.
4. **The** president delivered speech in the parliament.

- **One to one Correspondence**

Certain professionals are related with certain places/ offices as it is their place of work. If a person is associated with that place (Here, consideration is based on the purpose for which the person is meant for), in that case no article is used. If a person not related with any office or institution, goes to that place, in that case **The** is used.

Example:

1. **Ramesh** goes to **school** every day. (Student, here, person concerned is related with the place noun.)
2. Today his father is going to **the** school. (No one-to-one correspondence, going for a different purpose other than the institution is meant for)

Table 2: One-to-one Correspondence

Sl. No.	Person	Place	Use of Article
---------	--------	-------	----------------

1.	Student, Teacher	School	No article
2.	Priest, worshipper	Temple	No article
3.	Doctor, Nurse, Patient	Hospital	No article
4.	Police Officer, Criminal	Police Station	No article
5.	Advocate, Judge, Accused	Court	No article
6.	Manager, Worker	Industry	No article

- **Zero Article** is used on the following situations cited in the table below:

Table 3: Zero Article

Sl. No.	Context	Example	Remark
1.	Lake, Season (General)	Chilika, Summer	The is used in Specific context. 1. The summer in Darjeeling is pleasant.
2.	Mountain peak	Everest, Kailash	1. Everest is the highest peak in the world.
3.	Parts of the Day	Dawn, dusk	1. Dawn is peaceful.
4.	Meal (General/ Special)	Breakfast, lunch	1. Ramesh takes lunch at 1 p.m. (General) 2. The dinner at <i>Kalyan Mandap</i> was quite gorgeous. (Specific)
5.	Game	Football, Cricket	1. Cricket is very popular in India.

N.B. In Specific context **The** is used.

Exercise-2

1. Ramesh is **an** honest man.
2. Gopal reads in **a** university.

3. Alok is **the** best student in the class.
4. There is **a** book on **the** table.
5. This is **my** book.
6. **These** books are new.
7. **Those** books are old.
8. There is **a lot of** water in the pond.
9. **Lots of** students have come to the class today.
10. There is not **much** rice in the bag.

3. MODAL VERBS AND USAGE

Verb is the **function or action** of subject. It can be classified into **two** types. These are –

- I. Auxiliary Verb
- II. Full Verb

The auxiliary verb can further be classified into **two** types. These are –

- I. Primary auxiliary
- II. Modal auxiliary

Modal verbs are auxiliary verbs. These verbs are used as the **first** verb in a sentence.

Therefore all modal verbs are finite verbs. (A finite verb is the **first verb** in a sentence which shows **tense and time**.)

There are **13** modal verbs in English. These are:

Table 4: Usage of Modals

SL. No.	List of Modals	Meaning	Time	Example
1.	Will	Futurity	Future	<u>Will</u> you come tomorrow?
2.	Would	Polite request	Present	<u>Would</u> you please pass the salt to me?
3.	Shall	Futurity	Future	I <u>shall</u> finish the work next week.
4.	Should	Obligation	Present	You <u>should</u> obey your parents.
5.	Can	Ability	Present	Ramesh <u>can</u> lift the box
6.	Could	Past ability	Past	Gopal <u>could</u> walk ten miles in a day.
7.	May	Asking for Permission	Present	<u>May</u> I get in Sir?
8.	Might	Possibility	Present	Alok <u>might</u> tell lies.

9.	Used to	Past ability	Past	He <u>used to</u> do exercise during his Schooling days.
10.	Must	Surety	Present	Gokul <u>must</u> participate in the event.
11.	Ought to	Moral obligation	Present	You <u>ought to</u> respect your teacher.
12.	Need	Desirable	Present	Parents <u>need not</u> curtail freedom of children
13.	Dare	Show courage	Present	<u>Dare</u> you do this?

N.B: Both **Need** and **Dare** are used in **negative** and **interrogative** sentences.

Exercise-3

1. **Could** you please tell me the way to the railway station?
2. Students **should** be punctual and hard working.
3. Ramesh **may** be in the workshop.
4. Dont worry, I **will** help you.
5. Rakesh **used to** walk two miles in the morning.
6. You **must not** smoke cigarette.
7. **Shall** we go for a picnic?
8. I **would** help you in every possible manner.
9. Who **can** answer this question?
10. I **can** manage. You **need not** come tomorrow.

4. TENSES

Tense usually indicates the time at which an action takes place. Action and events take place in time. Time has three broad divisions. We talk about action which takes place at the time of speaking. It is called the **present time**. We also talk about action which takes place before the time of speaking. It is called **past time**. Lastly, we think about action which may take place after the time of speaking. We call it the **future time**.

Tense is nothing but the verbal form. Some may consider out of basic perception that both tense and time are same thing and can be used interchangeably; however it is actually not right.

Time and Tense

Time is classified into **three** types. These are **Past, Present and Future**. Tense is classified into **two** types. These are **Past** and **Present**. In past tense comes past time; and in present tense comes both present time and past time.

Example

1. Rabi met (Tense) his friend yesterday (Time). (Past, Past)
2. Alok is reading (Tense) now (Time). (Present, Present)
3. Ramesh is going Cuttack tomorrow. (Present, Future)

Time is concept which can be expressed in terms of year, month, day, hour etc. When tense is known on studying the **verbal form**, time is known on studying the **time adverbials** used in a sentence.

Example

1. The Sun rises in the east. (tense)
2. Children are playing. (Tense)
3. I am reading now. (time)
4. Will you come tomorrow? (time)

Tense Aspect

Tense has **four** aspects. These are –

- I. Simple
- II. Progressive
- III. Perfect
- IV. Perfect Progressive

Past Tense

Past tense is used to refer that action which started and ended in past. It has **four** forms. These things are discussed in the **Table-5**.

Table-5: Past Tense

SL. NO.	Tense Form	Usage	Example
1.	Simple Past	Single completed action	The man <u>killed</u> a tiger.

2.	Past progressive	Transitory incomplete action	Children <u>were playing</u> in the garden.
3.	Past Perfect	Earlier action is Past perfect	When the doctor <u>arrived</u> , the patient <u>had died</u> .
4.	Past Perfect Progressive	Past incomplete action that continued for long period	The people <u>had been working</u> in the field since morning.

Comparing Two Past Actions

This discussion is based on comparing **four** past actions. These actions are context specific. Thus these actions are used to bear a specific meaning as per the use at a particular context.

These actions are –

- i. Simple Past & Simple Past
- ii. Past Progressive & Past Progressive
- iii. Simple Past & Past Progressive
- iv. Simple Past & Past Perfect

i. Simple Past & Simple Past:

This form is used to refer two shorter actions in past. Here, both the actions have taken place almost at the same time without having any remarkable difference of time.

Example:

1. The teacher **entered** the class and the students **stood up**.
2. The speaker **finished** his speech and the people **clapped**.

ii. Past Progressive & Past Progressive

This form is used to refer two continuing actions in past. Here, both actions are in progressive form while speaking.

Example:

1. When Alok **was reading**, his brother **was writing**.
2. When father **was watching** television, mother **was cooking**.

iii. Simple Past & Past Progressive

Simple past form is used to refer **shorter action** and past progressive form is used to refer **longer action**. Comparing both the actions, we can say if longer action is **incident** then shorter action is **accident**.

Present Tense**Table-6: Present Tense**

SL. NO.	Tense Form	Usage	Example
1.	Simple Present	Truth, Fact and Reality	The Sun <u>rises</u> in the east.
2.	Present progressive	Transitory incomplete action	Sita <u>is singing</u> a song.
3.	Present Perfect	Action completed Now and around Now	Deepak <u>has finished</u> his homework.
4.	Present Perfect Progressive	Any incomplete action that started in past, continues in present and likely to continue in future.	Rakesh <u>has been waiting</u> for the bus since morning.

