

ENGLISH AND

COMMUNICATION SKILL-I

SUBJECT CODE:220011/210011

Unit-1 Reading

Reading is always an essential skill to develop when learning English online. However, different situations would call for other reading techniques. Sometimes, our reading goals would also dictate the kind of reading we need to do.

Techniques of reading: Skimming and Scanning

Skimming

Skimming is a speed-reading technique used whenever we need to get the entire text's main idea. When you skim a text, you are not after the details or examples given, but rather, you are looking at what the whole text is all about. We typically skim long texts for us to get a better idea of the entire chapter or article. Skimming is especially helpful whenever we need to read long texts in a short period of time. When learning English online, we usually skim different texts as part of our classes.



Scanning

Scanning is another speed-reading technique that is useful for people who are learning English online. When we scan, we read a text quickly to search for specific information or answer a particular question. When scanning, we disregard the other details in the text and its main idea, which is not part of our goal. An excellent example of scanning texts is whenever we need to look up the meaning of a word in the dictionary. When we do, we don't have to go through the other words in the text to locate the definition of a specific word. However, we can also scan different types of texts, not just dictionaries and reference materials.



Extensive Reading

Extensive reading is a type of reading where you engage yourself with different types of reading material. It can be fiction, non-fiction, work-related documents, newspaper articles or even statistical data. At work, there are complex business reports to read, numbers to make sense of and emails to write. With extensive reading, you can skim large amounts of text and get a general idea of what it's trying to convey. The meaning of extensive reading is reading widely but not necessarily focusing on only one text. You can read from different sources to develop your reading skills. It's not about finding layers of meaning, grammar rules or other critical aspects of a text.

Extensive reading has been used for beginner-level language learners. It helps to familiarize them with reading material and build the cognitive ability to understand new words, frame sentences and make sense of the text as a complete unit. You'll get a general understanding of the text and improve your language skills.

Whether you're a beginner or a proficient reader, extensive reading will help you polish your reading ability. You can try to read as much and as widely as possible. It's better not to restrict yourself to the same type of sources.

Few examples of extensive reading are newspapers, blogs and e-magazines.

Intensive Reading

Intensive Reading is a reading method wherein learners are supposed to read the short text carefully and deeply so as to gain maximum understanding. It involves an analysis of the text by the deconstruction of the sentences and looking over each word, phrase and collocation which is not understandable with an aim of extracting the essence and meaning of the text as much as possible and learn the grammar and syntax rules. Examples of Intensive Reading:

- Articles or editorials in magazines like The Economic and Political Weekly
- Blog posts on various topics ranging from science and technology to art and culture
- Short stories or poetry with layers of meaning

- Business reports packed with important information, numbers and data
- Analyzing statistical data like diagrams, images and tables

HOME COMING - R.N. TAGORE

- Phatik Chakravorti was a mischievous boy. He was the ringleader among village boys.
- He decided to roll away the log which was lying on the mudflat of the river. It was to be used into the mast of a boat. All the friends agreed to this mischief to annoy the owner.
- But, Makhan, Phatik's younger brother, decided against it and sat down on the log. When he did not get up after repeated threats, requests, Phatik ordered his friends to roll the log and Makhan with it.
- Once this was done, Makhan's philosophy and glory was lost. Makhan scratched Phatik's face and beat him in rage. He went home crying.
- A man stepped down from the boat onto the shore. He asked Phatik the residence of Chakravortis. He could not direct correctly and asked him to "Go and find out".
- The servant from Phatik's house came to take him back home on his mother's orders. When Phatik denied, he took him up in his arms forcefully and took him home. At home, Makhan had lied that Phatik had beaten him up, so Phatik beat him in front of his mother. The mother was outraged and hit him with her hands.
- Just at this moment, the grey-haired, middle-aged stranger arrived at Phatik's home. He was the brother of Phatik's mother, Bishamber. He had gone away soon after Phatik's mother's marriage to Bombay to set up his business.
- Phatik's father had died.
- Mother told Bishamber that Phatik was lazy, disobedient, wild, and a nuisance whereas Makhan was as good as gold - quiet and fond of reading.
- Bishamber offered to educate Phatik with his children in Calcutta and Phatik excitedly agreed.
- The mother was a bit upset to see Phatik's eagerness to go away but was still greatly relieved because she lived in constant fear of Phatik killing Makhan.
- Phatik, in excitement and generosity, gave away his fishing rod, marbles, and a big kite to Makhan.
- When Phatik reached Calcutta and at Bishamber's house, he discovered that the aunt was not happy with his arrival and his unnecessary addition to her family.
- He was a boy of fourteen and this age is definitely a nuisance for elders and for the self-conscious boy.
- At fourteen, there are physical changes in the body and mental aggression to prove one's worth to the world. At this age, one becomes hungry for love and recognition.
- Nobody loves a lad of fourteen openly for fear of indulgence so he becomes a stray dog. For him, his own house is his paradise.
- Phatik was saddened by his unwelcome stay at his aunt's house and in order to win her did any task given to him with over-excitement and thus, would mess it up.
- He started feeling suffocated in the house. He wished to go to green fields and breathe, but he couldn't.
- He started missing his village, his home, the river-bank, his kites, his boy-band, his tyranny, and his prejudiced mother.
- He could not understand anything in school and was the weakest student. He would receive several blows from the teachers. Still, he would look out at the terrace of homes surrounding the school and if he chanced upon children playing on terrace, he would watch them with wistful yearning.
- One day, tired of the loneliness and being unsocial, he asked his uncle when he could go home to which his uncle stated that he could go home in the holidays. But holidays were far away in November.
- Another day, Phatik lost his lesson-book and it became impossible for him to prepare lessons. His cousins mocked him and were ashamed to own him. The teacher would cane him unmercifully.
- Finally, he gathered up enough courage to ask his aunt for new books. When he did, he was crudely rebuked, and castigated.

- He became hopeless, and that very night suffered severe shivering and anxiety attack.
- The next day, he was to be found nowhere. Police was called.

