



## 17. Sharing Information with Others



At the end of this lesson, you shall be able to:

- identify set phrases/expressions to be used to share information
- role play to engage in conversation to share information
- exchange information using appropriate expressions.



**Sharing information:** People need to share information in different contexts. Getting to know a few relevant expressions is important to share information. Knowledge of what expressions to use builds confidence to both provide and get information. The information to be shared may be in the form of data, directions, help or instructions.



What I already <b>K</b> now	What I <b>W</b> ant to find out	What I <b>L</b> earned



a.

Making request	Sharing information	Making enquiry	Giving opinion	Short responses / comments
Please repeat. Please listen. Once more please. Tell me. Please share. Please explain. Check whether... Tell me about ...	It is about ... It is on ... It is at ... It is about ...	Can you ...? Will you ...? Would you ...? Is it? When is it? What is it? Who is it? How to do it? What if ...? Why not? Really? Where is it from?	I hope ... I believe ... I think ... I'm sure that ... It is because of ... (reason) That's why ... (reason)	It's simple. It's clear. It's useful. It's great! It's wonderful! It's nice. It's interesting. It's right/wrong. Oh, I see. Fine. Good. Well, ... Possibly. Probably. Maybe. I got it. I know. Sure. I understand. Thanks for sharing.



1. Can you tell me ...?
2. Could you tell me ...?
3. I'd like to know ...?
4. Do you know ...
5. Do you have any idea ...?
6. Could anyone tell me ...?  
(use this phrase when asking a group of people)
7. Would you happen to know ...?
8. I don't suppose you (would) know ...?
9. I was wondering ...?
10. I'm calling to find out ...  
(use this phrase on the telephone)

11. Do you happen to know ...?
12. Could you find out ...?
13. Could you give me some idea of...?
14. I'm interested in ...
15. I'm looking for ...?
16. Have you got an idea of ...?
17. Don't suppose you (would) know ...?
18. I wonder if you could tell me ...?
19. I wonder if someone could tell me ...?

b. Conversations/dialogues sharing information

Sam	Ram
Hi!	Hi!
What are you looking at? Advertisement?	No, an infographic.
What is it?	It is a visual presentation of information.
Oh! I see.	It is usually in the form of a graph, image or chart like this. Have a look at it.
It's nice! It looks colourful!	Also, see that it has less words.
Yes, less words and more images. It's interesting!	It's informative too. I can see five tips for a healthy life.
Well, it shows how to manage time. I believe it is an important tip.	Yes, but I'm not good at that. That's why, I feel stressed sometimes.
Oh! You must learn to manage time.	Yes, I will.
Thanks for sharing.	You're welcome.





Suren	Thanu
Hi! I received an email from our site engineer.	Is it?
Yes. Did you receive any mail?	No, I didn't! What is it about?
It is about the safety of workers in the factory.	Well, please forward it to me.
Sure. I'll do.	Thanks.



1. This is a conversation between two friends. Choose a partner and role play the conversation.

Hi Ajay!	Hi Rani!
Hope you are preparing for the semester exam.	Yes, I am.
Can you please lend me your trade theory book for a day?	Why not?
Thanks!	What about your book?
I think I lost it.	Oh!
I'll photocopy your book and return it soon.	I don't think it is necessary.
What do you mean, Ajay?	I mean, you can download it from our official website.
Really?	Yes, Rani.
Just tell me how to do it.	Well, go to the directorate general of training website, that is, dgt.gov.in.
Ok.	You will find "useful links" on the home page. Click on it.
Fine.	A list of links will appear. Click on "Bharat Skills."
Ok, then ...	Click on CTS icon and choose your course for course materials.
Oh, I see! It sounds easy!	Yes. You can download the eBook in your smartphone itself.
Wow! It will be very useful for me to prepare for the exam.	Yes, and it'll save some paper and money too!
Oh, yes! I don't have to photocopy it!	You got it!
But, I don't have a smartphone or any device to read it online or download it!	Don't worry. I'll lend my book then. I shall read it in my smartphone.
Thanks, Ajay!	It's alright. Prepare well for the examination.
Sure, I will. All the best, Ajay!	All the best, Rani!
Bye.	Bye. See you tomorrow.