Table-7: Future (Specific Context)

SL. NO.	Sentence Structure	Usage	Example
1.	Be + Going + To	Speaking about future on foreseeing the present event	The tree <u>is leaning</u> . (Proof) It <u>is going to</u> fall down. (consequence)
2.	Present	Planned personal action	Kailash has booked the ticket.

	progressive		He <u>is travelling</u> Delhi tomorrow.
3.	Simple Present	Train time, Official time and Calendar time	1. The Rajdhani Express <u>leaves</u> Bhubaneswar at six a.m. 2. The school <u>opens</u> at 10 a.m. 3. The Gandhi Jayanti <u>falls on</u> 2 nd October.
4.	Contracted Shall/Will ('II) + Verb	Immediate decision started in past, continues in present and likely to continue in future.	My granny is trembling with cold. I <u>'II give</u> her a blanket. (Contracted form)

5. VOICE CHANGE

Both **active** and **passive** are two modes of expression.

Difference:

Table-8: Difference between active and passive

Sl. No.	Active	Passive
1.	Agent is the <i>doer of action</i> or the main part in active sentence.	In passive sentence, the object of active sentence comes to the subject position.
2.	In Active sentence, subject is the main part.	Here, necessary verbal change occurs.
3.	The verb is arranged as per the subject	In most of the passive sentences, the use of <i>By phrase</i> is optional/ is omitted.
4.	All active sentences cannot be changed into passive. Only those active sentences can be changed to passive if the verb is <i>transitive</i> (transitive verb takes object with it).	However in some sentences where the agent is - (i) A writer, poet, scientist, painter etc or (i) An indefinite person In that case, <i>By Phrase</i> is used.

Table-9: Passive Structure (Explained through examples)

Sl. No.	Tense Form	Active	Passive
1.	Present Simple	I do the work.	The work is done (by me).
2.	Present Progressive	I am doing the work.	The work is being done.
3.	Present Perfect	I have done the work.	The work has been done.
4.	Past Simple	I did the work.	The work was done (by me).
5.	Past Progressive	I was doing the work.	The work was being done.
6.	Past Perfect	I had done the work.	The work had been done.
7.	Simple Future	I shall do the work.	The work will be done (by me).

8.	Future Perfect	I shall have done the work.	The work will have been done.
9.	Imperative	Let's do the work.	Let the work be done.

N.B. there is no passive form of –

(i) Past/ Present/ Future perfect progressive form

(ii) Future progressive form

Use of By Phrase (Example):

- (i) *Meghadutam* was written by Kalidas.
- (ii) *Macbeth* was written by W. Shakespeare.
- (iii) *Monalisa* was painted by Leonardo da Vinci.
- (iv) The bank is run by a robot.

6. SUBJECT VERB AGREEMENT

The necessity of this topic comes when certain *confusion or ambiguity* arises in arranging subject with verb. These points are discussed herewith.

1. Certain nouns are always plural in form. These nouns have no ‘s’ or ‘es’ as suffix at the end.

Example:

- (i) The **police** are on duty.
- (ii) The **cattle** are grazing in the field.
- (iii) The **people** are working.

2. Some nouns end with ‘s’ and appear to be plural nouns. But these nouns are uncountable in form.

Example:

- (i) No **news** is good news.
- (ii) **Physics** is a science subject.
- (iii) **Mumps** is a disease.

3. Sometimes the actual subject is mistaken due to **error in proximity**. In fact, we count a prepositional phrase as subject and arrange verb accordingly doing an error due to misjudgement.

Example:

- (i) **The quality** *of mangoes* (prepositional phrase) is good.
- (ii) **The result** *of students* (prepositional phrase) is excellent.

4. The phrases like *Each, Every, One of, Many a* carry singular verb.

Example:

- (i) **Each** boy gets a chocolate from the teacher.
- (ii) **Every** action has same and opposite reaction.
- (iii) **One of** the students is absent today.
- (iv) **Many a** battle has been fought by the king.

5. Group nouns refer the unity of meaning. Thus these nouns carry **singular verb**.

Example

- (i) **A troupe of** monkeys has descended into the tree.
- (ii) **A band of** musicians is ready for the concert.

Question and Answer Discussion

I. Long questions

- 1. Write a short note on determiner.
- 2. What is Article and its type? Discuss with examples.
- 3. What is a modal verb? Discuss its usages.

II. Short questions and Answer

1. Do as directed: [2019 (S) New]

- i. He is not very much fond of books. He has only ---- books at home. (Insert a “determiner”)
- ii. Shashi: I must leave now.
Binu: ----- I get a taxi? (Put a “Modal”)
- iii. Suresh: what is on TV today?
Sambhu: I do not know. I ----- the programme yet.
(Put correct tense form of “not see”)
- iv. The number of students ----- growing in the hostel. (Put correct form of “ be”)
- v. He gave me a rose. (Change the voice)

Ans. i. Few

ii. Would

iii. I have not seen

iv. Is

v. A rose was given to me.

2. Do as directed: [2019 (W) New]

i. He plays ----- violin perfectly. (Insert suitable article)

ii. Are you driving a car? (Passive)

iii. He and I ----- going to the market. (Insert correct form of verb)

iv. Children as well as their mother ----- playing. (Insert correct verb)

v. While I ----- (Wash) my cloth, I found a hundred rupee note in my shirt pocket. (insert correct verb)

(Ans.)

i. The

ii. Is the car being driven by you?

iii. Were

iv. Are

v. Was washing

3. Do as directed: [2020 (W) NEW]

A. Fill in the blanks with appropriate choices given in the brackets.

i. It ----- not happen this way. (May, Can)

ii. There is a temple ----- the river. (Beside, Besides)

Iii. The club ----- of nine members. (Consist, Consists)

b. Change the voice.

i. He loves junk food.

ii. Do not pluck the flowers?

Ans. A. i. May

ii. Beside

iii. Consists

B. i. Junk food is loved by him.

ii. The flowers should not be plucked.

UNIT- 4 FORMAL WRITING SKILL

LEARNING OBJECTIVE:

SL. NO.	SUBJECT
1	PARAGRAPH WRITING
2	NOTICE WRITING
3	AGENDA WRITING
4	REPORT WRITING
5	LAYOUT OF PERSONAL LETTER
6	FORMAL LETTERS
7	BUSINESS LETTERS
8	JOB APPLICATION
9	CURRICULAM VITAE

1. Paragraph Writing :

A Paragraph is usually a written or printed text consisting of several sentences dealing with a single theme. Therefore a paragraph is never a loose collection of sentences. It is a systematic collection of particular theme or idea. It is a complete whole in itself. It cannot be sub-divided into small fractions. Paragraph is a group of sentences that talk about a topic or an idea. The first sentence in a paragraph talks about the main topic. The next few sentences give the details about the main Topic. The final sentence sum up the main points clearly.

Describing:

1. **Place:** key points to be covered

- a. Name of place
- b. Geographical location
- c. Reason for popularity
- d. Sight seeing
- e. About the People and food.
- f. Personal view.

2. Person: key points to be covered

- a. Name of person, age and physical appearance
- b. Habit
- c. Moral values
- d. Intellectual thinking

3. Object: key points to be covered

- a. Appearance
- b. Place where you find the object
- c. Function
- d. Merit and demerit

4. Situation: key points to be covered

- a. when(date)where(place)why(reason)
- b. Features
- c. Step Undertaken
- d. Merit and demerit

5. Incident: key points to be covered

- a. When and Where
- b. How the incident happened
- c. Step undertaken after incident
- d. Overall view

FEATURES OF PARAGRAPH.

- 1. Unity of thought
- 2. Variety
- 3. Clarity
- 4. Coherence
- 5. Length

Unity of thought--- All the sentences shall revolve around the topic sentence to maintain the unit of thought in the paragraph. No unnecessary details should be allowed to creep into the paragraph..

Variety--- A variety of crisp, clear and simple sentences should be used to describe various thought about the given topic. Due care should be taken that all the sentences should be free from grammatical error.

Clarity----All the ideas must be properly arranged and well connected to each other to make the paragraph an organic whole.

