

LECTURER NOTES

ON

COMMUNICATIVE ENGLISH

(COMMON TO 1st and 2nd SEMESTER)

Prepared By

Miss. Sipra Panda

Lecturer in English, Dept of Basic Science



BHARAT INSTITUTE OF ENGG & TECHNOLOGY

(APPROVED BY AICTE & AFFILIATED TO SCTE & VT)

Sivaram Vihar, Ghatakeswer Hills, Mohada, Berhampur,
Odisha. PIN: 760002

<http://www.biet.edu>

Contents:

S.L. No.	Topics
I	Literature Appreciation
II	Vocabulary
III	Application of Grammar
IV	Formal writing skills
V	Elements of communication
	<ul style="list-style-type: none">• Introduction to communication
	<ul style="list-style-type: none">• Professional communication
	<ul style="list-style-type: none">• Nonverbal communication

UNIT-I- LITERATURE APPRECIATION

A. Reading comprehension

Sub-skills of reading comprehension are to be worked out and tested through an unseen passage in about 200-500 words.

A student should get acquainted with sub-skills of reading for the purpose of

- Skimming the gist
- Scanning for necessary information
- Close reading for inference and evaluation
- Main idea and supporting points
- Guessing the meaning of un-familiar words
- Note- making
- Summarizing
- Supplying a suitable title

UNIT-I- LITERATURE APPRECIATION

A .Reading comprehension

Reading comprehension is the ability to process text, understand its meaning, and to integrate with what the reader already knows.

Comprehension refers to the ability to understand written words. It is different from the ability to recognize words. Recognizing words on a page but not knowing what they mean does not fulfill the purpose or goal of reading, which is comprehension. Imagine, for example, that a teacher gives a student a passage to read. The student can read the entire passage, but he or she knows nothing when asked to explain what was read.

Comprehension adds meaning to what is read. Reading comprehension occurs when words on a page are not just mere words but thoughts and ideas. Comprehension makes reading enjoyable, fun, and informative. It is needed to succeed in school, work, and life in general.

Fundamental skills required in efficient reading comprehension are knowing meaning of words, ability to understand meaning of a word from discourse context, ability to follow organization of passage and to identify antecedents and references in it, ability to draw inferences from a passage about its contents, ability to draw main thought of a passage, ability to answer questions answered in a passage, ability to determine writer's purpose, intent and point of view, and draw inferences about the writer.

Reading does not mean reading words and sentences simply for the purpose of identifying them. Understanding comprehending and remembering are some of the features without which reading keeps no meaning. In this reading section we will, therefore go through a couple of passages which have been carefully framed to make a student well acquainted with the skills of reading.

Skills of Reading:

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

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

Comprehension Passages

Read the following passage carefully to Skimming, Scanning, Inference and Evaluation.

Frankness may be among the most overrated of virtues! And here's why. Because unrestricted and unfiltered frankness is a recipe for breaking relationships, even the closest ones. Such frankness is understandable, acceptable and even 'cute' only in children under the age of five. Thinking before one speaks and using restraint are hallmarks of growing maturity and preparation for life. Learning to put a filter between thought and spoken words is an important life skill. Think is a popular acronym for True, Helpful, Inspiring, Necessary and Kind. This would do wonderfully well as a filter in our minds. It is good to speak what's true, but only along with the other attributes in the acronym, particularly the last one, kindness. In the righteous glow of speaking what we see as the truth, we often forget to be kind. We blurt out 'truths' even when it is totally unhelpful and unnecessary to do so, let alone inspiring! Too often, such truth-telling is destructive rather than noble. Only those who do not care about the consequences can afford the luxury of 'speaking their minds' whenever and wherever they please. When relationships are at stake, it is essential to choose the time, place and words appropriately when imparting unpleasant truths. And even then, only when absolutely necessary and with the utmost kindness.

Summarizing:

A Definition

- To summarize is to put in your own words a shortened version of written material, stating the central ideas and omitting everything that is not essential.
- Summarizing is more than retelling; it involves analyzing information, distinguishing important from unimportant elements, and translating large chunks of information into a few short cohesive sentences.

Note-making:

Note-making means converting an extensive text into a brief form that can be easily digested remembered and reproduced. Brevity and clarity are two important features of a note. When we read or listen to something, we may not remember each and every bit of it. Many relevant details may slip away from our memory. Such a slip of memory facilitates the need to make of what we read or listen. Making a note of a speech is something like jotting

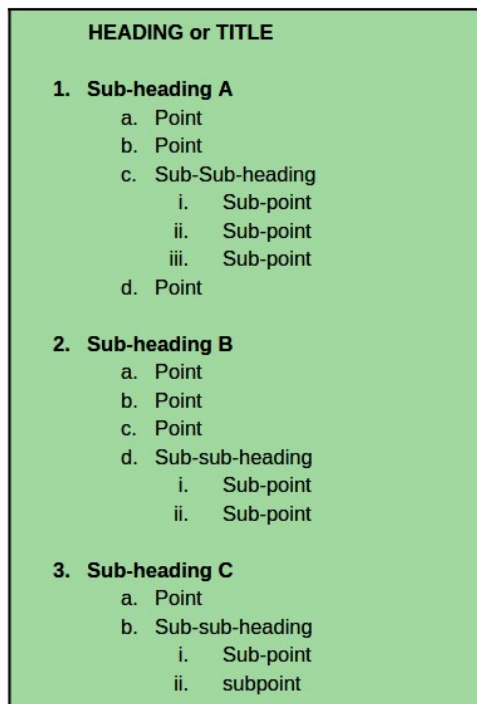
down important points quickly while listening and later on making a fair copy of it. But making a note of a reading comprehension observes a more detail and systematic procedure.