**2. Complete the conversation with suitable words.**

Eswar	Kevin
Are you staying in the hostel?	_____.
I hope the food in the hostel is good?	Yes, but I like to cook my food.
Really? You know cooking!	Yes, _____ and I'm good at it.
Oh great! What else do _____ know?	I know _____ and _____ too.
Good!	Now, tell me what you _____ and what you are _____ at?
I know swimming and I'm good at painting and _____.	Excellent! That's why you have joined this trade!
Yes I like _____ very much. I can create things!	Wonderful Eswar. After finishing our course we should apply for apprenticeship training.
Definitely. Any idea about how to apply.	Yes. Go to home page of DGT official website.
That's www.dget.nic.in. Am I right?	Yes. _____!
Ok then, ...	Click on _____
_____	_____.
Thanks Kevin for sharing the information.	My pleasure.
All the best!	All the best, Eswar!

**3. Complete the information about your ITI.**

Is your ITI situated in Karnataka?	No, It is in _____.
How long is it from the central railway station?	It is _____ kms.
Oh! It is too far from the railway station.	Yes, but transport is available.
I heard there are more than _____ trainees in your ITI.	Yes, we have different trades.
I hope there are many trades available in your ITI.	_____, trades such as Fitter, electrician, _____.
Fine. Which trade are you in?	
When did you join this ITI?	
Oh, then you will be completing this course in two years.	
I hope your ITI has a campus placement drive.	

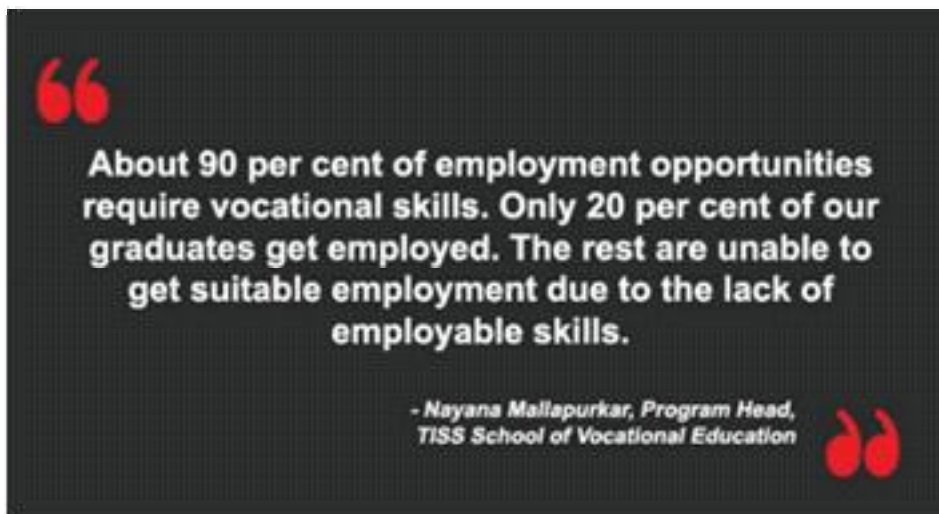


4. Look at the poster and share the information given in it with your friend.

Your Friend	You
Hi!	Hi, look at the _____.
Yes, I saw it. It is about the _____ work going on there.	Is it? I think it has warning signals.
Yes, there are three signs.	No, _____ signs. You have a look at it now.
Oh yes! I was wrong! It's four. What are they?	The yellow one is a danger sign. The two _____ ones warn us about _____ & _____.
And the blue one?	It is for _____. It tells that they _____ report to reception.
Please repeat.	You want me to _____. Ok. The _____ one is for visitors. It tells them to report to _____.
So, does it mean we should not go to the site directly?	Yes, you're _____.