- He was caught and brought back to home at day's end. The aunt again lamented and suggested that it were better if they sent him home. Phatik exclaimed that he was going home but was forcibly brought back.
- His fever rose and he became delirious.
- He became so delirious and kept on asking if he could go home. His condition deteriorated. Bishamber knew what Phatik wanted and told him that he had sent for his mother.
- Later in the day, Phatik's mother burst in lamenting and longing to see her child hysterically. Phatik however remained emotionless and motionless. He said "Mother, the holidays have come".

LIFE SKETCH OF SIR MOKSHAGUNDAM VISVESVARAYYA

One of the most eminent engineers ever produced by India, Sir Mokshagundam Visvesvaraya, better known as M. Visvesvaraya, was a man of high principles and discipline. An engineer par excellence, he was the chief architect behind the construction of the Krishna Raja Sagara dam in Mandya which helped to convert the surrounding barren lands into fertile grounds for farming. An idealistic person, he believed in simple living and high thinking. His father was a Sanskrit scholar who believed in providing quality education to his son. Even though his parents were not financially rich, the young boy was exposed to a richness of culture and tradition at home. Tragedy struck the loving family when his father died when Visvesvaraya was just a teenager. After the death of his beloved father, he struggled hard to get ahead in life. As a student he was poverty stricken, and earned his livelihood by tutoring smaller kids. Through his hard work and dedication he eventually became an engineer and went on to play a pivotal role in designing the flood protection system in Hyderabad. He was decorated with numerous awards and honors for his relentless contributions to the country.

Visvesvaraya was born into a Telugu Brahmin family in a village near Bangalore, India. His father was a prominent Sanskrit scholar of his times. His parents were very simple but principled people. Even though the family was not rich, his parents wanted their son to get good education. He completed his primary education from his village school and went to high school in Bangalore. His father died when he was just 15 and the family was plunged into poverty. In order to continue his education Visvesvaraya started giving tuitions to small children and earned his livelihood this way. He joined the Central College in Bangalore and studied hard. He was a good student in spite of all the hardships in his life and completed his Bachelor of Arts in 1881. He went to the prestigious College of Engineering at Pune after he managed to get some help from the Government.

LIFE SKETCH OF APJ ABDUL KALAM

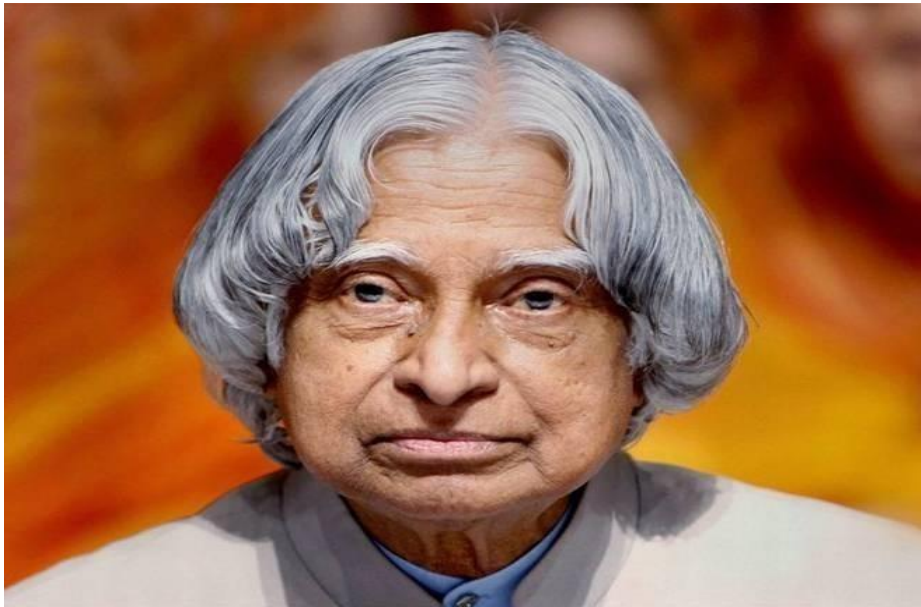
Life Sketch And Contribution Of Apj Abdul Kalam: His Excellency Apj Abdul Kalam (Avul Pakir Jainulabdeen Abdul Kalam) born on 15 October 1931 and died on 27 July 2015. Apj Abdul Kalam was an Indian scientist who served as the 11th President of India from 2002 to 2007. Widely referred to as the "People's President", he returned to his civilian life of education, writing and public service after a single term. He was a recipient of several prestigious awards, including the Bharat Ratna, India's highest civilian honour. He was born and raised in Rameswaram, Tamil Nadu and studied physics and aerospace engineering. He spent the four decades as a scientist and science administrator, mainly at the Defence Research and Development Organisation (DRDO) and Indian Space Research Organisation (ISRO) and was intimately involved in India's civilian space programme and military missile development efforts. He thus came to be known as the Missile Man of India for his work on the development of ballistic missile and launch vehicle technology.

APJ ABDUL KALAM QUOTES

"Thinking should become your capital asset, no matter whatever ups and downs you come across in your life."

"Thinking is progress. Non-thinking is stagnation of the individual, organisation and the country. Thinking leads to action. Knowledge without action is useless and irrelevant. Knowledge with action, converts adversity into prosperity."

"When you speak, speak the truth; perform when you promise; discharge your trust... Withhold your hands from striking, and from taking that which is unlawful and bad..."



NARAYAN MURTHY'S SPEECH AT LBSNA DEHRADUN

The present extract is actually a speech delivered by Mr. Murthy, when he received the Lal Bahadur Shastri National Award for Excellence in Public Administration and Management Sciences for the year 2001 from the Lal Bahadur Shastri Institute of Management, New Delhi. In this extract Murthy talks about some of the values we need to learn from west. Being a leading businessman working throughout the world he encountered many things and among that he tells us about the values we have to learn or acquire from the west. He is not neglecting Indian society's values, India has long cultural tradition but in present, the westerners following great deal of value system and we are not doing so. That's why he calls his countrymen to follow the westerners for their values.

In his speech, Murthy propounds the idea of community behaviour in the West. He wants to bring these Western values into our culture and make our society better. He appealed to every Indian to acquire those precious values.