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

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

Note Making Format

- **Heading/Title**– This is the starting section of your note which must convey the central idea of the passage. Various sub-headings and points hereon elaborate on this heading. It must be short, clear and crisp.
- **Subheadings, Points, and Sub-points**– Subheadings are fundamental components of a passage which further contain important information that needs to be delineated into points and sub points.



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

Everyone needs a holiday, both to relax and to have a change of environment. The holiday makers feel relaxed and refreshed at the end of the holiday and look forward to the resumption of their duties, be it at school, office or

factories, with renewed vigor. This is the reason why all establishments grant their employees annual leave. With the end of the Academic year the schools and universities grant their pupils a long holiday during mid-summer. This will last until early September when the new school term starts. Of course the parents will like to take advantage of this and take their leave to coincide with the children's vacation. This has become a traditional holiday season in most European countries particularly in England. With the coming of August, the traditional holiday season in Britain reaches its peak point and most of the holiday resorts are packed to capacity. In order to avoid the crowd, some prefer to take their holiday a little earlier if facilities so warrant. Those who have already taken their holidays can console themselves not only with reflections on the happy days spent in the country, at the seaside or abroad, but also with the thought that holiday expenses are over for the year and that by taking an earlier holiday they have missed the August rush. The main thing, of course, is the weather and that it would be hazardous to prophesy. But whatever the weather is like, the essence of a holiday for most is the carefree atmosphere in which it can be enjoyed. "Take all you need but leave your worries behind" is the sound advice for the holiday maker. Private worries are not always easy to escape from. However, even the pessimist would admit that for the moment things appear brighter than they have been. Holiday time is surely a time for shedding serious pre-occupations and seeking the pleasures that appeal to us. It is true that we may not always succeed in finding them; indeed there are people who maintain that the great thing about a holiday is that it gives you an ampler appreciation of home comforts – a view no doubt more widely held among the elderly than you.

(a) On the basis of your reading of the above passage, make notes using headings and subheadings. And also suggest a suitable title.

(b) Write a summary of the above passage in not more than 80 words using the notes made.

a) Title: Importance of Holidays

1. Need for Holidays

- a) To relax
- b) Change of Environ.
- c) Resuming work after renewed vigor

2. Holidays in institutions

- a) Long holidays during summer
- b) Parents coincide leave with vac.
- c) tradl holiday season in Britain
- d) Resorts packed-preference to seaside etc.

3. Constituents of a Holiday

- a) Weather conditions
- b) Carefree atmosphere.
- c) Seeking pleasure etc

b.Summary We need holidays to relax and change for the environment as these help in resuming work after, renewed vigor. In educational institutions students are granted long mid-summer holidays. Parents too coincide their leaves with these holidays. In Britain it is a traditional season of holidays with the outset of August. The holidays are packed so they prefer towards seaside or go abroad. The weather conditions are fine and there is a carefree atmosphere. It is time to seek pleasure and for the elderly it may even mean appreciating home comforts.

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

The term dietary fibers refer collectively to indigestible carbohydrates present in plant foods. The importance of these dietary fibers came into the picture when it was observed that the people having diet rich in these fibers had low incidence of coronary heart disease, irritable bowel syndrome, dental caries and gall stones.

The foodstuffs rich in these dietary fibers are cereals and grains, legumes, fruits with seeds, citrus fruits, carrots, cabbage, green leafy vegetables, apples, melons, peaches, pears etc.

These dietary fibers are not digested by the enzymes of the stomach and the small intestine whereas most of other carbohydrates like starch and sugar are digested and absorbed. The dietary fibers have the property of holding water and because of it; these get swollen and behave like a sponge as these pass through the gastrointestinal tract. The fibers add bulk to the diet and increase transit time in the gut. Some of these fibers may undergo fermentation in the colon.

In recent years, it has been considered essential to have some amount of fibers in the diet. Their beneficial effects lie in preventing coronary heart disease, and decreasing cholesterol level. The fibers like gums and pectin are reported to decrease post-prandial (after meals) glucose level in blood. These types of dietary fibers are recommended for the management of certain types of diabetes. Recent studies have shown that the fenugreek (Methi) seeds, which contain 40 per cent gum, are effective in decreasing blood glucose and cholesterol levels as compared to other gum containing vegetables.

Some dietary fibers increase transit time and decrease the time of release of ingested food in colon. The diet having less fiber is associated with colon cancer and the dietary fibers may play a role in decreasing the risk of it.

The dietary fibers hold water so that stools are soft, bulky and readily eliminated. Therefore high fiber intake prevents or relieves constipation.

The fibers increase motility of the small intestine and the colon and by decreasing the transit time there is less time for exposure of the mucosa to harmful toxic substances. Therefore, there is a less desire to eat and the energy intake can be maintained within the range of requirement. This phenomenon helps in keeping a check on obesity. Another reason in helping to decrease obesity is that the high-fiber diets have somewhat lower coefficients of digestibility. The dietary fibers may have some adverse effects on nutrition by binding some trace

metals like calcium, magnesium, phosphorus, zinc and others and therefore preventing their proper absorption. This may pose a possibility of nutritional deficiency especially when diets contain marginal levels of mineral elements. This may become important constraints on increasing dietary fibers. It is suggested that an intake of 40 grams dietary fibers per day is much desirable.

(a) On the basis of your reading of the above passage, make notes using headings and subheadings. Use recognizable abbreviations, wherever necessary. And also suggest a suitable title.