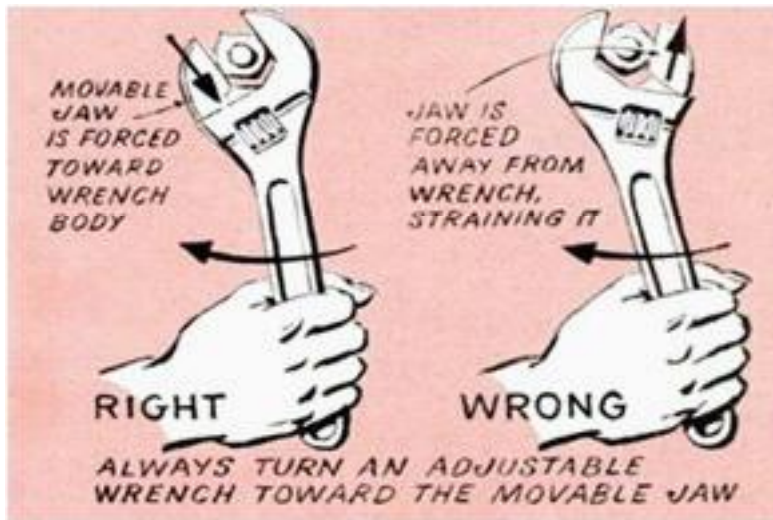
5. Complete the dialogue with the clues given and role play sharing the information with your friend.



You	Your Friend
Hi _____! Look at this message.	I have seen it already.
I don't get this message. Can you tell me what it is about?	It is about the _____ of _____ skills in our graduates.
'Lack' means?	_____ means 'no' or 'absence'.
You mean our _____ don't have _____ skills.	Yes. The message means that.
Ok, I got it. Then, what can be done for employability?	More skill based training can be given.



6. Using the picture clue and the context complete the dialogue. Role play the dialogue with your friend.



Your Friend	You
Hi! How was the class today?	Fine. I learned the application of tools today.
What tools?	Well, tools like Vernier Caliper, micrometer, wrench, hammer, and so on.
Are Vernier Calipers and micrometer tools? I think they are instruments!	Are they? What's the difference?
Instruments in our workshop are used to measure something.	Yes, like _____ and _____.
You are right. Did you measure anything today?	_____.
Fine. Can you guess the difference between _____ and tools now?	Yes, tools are simpler than instruments.
Good.	They are used to move or repair something.
Now, tell me about the tools that you used at the workshop.	Hammer, axe, _____ and _____.
Well, any new tool today?	Yes, I learned to use a wrench.
Is wrench a spanner?	_____. It is a _____.
I have never used a wrench. Tell me how to turn it.	Oh, sure. Always _____.
Ok.	Never turn _____.
Why?	If you turn the jaw _____ from the wrench, it will strain the wrench.
Oh, ok.	Hope you got the point.
Yes. Now, I understand. Thanks for sharing.	I thank you too for _____.



7. Read the following information and fill in the blanks in the conversation between A, B & C. Role play the conversation with your friends.

**GOVERNMENT INDUSTRIAL TRAINING  
INSTITUTE (ITI)  
Himachal Pradesh**

**CRAFTS WORKSHOP  
on  
Surface Ornamental (Embroidery)  
Techniques  
for  
SEWING TECHNOLOGY TRADE  
STUDENTS  
on  
05.09.2019  
at 9.00 a.m in Main auditorium**

**Register on or before 03.09.2019. For  
details contact ganesh@gmail.com**

You	Friend 1	Friend 2
Hi all! I've got some news for you.	What _____?	What _____?
It's about the _____ workshop for our trade trainees.	We had it _____ year too. (last/this)	Did we?
Yes, we had, but this time it is on a _____ (same/different) topic.	Please tell me the topic of the workshop.	Is it on Weaving?
No, It's _____	So. We will be given training on embroidery_____.	Well.
Yes.	Date and time please.	And the venue?
It's on _____ at _____	Ok.	Fine. Any other details?
You should _____ on or before _____, and for further _____ contact _____.	Can you _____ this message through WhatsApp?	Please do. It would be useful.
_____, I'll do.	Thanks_____!	Thanks _____!
You're welcome.		

8. Use the clues given and role play conversation sharing the given information with your friends.

**JOB MELA**  
For ITI passed trainees  
All trades  
on  
21.08.2019  
at 10.00 a.m  
in  
Government ITI Guindy, Chennai





You	Friend 1	Friend 2
Hi friends! There is a _____	_____ ?	Really?
Yes, it is on _____	_____ ?	Oh, in our campus!
Yes, _____	At what time?	Fine.
It's at _____	Ok.	Are you all attending?
Yes, _____	No, _____	Why _____ ?
Tell us why?	I'm going to Bangalore to attend an interview.	Oh, Ok.
All the best!	Thanks friends! All the best for you too!	All the best!