Murthy lists the values that Westerners follow. The community must develop a system of values. Everyone must strengthen equality over the individual and society. It cannot be implemented by the rule of law. But such behaviour is followed by everyone in the community. We have a tremendous love for our family. But, we don't have the same attitude towards our community. In West, people respect merit. Meritocracy is a great virtue. Therefore, he wants India to emulate the West. Here, he quoted the words of Dwight Eisenhower to justify his view. The statement made clear that if people wanted to benefit in two ways, it would lose both of its principles.

Narayana Murthy feels that every citizen of India should develop self-confidence, faith in his/her own ideas and hardworking nature to make glorious India. He hopes that we will stand as good people and great citizens for the coming generation.

UNIT II

FUNDAMENTALS OF COMMUNICATION

2.1 Concept and Process of Communication :-

Communication might be defined as follows:

Communication might be defined as the transfer of – facts, information, ideas, suggestions, orders, requests, grievances etc. from one person to another so as to impart a complete understanding of the subject matter of communication to the recipient thereof; the desired response from the recipient to such communication.

Some popular definitions of communication are given below:

- (1) *“Communication is a way that one organisation member shares meaning and understanding with another.”* -Koontz and O'Donnell
- (2) *“Communication is the process of passing information and understanding from one person to another.”* -Keith Davis

➤ Process of Communication:

The process of communication consists of the following steps or stages:

(i) Message:

This is the background step to the process of communication; which, by forming the subject matter of communication necessitates the start of a communication process. The message might be a factor an idea, or a request or a suggestion, or an order or a grievance.

(ii) Sender:

The actual process of communication is initiated at the hands of the sender; who takes steps to send the message to the recipient.

(iii) Encoding: Encoding means giving a form and meaning to the message through expressing it into – words, symbol, gestures, graph, drawings etc.

(iv) Medium:

It refers to the method or channel, through which the message is to be conveyed to the recipient. For example, an oral communication might be made through a peon or over the telephone etc.; while a written communication might be routed through a letter or a notice displayed on the notice board etc.

(v) Recipient (or the Receiver):

Technically, a communication is complete, only when it comes to the knowledge of the intended person i.e. the recipient or the receiver.

(vi) Decoding:

Decoding means the interpretation of the message by the recipient – with a view to getting the meaning of the message, as per the intentions of the sender. It is at this stage in the communication process, that communication is philosophically defined as, ‘the transmission of understanding.’

(vii) Feedback:

To complete the communication process, sending feedback to communication, by the recipient to the sender is imperative. ‘Feedback’ implies the reaction or response of the recipient to the message, comprised in the communication.

2.2 Types of Communication (verbal communication) :-

There are various types of communications, as described below:

1. Verbal

Verbal communication can also be called oral communication. Talk by mouth that takes place between people is called verbal communication.

This makes sure that people understand everything you want to convey. Because of its nature, verbal communication is faster and more precise than e-mail or written communication. There is an essential aspect of verbal communication because it sees as a valid result in it.

The manager or team leader must have excellent verbal communication skills. The manager must support a team of people and be qualified to convince the team of people to do what they want.

2. Non-Verbal

How do you show while you make entry there in the room? Is your body language strong, do you stand straight or dull? Are you looking healthy or tired? Are you clean-shaven? When you shake hands, do you do it hard, or do you wash your hand against others?

The above were examples of non-verbal communication or interpersonal communication. One of the HR requirements for new employees in the organization is to have excellent interpersonal skills. This means that employees should refresh their non-verbal skills.

If you were at a sales meeting and you have not achieved your target, then how do you react? Will you be calm? Will you panic and stutter? These are the essential role of non-verbal skills, and your growth may depend on them.

3. Written

There are many ways to use written communication. This is doing by the use of technology smartphones and the Internet. Most common forms of written communication today is e-mail, WhatsApp, message, social media and other applications for online messaging using.

4. Visual

There are many elements of visual communication marketers or companies use as advertisements, presentations, Colours, animations, design (logo and brand design), illustrations, etc.

2.3 Barriers to Communication:-

Communication is said to be complete only when the recipient gets the message the way the sender intends it to be. When information is not received the way it was intended then it has been distorted. Distortion of a message is brought about by some communication barriers which may exist in the path of the message between the sender and the recipient.

There are several barriers to effective communication which are classified as:

- Physical barriers - These barriers are environmental challenges people face during communication due to their surroundings.
- Emotional barriers - This barrier can stem from a person's existing feelings toward a subject or person(s) involved in the communication process.
- Cultural barriers - These barriers derive from differences in a variety of categories, such as religion, language, traditions, and power distance.
- Cognitive barriers - Cognitive barriers are a combination of emotional and cultural barriers, such as word connotation affecting the message during the communication process.

- Systematic barriers - These barriers stem from a lack of structure in an environment, often seen in workplaces where roles are not clearly assigned or vocalized.

2.4 Speaking Skill: Significance and Essentials of Spoken Communication: -

Speaking skills: are defined as the skills which allow us to communicate effectively. They give us the ability to convey information verbally and in a way that the listener can understand.

speaking is one of the most important and most dreaded forms of communication. Gloss phobia or speech anxiety, is the most common fear people have across the globe. Throughout primary school, it is easy to be the student who sits in the back of the classroom and avoids raising his or her hand to dodge such situations. But in the working world, public speaking is a vital skill to have and to hone. It effects simple, everyday interactions between co-workers, bosses and employees, marketing professionals and clients, etc., and it can have an enormous impact on your career path and your level of success in your industry.

➤ Significance and Essentials of Spoken Communication:

Communication is the backbone of our society. It allows us to form connections, influence decisions, and motivate change. Without communication skills, the ability to progress in the working world and in life, itself, would be nearly impossible. There are many reasons why public speaking is important but the 3 that we believe to be the most significant are:

1. To Win Over the Crowd

An important skill to have in business and especially in the public relations arena is the skill of persuasion or the ability to win over the crowd. Inside and outside the workplace, the power of persuasion can carry you far and it all starts by honing those public speaking skills. Mastering public speaking results in an increase in confidence and with that, a cool and collected presence in front of an audience.