(b) Write a summary of the above passage in not more than 80 words using the notes made.

a) Title: Importance of Dietary Fibers

1. Dietary Fibers
 - a) Indigestible carbohydrates
 - b) Present in plant foods
 - c) 40 gram per day intake desirable
2. Foodstuffs rich in Dietary Fibers
 - a) Cereals and grains
 - b) Fruits with seeds
 - c) Citrus fruit
 - d) Green leafy veg.
 - e) Legumes etc
3. Impacts on human body
 - a. Pass through the gastrointestinal tract.
 - b. Add bulk to the diet
 - c. Incr. transit time in gut.
 - d. Some fibers may ferment in colon.
 - e. Decrease release-time of ingested food in colon.

b) Summary

Dietary fibers are indigestible carbohydrates and at least, 40 grams per day intake of dietary fibers is desirable. Cereals and grains, fruits with seeds, green leafy vegetables, citrus fruits and legumes etc., are some rich sources of dietary fibers. It leaves a remarkable effect on human body. Dietary fibers pass through the gastro intestinal tract easily and thus add bulk to the diet. Whereas, some fibers may ferment in colon, decreasing release time of ingested food; others may increase transit time in gut. This system maintains energy intake and controls obesity. The proper intake of required dietary fibers prevent coronary heart diseases, decrease cholesterol level, prevent constipation, and controls irritable bowel syndrome, dental caries and gall stones. More especially, gums and pectin fibers decrease after meals glucose levels in blood. Improper or insufficient intake of dietary fibers may result into colon cancer or nutritional deficiency.

UNSEEN PASSAGES

Unseen passages are those passages that are not present in our book. It is given on the question paper which we haven't read and we have to answer those questions with reference to the passage. Hence, they are called unseen passages.

Unseen Passages 01

A. Read the passage and answers the questions that follow.

Social networking implies the use of internet programs to make connections with friends, family, classmates, customers and clients. Social networking can occur for social or business purposes through sites such as Face book, Twitter, LinkedIn, etc. Social networks are as old as the internet technology that was first developed in the 1960s. After 2003, the social networks became very popular. Currently, internet users have more than two hundred social networks to choose from.

Social networking has many advantages. The biggest advantage is that you can stay in touch with your friends and family from all around the world. These social networks can be used to improve our social awareness. Students can explore topics that they are interested in by using online social networking. This can be done by interacting with people from different parts of the world. Teachers, students and professionals can also create discussion forums, or write blogs and posts to explore different and wide-ranging topics. Social networking takes place online where people meet and share ideas and experiences. Many companies use social networks such as Twitter and Face book to connect with customers and clients. This can create opportunities for relationship-building, brand-building, publicity and promotions.

However, there are several disadvantages of social networking sites as well. Cybercrime! and cyber bullying? Have increased because it is hard to identify the offender and it is almost impossible to keep full-time surveillance in such a wide network. As people spend more time on social networking sites, they experience less face-to-face interaction which also makes them more dependent on devices. Addiction to online networking is yet another disadvantage. Fifty per cent of people between the age of 25 and 35 years admitted that they are so attached to social networks that they even use them during working hours.

Answer the following Questions.

a) What are the three chief uses of social networking?

Answer: Social networking has many uses. It helps one stay in touch with their friends and family from all around the world. These social networks can also be used to improve our social awareness. Students can explore topics that they are interested in by using online social networking. This can be done by interacting with people from different parts of the world.

b) When did social networking take off?

Answer: Social networking took off after 2003 even though it is as old as the internet technology that was first developed in the 1960s.

c) What does social networking makes us dependent on?

Answer: People spend more time on social networking sites; hence, they experience less face-to-face interaction which also makes them more dependent on devices.

d) How does social networking impact learning?

Answer: Social networking promotes learning. It helps people meet and share ideas and experiences. Teachers, students and professionals can also create discussion forums, or write blogs and posts to explore different and wide-ranging topics.

e) How do companies benefit from social networking?

Answer: Many companies benefit from social networking by using social networks such as Twitter and Face book to connect with customers and prospective clients. This can create opportunities for relationship building, brand building, publicity and promotions.

2. Pick antonyms of the words given below from the passage.

- a. **Worsen** :- improve
- b. **Narrow** :- wide-ranging
- c. **Separate**:- connect
- d. **Privacy**:- publicity

3. Make sentence of your own using the following words.

- a) Opportunity --- Never neglect an **opportunity** for improvement.
- b) Improve ----- Our first priority is to **improve** standards.

Unseen Passages 02

B. Read the passage and answer the questions that follow.

Global warming is the term used to describe a gradual increase in the average temperature of the Earth's atmosphere and its oceans. This causes a change in the Earth's climate. Global warming occurs when carbon dioxide (CO₂) and other air pollutants and greenhouse gases collect in the atmosphere and absorb sunlight and solar radiation that have bounced off the Earth's surface. Normally, this radiation would escape into space. But these pollutants, which can last for years even up to centuries in the atmosphere, trap the heat and make the planet warmer. This is known as the greenhouse effect.

Climatologists agree that the average temperature of the earth has risen between 0.4 and 0.8°C over the past 100 years. They feel that in the past 50 years, the average global temperature has increased at the fastest rate in recorded history. This is chiefly because the increased volumes of carbon dioxide and other greenhouse gases released by the burning of fossil fuels, land clearing, agriculture and other human activities have been the chief causes of the global warming that has occurred over the decade. Scientists now predict that average global temperatures could increase between 1.4 and 5.8°C by the year 2100.