Coherence—It means that the different ideas should flow on some set of pattern. The sentences should not be arranged in a half hazard manner . There should some orderliness in the arrangement of sentences.

Length--- There is no such limit for the length of the paragraph. It may vary from 150 to 300 words. But a student should always stick to the prescribed word limit. Restriction should be imposed on them ,so that a well neat paragraph can be written.

STAGES IN WRITING A PARAGRAPH

1. Choice of the Topic
2. Collection of Ideas
3. Beginning of the Paragraph
4. Arrangement of Sentences
5. Choice of Language
6. Concluding the Paragraph
7. Length of the Paragraph

TYPES

- 1. Describing Person**
- 2. Describing Place**
- 3. Describing Object**
- 4. Describing Event**
- 5. Describing Incident**

1. Describing a Person---- The following areas must be kept in mind while writing a paragraph on a person.

- a. Physical Appearance
- b. Intellectual Quality
- c. Moral Quality
- d. Psychological Quality
- e. Emotional Quality

Physical Appearance includes height, complexion, special feature and dress.

Intellectual Quality includes intelligence, creativeness and analytical ability.

Moral Quality includes being sensitive, patient and tolerant.

Psychological quality includes being courageous, dreamy and introverting.

Emotional Quality includes to be trustworthy, confident, sincere and warm.

DESCRIBING PERSON:

OUR ENGLISH TEACHER

Miss Rasmi Pilai is our English teacher. She is young, attractive, tall and smart and of about 27. She has a pleasing personality with a cheerful disposition. Her very presence makes the atmosphere lively and vibrant. She has a unique way of teaching. There is never a dull moment in her class. She has the capability to arouse and sustain our interest in learning activities and skill. She pays individual attention to individual difficulties as well. She ensures that we are able to follow the lesson and grasp it fully whatever she teaches. Her amiable nature has won universal admiration and respect from the student and her colleagues as well. She is a true friend, philosopher and guide and a real torch bearer for all of us.

YOUR BEST FRIEND

Rakesh is my best friend. He is 159 cm tall, smart well built and beautiful. Though his complexion is little bit dark, his intellectual superiority, charming manner, winsome smile and bright eyes impresses his classmates. He exercises a peaceful and sobering effect on mischief mongers. His very presence is vibrant and electrifying. Both of his parents are teachers by profession. He too wants to follow their footstep. I can rely on her all my problems, worries and tensions that perturb me and deprive me of rest and sleep. Like a wonder machine, he offers practical solution to all my problems. He takes active and healthy interest in co- curricular activities whereas I am confined to the books only. Even then we are very close friends.

PARAGRAPH ON EVENTS

PROBABLE QUESTIONS

1. The Annual Day Celebration of your School
2. The Blood Donation Camp organized in your school
3. The prize giving ceremony of your school

The Annual Day Celebration of your School

The Annual day and prize distribution ceremony of our school was celebrated on 5th January this year. The state education minister was the chief guest of the occasion who was received by the principal and other staff members. He inaugurated the function by enlightening the lamp. The function began with the invocation of Goddess Saraswati. Then the principal read out the annual report. Then the chief guest honored the meritorious students with medals, certificates and prizes and eminent sportsmen also awarded with prizes. In his brief and inspirational speech the chief guest exhorted the students to perform well. It was followed by the cultural programme prepared by the students. The function ended with the singing of National anthem.

PARAGRAPH ON INCIDENT

Probable Questions

1. Demonstration by Women
2. A train accident you have witnessed.
3. A Robbery

Demonstration By Women

While returning from school yesterday afternoon, I came across a group of women. Housewives from all sections of society and some political activists had organized a demonstration to register their annoyance and protest against the recent price hike of LPG and other petroleum products, They carried placards and banners with catchy slogans. Some of the women seem over enthusiastic. They shouted vociferously. As it was a hot afternoon, the weather took its toll and some of the volunteers collapsed under sunstroke and dehydration. They were rushed to the nearby hospital but the march of protest went on.

PARAGRAPH ON PLACE

SAMPLE PARAGRAPH

YOUR SCHOOL

The name of our school is Bhadrak Engineering School and Technology .It was set up in the year 2009 by its founder Dr M.K Biswal .It is located in Asurali on the way to Lord Akhandalamani. It is one of the top ranking Engineering school in North Odisha. It has achieved a rich identity .It is the best destination for innovative engineering aspirants. It is known for its rich tradition; high values bestowed upon it by its fonder chairman Dr M.K Biswal and the principal Er R.K Jena. The institute inculcates in students the skills to become effective learner, critical thinker, and responsible citizen who will be able to meet the challenges in future. The students have ample prospects to perform well and to excel in their chosen field. It is equipped with good infrastructure and highly qualified and experienced faculty members. Its sharp focus on quality education and training has turned it into premier institute. In short BEST stands tall as one of the best institution.

2. Notice Writing

A notice is a very important form of written communication which is used to announce functions and events; to issue public instructions; to make appeals or to intend invitations. The information which is given in the notice must be written in a clear and lucid style using easy to understand language.

An effective notice will usually include the following

1. Name of the organization, institution or office issuing it.
2. Date of issuing the notice.
3. The word 'notice'.
4. A suitable description, eye – catching caption, or heading.
5. Purpose for which it has been written: calling a meeting, drawing attention, making an appeal or informing general public etc.
6. Detail of schedule [date, time, venue, program, duration etc.] in case the notice is about an event.

7. Signature, name of designation of the person issuing the notice.

Important points to remember

- 1 . Notices can use capital letters for details such as names of organizations caption or an important detail within the message itself.
2. The date of notice should be placed at the top left.
3. The entire content of the notice is centred within a box.
4. Complete sentences need not always be used in all types of notices. Abbreviation sand symbols can also be used.
5. Marks are deducted for exceeding the prescribed word limit. [i.e. 50 words for the body of notice].

Value points to be included in a notice for meeting or events

1. Date
2. Time
3. Venue
4. Purpose
5. Specific instruction

Sample of a Notice writing

XYZ Govt.Polytechic,Jalda

Telephone no._____website:_____

Email id_____

Letter no:_____date_____

NOTICE

Hereby all the students of this institution are informed that, on account of Annual Function the following competition is going to take place.

Sl. No.	Event	Date	Time	Venue
1.	Song	2.1. 2021	(10-11) a.m.	Seminar Hall
2.	Dance	3.1.2021	(10-11) a.m.	Seminar Hall
3.	Quiz	4.1.2021	(10-11) a.m.	Seminar Hall
4.	English Debate	5.1.2021	(10-11) a.m.	Seminar Hall
5.	English Essay	6.1. 2021	(10-11) a.m.	Seminar Hall
6.	Odia Debate	8.1. 2021	(10-11) a.m.	Seminar Hall
7.	Odia Essay	9.1. 2021	(10-11) a.m.	Seminar Hall
8.	Drawing	10.1.2021	(10-11) a.m.	Seminar Hall
9.	Design from Waste Material	11.1.2021	(10-11) a.m.	Seminar Hall

So those who are interested to participate kindly give their names on or before 24th December 2020 to student advisor.

Principal

XYZ BEST

Asurali, Bhadrak

NOTICE:

Utkal University

Vani Vihar, Bhubaneswar

4th Feb, 2021/Ref No/ /

An advisory meeting is going to be held at 10 am on Monday, 8TH February at the conference hall, first floor of the main building. All members are directed to attend the meeting without fail.

Vice Chancellor

3. Agenda Writing

What Is an Agenda?

An agenda is a list of activities to be done in an ordered sequence. In meetings, business agenda refers to the activities and topics that need to be discussed or performed at a particular time or the things to achieve during a meeting. The agenda is also used to determine the goal of a meeting.

What Should Be Included on an Agenda?

Almost all business follows a similar format of an agenda to run their meeting effectively and ensure that it stays on time. To make your meeting as effective as them, include these things in your agenda or download our printable agenda here to make everything easy for you.