2. To Motivate People

A great public speaker attains the power to motivate his or her audience to do something, stop doing something, change a behaviour, or reach objectives. But to carry an idea forward, you must be able to excite and enliven your peers, employees, co-workers, customers.

3. To Inform

The ability to inform is one of the most important aspects of public speaking. From presenting research papers and PowerPoint presentations in school to presenting ideas and pitches to your boss or client, informative public speaking is a vital component of a successful career across all work fields.

Once you have their attention, a good informative speech sharing your knowledge of a subject with an audience, enhances their understanding and makes them remember your words long after you've finished.

2.5 Listening Skill: Significance and Essentials of Listening: -

Listening is the ability to accurately receive and interpret messages in the communication process. Listening is key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result, communication breaks down and the sender of the message can easily become frustrated or irritated.

➤ Significance and Essentials of Listening :

Listening is a difficult skill to master. Accomplish this, however, and you empower yourself to become more effective in your role, whether you're a leader or an aspiring leader, or operating in another professional capacity. Below we describe six different benefits of active listening and how they can help you in the workplace.

1. Active listening builds trust and strong relationships trust and strong
2. Active listening can help you to resolve conflict
3. Active listening prevents you from missing important information
4. Active listening enables you to identify or anticipate problems
5. Active listening helps you to build more knowledge
6. Active listening empowers you as a leader

UNIT-3

Grammar and Usage

NOUN AND PRONOUN

Noun is a part of speech that denotes a person, a place, a thing, an idea, a quality or an emotion. The English word noun is derived from the Latin word “no men” which means "name". Every language has words that are nouns. Examples:-

Person : Krishan, Kumar, Teacher ,boy, patriot ,soldier .Place :Hostel, park, kitchen, India,Delhi.

Thing :Copy, book, hat ,silver,

Idea : Art, democracy, diplomacy, monarchy Quality :Truth, falsehood, justice, greed.Emotion : Love, hatred, fear, joy

Kinds of Nouns:

There are five kinds of Nouns:

1. Proper Noun
2. Common Noun
3. Collective Noun
4. Material Noun
5. Abstract Noun

Exercise

Choose and Classify Nouns in the following sentences:

1. The Taj is built of marble.
2. Kalidas is the Shakespeare of India.
3. The ring is made of gold.
4. Truth conquers in the long run.
5. The committee is of one mind.
6. He has lost his bunch of keys.
7. The lion is a beast of prey.
8. I saw a snake in the wood.
9. The crowd was out of control.
10. Health is wealth.
11. I read The Tribune daily.
12. Life! O sweet Life!
13. Who does not admire beauty?

14. Laughter is the best medicine.
15. Indira Gandhi was a great woman.
16. This woman has three sons.
17. The restaurant is open.
18. The dog barked at the cat.
19. Elephants never forget.
20. Money doesn't grow on trees.
21. Follow the rules.
22. Love is a wonderful emotion.
23. My mother looks a lot like my grandmother.
24. Throw the ball.
25. Please close the door.

PRONOUN

Pronoun means “for a noun”. It is a word used instead of a noun-It is of the same person, gender and number as the noun for which it is used.

1. Anu is an intelligent girl. *She* has won a scholarship.
2. Parents are a blessing. *We* should respect them.
3. There lived a rich man in a town. *He* had four sons .*They* were very obedient.

Kinds of Pronouns

Pronouns are of the following types:-

1. Personal Pronouns; as, I, we, me, us, my, our, you, he, she, it, they, them etc.
2. Reflexive Pronouns; as, Myself, ourselves, herself, himself, themselves.
3. Relative Pronouns; as, Who, which, Whom, what, that.
4. Interrogative Pronouns; as, Who, whose, whom, which, what
5. Indefinite Pronouns; as, Some, any, anyone, none, everyone ,all, few, many, other, another
6. Distributive Pronouns; as, Each, either, neither, every.
7. Demonstrative Pronouns; as, This, that, these, those, such, someone, none, same, so.

Identify the correct form of pronoun in the following sentences.

1. Many of them came, but few stayed long.
2. Give everybody something to eat before they leave.
3. What did you bring?
4. Did they teach themselves how to speak French?
5. After he cut himself, he went for a tetanus shot.
6. All of those are expensive.
7. I know the girl whose name is Jane.
8. She walked downstairs.
9. The boy ate his dinner.
10. Mia and Jones love each other.

Write the correct form of pronoun in the following blanks.

1. Be sure that everyone bringsown book
2. Mark and..... have been very good friends for years.
3. If..... calls, tell them that will be back in an hour.
4. Did you see Tom and at the match?
5. Between you and a politician match? cannot be trusted.
6. Each person in the room turned head to the front when the teacher entered.
7. The local government plans to cut..... budget for recreation.

8. who purchased one of the paintings was pleased.
9. Christopher and..... want to travel to the far East someday.
10. The cost of the repairs shocked both my brother and.....

TENSES (VERB–MAIN VERB AND AUXILIARY VERB)

Verbs are action words, expressing things that happen. Many verbs give the idea of action, of doing something. For example words like write, teach, sing, dance and work convey some action. But some verbs don't give the idea of action. They give the idea of existence or a state of being. For example verbs like be, appear, exist, seem, feel and belong convey a state.

Auxiliary Verbs (Primary/Modal)

These verbs (sometimes known as helping verbs) are combined with the main verb. They, however, cannot form a complete sentence on their own and require main verb to denote the action.

Example:

Alfred had ruled the West Saxon people for ten years. "Had" is an auxiliary linked to the mainverb, "ruled."

(1) I have a cow.

(2) I have bought a cow.

In sentence (1) Have is the Principal verb as it has its own sense of possession.

In sentence (2) Have has lost its own sense and only helps the Principal verb 'buy' informing the Present Perfect Tense. It is therefore an auxiliary verb.

Auxiliary means helping verbs. There are six auxiliary verbs:

Be (am, are, is, was, were, being, been)

Have (has, had), Do (does, did), shall (should)

Linking Verbs ("is", "was", "are" and other forms of the verb

"to be" are used to rename or describe a subject. One useful way to analyze them is to think of linkingverbs as being the same as an equals sign (=) between two things:

Correct use of some auxiliary verbs:-

(1) Use of 'Be'

- The different forms of "be" are -is, am, are, was, were, being, been. 'Be' is used in the followingways: As a principle verb in the sense of existence: God is = God exists.