Global warming has many environmental, economic, and health consequences. It will be manifested in the melting of the polar ice caps, as well as an increase in the occurrence and severity of storms and other severe weather events such as wildfires. Rising sea levels could lead to coastal flooding. Thus, there could be pests, heat waves, heavy downpours and increased flooding as a result of global warming. And these could damage or destroy agriculture and fishing industry. Disruption of habitats such as coral, reefs and the Alpine meadows could drive many plant and animal species to extinction. Allergies, asthma and infectious disease outbreaks will become more common due to higher levels of air pollution and the spread of conditions favorable to microorganisms and mosquitoes.

1. Answer the following Questions.

a. What is global warming?

Answer: Global warming is the term used to describe a gradual increase in the average temperature of the Earth's atmosphere and its oceans. This permanently changes the Earth's climate.

b. What prevents radiations from escaping into space?

Answer: Carbon dioxide (CO₂) and other air pollutants and greenhouse gases that collect in the atmosphere prevent radiations from escaping into space.

c. What is the greenhouse effect?

Answer: Pollutants such as carbon dioxide (CO₂) and greenhouse gases collect in the atmosphere and absorb sunlight and solar radiation that have bounced off the Earth's surface. These pollutants, which can last from years to centuries in the atmosphere, trap the heat and make the planet warmer. This is known as the greenhouse effect.

d. Name some human activities that lead to global warming.

Human activities like burning of fossil fuels, land clearing and agriculture have led to global warming.

e. Mention two environmental effects of global warming.

Global warming has tremendous environmental effects. It is manifested in the melting of the polar ice caps, as well as an increase in the occurrence and severity of storms and other severe weather events such as wildfires.

2. Pick synonyms of the words given below from the passage.

- a. Grow - increase
- b. Harm- damage or destroy
- c. Contagious=infectious

SECTION- B

TEXT

The following chapter from “Invitation to English”, Book-1 for +2 students of CHSE, Odisha.2016 reprint to be covered in class room:

- Standing Up For Yourself By Yevgeny Yevtushenko
- The Magic of Teamwork By Sam Pitroda
- Inchcape Rock By Robert Southey
- To My True Friend By Elizabeth Pinard

“STANDING UP FOR YOURSELF”

BY YEVGENY YEVTUSHENKO

Introducing the author Yevgeny Aleksandrovich Yevtushenko (1933-2017) is a Russian poet, novelist, essayist, dramatist, screenwriter, actor, editor, and a director of films.

Unit I

Warm up

Have you ever come across a child deserted by parents? How does he/she grow up? Who looks after his/her education? If you have not come across such an urchin in real life, see the harrowing experiences of growing up in the movie Slumdog Millionaire (2008), directed by Danny Boyle, and co-directed in India by Loveleen Tandan. It is an adaptation of the novel Q & A (2005) by Indian author and diplomat Vikas Swarup. Read the following unit of the text and note how a Russian child has been brought up in the streets:

The Text

In 41, I was living alone in an empty flat in a quiet Moscow street ...

My parents were divorced and my father was somewhere in Kazakhstan with his new wife and their two children. I seldom received letters from him.

My mother was at the front. She had given up her work as a geologist to become a singer and was giving concerts for the troops.

My education was left to the street. The street taught me to swear, smoke, spit elegantly through my teeth, and to keep my fists at the ready - a habit which I have to this day.

The street taught me not to be afraid of anything or anyone - this is another habit I have kept.

I realized that what mattered in the struggle for life was to overcome my fear of those who were stronger.

Difficult words meaning

Empty flat-vacant House

Quiet- no noise.

Divorced- separated from court of law

Seldom - rarely

Geologist- a person who study on soil and earth

Concert- musical entertainment, usually given in a public ball

Troop- a group of people come or go together or in large number

Spit-to force out the contents of the mouth, especially saliva:

Elegantly -showing a good sense of style

Summary:-The present essay gives a poetic description of the author's beloved encounter with a hoodlum while as a boy he was living in Moscow. The author injects realism in his narration of the incident.

The essay begins with the author's description of his divorced parents. Their divorce drove him into the street. His life started in the street. It became his home. He found his world in it. He describes his life in the street in a lighter vein. It was in the street that he swore and smoked. Here he learnt the spirit of fearlessness.

Questions

- a. What was his relationship with his father?
- b. How did his mother spend her time?
- c. What does 'My education was left to the street mean here?

Unit II

Warm up

Do you think the narrator was Scared of someone in particular? Read the following unit of the text and find out the reasons that made every boy scared of Red:

The Text

The ruler of our street... was a boy of about sixteen who was nicknamed Red.

Red was big and broad-shouldered beyond his years. Red walked masterfully up and down our street, legs wide and with a slightly rolling gait, like a seaman on his deck.

From under his cap, its peak always at the back of his head, his forelock tumbled down in a fiery cascade, and, out of his round pock-marked face, green eyes, like a cat's. Sparkled with scorn for everything and everyone. Two or three lieutenants in peaked caps back to front like Red's tripped at his heels.

Red could stop any boy and say impressively the one word 'money'. His lieutenants would turn out the boy's pockets, and if he resisted they beat him up hard. Everyone was afraid of Red. So was I. I knew he carried a heavy metal knuckle duster in his pocket.

Summary:-

The author gives a vivid account of the ruler of the street. A boy about sixteen nicknamed Red was the hero of the street. He was a picture of panic to all. He was walking up and down the street careless of the people around him. His wide legs, fiery forelock and green eyes dominated the street. He was always moving with two or three lieutenants. Red was a ruffian. His lieutenants could stop any boy unhesitatingly and empty out his pocket.