- ☐ The title of the agenda. The titles are important in any agenda example as it can be used as identification.
 - ☐ The objective of the meeting. The objective of the meeting should also be included in the meeting to remind the participants about what the meeting is all about and what it hopes to achieve.
 - ☐ The topics and/or activities. The agenda should list all the topics or activities to be addressed in a meeting.
 - ☐ The time allocation. Every topic and/or activities must have a time allocation so that it will be followed accordingly.
 - ☐ Call to action. The agenda should have a call to action that signifies the start and end of the meeting.
- Easy Steps to Writing an Agenda

- ☐ Write the title of the agenda.
- ☐ Followed by a who, when, and where information.
- ☐ Write an overview of the meeting.
- ☐ Outline the topics and/or activities and give a sufficient allotted time.
- ☐ Add extra instructions.
- ☐ Check for errors.

Layout of an Agenda

Agenda can either be drawn up and circulated to all participants before the meeting or they are to be agreed to see those in the actual meeting. In a formal meeting the first method is followed.

Common Agenda items

- i. Apologies for absence
- ii. Minutes of Last meeting
- iii. Action taken

Apologies for Absence-

----Every meeting should start with a note of participants who were unable to attend.

-----They should notify the chair that they are not attending.

Minutes of the last meeting

- A review of the minutes of the last meeting is essential so that all the participants agree to the issues or suggest any amendment.
- Action Taken
- Generally the decision and actions taken of the last meeting also form a routine of the meeting.
- **Specific Topic**
- Now the meeting considers the important points for discussion. Some of the topics should be finances, promotion, appointments, new projects etc.

Concluding Topic

The final items of agenda are

1. Date of the next meeting
2. Any other issues

Date of the next meeting

It is helpful to remind the participants the date and venue of the next meeting. This helps them to say if they will be at the next meeting or not.

Any other issue—

This is the time given to the participants to raise any minor issues not included in the agenda.

To do so participants should obtain from the chair. They should not raise important issues like discussing finances and other business proposals.

Tips for Writing an Agenda

- ☐ Create the agenda three or more days or even weeks before the actual meeting. It gives you more time in preparing the agenda and gives enough time to cover all the important information.
- ☐ Set up a standard meeting agenda. The meeting agenda includes progress updates, upcoming milestones, and a list of people who will not be around in the next few weeks.
- ☐ Consult the team. Get input from the team about what needs to be addressed and discussed.
- ☐ Write all the important information. The topics, activities, updates and time must all be present in the free agenda.
- ☐ Follow a standard and well-structured agenda. The agenda must be understood by everyone who will read it.

- Distribute it before the actual meeting.

Sample of an Agenda for Annual Function:

Spring Fest Date -16.03.2020.

Arrival of Guest - 10:00AM

Lamp Lightening - 10:05AM

Opening Song - 10:10AM

Welcome Speech - 10:15AM

Speech by principal - 10:25AM

Speech by Chief Guest -10:40AM

Prize Distribution - 11:00AM

Vote of thanks - 11:20AM

4.Report Writing

Key points for writing Report.

1. Give a hold and catchy heading/title.
2. Name of the reporter.
3. Split the report in 3-4 paragraphs [content].
4. Para 1- Begin with the name of place [cit] along with date of report. Brief introduction of the incident answering the questions who, what, where, why.
5. Para 4-concluding remark regarding action taken or the news.
6. Put the report in a box.
7. Use past tense as report are written after the event is over. Use of passive voice is recommended.
8. The language should be simple, lucid yet meaningful, formal and grammatically correct.

9. Do not exceed the prescribed word limit [100-125 words]. Value points for news report.

1. Catchy headline expansion of headline in the first sentence itself highlighting what/ when/ where.

2. Give reasons, if any/motive.

3. Details in brief.

4. Eyewitness account

5. Casualties, damage, etc.[if any].

6. Action taken

7. Relief measures

8. Conclusion/comments

For culture/sports events

1. Occasion/ organizer/sponsor, etc.

2. Date, venue [time optional].

3. Chief Guest / special invitees.

4. Objective and main highlights of the program me.

5. Prize distribution / Annual report, [if applicable].

6. Message by chief guest / dignitary.

7. Vote of thanks.

8. Overall response.

Sample of Report writing. Write a report on road accident.

TRUCK HITS MARUTI: DRIVER INJURED

Noida, November 13

A horrific head on collision between a truck and Maruti car took place near Nodia 12km from Ghaziabad at 10:45 pm. The driver of the truck lost control and hit the Maruti car. It is reported that a while Maruti car was coming from opposite side at the high speed when a truck whose driver was drunk came from the opposite direction and dashed into the car. Both the driver violated the speed limit which led to the accident. The driver of the Maruti car received serious head injuries and was admitted to a nearby hospital. The accident led to lot confusion on the road. Since it happened on the highway, there was a long traffic jam. The Nodia Police came and helped in clearing the traffic. Within two hours the traffic was brought under control and vehicles started moving smoothly only after removal of the damaged vehicles. The police have registered a case of negligent and rash driving against both the drivers.

By Alex Desouza

5. Layout of Personal letter

These days, we do not write letters but it is still important to learn how to write a good letter. A letter must have the following parts.

- A. Your address.
- B. Date
- C. Greetings (Dear sister/Mother etc)
- D. Body of the letter
- E. Closing phrase (yours lovingly etc)
- F. Your name.

Write a sample letter to your friend congratulating her on her success in the examination and note the different parts.

Qr no: B/103, sector7

Rourkela

6th January 2021

Dear Aditi,

I am very happy indeed to hear the news of your brilliant success in the examination. It is especially more joyous as you have passed with distinction in most of the subject. Please accept my warmest congratulations. My parents too are happy to hear the news.

Your success was expected as you have been a brilliant student. You have brought real credit to your school and family. Congratulations once again.

Yours lovingly,

Saxena

6. Formal Letters (Application to Hostel Superintendent/ H.O.D/ Principal/Librarian)

A formal application must have the following parts.

- A. Your address.
- B. Date
- C. Receiver address
- D. Subject
- E. Greetings (Respected sir/madam))
- F. Body of the letter
- G. Closing phrase (yours truly/faithfully etc)
- H. Your name.

Write a sample application to the Hostel Superintendent/H.O.D of your institution for granting you sick leave for a week and note the different parts of formal letter.

The Hostel Superintendent/H.O.D

XYZ Govt. Polytechnic

Bhubaneswar

Subject: Application for granting sick leave for a week.

Sir/Madam,

With due respect I would like to bring to your kind information that, I am Saxena Verma a student of 5th semester IT branch, as I am suffering from eye-sore and the doctor has advised me not to undertake any work relation to reading and writing for a period of one week . A medical certificate is enclosed herewith.

It is, therefore, requested that I may kindly be granted sick leave for one week from 2nd to 8th November, 2019. For which I shall be grateful to you.

Thanking you.

Yours Faithfully,

Saxena Verma.

Write an application to the Principal of your school requesting him for your school leaving certificate.

The Principal,

Govt. Boys Senior Secondary School, Mallanwala

Subject: Application for issuance of school leaving certificate.

Sir,

I beg to inform you that I am XYZ a student of class IX - B. My father, who is a Central Government employee, has been transferred to Bombay on promotion. We have to leave for Bombay after a week.

So, I shall be thankful if you kindly issue me a school leaving certificate to enable me to take admission in a government school at Bombay for which I shall be grateful to you.

Thanking you.

Yours obediently,

ABCD

Write an application to the librarian of your institute to exempt a fine impose on you.

The librarian

Xyuz GP. Polytechnic

Rourkela

Subject: Application for exemption of fine.

Sir,

I would like to draw your kind notice that I am Alina Kujur a student of 2nd semester Mechanical branch. I had issued a communicative English book on 20thFebruary and date of return was 2thmarch but as I was suffering from high fever I could not return my book on due time, hence I have been imposed a fine of Rs 200.

Therefore, I request you to be kind enough to consider my situation and exempt a fine imposed on me for which I shall be grateful to you.

