

**7. Recall**

1. Introducing ourselves effectively helps in creating a good impression among
 - a. Future friends
 - b. Future employers
 - c. Teachers
 - d. All of the above
2. 'Hey, I am Saran. I am from Ahmedabad. I am really fond of running and travelling!' is a
 - a. Formal introduction
 - b. Informal introduction
 - c. Both of the above
 - d. None of the above
3. When you are in a formal situation, your facial expression needs to be
 - a. Smile but not laugh.
 - b. Laugh but not smile.
 - c. Keep laughing.
 - d. Don't smile.
4. Casual clothes is a good choice for
 - a. Meeting interviewers
 - b. Meeting friends
 - c. Business meeting
 - d. Formal occasion
5. Details of place of study, branch and specialization should be communicated elaboratedly during
 - a. An interview
 - b. Friendly chat
 - c. Group discussion
 - d. Debate
6. Introducing ourselves is a key component in communication because
 - a. First impressions are lasting.
 - b. We get a chance to talk.
 - c. Everyone will know our good qualities.
 - d. We can say anything about ourselves.
7. When you shake hands with an interviewer, it has to be
 - a. Tight and firm
 - b. Firm and confident
 - c. Loose and quick
 - d. Sweaty and long
8. When you chat with new friends, you can speak about your
 - a. Technical skills
 - b. Hobbies
 - c. Financial issues
 - d. qualifications
9. While we communicate, it is important to pay attention to
 - a. Our verbal expression
 - b. Our non-verbal expression
 - c. Both verbal and non-verbal expression
 - d. Neither verbal nor non-verbal expression
10. Non-verbal expressions include which of the following aspects?
 - a. Good eye contact
 - b. Standing or sitting position
 - c. Smile
 - d. All of the above
11. If someone is open minded and willing to change a viewpoint based on the valid opinion of others, they are
 - a. Good communicators
 - b. Rigid communicators
 - c. Poor communicators
 - d. Difficult communicators
12. It is important to always choose words to suit the person(s) you are talking to because
 - a. It shows you are not interested in communicating with them.
 - b. You need to show off your word knowledge.
 - c. The other person needs to understand your message.
 - d. Communication is always difficult.
13. When you want to make a quick point it is better to be
 - a. Clear and long
 - b. Clear and concise
 - c. Concise and confusing
 - d. Concise and slow
14. While the other person is talking, a good communicator will always
 - a. Listen carefully.
 - b. Plan the response.
 - c. Ask too many questions.
 - d. Be impatient.
15. Why should you match your body language to the content of your talk?
 - a. Because communication is verbal
 - b. Because communication is visual
 - c. Because communication is both verbal and visual
 - d. None of the above
16. When a group discussion gets heated, it is better to
 - a. Raise our voice.
 - b. Be calm and express our opinion.
 - c. Quarrel with other participants.
 - d. Complain to the panelist.




17. When a participant is quiet during a group discussion
- a. I will encourage him/her to participate.
 - b. Use the chance to speak.
 - c. Forget their presence.
 - d. Speak for their sake.
18. One way of showing interest when you have a conversation is
- a. Summarizing their ideas at the end
 - b. Interfere as they speak
 - c. Fall asleep as they talk
 - d. Speaking your point of view when not asked
19. Recording oneself speak in a smart phone can be useful for
- a. Looking at it whenever you are free
 - b. Assessing strengths and weaknesses in one's communication
 - c. Showing to friends
 - d. Posting it on facebook
20. The top communication skills that can helps in one's career are
- a. Listening and confidence
 - b. Friendliness and open-mindedness
 - c. Non-verbal communication
 - d. All of the above

Communication skills and tips


Listening skills

There is no way to be a good communicator without listening!
But what is important is to listen carefully, with attention.




Use body language

The signs and signals of your body always send messages to your partner.




Be confident

If you are introvert and unsure, there are many tips and techniques that are helpful to learn.
When you are confident, it is easy for other people to trust you and to rely on you.




Be clear and concise

Do not use long sentences that are difficult to understand!
Stick to the main points.




Be positive and patient

The positive attitude has a huge power for successful relationships in business.
Remember that it is always a pleasure to speak with positive people.




Be respectful

People love to see that someone respect their efforts, opinions and abilities.
Remember to speak politely to everyone.



Feedback

Giving feedback show that you are not just a passive listener.



How can you communicate better? List the steps you will take. Refer the image given.



8. Verbal Communication – Speaking



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

- identify expressions to use in making telephone calls
- make telephone calls on given contexts
- practise making telephone calls.