KWL

Complete the What I learned column in the KWL chart.



- It is necessary to share information with others in social, professional and academic contexts.
- There are specific phrases and expressions used to share information.
- Practice in using appropriate expressions and application in real life situations is important.



1. Collect recent job advertisements like the one shown below and share information regarding the opportunities available for your trade with your friends.

**HINDUSTAN COPPER LIMITED**  
Indian Copper Complex, Ghatsila

WEB Hoisting

Ref:- HCL/ICC/HR/R&E/TA/2018 Date : 14/08/2018

Applications invited for Trade Apprenticeship (Training)

Item	Description
1 Name of the post	Trade Apprentice
2 No. of post	: 52 (fifty two)
	1. Fitter (ex ITI) - 20 2. Electrician" - 18 3. Welder (G&E)" - 03 4. Machinist" - 01 5. Turner" - 02 6. Crane Operator" - 08 Total :- 52
3 Place of posting	: Moubhandar Works
4 Type of Employment (i.e. Engagement)	: Training (only for one Year)
5 Method of Recruitment	: Written Test
6 Training	: One year (As per Govt. Guidelines) Stipend Money (at present) Rs. 6008/- (Those who have completed two Years course of ITI.)
7 Eligibility	
Qualifications	: High School or equivalent + ITI with 60% Marks in respective Trade (for SC/ST/OBC/PWD-50% Marks). The ITI passout should be not before the year 2015

2. Visit Bharat Skills at <https://bharatskills.gov.in> and share the information available related to your field with your friends.

<https://in.video.search.yahoo.com/yhs/search?fr=yhs-trp-001&hsimp=yhs-001&hspart=trp&p=sharing+information+ESL+videos#id=5&vid=461c56981884ab4c25844452e104a4df&action=click>





## 18. Recall

1. Saran: "I'd like to \_\_\_\_\_ you to Mary. Mary this is Helen." Helen: "How do you \_\_\_\_\_."  
 a. point...do                      b. introduce...do                      c. show...go                      d. give...be
2. Helen: "It's \_\_\_\_\_ to meet you." Mary: "It's my \_\_\_\_\_."  
 a. nice...pleasure                      b. good...pleasure                      c. great...pleasure                      d. All of the answers are correct
3. Jamal: "I'm going home now. See you \_\_\_\_\_." Paul: " \_\_\_\_\_!"  
 a. tomorrow...ok                      b. later...ok                      c. soon...sounds good!                      d. All of the answers are correct
4. Rani: "Hey Mala. What's \_\_\_\_\_?" Mala: "Not much. I'm \_\_\_\_\_ watching TV."  
 a. on...trying                      b. home...sitting                      c. going...not                      d. up...just
5. Hey there, Jai, What's \_\_\_\_\_?  
 a. going on                      b. in the way                      c. on                      d. Hi, how's life?
6. Hey, come and join us. To whom will you say this?  
 a. Teacher                      b. Friend                      c. Parent                      d. Superior
7. Hello, this is Janaki from Nagpur. This sentence can be used for  
 a. apologising                      b. welcoming                      c. thanking                      d. introducing
8. Can I please finish the job tomorrow, Sir? To whom will you say this?  
 a. Father                      b. Friend                      c. Parent                      d. Supervisor
9. Hello Ms. Anita. How are you today? To whom will you say this?  
 a. Teacher                      b. Colleague                      c. Postman                      d. Classmate
10. It was a pleasure seeing you. This statement is a  
 a. formal welcome                      b. informal welcome                      c. formal departing                      d. informal departing
11. What will be the best response to the question 'Are you coming to the picnic tomorrow?'  
 a. Yes                      b. I wrote it well.                      c. It was good.                      d. Great
12. When are you going to London, then?  
 a. Yes                      b. On Tuesday                      c. No                      d. Maybe
13. Will you be doing some shopping?  
 a. Last week                      b. Congratulations                      c. I certainly will.                      d. Yes, I'd submitted.
14. Has Malliga called us for the party?  
 a. She will go.                      b. Yes, she has.                      c. I will certainly.                      d. On Monday
15. Was Ajay crying?  
 a. No, he wasn't.                      b. Yes, they were.                      c. I left it.                      d. Congratulations
16. Can we leave early?  
 a. We'll go tomorrow.                      b. Yes, you can.                      c. He's okay now.                      d. I met him.
17. Should I be doing this differently?  
 a. Please don't sit.                      b. Yes, you should.                      c. He's not here.                      d. Thank you
18. The date is wrong on the letter.  
 a. I wrote it.                      b. Oh, yes it is.                      c. I told the teacher.                      d. I did not inform him.
19. So we have to be here by eight o'clock, not nine o'clock.  
 a. Who's that?                      b. Okay, fine.                      c. Yes, yesterday.                      d. I met him.