Thanking you.

Alina Kujur.

7. Business Letters: layout of Enquiry, Order, Execution, Complaint and

Cancellation letter

A business letter must have the following parts.

- A. Your address.
- B. Date
- C. Receiver address
- D. Subject
- E. Greetings (Respected Sir/Mam etc)

F. Body of the letter

G. The complimentary closing

H. Closing phrase (yours truly/faithfully etc)

I. Your name.

J. Enclosures

Write a sample letter enquiring about computer Printer and note the different parts of business letter.

B/103, Sector 7

Rourkela

Sundargarh

Dt.5thMarch 2021

The world computers

71, Mall Road

Ferozepur

Subject: Enquiry about computer printer.

Respected Sir,

Recently I saw an advertisement about your latest model of non impact bubble ink-jet computer printer. I am interested to buy one for my personal use as I need it for my personal use.

Therefore, I shall feel obliged if you send me your catalogue, price list and delivery schedule soon that I may place an order with you. I shall appreciate an early reply.

Thanking You.

Yours Faithfully,

Raman Sharma.

Write a Specimen on order letter.

Imagine you are Raj Verma of Popular Book Shop, 45, BookMarket, College Road, Kerala. Now draft an order for 4000 books from Arora Publishing House, New Sarak, Delhi.

Popular Book Shop

45, Book Market

College Road

Kerala 13th April 2020

Arora Publishing House

New Sarak

Delhi.

Subject: Order for 5000 books.

Respected Sir,

Please send the following book by rail transport by 30 April, 2021:

Sl. No.	Name of Book	Author	No. of copies Required
1.	Communicative English	Kalyani Publisher	500
2..	Engineering Mathematics	Kalyani Publisher	500
3.	Engineering Physics	Kataria Publisher	500
4.	Engineering Chemistry	Kataria Publisher	500

Kindly ensure that the books are of latest edition and are well packed so that they are not damaged in transit.

I am enclosing a bank draft for Rs 10,000 as advance. The balance including handling would be paid on delivery.

Looking forward to the prospects of ever growing relations.

Thanking You

Yours Faithfully,

Raj Verma.

Sample of an Execution Letter for above order.

Arora Publishing House

New Sarak, Delhi.

18th April 2020

Popular Book Shop

45, Book Market, College Road, Kerala

Subject: Execution letter.

Respected Sir,

We thank you very much for your letter dated 13th April 2019 in which you have order for 4000 books. We also acknowledge the receipt of Bank Draft for Rs 12000 as advance towards the price of the books.

We will dispatch your order next week .you may then pay the balance amount of Rs 3000 as there are no handling charges and delivery is free.

We are sure you will find your books in good condition and of latest edition without any complaint.

Thanking You.

Yours Faithfully,

Raju Sing

Complaint Letter

Imagine you are Raj Verma of Popular Book Shop, 45, BookMarket, College Road, Kerala.
Now draft an order for 4000 books from Arora Publishing House, New Sarak, Delhi.

Popular Book Shop

45, Book Market

College Road

Kerala 2nd May 2021

Arora Publishing House, New Sarak, Delhi.

Subject: Complaint letter.

Respected Sir,

Today I received the consignment of goods against my order no.98 dt. 13th April for 4000 books. But on opening the consignment I found that 10 pieces of communicative English books are of old Edition and 30 books of Engineering Mathematics are of loose binding.

I am sorry I cannot keep these items as it is of no use . I therefore request you to take back these books and to dispatch immediately the replacements as I need them urgent.

I look forward to your immediate action in the matter.

Thanking You.

Yours Faithfully,

Raman Sharma.

Cancellation of order

Popular Book shop

45, Book Market,

College Road, Kerala.

20th April

Arora Publishing House, Nai Sarak, Delhi.

Subject: Cancellation of order.

Respected sir,

With reference to our order no 96 dtd 13th March, in which we have order 4000 books. We request you to treat the same as cancel due to syllabus change. Sorry for inconvenience cause to you.

Thanking you.

Yours Faithfully,

Aman Gill

8. Job Application

Job application is your first contact with the prospective employer. It is your opportunity to create the right impression from the outset. You can increase the chances of a favourable response to your application by wording and setting it out carefully.

Elements:

- i. Job application consists of --- a cover letter
- Ii- Giving details of education, training and relevant experiences

Purpose:

Since the purpose of job application is to impress and win the confidence of a prospective employer, it should not be untidy, poorly written and hard to read or full of errors.

A format of job application is the same as that of an official letter; only the main body of the letter should contain the following information:

1. How you knew about the vacancy
2. Personal information (age, sex name)
3. Educational/professional qualification
4. Experience.

Or,

1. Personal information (age, health, height etc)
2. Educational Qualification
3. Experience
4. Suitability for the job
5. The bio-data can be separately written and attached

A Sample Job Application:

53, Bargarh Brit Colony, Bhubaneswar

4th Feb, 2021

The Principal

C.V Raman Engineering College

Bhubaneswar

Sub- An application for the post of a P.G.T in English

Dear Sir,

In response to your advertisement in The Tribune dated on 2nd Feb 2021, I wish to offer my service for the post of P.G.T in English in your esteemed organization.

I am a post graduate in English having a degree in education as well. I have already worked in Sai international school as a P.G.T for two years

I am a hardworking and honest person who is passionate about the noble vocation of teaching. I wish to make a difference in the lives of people through education.

I shall be available for an interview on any day of your convenience .If selected I assure you that I shall work with utmost devotion and sincerity to the best of your satisfaction.

Hoping for a favourable response in this regard.

Yours faithfully

APPLICATION WRITING:

1. Write an application to the principal of your school requesting him to issue you a character certificate

To

The Principal

Bhadrak Engineering School and Technology

Sub- Application for issuance of character certificate

Dear Sir,

With due respect, I state that I had been a student of your school. You will be glad to know that I am getting a chance to be appointed as a clerk in The State Bank of India. Now the authorities have asked me to submit a character certificate. I shall be obliged if u kindly issue me a character certificate. I shall be obliged if u kindly issue me a character certificate immediately. I am giving relevant particulars.

- I was a student of 2009 batch
- I was a member of school cricket team
- I was the joint editor of the hindi section of the school magazine THE OYSTER

Thanking you

Yours Obediently,

2. Write an application to the principal for issuance of school leaving certificate.

To

The Principal

Bhadrak Engineering School and Technology

Sub- Application for issuance of School leaving certificate

Dear Sir

With due respect, I beg to inform you that I am a student of first year computer science Engineering branch. My father who is a central govt employee has been transferred to Mumbai on promotion. We have to leave for Mumbai after a week. I shall have to seek admission to a school there.

I shall be thankful if you kindly issue me a school leaving certificate to enable me to take admission in a school at Mumbai.

Thanking you

Yours obediently,

3. Write an application to the principal for concession in fees

To

The Principal

Bhadrak Engineering School and Technology

Asurali, Bhadrak

9th Feb, 2021

Sub- Application for concession in fees

Dear Sir,

I beg to approach you with the request to grant me fee concession. I am a first year student of comp. sc engineering student bearing Roll No 20 CI-01 . My Parents are so poor that they cannot afford my education. But I am determined to make my career. In the matriculation I secured 85% of mark and was placed in first division.

My father is a gardener in a factory. His salary is so less that we can hardly make two ends meal. Two of my sisters are of marriageable age

I request you for fee concession keeping the bad financial condition of our family into consideration.

With thanks and regards

Yours Obediently,

9. Curriculam Vitae (CV/Bio-data)

A C.V must meet the need of the target of organization. This means a single generalist C.V is unlikely to be sufficient. It must highlight your achievements and how they relate to the job you are applying for. It must give the reader a clear indication of why you should be considered for this role.

To decide what to include in your C.V. and where follow these principles and guidelines.