Difficult words meaning

Broad - having ample extent from side to side

Masterfully- not caring for others

Forelock -a lock of hair growing just above the forehead.

Cascade - a small waterfall

Sparkled - shine brightly with flashes of light.

Scorn - a feeling and expression of contempt

Lieutenants -supporters

Tripped- walked with quick light steps

Pock-marked face - a mark, pit, or depressed scar caused by smallpox or acne;

Impressively -in a way that people admire or respect

Resisted- to refuse to accept

Knuckle duster- metal covering for the knuckles, for attack or defense

Rolling - a side-to-side movement

Gait- manner of walking

Deck -the floor of a ship

Questions

1. What made Red look older than he really was?
2. How did he roam in the streets?
3. How did he dress himself?
4. How did he rule the street?

Unit- III

Warm up

Does the narrator have an encounter with Red? How many times did he come following Does the narrator across Red? What was the outcome of his encounters with Red? Hea u unit of the text to find out the answers

The Text

I wanted to conquer my fear of Red. So I wrote a poem about him. This was my first piece of journalism in verse. By the next day, the whole street knew it by heat and exulted with triumphant hatred.

One morning on my way to school, I suddenly came upon Red and his lieutenants. His eyes seemed to bore through me. "Ah, the poet," he drawled, smiling crookedly. "So you write verses. Do they rhyme?"

Red's hand darted into his pocket and came out armed with its knuckle-duster; it flashed like lightning and struck my head. I fell down streaming with blood and lost consciousness. This was my first remuneration as a poet. I spent several days in bed. When I went out, with my head still bandaged, I again saw Red. I struggled with myself but also and took to my heels. At home I rolled on my bed, biting my pillow and pounding it in shame and impotent fury at my cowardice. I made up my mind to vanquish it at whatever cost.

Difficult words meaning

Exulted- showed great joy and excitement

Triumphant- showing great joy or satisfaction

Bore- through to stare in a way that makes somebody feel uncomfortable

Drawl- to say something slowly with longer vowel sounds

Impotent fury- futile anger

Vanquish- defeat completely

Verses- writing arranged with a metrical rhythm

Streaming- an act or instance of flowing

Consciousness- the state of being awake, aware of what is around you, and able to think

Remuneration- money paid for work or a service

Pounding - hitting of someone or something.

Cowardice- lack of bravery.

Summary:-

Further, the narrator says in order to conquer his fear of Red he wrote a poem about Red, which was his first piece of journalism in verse. By the very next day the whole street knew it by heart and exulted with triumphant hatred. One morning when narrator was on his way to school suddenly he came across Red and lieutenants. Red mocked at narrator for his act and out of anger he darted into his pocket and came out armed with his knuckle duster, it flashed like lightning and struck the narrators head. Narrator fell down streaming with blood and lost his consciousness. This was his first remuneration as a poet. He spent several days in bed and when he went out still with bandage, the moment he saw Red, he took to his heel and cried loudly at his cowardice and promised himself to vanquish his fear of Red at whatever cost.

Questions

- a. What was the result of his first encounter with Red?
- b. What was the first thing the narrator did to overcome his fear of Red?
- c. What was the result of his second encounter with Red?

Unit IV

Warm up

Fear of Red' or 'his cowardice': which was more important for the narrator to deal with? What method did the speaker choose to deal with his fear? Did he succeed in his attempt to conquer fear? Read the following unit of the text and for the answers:

The Text

I went into training with parallel bars and weights. After every session, I would feel my muscles they were getting bigger, but slowly. Then I remembered something I had read in a book about a miraculous Japanese method of wrestling which gave an advantage to the weak over the strong. I exchanged a week's ration card for a textbook on ju-jitsu.

For three weeks; I stayed at home, practicing with two other boys. Then I went out.

Red was sitting on the lawn in our yard, playing vingt-et-un with his lieutenants. He was absorbed in the game.

Fear was still deep in me, urging me to go back. But I went up to the players and kicked and scattered the cards.

Red looked up, surprised at my impudence after my recent flight.

He got up slowly. "You looking for more?" he asked menacingly.

As before, his hand dived into his pocket for the knuckle-duster. But I made a quick jabbing movement and Red, howling with pain, rolled on the ground. Bewildered, he got up and came at me swinging his head furiously from side to side like a maddened bull.

That day Red ceased to be the monarch of our street.

And from that day on, I knew for certain that one need not fear the strong. All one needs is to know the way to beat them. For every strong man there is a special ju-jitsu.

What I also learned on this occasion was that, to be a poet, I had not only to write poems, but know to stand them.

Difficult words meaning

Parallel bars- a pair of parallel bars on posts for gymnastic exercises

Session- single meeting (for a particular purpose)

Miraculous - most remarkable, like a miracle

Ju-jitsu - Japanese art of self defence
Vingt-et-un- a card game absorbed entirely
Occupied,- giving one's full attention to
Impudence - utter disrespect or rudeness
Menacingly - in a threatening manner
Bewildered -puzzled, confused

Summary:-

Finally in order to vanquish his fear of Red narrator went into training with parallel of bars and weight. After every session he would feel his muscles were getting bigger then he remembered something he read in a book about a miraculous Japanese method of wrestling which gave advantage to the weak over strong. He exchanged a week's ration card for a text book on Ju-Jitsu. For three weeks, he stayed at home, practicing with two other boys. Then one day he went out, he saw red was sitting on the lawn in yard playing Vingt-et-un with his lieutenants. Fear was still in narrator urging him to go back. But he went to the players and kicked and scattered the card. Red looked up, surprised at narrator's impudence. Red got up and dived into his pocket for knuckle duster. But narrator made a quick jabbing movement and Red howling with pain, rolled on the round. Again he got up swinging his head furiously from side to side like a maddened bull. Narrator caught his wrist and squeezed slowly as he read in the book, until the knuckle-duster dropped from his limp fingers. Nursing his hand Red fell down again. He was sobbing. From that day Red ceased to be the monarch of the street From that day on narrator knew for certain that one need not fear the strong. All one needs is to know the way to beat them, he also learned on this occasion that to be a poet you must know how to stand up for them.