20. I've had a headache all day.  
a. Poor you! I hate headaches.    b. That's fantastic.    c. Congratulations    d. Thank you
21. The statement 'Can you please take me to the lathe?' can be used for  
a. making request    b. sharing information    c. none    d. giving opinion
22. The statement 'Do you know about the seminar?' can be used for  
a. none    b. sharing information    c. making enquiry    d. giving opinion
23. The statement 'I think this job is very easy' can be used for  
a. making request    b. none    c. making enquiry    d. giving opinion
24. The statement 'Is this the way to the library?' can be used for  
a. none    b. sharing information    c. making enquiry    d. giving opinion
25. The statement 'I feel we need to help him' can be used for  
a. making request    b. none    c. making enquiry    d. giving opinion
26. The statement 'Are you going to the workshop?' can be used for  
a. making request    b. none    c. making enquiry    d. giving opinion
27. The statement 'Please help me finish this' can be used for  
a. making request    b. none    c. making enquiry    d. giving opinion
28. The statement 'May I know your mobile number please?' can be used for  
a. making request    b. none    c. making enquiry    d. giving opinion
29. The statement 'This is the schedule for tomorrow's conference' can be used for  
a. making request    b. sharing information    c. none    d. giving opinion
30. The statement 'I feel you shouldn't have spoken so harshly' can be used for  
a. making request    b. none    c. making enquiry    d. giving opinion

## 19. Formal and Informal Communication



At the end of this lesson, you shall be able to:

- identify what communication is
- identify the types of communication
- recognize and use relevant expressions to communicate.



**Communication** is exchange of information from one person to another. People who are involved in the process of communication are called the sender and the receiver.

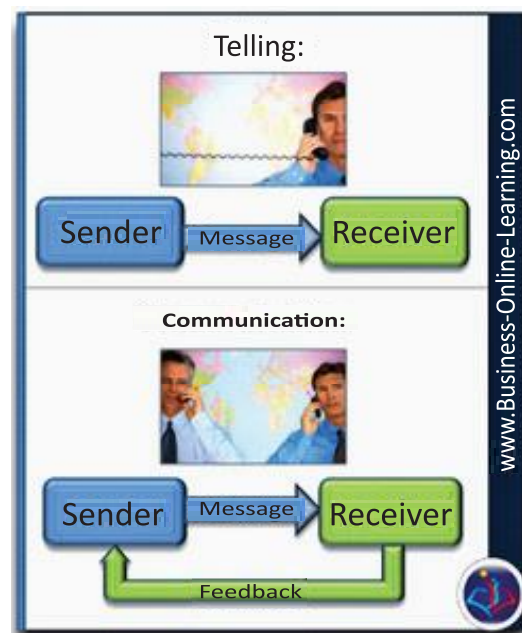
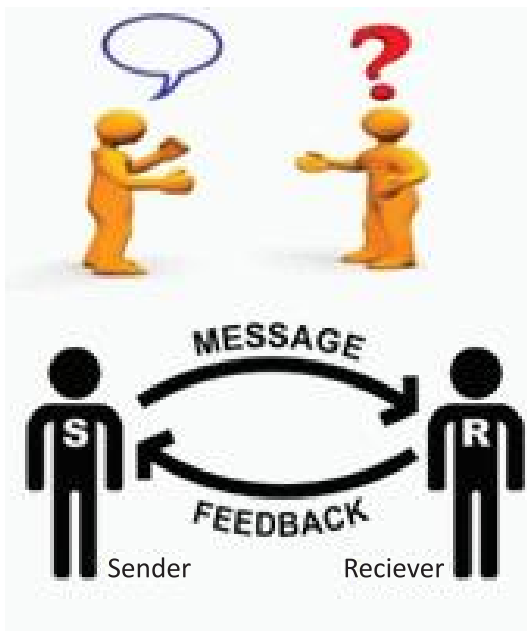
Communication becomes complete when the information is being understood by both. The information may be in the form of speaking, writing or other mediums like image, gestures or videos. We communicate depending on the place or situation or the relation we share with the other person.