1. Generally, the document should contain no more than 2 pages.
2. Your C.V. Should be honest and factual.
3. The first page should contain enough personal details for a recruitment consultant to contact you easily.
4. Choose a presentation format that allows you to headline key skills, key achievement or key attributes.
5. Your employment history should commence with your current or most recent job and work backwards.
6. Achievements should be short, bullet pointed statements and include your role , the action you took and a comment on the result of your action.
7. Where information clearly demonstrates your suitability for the vacancy you are applying for .
8. Leave out information that is irrelevant or negative.
9. Include details of recent training or skills development events you have attended which could be relevant.
10. List all your professional membership and relevant qualifications.

11. The most common contents of a C.V include:

- a. Personal detail
- b. Skills and career summary
- c. Key achievements
- d. Qualifications
- e. Career history

Write a sample of Bio-Data and notice the different points of it.

BIO-DATA.

Name: Ranjan Sharma

Father's Name: Shamesh Sharma.

D.O.B: 03.04.1990

Age: 30

Gender: Male

Blood Group: A+

Marital Status: Single

Nationality: Indian

Religion: Hinduism

Caste: General

Present Address: XYZ

Permanent Address: Xyz

Phone no: 123

Educational Qualification

Sl.	Board Passed	Year of	Name of the Institution	Percentage	Division
-----	--------------	---------	-------------------------	------------	----------

No.		Passing			
1.	ICSE	2006	ST. THOMAS SCHOOL	64	1ST
2.	CHSE	2008	GOVT.AUTONOMOUS COLLEGE	67	1ST
3.	SAMBALPUR UNIVERSITY	2011	GOVT.AUTONOMOUS COLLEGE	62	1ST
4.	SAMBULPUR UNIVERSITY	2013	GOVT.AUTONOMOUS COLLEGE	65	1ST

Experience:

Sl no.	Name of the institution worked	Position held	Duration
1.	UGIE, GP, RKL	GUEST FACULTY IN ENGLISH	6 YEARS

Training undertaken:

Sl No.	Name of the training	Topic	Duration
1.	NITTR, Kolkata	Induction training program	10 DAYS
2.	NITTR, BBSR	MOOCS Training Program	7 DAYS
3.	NITTR, CHANDIGARH	Orientation Program	5DAYS

Hobbies: Reading, Music

Language known: English, Hindi, Oriya

Reference: Mr. Rajiv Mohanty, Chief co-ordinator, CV Raman School, College Road, Patiala. Ph no.123456789

Salary expected: Govt grades with minimum 2 additional increments.

Declaration: I hereby declare that, all the above fact is true and best of my knowledge.

Signature

Date

Question and Answer Discussion

I. Long Question

1. Write a paragraph in about 120 words on any one of the following topics: [2020 (W) New]

i. My Institute

Ii. Energy Crisis

2. Answer any one of the following: [2020 (W) New]

i. You have lost your I-Card in Institute premises. Draft a notice.

ii. Write a report on the tree plantation programme conducted in your institute.

4. Shakti Software, sector 6 Rourkela has invited applications for the post of maintenance Engineer from diploma holders in electronics and telecommunication. :

[2020 (W) New]

i. Apply for the post

ii. Enclose your CV or bio-data

5. Working as a reporter for a news paper you have visited the Baliyatra fair at Cuttack. Write a report in about 150 words to be published. [2019 (W) New]

6. Write a letter to your father inviting him to attend the prize giving ceremony at your college.

[2019 (W) New]

II. Short Questions

1. What is a paragraph?

Ans. Paragraph is a group of sentences that talk about a topic or an idea.

2. What is enquiry letter?

Ans. Enquiry letter ask for information regarding price, quotation, term and conditions of the business. A letter of enquiry should be exact about the information you want to have.

3. What are the desired facts of order letter?

Ans. The desired facts of the order letter are - Detail about what you are ordering and Manners of payment.

4. What is an agenda?

Ans. An agenda is a list of activities to be done in an ordered sequence.

UNIT-V
ELEMENTS OF COMMUNICATION

LEARNING OBJECTIVE:

A. INTRODUCTION TO COMMUNICATION

SL. NO.	SUBJECT
1.	MEANING, DEFINITION AND CONCEPT OF COMMUNICATION
2.	GOOD COMMUNICATION AND BAD COMMUNICATION
3.	COMMUNICATION MODEL
4.	PROCESS OF COMMUNICATION AND FACTORS RESPONSIBLE FOR IT
5.	BARRIER OF COMMUNICATION

B. PROFESSIONAL COMMUNICATION

SL. NO.	SUBJECT
1.	MEANING OF PROFESSIONAL COMMUNICATION
2.	TYPES OF PROFESSIONAL COMMUNICATION
3.	FORMAL OR SYSTEMATIC COMMUNICATION
4.	INFORMAL COMMUNICATION

C. NON-VERBAL COMMUNICATION

SL. NO.	SUBJECT
1.	MEANING OF NON-VERBAL COMMUNICATION
2.	TYPES OF PROFESSIONAL COMMUNICATION
2.1	Kinesics or Body Language
2.2	Proxemics or Spatial language
2.3	Language of Signs and Symbols

A. INTRODUCTION TO COMMUNICATION

1. Meaning, Definition and Concept of Communication

Communication is the spark of life. Life is dull and desolate if there is no communication. Thus we can say communication is a way of life. In the busy and humdrum life of the 21st

century, human life has been very complex and so much governed by the monotony of mechanized life style. Coming to the lap of Nature, we most often observe the beauty of communication. Sitting on the stone of silence, one can listen the ripple of water in a running stream, the buzz of humming bees, the chirp and twitter of busy birds, the glee of the hopping grasshopper, march of ants in search of food, rustle of tree branches and falling of leaves, shrill of an unseen cricket, tickle of clock in a ghostly night and gentle tap on the door of a pub by a tired traveller for a night to rest. The reverberation and jubilation of life in earth and its interaction with other heavenly bodies like stars, planets and satellites and the bigger cosmos is tied on a gentle bond of communication. Communication ignites, propels and enriches life.

Definition:

1. Communication is the broad field of human interchange of facts and opinions. (**Redfield**)
2. Communication is the process by which we understand others and in turn endeavour to understand by them. It is dynamic, constantly changing and shifting in response to the total situation. (**Anderson**)

Communication is the life blood of an organisation. Life is unmanageable without communication. It is the process of transmission of information from the sender to the receiver and vice-versa at an uninterrupted flow of thought, idea, emotion and data at regular basis. The word communication is derived from the Greek word '**Communish**' which means common or share. In communication, both the sender and receiver are at a point of exchanging their thought so that hidden feeling and emotion come out for sharing and caring the idea at mutual harmony and understanding.

Communication is a two way process. It is the sender who initiates the message and the receiver at the other end receives and replies back through feedback so that intended query becomes duly accomplished. The flow of communication passes through different stages. This is known as process of communication.

2. Good Communication and Bad Communication

Communication can be classified into two types. These are good communication and bad Communication.

Sl. No.	Good Communication	Bad Communication
1.	Any communication that is positive and constructive.	Any communication that is destructive and based on foul play.
2.	It enriches the process of communication.	It is full of ambiguity and suspicion.
3.	There is free flow of information between sender and receiver.	It has many barriers and most often the path of communication is blocked due to barrier.

4.	Good communication not only sets the goal but also expedites the process of communication.	It is direction less as it is biased and fishy.
----	--	---

3. Communication Model

Communication is a two way process. One way communication is no communication. Sender is the first person who has initiated the communication process with a purpose that he would get a responsive answer from the receiver. If the receiver does not report to the query of the sender, it becomes unaccomplished or one way communication. A teacher in the class delivers his lecture and the students remain unmindful to the words spoken and don't pay heed to what is told to them is an example of one way communication. One way communication destroys the sole purpose and integrity of communication.

Communication is a relentless process. Two way communication is a cohesive bond between sender and listener and full of energy to set the goals between two speakers at mutual exchange of thought, idea, emotion and data in the pursuit of communication. It is both creative and constructive to enhance the scope of communication. It is integrative as the communication is direct and any kind of bottleneck that restricts the scope of communication gets cleared through mutual discussion and consent of the parties by all possible means. The teaching and learning process can only be strengthened by participative and persuasive approach between the teacher and student in the class.

