



### 3. Recall

1. Communication is important for everyone in which of the following situations?
  - a. While studying in a college
  - b. While attending interviews
  - c. While talking to friends
  - d. All of the above
2. Renu thinks about expressing her thanks to her friend Rita for helping her before exams. Which of the following options will best suit the situation?
  - a. Rita I'm so sorry
  - b. Rita, thank you for all your help.
  - c. Rita, I'll see you later
  - d. Rita, thanks
3. Your friend makes a mistake and you want to point out to him. Which of the following options will best suit the situation?
  - a. I need to talk to you about something.
  - b. You are a bad person.
  - c. I'm sorry.
  - d. Can we eat something?
4. 'Excuse me sir, may I come in?' is a
  - a. Friendly way of apologizing
  - b. Friendly way of thanking
  - c. Formal way of asking permission
  - d. Formal way of apologizing
5. The teacher said, "Write the topic of the experiment on the top right corner of the page" is
  - a. A clearly communicated instruction.
  - b. Not clear to understand.
  - c. A friendly request
  - d. An apology to a friend
6. Misunderstanding in communication can lead to
  - a. Good relationships
  - b. Problems in understanding
  - c. Effective results
  - d. Successful projects
7. A good communicator will always use
  - a. Short and simple language
  - b. Long sentences
  - c. Rude words
  - d. Complex language
8. In effective communication, one has to
  - a. Keep listening always.
  - b. Listen carefully and speak usefully.
  - c. Keep speaking always.
  - d. Listen and speak carelessly.
9. When one has to express some difficult situation it is important to
  - a. Communicate everything clearly.
  - b. Say just a few aspects of the problem.
  - c. Do not say anything.
  - d. Use complicated words.
10. When the communicator uses harsh words to point out errors it will
  - a. Be well received.
  - b. Lead to more problems.
  - c. Solve the issue.
  - d. Help the receiver.
11. When we communicate with one another which of the following helps in making more meaning?
  - a. Words
  - b. Body language
  - c. The language we use.
  - d. None of the above
12. An angry person's body language will be
  - a. Calm and composed
  - b. Nervous and aggressive
  - c. Friendly and smiling
  - d. Relaxed and soothing
13. When you speak to someone who uses a language you don't know, you guess the meaning using
  - a. Facial expressions and gestures
  - b. Sounds of the language
  - c. Grammar of the language
  - d. Voice of the person
14. When you say "I've topped the class this year!" your voice will sound
  - a. Sad and depressed
  - b. Doubtful and down
  - c. Excited and confident
  - d. Arrogant and proud



15. When you give a speech it is always better to
- a. Stand fixed.
  - b. Walk fast from place to place.
  - c. Stand slouching and bent.
  - d. Stand straight and walk a little on the stage casually.
16. People who read news on television need to maintain proper levels of
- a. Voice
  - b. posture
  - c. eye contact
  - d. all of the above
17. One way of improving your communication skills is
- a. Practising alone
  - b. Practising with friends and getting feedback
  - c. Reject any feedback given.
  - d. Keep observing others.
18. When you mumble while giving a speech you will be understood as
- a. Confused and not confident
  - b. Confident and aggressive
  - c. Arrogant
  - d. Knowledgeable
19. Which of the following should be avoided while speaking before a group?
- a. Maintaining eye contact
  - b. Memorizing the speech
  - c. Feel energetic
  - d. Stand rigidly
20. Preparing outline and notes is crucial for beginners before delivering a speech.
- a. Yes
  - b. Maybe
  - c. No
  - d. Depends on the topic



Make a checklist of the steps you need to take for improving your communication Skills. You may use the image given, if needed.

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## 4. Practising Effective Communication



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

- identify formal and informal communication
- distinguish formal and informal communication
- introduce yourself effectively.










A great first step to mastering communication can be to practice your own introduction! Can you guess why? You know all there is to know about you. You do not have to worry about the lack of content! Now, we can just practice the best way of presenting information about yourself to others. Another reason to practice your own introduction is that introducing yourself is your opportunity to make a great first impression on your future employer, co-workers and friends!



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



<p><b>Eye contact</b> look at the audience</p> 	<p><b>Don't hide</b></p>  <p>Reading from the book (X) Looking up/down (X)</p>
<p><b>Volume</b> Speak loudly and clearly</p> 	<p><b>Don't whisper / shout</b></p>  <p>Speaking too softly (X) Using mixed up words (X)</p>
<p><b>Body language</b> Stand Smartly! Keep your arms and legs in control Smile!</p> 	<p><b>Don't shake</b> Moving legs (X) Playing with pen (X)</p>  



## 1. Introducing yourself

Step 1: Frame your introduction for a formal and an informal setting. Take care to include 4-5 points in your introduction.

Parts of your introduction	Formal (interviews and workplace)	Informal (meeting new friends)
Greeting	Hello / good morning / Good afternoon / good evening	Hi / Hey / Hello!
About me	Name / qualification / interests (work-related)	Name / interests / hobbies

Step 2 : Let's prepare the non-verbal components of our introduction!

Parts of your introduction	Formal (interviews and workplace)	Informal (meeting new friends)
Greeting	A firm handshake	Wave and say hi / a firm handshake
Dress	Shirt / pant / salwar / kurta / sari / formal shoes	Casual everyday clothes.
Expression	Smile confidently, but don't laugh	Smile a lot!
Body language	Reserved and formal	Open and warm!

## 2. Review the following introductions and rate them!

Types	Introduction	Great	Good	Poor
Formal	Hello, my name is Rajesh. I am from Varanasi, Uttar Pradesh. I have completed my certificate from ITI Aliganj, Lucknow. I studied electronics. I am passionate learning about new technologies. I really enjoy interacting with new people.			
Informal	Hey, I am Saima Khatoon. I am from Ahmedabad. I am really fond of running and travelling!			
Formal	Good morning, I am Siraj Khan. I have completed my certificate course in the electrical trade from Govt ITI, Chennai. I look forward to a chance to work in the service industry. It will give me an opportunity to stay updated with the latest technology and use my communication skills to build strong customer relationships.			
Formal	Hello, I am Ratan. I am from Delhi. My father is a government employee, and my mother is a homemaker. I studied electronics from ITI, Gurgaon.			



Complete the What I learned column in the KWL chart.



How was today's session?

Boring		
Fun		
	Lots of learning	Less learning

Think, and share:

What should we talk about while introducing ourselves?

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What are some of the interests and strengths that you can share while introducing yourself formally?

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What are some of the interests and strengths that you can share while introducing yourself informally?

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Ask some of your classmates who met you for the first time in this institute – What did they think of you after the first meeting? What kind of impression did you leave on your classmates? Was this the impression that you wanted to leave? If yes, how did you manage to do it? If no, what can you do differently the next time you meet new people?