What I already **K**now

What I **W**ant to find out








What I **L**earned

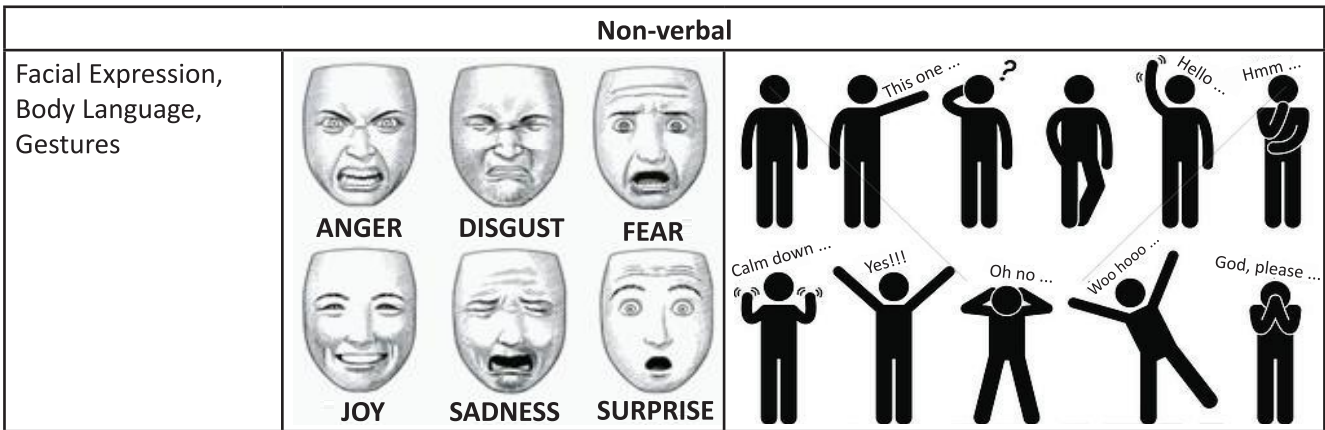




Based on the style and purpose, communication is of two types.

- a. Formal communication: It is also called official communication. It can be both written as well as oral. It can be verbal or non-verbal.
- b. Informal Communication: Communication between individuals or groups which is not official. It can be verbal or non-verbal.

Verbal – Written/Oral		
Talking to your friends, family or work colleagues on the phone about personal matters.		Hi Jenny! I am going out for shopping this weekend.
Talking around the dinner table with family/friends.		Don't spill the food, Priya!
Sending a friendly email to friends or colleagues.		<p><b>New Message</b></p> <p>seema123@yahoo.com</p> <p><b>Subject</b></p> <p>Dear Seema,            Hope this mail finds you in the best of your health.            I had a wonderful time at your home in Kerala last week. I wanted to thank you for showing me around. Thanks to your mother for cooking yummy food for me. This was the best vacation i have over had:-)            Please do plan to visit us in Hyderabad next vacation. Would be glad to return the favour.            Keep in touch.            Regards to uncle and aunty.</p> <p>Love            Raji</p> <p>Send A [icons]</p>
Chatting casually with people.		This coffee is too good.
Waving to friends as you walk by them.		Bye! See you tomorrow.
Patting someone on the back to show that you support them.		That was a good presentation, Mr. Vikram.
Sending wishes/ congratulating on achievements.		My best wishes for your future endeavours!



1. Read the three options provided for each question and decide which option is suitable to use as a response in formal written communication. Write your answer in the space provided.