4. Process of Communication and Factors Responsible for it

The process of communication passes through **seven** stages. These are – Sender, Message, Encode, Channel, Receiver, Decode and Feedback.

1. **Sender:** Sender is the person who initiates the communication process. The query of the sender is meant to get a positive response from the receiver.
2. **Message:** It is the piece of information that is sent to the receiver by the sender.
3. **Encode:** It is the process to conceive idea, thought, emotion and data into words to form the information.
4. **Channel:** It is the intermediary or device through which information is transmitted at a continuous basis.
5. **Receiver:** Receiver is the person to whom the message is sent by the sender. He/ she is responsible to answer the query sent to him/her.
6. **Decode:** After receiving the message, the receiver studies the pros and cons of the fact and responds back with diligence and care.
7. **Feedback:** It is the regular flow of information from sender to receiver and vice versa at a regular basis.

Noise:

Noise is a barrier of communication. It restricts the path and the free flow of communication. Thus for effective and uninterrupted communication, the most essential thing is to check noise to the fullest.

5. Barrier of Communication:

Barrier means hindrance or obstacle. One of the major difficulties in communication is the barrier that restricts the free flow of communication. For any kind of effective communication, barrier is always a challenge. Barrier of communication can be classified into three types. These are as follows –

- i. Sender related barrier
- ii. Receiver related barrier
- iii. Environment related barrier

B. PROFESSIONAL COMMUNICATION

1. Meaning of Professional Communication

Professional communication is guided by professional ethics. In general communication, we have two or more individuals but in professional communication, *one of the members is a representative* of the organization.

Professional communication encompasses written, oral, visual and digital communication within a workplace context. This discipline blends together *pedagogical principles of rhetoric, technology, software, and learning theory* to improve and deliver communication in a variety of settings ranging from technical writing to usability and digital media design to more effectively communicate in the business world.

It is a new discipline that focuses on the study of information and the ways it is created, managed, distributed, and consumed. Since communication is a rapidly changing area, technological progress seems too often outpace the number of available expert practitioners. This creates a demand for skilled communicators.

Communication skills are critical to a business because all businesses, to varying degrees, involve the following: writing, reading, editing, speaking, listening, software applications, computer graphics, and Internet research. Job candidates with professional communication backgrounds are more likely to bring to the organization sophisticated perspectives on society, culture, science, and technology.

2. Types of Professional Communication:

1. Interviews

Having strong oral communication skills is key to nailing job interviews. In order to demonstrate your ability to do the job well, you will have to be able to express yourself in areas such as:

- Your work experience
- Goals
- Attitude
- Ideas

In addition, many hiring managers will be evaluating your interpersonal communication skills as a measure of how well you will interact with your team because this is often an important aspect of any position.

Even in highly technical positions, such as programming, you will likely have people evaluating your soft skills, which include general communication, along with your technical skills.

2. Verbal Communication

Effective professional verbal communication includes the ability to speak fluently. The style of verbal communication used at a board meeting is different than the style of verbal communication appropriate during lunch, working as a customer service representative or running into a colleague at an out of office event. An essential component of effective verbal communication is the ability to listen to comments from those you are communicating and to observe their reactions. Verbal communicating is categorized into interpersonal communication and public speaking.

3. Public Speaking

Another form of verbal professional communication is public speaking or making a formal presentation to a group of people. To be an effective public speaker, a professional must be prepared to communicate with a particular group of persons, thus preparing the speech to fit the audience. Communicating to a group of high school students is different than

communicating to a group of senior citizens. A professionally delivered speech is well organized and thought out, convinces the listener you know what you are talking about and is delivered as if it was off-the-cuff and not read from a script.

4. Written Communication

Professionals who excel at written communication understand how to use language to get their message across. They are efficient at utilizing all forms of grammar and punctuation to add in-depth meaning to their writing. There is a variety of types of written communication including writing: letters, memos, project plans, policies and procedures, articles for general audiences, technical scientific reports, studies and articles. Each of these types of professional written communications requires different technical and literary skills.

5. Digital Communication

Digital communication is evolving so rapidly, it requires serious effort by professionals to keep up with the opportunities and how to use them effectively in their professions. Social networking, emailing, blogging, texting, internet conferencing and research and teleconferencing are all forms of communication that effective professionals must understand and master, to whatever degree is appropriate to communicate in their professional careers.

No matter your job or industry, communication is fundamental to your career success. From mastering your interview to managing a team, your ability to communicate your thoughts and ideas can make or break your career.

3. Formal or Systematic Communication

The Formal Communication is the exchange of official information that flows along the different levels of the organizational hierarchy and conforms to the prescribed professional rules, policy, standards, processes and regulations of the organization. The formal communication follows a proper pre-defined channel of communication and is deliberately controlled. It is governed by the chain of command and complies with all the organizational conventional rules.

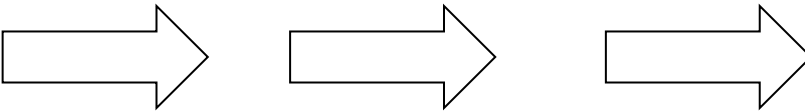
Formal communication refers to the flow of official information through proper, predefined channels and routes. The flow of information is controlled and needs deliberate effort to be properly communicated. Formal communication follows a hierarchical structure and chain of command. The structure is typically top down, from leaders in various departments and senior staff in the organization, which funnel down to lower level employees. Employees are bound to follow formal communication channels while performing their duties. Formal communication is considered effective as it is a timely and systematic flow of communication.

3.1 Types of Formal Communication

Formal communication can be categorized into two types. These are – (i) Horizontal Communication and (ii) Vertical Communication.

(i) Horizontal Communication:

Horizontal communication means when the co-workers with different areas of responsibilities, but at the same level in the organization communicate with each other. The communication between the managers of a different department, such as marketing, finance, production, HR, is the best example of horizontal communication. It is also called **parallel communication**.

Symbol: 

Merits:

1. Saves time
2. Efficiency
3. Increases productivity
4. Immediate feedback
5. Checks grapevine

Demerits:

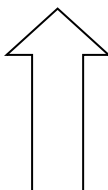
1. Jealousy among superior rank
2. Disruption if used in excess
3. Feeling of frustration
4. Waste of time in gossiping
5. Interdepartmental Rivalry

(ii) Vertical Communication:

Vertical communication is communication between the top level executive and subordinate staff or the exchange of information between a lower division clerk and senior manager of an organisation. It can be classified into two types. These are - Bottom-Up communication (Upward communication) and Top-Down communication (Downward communication)

1. Upward Communication

The upward communication is one in which the message passes from the subordinate level to the management level. Here, the communication flows upwards i.e. from the subordinates to the managers in the form of request, reports, suggestions, complaints, and instructions.

Symbol: 

Merits:

1. Fosters Friendly Relations

2. Provides Valuable Feedback
3. Encourages Participation
4. Making Suggestions
5. Employee Morale

Demerits:

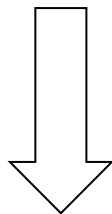
1. Resistance From Employees
2. Fear of Incompetence
3. Indecisive Superiors
4. Messages Not Heard
5. Unwillingness to Admit Failure

2. Downward Communication:

The downward communication is one in which the information passes from the management level to the sub-ordinate level. This is the most common form of formal communication wherein communication flows downwards, i.e. from the people occupying top positions in the organization to the people at lower levels.

It mainly includes orders and instructions and can either be written or oral depending on the importance of the message and also the status of individuals involved in the communication process. Reports, emails, letters, manuals, etc. are the commonly used communication tools.