Ability to identify appropriate expressions in making telephone calls is a very important skill. Formal telephone calls to prospective employers, supervisors and others are to be made in professional life. Learning to make formal telephone calls will help one perform well in the workplace.



What I already Know	What I Want to find out	What I Learned



Call back = To return a phone call

E.g. She said she'd call back.

Call up = Call someone on the phone

E.g. My dad called me up to tell me the bad news.

Get through = To contact by telephone

E.g. I finally got through to Tom on his mobile.

Hold on = Wait for a short time

E.g. Could you hold on a moment, please?





1. Choose a partner. Answer the following questions. If your response is different from that of your partner, write both responses in the space provided.

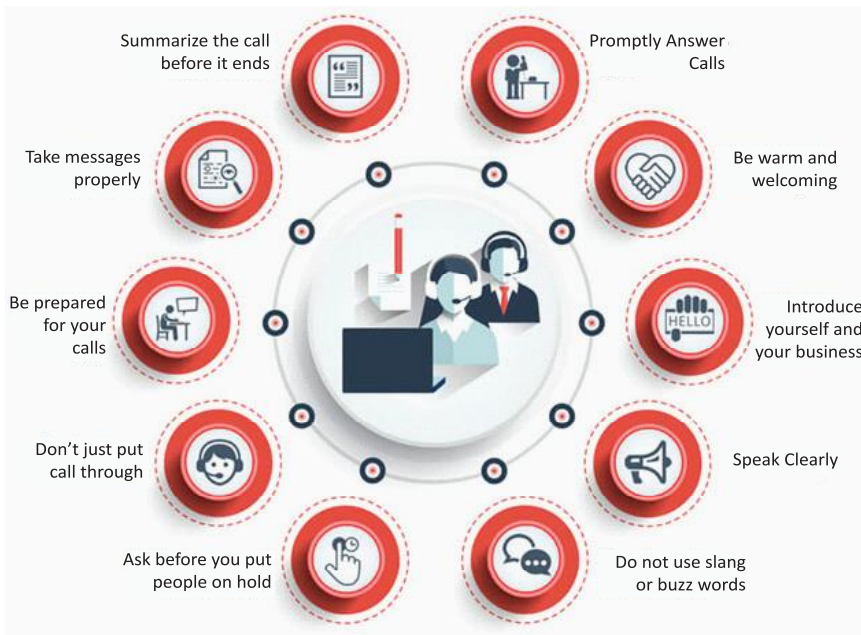
a. List a few occasions when you will need to make a telephone call in the workplace.

b. What are the important things to consider when you make a formal telephone call?

c. Is it necessary to be polite when you make a formal telephone call? Give reasons.

d. What are the important things to follow to make an effective telephone call to your supervisor to request for a day's leave?

2. Fill in the blanks with the appropriate words with the help of the infographic given.





- a. The tone of the voice has to be _____
- b. One should speak _____
- c. When we expect calls, we need to _____
- d. If someone gives messages during a telephone call, we should _____
- e. Should we ask before putting people on hold. Yes/No
- f. It is necessary to _____, before it ends.
- g. We should pick up calls in three rings. Yes/No
- h. We should use slang and buzz words on the telephone. Yes/No

3. You are the supervisor of XYZ Automobiles. You have a problem in delivering the car ordered by a customer on time. Call the customer and inform him of the inability in the delivery as scheduled. Request the customer 15 days more time for you to deliver.

Make notes here:

4. Your boss is travelling to Hawaii during summer. He is asking you to get information on the dos and don'ts to be followed while going to Hawaii. He has asked you to consult a travel advisor and get the details. Frame questions to ask the travel advisor from the graphic organizer given and make a call to the travel advisor.





5. You have applied for the post of an intern in ABT Maruthi Ltd. You have attended the interview a month ago and have not heard from them yet. Make a call to the HR manager to find out your position. Remember to be polite and have all your application information ready before you make the call.

Make notes here:



Complete the What I learned column in the KWL chart.



Telephone communication with superiors and team members in the workplace is an essential skill. Using polite language and making prompt calls help one succeed in profession.



<https://youtu.be/MO8Jz7b9wH8>

<https://youtu.be/kaH4xfodN3w>



9. Verbal Communication – Writing



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

- identify the features of formal letters
- recognize the structure of formal letters and resume
- respond to advertisements and write letters and resume.



Ability to communicate in writing is an important skill. Applying for jobs with resumes is a basic requirement when one applies for jobs. Formal letters and informal letters are written from many purposes in real-life contexts.

A good letter of application and a resume create a favourable impression on the employer.



What I already Know	What I Want to find out	What I Learned