- As an intransitive verb of incomplete predication:

- a. A dog is a faithful animal.

- b. Mohan is very kind.

- It helps to form passive voice-

- a. A letter is written by him.

- b. The meeting will be attended by him.

(2) Use of 'Have'

(a) As a principle verb, it denotes possession or connections:

- (1) I have a book. (Possessive)

- (2) He hasn't a house.

- (b) To show a habit or habitual use of a thing:
 1. I have dinner at ten.
 2. Do you have tea at five?
- (c) When used with the infinitive (to) it denotes necessity or obligation from without:
 1. I have to be at school at ten.
 2. He had to work hard for the day.
- (d) In the sense of getting something done by someone else:
 1. I have my shoes polished every day.
 2. I will have my haircut tomorrow.
- (e) It helps to form sentences of perfect tense; as, I have finished my work.

Use of Do – Does - Did

- (a) It means to perform'He did his work well.
- (b) It helps to form an interrogative sentence:
 - i. Do you go to school every day?
 - ii. Does she sing every morning?
- (c) To avoid repetition.
- (d) 'Do' is also used in the sense of 'be enough'
 1. I don't want more money; five rupees will do.
 2. Don't send me more men; three will do.
- (e) It helps to form a negative sentence:
 1. She sings well. (Positive)
 2. She doesn't sing well. (Negative)

Use of Shall is used:-

- (a) In the sense of simple future when used with the first person. I shall study this book.
- (b) In the sense of request Shall I take this pencil?
- (c) With the second and third person , shall denotes:

- A threat;
You shall be punished for your misdeeds.
- A command;
You shall not tell a lie.
- A promise
You shall be given a prize if you stand first in the class.

As a transitive verb "shall" is used in the sense of duty? But in such cases, we make use of 'should' and not 'shall'

I should reach the meeting in time.

Use of Will

- (a) It denotes simple future when used with the second and third persons,
 1. He will come to grief.

2. You will get good marks.

(b) In the sense of request.

1. Will you open the window, please?

(c) With the first person 'will' denotes;

- A promise

We will always stand by you.

- A Determination

We will win the match.

- Intention

I will not tell a lie. (I don't intend to tell a lie.) Use of Should

Should is the past of 'Shall'

- (a) It denotes duty or obligation. You should obey your elders.
 - (b) It is used in conditional sentences. Should you go to Delhi, see my father.
 - (c) It is used after the conjunction 'lest'
- He ran fast lest he should miss the train.

Use of Would

- (a) To express determination He would study regularly.
 - (b) To express habit
 - (c) To help another verb to form its tense He said he would help me.
 - (d) To make conditional sentences
- If he had worked hard, he would have passed the examination.

- (e) To express wish

Would you open the door please?

Use of May-Might

- (a) To express possibility; It may rain.
 - (b) To denote permission; May I come in?
 - (c) To express wish: May you live long!
 - (d) To form the subjunctive mood: We eat that we may live.
 - (e) 'Might' is used to indicate a future condition. If he gets money, he might go to England.
 - (f) 'Might have' is used for past time.
- He might have escaped unhurt in the accident yesterday.
- (g) Both 'may' and 'might' are used to suggest "there is a good reason."
 - 1. You may well say so.
 - 2. You might just go as well go as not.
 - (h) 'Might' is used for reported possibility and reported permission:
 - 1. Ding said that he might go to England next year.
 - 2. The teacher said that I may play football.

Use of Must

'Must' neither has change of form for various tenses nor it has indefinite and participle.

- (a) To express immediate or future obligation. Soldier must obey their commander.
- (b) To express

determination;I must leave
for Delhi today.

(c) To express certainty of belief; He must be a scholar.

(d) To denote inevitability;

1. Man must die.

2. Things must perish.

Use of 'Can' and 'Could';

- (a) To accept ability or capacity.
I can swim very well
- (b) To express permission or possibility;
You can go now.
- (c) Could helps some other forms to form the subjunctive mood; If I could lend you money, I would.
- (d) 'Could' is used to make a polite request. Could you spare some time for me?

Use of Ought

Ought is used to denote duty or moral obligation. When used with a present infinitive it denotes present time. When used with the perfect infinitive, it indicates past time.

1. We ought to respect our parents.
2. You ought to have run fast.

Use of Dare

- It is used in the sense of 'having courage'. 'Dare and „not dares' is used with the third person and singular number in the present indefinite tense, provided it is followed by a negative. Same is the case with conditional and interrogative sentences.

- (1) He dares to face his enemy alone. (Affirmative)
- (2) He dares not to face his enemy alone. (Negative)
- (3) Dare he face his enemy alone?

- Sometimes 'dare' is used with 'to' in the interrogative and negative sentences:

1. Do you dare to go there?
 2. I don't dare to go there.
- Past and future forms of 'dare' are as follows:
1. I dared not to go there.
 2. I didn't dare to go there.
 3. Would you dare to go there?
 4. I would not dare to go there.
- (d) 'Dare' also means to challenge or defy. Then its past is dared.
1. Mohan dared me to fight.
 2. He dared me to go there.

Use of Need

- It is used in the sense of 'require' or 'want'.
Its form with the third person, singular number in the present tense is 'needs'.
- (a) Moti needs another shirt.
 - (b) Your coat needs washing.
- Sometimes 'need' denotes 'necessity' or obligation in negative and interrogative sentences.

- Then its form with the third person, singular number, present tense is need not' needs'.
- (a) He need not to work hard.
- (b) Need he go to Mumbai?