Symbol:



Merits:

1. Increase Efficiency
2. Maintains labour-management relations
3. Maintains organisational discipline
4. Explaining policies and plans
5. Effective decision making

Demerits:

1. Problem of explanation
2. Disturbing discipline
3. Unnecessary delay
4. Efficiency reduced

5. Reduces relationship

4. Informal Communication

Informal communication is multi-dimensional. Informal communication moves freely within the organisation and is not bound by pre-defined channels and communication routes. Informal communication is quick and relational in nature. In this type of communication people interact with each other freely and can talk about a diverse range of topics, often extending outside of their work duties.

Informal communication in the workplace is also called **grape vine**. Informal communication is considered effective as employees can discuss work related issues which saves organisation time and money. It also helps to build more productive and healthy relationships in the workforce.

Symbol:



Merits:

1. Fast and Effective Communication
2. Free Environment
3. Better Human Relations
4. Easy solution of the difficult Problems
5. Satisfying the social needs of the workers

Demerits:

1. Unsystematic communication
2. Unreliable information
3. Spread rumour
4. Misunderstanding
5. Difficulty in controlling

Difference between Formal and Informal Communication

Table 5.1: Difference between Formal and Informal Communication

Sl. No. & Feature	Formal Communication	Informal Communication
1. Reliability	Formal communication is the more reliable form.	Informal communication has less reliability than formal communication.
2. Speed	Formal communication is slower.	Informal communication is very quick.
3. Time Consuming	Formal communication requires a number of different processes before the whole communication flow is complete.	Informal communication requires very little process time.
4. Information Flow	Information passes through predefined channels.	Information moves freely through informal communication.
5. Secrecy	Secrecy is maintained in formal communication.	Informal communication makes it hard to maintain full secrecy due to its reliance on individuals.

Question and Answer Discussion:

I. Long Question:

1. Write a short note on the process of communication.
2. What is formal communication? Discuss the various types of formal communication?
3. What is non-verbal communication? Discuss its merits and demerits.
4. What is the difference between verbal and non-verbal communication?

II. Short Question with Answer:

1. What is communication?
2. What is grapevine?

3. What is upward communication?
4. What is downward communication?

(Ans.) 1. Communication is the process of transmission of information from the sender to receiver and vice versa.

2. The informal communication is called grapevine. It takes place out of social relation and subject to distortion.

3. The communication between the subordinate staff and chief executive is known as upward communication.

4. The top management's instruction to the subordinate staff to carry out certain assigned work is known as downward communication.

C. NON-VERBAL COMMUNICATION

INTRODUCTION

The word communication is derived from the Latin term '*communis*' which means *common* or *share*. Communication refers to the commonness or sharing of information, ideas, facts, opinions, attitudes and understanding. Communication is the process of transmission of information from the sender to receiver and vice versa. Life is un-manageable without communication. It is said to be the **life blood of an organisation**. Communication is a two way process. It is the **sender** who initiates the message for the person he/she wishes to disseminate and the person who is supposed to receive the message is known as the **receiver**. Communication is an un-breaking chain of harmonious integrity and mutual response to attain the common goal of unity and co-operation.

1. Meaning of Non-Verbal Communication

Any communication that is neither spoken nor written is known as **non-verbal communication**. Non-verbal communication is also known as body language. Body language

is called the language the body. The various types of body language are – kinesics, proxemics, posture, gesture, facial expression, eye-contact, light, colour, pause etc.

DIFFERENCE BETWEEN VERBAL AND NON-VERBAL COMMUNICATION

Sl. No.	Verbal Communication	Non-Verbal Communication
1.	Verbal communication is both spoken and written.	Non-Verbal communication is neither spoken nor written mode of communication.
2.	Verbal communication is based on words.	Non-verbal communication is based on action.
3.	Verbal communication is less dominant and is confined on the surface meaning.	Non-verbal communication is more complex, ambiguous and dominant in nature.

2. Different Areas of Non-Verbal Communication

Non-verbal communication is more complex, ambiguous and dominant form of communication. It is conveyed through body language. The non-verbal communication listed for discussion is **Kinesics and Proxemics**.

2.1 Kinesics:

Kinesics is a body language. It can be classified into three types. These are -

- (i) *Posture*
- (ii) *Gesture*
- (iii) *Facial Expression*

i. Posture:

It is the position of the head. The position of head speaks a lot about the mental state of person. When head position is upright and straight it gives out a lot of positive energy and confidence to the person. A person with nodding head reflects the puzzled mind and lack of confidence. Thus the position of head determines a significant role to dispose the personality trait of person.

ii. Gesture

Gesture is the movement of the body part. The movement of the body parts like hand and leg also evoke the active and prolific involvement of a person. The waving of hand, clapping, running, jumping, dancing etc. needs tremendous radiation of energy. It amounts deep and intense involvement and exhilaration of passionate exposure of emotion.

iii. Facial Expression

Face is the index of mind. It is the most articulative part of the body. It always draws the attention of the viewers and audience during any exchange of views and inter-personal communication. The various moods of a person can be read at a quick glance over his/her face. These moods are - cheerfulness, gloomy, thoughtful, meditative and mystification.

The aforesaid features of kinesics i.e. posture, gesture and facial expression are the vivid reflections of varied thoughts and expressions of an individual when he/she gets exposed to situation during various course of life.

2.2 Proxemics:

Proxemics is the spatial relation among people. Space plays a very crucial role in communication. The people who are very close usually prefer to sit near to one another. It shows their intimacy and proximity with each other. Human being is a territorial creature. A lot of conflict takes place among people based on space. It is said that the battle of Mahabharata took place due to the intricacy over a piece of land. Over generations and even in the twenty first century a lot of conflict and warfare occurs owing to the reason over proxemics. People not having any friendly relation avoid coming close by. Thus proxemics plays a significant role in communication.

2.3 Language of Signs and Symbols

In old time when human being was wandering like a beast in the jungle at that time most of the human interaction and communication was based on signs and symbols. It was the time when language was not developed. In the old civilisations of emperor Hammurabi and Asoka a lot of signs and symbols were found in the rock edicts. During the archaeological

excavation of Mohenjo-Daro and Harappa civilization, the signs and symbols of bull, sun, lamp post etc. were found in the metals and potteries. These things could inform us the kind of life, culture and belief system of our ancestors.

In modern time, the busy traffic is controlled by the computerized system of light to guide the running vehicles. As we know, red means 'stop', yellow means 'ready' and green means 'go'. These symbols communicate the drivers and riders to abide by the traffic rules. While going on busy road we also see the signs of hairpin bend, curve and hump at the road side. These are the marks of alarm for smooth drive and caution for safety.

Both signs and symbols are seen as the artistic caricature to communicate certain idea and thought to the people. Olive leaf and dove is the sign of peace, lotus is perceived as symbol of spiritual awakening and butterfly evokes the sign of cheerfulness. At the outbreak of corona and lockdown both in social and electronic media the doctors, nurses and police personnel are considered as the signs of messengers of God. During the Pokharan nuclear test, Prime Minister Indira Gandhi got the message from the ISRO scientist *Buddha Laughed* meaning thereby the operation was successful. Therefore we can say that both sign and symbol play a vital part in non-verbal communication.

QUESTION AND ANSWER DISCUSSION

A. Long Question:

1. What is formal flow of communication in an organisation/ discuss its type. [2019 (W) New]
2. Explain the process of communication and factors responsible for it. Supply it with suitable line diagram. [2019 (W) New]
3. Illustrate different areas of body language briefly. [2019 (W) New]
4. Attempt a discussion on importance of gestures and postures in non-verbal communication. [2020 (W) New]
5. How many types of space you know? Discuss them. [2020 (W) New]
6. Communication follows a dynamic cycle. Explain with help of suitable diagram. [2020(W) New]

B. Short Question with Answer:

1. What is communication?
2. What is non-verbal communication?
3. What is facial expression?

Answer:

1. Communication is the transmission of information to be shared by the sender and receiver interchangeably in a harmonious process.
2. Non-verbal communication is called body language. It is neither spoken nor written mode of communication.
3. Facial expression is a non-verbal means of communication. It is important because it is most articulative part of the body.