Questions

- a. How did the narrator train himself to grow stronger?
- b. How did he get a textbook on ju-jitsu?
- c. How did the narrator attack Red?
- d. How did Red react to the narrator's attack?
- e. How did the narrator tackle Red?

"THE MAGIC OF TEAMWORK" BY SAM PITRODA

Introducing the author

The father of India's communication revolution, Satyanarayan Gangaram Pitroda, or Dr Sam Pitroda as he is better known, was born in Titlagarh, Orissa in 1942. Dr. Pitroda is presently the chairman of India's —National Knowledge Commission, besides being the Chairman and CEO of the World-Tel Limited and the founder and CEO of C-SAM, Inc. He also worked as an advisor to the United Nations in 1992. The essay is adapted from Sam Pitroda's article—"The Magic of Teamwork".

Unit I

Warm up

"The Magic of Teamwork" presents an insightful overview of proven principles that organizations can employ to build a winning team in their business. In this essay, the author also discusses the fundamental issues related to teamwork, the characteristics of a good team player, and how teamwork is key to corporate and national governance.

Read the following unit of the text and note how the author makes a comparison between Indian and Japanese workers in the corporate world in their attitude to work.

The Text

Lack of teamwork and co-operation is one of the most serious problems affecting progress in all areas of India and wherever Indians work worldwide. The key problem in India is always implementation, not lack of policies. We have great policies and ideas about how to do things, but we severely lack teamwork.

When the Japanese came to work in India to develop the Maruti Suzuki car, a joke went around that one Indian was equal to 10 Japanese: Indians were very smart, capable and dedicated individuals. But 10 Indians were equal to 1 Japanese: Indians lacked team spirit and co-operation. What makes matters even worse is our "crab mentality" - if someone is trying to climb higher and achieve more, the others just drag him down. The signal that the others send out is, —I wouldn't do it; I wouldn't let you do it; and if by chance you start succeeding, we will all gang up and make sure that you don't get to do it.

The question is: Where does this attitude come from, and how do we recognize and handle it? Part of the problem is our cultural background. We've had feudal and a hierarchical social system in which whoever is senior supposedly knows the best. This was fine in earlier times when knowledge and wisdom were passed on orally; but in modern society, there is no way that one person can know everything. Today, you may find that a young computer-trained person has more answers for an accounting problem than a senior accountant has. Until we understand how best to leverage this diversity of experience, we will not be able to create and fully utilize the right kind of teams.

Difficult words meaning

Affecting----- to have an influence on someone or something,

Implementation----- the act of putting a plan into action or of starting to use something:

Lack----- -deficiency or absence of something

Severely----- ----to an undesirably great or intense degree.

Develop----- ----grow or cause to grow and become more mature

Around ----- ----located or situated on every side

Dedicated----- devoted to a task or purpose

Crab mentality----- ----A negative, selfish mentality characterized by a preference for others not to get ahead of or do better than one

Summary:

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

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

able to create the right kind of teams when we will understand how to utilize the diverse experience and obtain results.

Questions

- a. What is the “crab mentality”?
- b. Where does root of the “crab mentality” lie?
- c. What is the demerit of a hierarchical social system?
- d. How can the right kind of teams be created?

Unit II

Warm up

Have you got any idea of ‘Corporate Hierarchy’? It is the arrangement of individuals within a corporation according to power, status and job function. Study the following theoretical corporate hierarchy structure:

- A. Shareholders
- B. Board of Directors – led by its Chairman (who may be CEO)
- C. CEO (Chief Executive Officer) – Chairman
- D. COO (Chief Operating Officer) – President
- E. Executive Vice Presidents
- F. Vice Presidents
- G. General Managers
- H. Managers
- I. Supervisors
- J. Workers

Read the following unit of the text and experience how hierarchy practically works in corporate sector:

The Text

In my younger days in the US, I attended an executive seminar for Rockwell International, where about 25 senior company executives had congregated for a week for strategic discussion. In the evenings, we would break out into five different groups of five people each. In those group workshops, someone would delegate tasks, saying: “You make coffee; you take notes; you are the chairman; and you clean the board”. The next day, there would be different duties for each group member. No one ever said “But I made coffee twice or I cleaned the board entire day”. I thought to myself, if this were happening in India, people would be saying, “But I’m the senior secretary - why should I make the coffee and you be the chairman?” Hierarchy comes naturally to our minds.

Group work requires a thorough understanding of the strengths and weaknesses of individuals irrespective of their hierarchy. Because of our background, we often don’t learn how to exercise and accept leadership - to lead and to follow - simultaneously. Some gravitate toward exercising leadership, and others gravitate toward accepting the lead of others. But in true teamwork, everyone needs to do both.