Exercise

Choose Main Verbs and Auxiliary verb:

1. The country is torn by factions.
2. Once Sydney Smith was asked his name by a servant and found to his dismay that he had forgotten his own name.
3. You couldn't have chosen a better day for a drive.
4. The old beggar was bitten by a mad dog.
5. He laid the book on the table.
6. Walking through the jungle he saw a snake.
7. You must reap what you have sown.
8. His voice shook as he spoke.
9. His path was not strewn with flowers but he persevered.
10. The explorers were frozen to death.
11. His voice sank to a whisper.
12. Tell me, are you coming to the party?
13. They have finished the job.
14. What do you do every Sunday?
15. I want to watch TV. There is a good film on.
16. She does not want to stay at home. She wants to go out with her friends.
17. He called me twice this morning.
18. What does she do in her free time?
19. Where did they go yesterday?
20. She always wanted to meet him.
21. What were they doing when you came.
22. I will clean these rooms.
23. The child has broken the toy.
24. She has failed in the examination.

UNIT IV

WRITING SKILLS

4.1 significance essentials and effectiveness of written communication:-

Written communication is a crucial skill to have in the modern information age. Most jobs require you to communicate in writing, whether through email, formal letters, notes, text messages or online messaging. Written communication skills allow you to give direction effectively.

➤ What is written communication?

Written communication is any written message that two or more people exchange. Written communication is typically more formal but less efficient than oral communication. Examples of written communication include:

Emails

- Text messages
- Blog posts
- Business letters
- Reports
- Proposals
- Contracts
- Job descriptions
- Employee manuals
- Memos
- Bulletins
- Instant messages
- Postcards
- Faxes

- Advertisements
- Brochures

Most businesses require and depend on written communication to function and share information.

➤ Qualities of effective written communication:-

All effective forms of written communication have these qualities:

- Comprehensive: Includes all the relevant details
- Accurate: All details are correct
- Appropriate: Has the right tone and level of formality
- Composition: Has correct spelling and grammar
- Clear: Is understandable

➤ Ways to communicate clearly with written communication :-

Effective writing allows the reader to understand everything you are saying. Here are a few ways you can communicate clearly and easily:

1. Identify and clearly state your goal

Effective written communication has an obvious goal that you convey to the reader. Describe in clear words what you want the reader to do or know.

2. Use the right tone

Tone can help your writing be more effective. Some forms of communication, such as memorandums, require a formal tone. Writing to a friend, however, requires an informal tone. The tone you use depends on the purpose of the writing and the audience.

3. Keep it simple

Avoid jargon, expressions or big or complex words. You want to make it easy for the reader to understand what you are saying, regardless of their familiarity with your company or industry.

4. Stay on topic

Avoid irrelevant information. Clarity is essential. Keep paragraphs and sentences short, as complicated and lengthy statements slow the reader down. Only include words that add value to the reader and focus on your main goal.

5. Use active voice

Active voice strengthens your writing and makes your statements easier to understand. Active voice also engages the reader and keeps their attention. An example of passive voice is, "The letter was sent by me." You can communicate this statement more clearly and concisely if you rewrite it in active voice: "I sent the letter."

6. Have someone proofread your writing

Correct punctuation, spelling and grammar are crucial. Have someone read your writing before you send or share it. If no one is available, then read it out loud to yourself.

7. Make it easy to read and scan

Emails, memos, letters and webpages with brief text and plenty of white space are easier to read than text-heavy communications. Break your content into easy-to-read and understand paragraphs or sections. This is particularly important when viewers are reading on a screen, such as web content and emails. Use bullet points, headers and short paragraphs to make your text easier to understand.

8. Be professional

When writing for work, keep the content professional. Avoid making jokes or discussing sensitive topics that the reader might interpret differently than you intended. A professional tone, particularly in formal communications, gets the reader to trust and respect you.

9. Practice

The more you write, the stronger your written communication skills get. Practice writing a variety of communication types frequently, including:

- Emails
- Letters
- Press releases
- Blog posts

- Memos
- Reports
- Website content

Consider writing hypothetical press releases and advertisement copy, for example, rather than documents your organization plans to send or publish.

➤ The importance of written communication in business :-

Companies use written communication in nearly everything they do. Here are several reasons this form of communication is important for business:

- Economical and Efficient:-

Written communication is cost-effective. A letter, for instance, costs less to make than a long-distance phone call but can communicate the same thing. Letters are also accommodating. Professionals can write letters at their convenience, and recipients can read the letter at their convenience. Alternatively, you might receive an important phone call any time of day, including times when you are busy.

Written communication is ideal for sending messages that are not urgent. You can send a simple postcard or letter, for example, to thank a client or inform customers about order updates.

- Accuracy :-

Many business communications are long and complex. Carefully written letters help ensure even complicated communications are accurate. Miscommunications are more likely to occur with verbal communications such as phone conversations.

- Record-keeping :-

Written communication, particularly when signed by one or more parties, is more official than verbal communication. It serves as a

permanent record of an agreement, conversation or deal, and you can refer to it in the future.

- Goodwill and branding :-

The best way to convey communications such as invitations, seasonal greetings, thank-you letters, congratulatory messages and condolences is in writing. Personalized written messages help develop positive and respectful professional relationships. You can also use letters to promote customer relationships, create a positive impression and build goodwill. You might send a professional contact a written letter, for example, for their birthday, when their son or daughter gets married or when they receive a promotion.

Written business letters make these situations more personal and promote a feeling of friendship. For this reason, they are indirect business promotion tools.

➤ Advantages of Written Communication :-

- Written communication helps in laying down apparent principles, policies and rules for running of an organization.
- It is a permanent means of communication. Thus, it is useful where record maintenance is required.
- It assists in proper delegation of responsibilities. While in case of oral communication, it is impossible to fix and delegate responsibilities on the grounds of speech as it can be taken back by the speaker or he may refuse to acknowledge.
- Written communication is more precise and explicit.
- Effective written communication develops and enhances an organization's image.
- It provides ready records and references.
- Legal defences can depend upon written communication as it provides valid records.

4.2 Notice Writing –

There are two means of communication, Formal and Informal. Notice writing is a formal means of communication. The purpose of notice writing is to bring to notice a certain piece of information to a group of people. They are generally pinned in any common area where the concerned people can read them.

It is one of the common methods of communication. It gives important information about something that is about to take place or has taken place. It is usually meant for a wider audience and is put up in a public place for easy accessibility.