	Answer
a. Addressing your boss in an email. i. Dear Manickam ii. Hey, Manickam iii. Dear Sir	
b. Introducing oneself i. This is with regard to ... ii. This is with reference to ... iii. I want to tell you that ...	
c. Closing the letter/email i. Lots of love ii. Warm regards iii. Many thanks	
d. Thanking someone. i. Thanks a million for that. ii. Many thanks for that. iii. Thank you very much for that.	
e. Saying sorry for your mistake. i. I'm sorry about that. ii. I wish to apologize for that. iii. I sincerely apologize for that.	

2. Sort the following formal and informal expressions. Write formal / informal in the space provided.

Verbal Communication	Formal	Informal
What's up?		
Thank you, sir!		
With reference to your email, ...		
I wish to bring to your kind notice ...		
Listen, I wanted to tell you something.		
You are requested to complete the given assignment by Monday.		
No problem.		
I look forward to ...		
Guess what?		
Let me congratulate you on ...		



Look at the following non-verbal methods of informal communication.

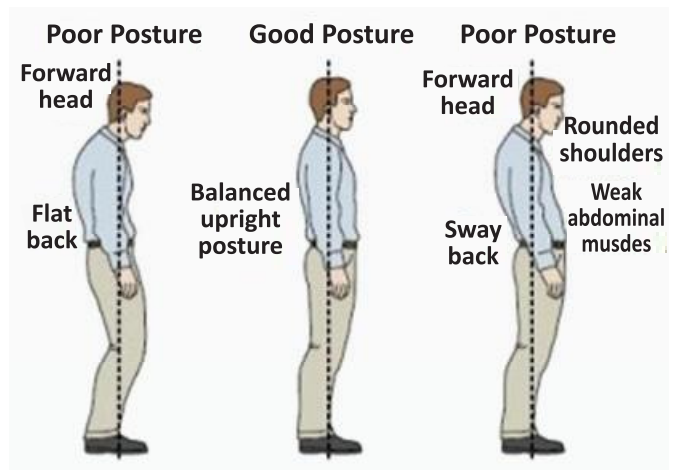


**Gesture** is non-verbal communication in which visible body actions communicate a particular message. Gestures include movement of the hands, face or other parts of the body.



### Facial Expressions

The human face is extremely **expressive**, able to express countless emotions without saying a word. And unlike some forms of non-verbal communication, facial expressions are universal. The facial expressions for happiness, sadness, anger surprise, fear and disgust are the same across cultures.







3. Identify the facial expression of each emoticon and match them with the appropriate word in the second column.

	worried
	Happy
	sleepy
	Angry
	Scared
	Wink

	Thinking
	Crying
	unwell
	Confused
	sleepy
	exhausted

4. Look at the following pictures. Try to sort them into formal and informal communication. Write your responses in the space provided.









5. Look at the expressions used for writing a formal letter.


**Phrases for Writing a Formal Letter**


Dear Sir/Madam, Dear Mr/Mrs (surname)


 **Beginnings**  
 With reference to our telephone conversation yesterday (about)  
 Thank you for your email regarding  
 I am writing on behalf of  
 I am writing to draw your attention to

 **Making a request**  
 I would appreciate if you could  
 I would be most grateful if you would  
 Would you be so kind and  
 I was wondering if you could

 **Apologising**  
 We apologise for any inconvenience caused  
 Please accept our sincere apologies

 **Complaining**  
 I am writing to express my dissatisfaction with  
 I find it most unsatisfactory that  
 I'd like to complain about

 **Endings**  
 I look forward to hearing from you  
 If you require any further information, please don't hesitate to contact me  
 Please feel free to contact me if you have further questions

 **Signing off**  
 Yours sincerely (Dear + name)  
 Yours faithfully (Dear Sir/Madam)

6. Choose the appropriate expressions and write a letter applying for apprenticeship in BHEL, Ranipet.

From

---

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To

---

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Dear Sir/Madam,

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**KWL**

Complete the What I learned column in the KWL chart.



- Communication can be verbal or non-verbal.
- The purpose of communication determines whether communication should be formal or informal.
- Formal communication follows a prescribed format. There is no format for informal communication. It is more spontaneous.



Make a list of words that are used in informal communication, but cannot be used for formal communication.

<https://in.video.search.yahoo.com/yhs/search?fr=yhs-trp-001&hsimp=yhs-001&hspar=trp&p=formal+and+informal+communication+youtube#id=2&vid=ab6234d3a834635b78d405e4d89ce4cb&action=click>