Being a good team player implies respect for others, tolerance of different points of view and willingness to give. The ability to resolve conflicts without either egotism or sycophancy is a very important aspect of being a team player: You have to agree to disagree. I find that people in India somehow tend to focus on achieving total agreement, which is almost always impossible. So before work begins people want everyone to agree on everything; instead they should say, “OK”. This is what we agree on, so let’s start working on this. What we don’t agree on, we will resolve as we go along. For things to move forward, it’s important to work on the agreed-upon aspects and not get bogged down in the areas of disagreement. Yet another snake that kills teamwork is people’s political agendas. You’ve got to be open, clear and honest to be a good team player. Most people have a hidden agenda -they say something but mean the exact opposite. I call it “split-level consciousness”. To say and mean the same thing is a very critical part of a good work ethic.

Difficult words meaning

Achieve----- to succeed in finishing something or reaching an aim
 Gang up----- to unite as a group against someone
 Attitude----- a feeling or opinion about something or someone, or a way of behaving
 Feudal----- outdated or old-fashioned
 Hierarchical----- arranged in order of rank.
 Suppose----- according to what is generally assumed or believed
 Knowledge----- facts, information, and skills acquired through experience or education
 Wisdom----- the quality of having experience, knowledge, and good judgment; the quality of being wise.
 Leverage----- to use something that you already have in order to achieve something new or better.
 Diversity----- the fact of many different types of things or people being included in something
 Congregated----- gather into a crowd or mass.
 Simultaneously--- at the same time
 Gravitate----- move towards or be attracted to a person or thing.
 Tolerance----- being patient
 Willingness----- the quality or state of being prepared to do something; readiness.
 Resolve----- to find an answer or solution
 Conflict----- an active disagreement between people with opposing opinions or principles
 Sycophancy----- behavior in which someone praises powerful or rich people in a way that is not sincere, usually in order to get some advantage from them
 Bogged----- become stuck
 Consciousness----- the state of being aware of and responsive to one's surroundings

Summary

The writer takes us back to his younger days in the US where he took part in an executive seminar for Rockwell International. About 25 senior company executives had assembled for a week for strategic discussion. They were divided into five different groups comprising five people each. Each group member was asked to do something such as making coffee, taking notes, cleaning the board and someone is supposed to be a chairman. They all performed their task sincerely without any complain. But in India if this was happening people would be saying, "But I'm the senior secretary, why should I make the coffee and you be the chairman?" Hierarchy comes naturally to the minds of Indian people. The writer stresses that group work needs a good understanding of the strengths and weaknesses of every individuals. Our background has not taught us how to accept the leadership and follow the lead of others simultaneously. But in true teamwork everyone needs to do both. In teamwork being a good team player must respect others, tolerate different points of view and desire to give. A team player must possess the ability to tackle conflicts without either egotism or sycophancy. In India people stress on attaining complete agreement on a conflicting issue, but it is impossible. Instead of waiting for the total agreement for beginning a work, it is important to work on the agreed upon aspects. The characteristics of a good team player are openness, clarity and honesty. Most people have a hidden agenda that they say something but mean the exact opposite. A good work ethic is to say and mean the same thing.

Questions

- How does hierarchy come in the way of doing a task together in India?
- What should the members of a team learn for effective teamwork?
- Who is a good team player?

Unit III
 Warm up

Why do people criticize an individual? Does the individual feel good about it? How do you feel if someone finds faults with you? Do people criticize an idea out of good will or envy? Does criticism help the idea as well as the person who has offered it? Read the following unit of the text and try to find out how a person feels when you criticize his/her idea:

The Text

When I was working in C-DOT (400 employee size company), If someone had not been doing well, I used to tell the person directly to his face in a general meeting. The employees said that was insulting and they should be pulled aside individually to be told of the inefficiency. But in today's world, you cannot afford to do that every time. Besides, I figured that criticizing someone in a meeting was for the benefit of all present, and everyone could learn from that individual's mistakes. It was then that I learned how Indians do not differentiate between criticizing an idea and criticizing an individual.

So, in a group, if you tell someone that his idea is no good, he automatically takes it personally and assumes that you are criticizing him. No one can have a good idea everyday on every issue. If you disagree with my idea, that does not mean that you have found fault with me as a person. Thus, it is perfectly acceptable for anyone to criticize the boss - but this concept is not a part of the Indian System. So from time to time, it is important for an organization's Chief Executive to get a report on the psychological health of the firm. How do people in the team feel? Are they stable? Confident? Secure? Comfortable? These are the key elements of a team's success. For a boss to be comfortable accepting criticism from subordinates, he must feel good about himself. Self-esteem is a key prerequisite to such a system being successful.

Another serious problem facing India is the dichotomy and difference in respectability between physical and mental workers, which seriously affects team performance. I had a driver named Ram, who I thought was one of the best drivers in the world. He used to open the door for me whenever he entered or exited the car. Right in the first few days, I told him, "Ram bhai, you are not going to open the door for me. You can do that if I lose my hands". Ram almost started crying. He said, "Sir, what are you saying? This is my job!" I told him that I didn't want to treat him like a mere driver. He had to become a team player. I told him that whenever he was not driving, he should come into office and help out with office work – make copies, file papers, send faxes, answer phone calls or simply read - rather than sit in the car and wait for me to show up.