➤ **What is a Notice?**

Notice is a formal, written, or printed announcement for a group of people. It is written in a very precise language avoiding any extra details.

Basically, notices are a tool for disseminating information regarding any occasion or issue. They reach a large number of people in less time, that is why they are precise and brief in nature.

If it will not be precise, then the readers might not devote so much time only for reading it. And, it must be an art of a writer that he can express a long message in the shortest words possible. Plus, being simple is an extra advantage. Make sure you do not include any extra details as it may misinterpret the real message. If you are still feeling confused, then check the format of the notice given below. With this, you will get a fair idea of writing a good notice.

➤ **Format of a Notice :-**

1. Name of the Organisation - It refers to the name of the institution of which the person writing a notice is a part. It is written on the top of the page, it helps the readers identify who issued the notice.
2. Title - 'Notice'- This title says "notice", It lets the readers know that they are going to read the notice.
3. Date - The date is written on the left corner of the notice after leaving a tile. As the notices are formal communication, the date of issuing a notice is very important. The date should be written in a proper format, which is clear and easily understandable.
4. Heading - Heading explains what the notice is about in brief. Heading should reflect the content of the meeting. It is just like a 'subject' of an email, which gives a synopsis or purpose of the communication
5. Body - The body of the notice includes the main content for which the notice was issued. The body should contain all the necessary information required in the notice like the time of an event, venue of the event, and a date and it should be written in a passive voice without the use of first-person.

➤ Example of Notice Writing :-

On the occasion of Environment day, the school has decided to organise a Fair. Nandita, the secretary of the environmental studies department, wants to call a meeting of the department students to discuss the details about the fair.

Chintels High School, Kanpur, Uttar Pradesh

Notice

10 May 2020

Meeting of the Environment Studies Society

On the occasion of Environment day, the school has decided to organise a Fair. All the students from the environment society are requested to attend the meeting on 11th May at 10 am in the auditorium to discuss the arrangements for the fair.

Nanda

Kumar

(Secretary of Environment Society)

Date

signature....

➤ What is the best way to write a letter?

Do paper letters still work or is email a better option? There isn't one best way to communicate. In some cases, it makes sense to communicate via email, at other times you may need to send traditional typed, printed, and signed letters.

Which you choose depends on who you're communicating with, and the purpose of your correspondence.

Email is quicker and easier but some email messages never get opened and, depending on who you are writing to and why you are writing, you may be required to mail a typed and signed letter or even upload it online.

➤ Professional Letter and Email Writing Guidelines

Here are guidelines for writing letters and email messages, including how to write, format, and proofread your letters, with examples of various types of business letters.

➤ What to Include in a Letter or Email

Regardless of how you communicate, well-written letters include several sections. What you include in each section and how the document is formatted will depend on whether you are sending a typed letter or an email message.

This guide to writing letters includes what should be listed in each part of a letter, how to address and sign typed and email communications, letter formats and layouts, and examples and templates.

Parts of a Letter :

- Contact Information
- Salutation (Greeting)
- Body of Letter
- Closing
- Signature

1. Contact Information

How you include your contact information will be different based on how you are sending your letter. When you send an email message, your contact information will be at the end of the message instead of the top of the page.

2. Salutation Examples

The salutation is the greeting section of your letter. Here's a list of letter salutation examples that work well for professional correspondence.

Body of Letter

The body of your letter will include several paragraphs.

- The first paragraph should include an introduction and a brief explanation of your reason for writing.
- The second paragraph (and any following paragraphs) should explain further your reasons for writing.
- The last paragraph should either request action from the reader, if you are requesting something, or state how you will follow up.

3. Closing

A letter is closed with a term like "Best regards" or "Sincerely" which is followed by a comma, then your signature if you're sending a typed letter. If you're sending an email message, simply type your name after the closing. Here's a list of letter closing examples that are appropriate for business and employment related correspondence.

4. Signature

The finishing touch to your letter is your signature, which, in an email message, will include your contact information.

- [How to Sign a Letter](#)
- [How to Set Up an Email Signature](#)

5. How to Address a Letter

It's important to address the individual you are writing to formally, unless you know them very well. Here's how to address a letter, including generic information you can use if you don't have a contact person at the company.

Formatting Your Correspondence

Now that you have all the information you need to include, review the standard format to use for letters and email messages:

- Letter Format
- Email Message Format

Letter Writing Guidelines

The next step is to polish up your letter, so there is plenty of space between paragraphs and the top and bottom of the page. You will also want to select a readable, professional style and size of font. What you say will depend on the reason you're writing, so be sure to tailor your letter to fit your personal and professional situation.

Here are step-by-step guides to writing a variety of different types of letters, including page margins, fonts, spacing, and details of what to include, along with examples of each.

- How to Write a Cover Letter
- How to Write a Job Application Letter
- How to Write a Reference Letter
- How to Write a Resignation Letter
- How to Write a Thank You Letter
- LinkedIn Message and Invitation Guidelines
- Professional Email Message Guidelines

Examples and Templates:-

Using a template is a great way to start your own letter or email message because you are starting with the basic format in place. Simply fill in your information in the appropriate section of the letter.

Looking at examples is helpful, too, because you'll get ideas for what to say in your own correspondence.

Letter Samples:-

Letter samples including business letters, cover letters, interview thank you letters, follow-up letters, job acceptance and rejection letters, resignation letters, appreciation letters, business letters, and more letter samples and templates.

Email Message Examples:-

Employment, job search and business email message examples, plus email templates, formatted message examples, and subject line, greetings and signature examples.

Proofread and Spell Check:-

Finally, before you print or upload your letter or send your email message, spell check, grammar check, and proofread it. A tip for making sure there aren't any errors is to read it out loud. You may notice mistakes you didn't catch reviewing it by simply looking at its

4.4 Frequently used Abbreviations used in Letter Writing:-

ASAP	As soon as possible
attn	attention: use to show that a letter is for the attention of a particular person
fao	for the attention of: used in front of someone's name on a document, letter, or even envelope to show that it is intended for them
cc	Carbon copy (if the copy of letter is being sent to more than one recipient)
c/o	care of, often used in an address on a letter that is being sent to someone at another person's house, or company
enc.	Enclosure (list of attachments to the letter)
PS	Postscript (when adding something after finishing and signing a letter)

PP	Used when signing the letter on somebody else's behalf, because he/she is not able to sign letter (Latin per procuration)
RSVP	Please, reply back (fr, "répondez'ilvous plait")
ref.	reference: used in a business letter when giving the numbers and letters that show exactly which document or piece of information you are talking about
re	Reply
PPS	written before a note at the end of a letter, after the PS note

4.5 Paragraph Writing:-

Paragraphs are blocks of textual content that segment out a larger piece of writing—stories, novels, articles, creative writing, or professional writing portions—making it less complicated to read and understand. Excellent paragraphs are an available writing skill for plenty of types of literature, and proper writers can substantially beautify the clarity of their news, essays, or fiction writing whilst constructing nicely.

➤ Structure of a Paragraph

A paragraph has three major parts-

- Topic sentence
- Supporting sentences
- Concluding sentence

1. Topic Sentence

A topic sentence is a precise statement that reflects the main idea of the paragraph. It should be carefully written as it will show the reader what you are going to talk about. Words chosen for this should not be cluttered and ambiguous as readers will decide to read further based on this. It is not necessary to write the topic sentence at the beginning of the paragraph. It can be put anywhere, as long as it reflects the main topic. For instance, if you mention that you are going to talk about the advantages of using the hand sanitizer, then in supporting sentence you should only talk about advantages, not the features or anything else.

2. Supporting Sentences

Supporting sentences explain the topic sentence in detail. They expand the main topic and develops the main idea into the explanation. They explain the main topic using examples, facts, quotes, etc. They have to be related to the topic sentence.

There can be two types of Supporting sentences, First, The major supporting sentence; this sentence directly explains the main idea with some new fact or new idea. Second, a minor support sentence helps the major supporting sentence develop the controlling idea.

3. Conclusion Sentence

A good concluding sentence brings a paragraph to a polished end. It may give a summary of the main topic, a concluding sentence also gives a final take on the topic and leaves the reader with complete information.

A good conclusion can either be just reiterating the topic again or it could be concluded with a few main points which were not exclusively mentioned in the paragraph.

➤ Tips to Write a Good Paragraph

Whether you're writing a small paragraph or a big paragraph, the basic laws of structure should apply to both. While the framework for fiction is less strict than for nonfiction, the material or tale you create must logically or sequentially tie to the next paragraph. These aspects aid in the coherency of your body paragraphs, linking them together to form a unified whole around a topic or to establish a narrative arc.

1. Think Before You Write

Thinking before writing helps establish a structure and understand what you are going to answer in the paragraph. How can you be going to answer and what points should be provided to support your hypothesis? What facts and quotes can support your idea.

2. Open Your Notebook

Write the answers to the above questions in a manner that includes all the important points. Just write in pointers to remember the gist of the matter.

3. Choose the Main Idea

Out of all the information you have found, you will have to decide the main idea of the paragraph which you would like to operate.

4. Use a Dictionary and Thesaurus

Use a dictionary and thesaurus to add additional words to express your ideas.

5. Make Your Topic Sentence's First Sentence.

The opening line of your first paragraph sets the tone for what your audience will learn as they continue reading. Even in fiction, a paragraph's introduction either creates or extends an idea or scenario from the previous paragraph. Every successful paragraph starts with a central topic that the rest of the paragraph aims to support, regardless of what style or genre you're writing for.

6. The Intermediate Sentences Should be Used to Provide Support.

Follow-up information to your main sentence or prior paragraph is included in these sentences. These phrases are where you persuade your reader to believe or imagine what you believe, and offer them all they need to see your point of view.

7. Make Use of Transitional Words.

Transition words help unite disparate paragraphs to generate a unified theme. Readers will be able to trace your ideas and comprehend how they relate to one another if you use phrases like "in addition" or "moreover," which will make for a smoother, more enjoyable reading experience. This is especially important for essayists and bloggers, who frequently share a single concept with their audience at a time.

➤ Conclusion

- This segment has to wrap all of your arguments and factors.
- Must restate the primary arguments in a simplified way.
- Make sure that the reader is left with something to think about, specifically if it's far from an argumentative essay continually don't forget to permit time to rewrite the first proofread your essay before turning it on.

4.6 Netiquettes :-

Netiquette is a made-up word from the words net and etiquette. Netiquette thus describes the rules of conduct for respectful and appropriate communication on the internet.

Netiquette is often referred to as etiquette for the internet. These are not legally binding rules, but recommended rules of etiquette. Netiquette is mostly used for dealing with unknown people on the internet. The rules of netiquette vary depending on the platform and its participants. Generally, it is up to the operator of a website or communication app to specify the type and scope of netiquette. It is also their responsibility to monitor compliance with these basic rules and to penalize violations of them.

➤ Netiquette: General rules of conduct

When communicating on the internet, you should always remember that you are communicating with people and not simply with computers or smartphones. As in the real world, rules of etiquette are necessary on the internet. Netiquette is therefore important to avoid adverse consequences.

1. Stick to the rules of conduct online that you follow in real life

When communicating online, remember the rules of etiquette that you follow in your everyday life. Refrain from insulting, provoking, threatening or insulting others. Respect the opinions of your chat counterparts and express constructive criticism. Remember that you can be prosecuted for insulting people online.

2. Netiquette: Think of the person

Think of the person behind the computer when you compose your messages. You are not communicating with a machine, but with real people. Also, consider what and how you write. Because the internet doesn't forget anything! A screenshot or a copy of your messages is quickly made and still exists even if you delete your messages afterward.

3. Read first, then ask

Do you have a question about something? Then take the time to carefully read the answers in the previous discussion posts first. There is a good chance that someone has already answered your question. If you write an answer similar to someone else's, it shows the other chat participants that you have paid little attention to the conversation so far.

4. Present your best side online

Communication on the internet comes with a certain anonymity that does not exist in real life when you are talking to someone face to face. Often this anonymity leads to a lower inhibition threshold for many users and they behave rudely online if, for example, you disagree with them.