Difficult words meaning

Insulting----- disrespectful

Inefficiency-----the lack of ability to do something or produce something

Afford----- have enough money to pay

Criticizing----- indicate the faults of someone or something

Assumes----- you imagine that it is true

Acceptable-----satisfactory; good enough

Comfortable----- relaxed

Summary

The writer takes us back to his work place C-DOT company. There he used to tell the inefficient employee directly to his face in a general meeting. To the employees, writer's blunt exposure in the general meeting was humiliating. They should be pulled aside individually to be told of the inefficiency. Actually the writer's intention behind open criticism in a meeting was for the benefit of all present employees and everyone could learn from that individual's mistakes. Then the writer learnt about Indians' lack of differentiating between criticizing an idea and criticizing an individual. But criticizing an idea doesn't mean criticizing an individual. The writer points out that an employee cannot afford to criticize the boss in India. But it is acceptable for anyone to criticize the boss if he is doing wrong. It is important for an organization's Chief Executive to get a report on the psychological health of the firm. The key elements of a team's success are stability, confidence, security and comforts of its members. Another serious problem in India is the dichotomy and difference in between physical and mental workers in terms of power and position, which affects teamwork. The writer had a driver named Ram, whom he thought was one of the best

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

Questions

- a. What was the author's intention behind open criticism?
- B. How did the errant employees react to his open criticism?
- c. What are the key elements of a team's success?

Unit IV

Warm up

You might have marked that each player in a football, hockey or cricket team is assigned a position. They hardly change positions. For example, a goalkeeper in a football or hockey team, or a wicketkeeper in a cricket team has a particular role to play. Observe what will happen if players change their positions.

Read the following unit of the text and note the importance of diversifying tasks:

The Text

Diversifying tasks increases workers' self-esteem and motivation and makes them team players. Now, even if I call him for work in the middle of the night, he is ready - because I respect him for what he does. Team Interactions unfortunately, when good teams do get created, almost invariably fall apart. In our system today, it is very difficult to build teams because nobody wants to be seen playing second fiddle. It is very hard in India to find good losers. Well, you win some and you lose some. If you lose some, you should move on! You don't need to spend all your time and energy of different cultural backgrounds, religions, ethnicities and caste groups - a fertile ground of diversity in the workplace. We should actually be experts in working with diversity. But it can only happen when we get rid of personal, caste and community interests.

There could be a 40-year-old CEO with a 55-year-old VP. It has nothing to do with age; capability and expertise are what counts. But you don't yet see these attitudes taking hold in India. Managers in the US corporate environment who work with Indians and in fact, with Asians in general - need to recognize that these individuals have a tendency to feel that they are not getting recognition or are not being respected. It must be realized that these individuals have lower self-esteem to begin with and therefore have to be pampered and encouraged a little more because they need it. This makes them feel better and work better. There is no substitute for Teamwork. Teamwork is key to corporate and national governance, and to get anything done.

The fundamental issues are respect for others, openness, honesty, communication, willingness to disagree, resolution of conflict, and recognition that the larger goal of the team as a whole is above individual or personal agendas. Don't be afraid of pressure. Remember that pressure is what turns a lump of coal into diamond.

Difficult words meaning

Self esteem----- self-respect

Perquisite-----a privilege, gain,

Dichotomy-----the division of two things that is completely different

Fiddle-----to move things around or touch things without a particular purpose

Ethnicities----- a large group of people who have the same national or cultural origins

Recognize-----to know someone or something because you have seen or heard him or her or experienced it before

Tendency ----- an inclination towards a particular characteristic or type of behaviour

Summary

According to the writer variety of tasks help the workers enhancing their self esteem, motivation and make them good team players. It is difficult to build teams in India, because nobody is interested to be in a subordinate

position to someone. Everyone should be expert in working with diversity, but it can only happen when we get rid of personal, caste and community interests.

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

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

Questions

- a. Why is it difficult to build teams in India?
- b. How do diversifying tasks help workers?
- c. What are the fundamental ideals in corporate environment?

THE INCHCAPE ROCK BY ROBERT SOUTHEY

Stanza 1

No stir in the air, no stir in the sea,
The Ship was still as she could be;
Her sails from heaven received no motion,
Her keel was steady in the ocean.

Summary

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

Stanza 2

Without either sign or sound of their shock,
The waves flow'd over the Inchcape Rock;
So little they rose, so little they fell,
They did not move the Inchcape Bell.

Summary

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

Stanza 3

The worthy Abbot of Aberbrothok
Had placed that bell on the Inchcape Rock;
On a buoy in the storm it floated and swung,
And over the waves its warning rung.

Summary

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

Stanza 4

When the Rock was hid by the surge's swell,
The Mariners heard the warning Bell;
And then they knew the perilous Rock,
And blest the Abbot of Aberbrothok

Summary

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

Stanza 5

The Sun in the heaven was shining gay,
All things were joyful on that day;
The sea-birds scream'd as they wheel'd round,
And there was joyaunce in their sound.

Summary

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

Stanza 6

The buoy of the Inchcpe Bell was seen
A darker speck on the ocean green;
Sir Ralph the Rover walk'd his deck,
And fix'd his eye on the darker speck.

Summary

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

Stanza 7

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

Summary

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

Stanza 8

His eye was on the Inchcape Float;
Quoth he, "My men, put out the boat,
And row me to the Inchcape Rock,
And I'll plague the Abbot of Aberbrothok."

Summary

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

Stanza 9

The boat is lower'd, the boatmen row,
And to the Inchcape Rock they go;
Sir Ralph bent over from the boat,
And he cut the bell from the Inchcape Float.

Summary

The ninth stanza describes that the Rover's men took the boat to the Inchcape Rock. There he bent over the boat and cut the bell from the Rock.

Stanza 10

Down sank the Bell with a gurgling sound,
The bubbles rose and burst around;
Quoth Sir Ralph, "The next who comes to the Rock,
Won't bless the Abbot of Aberbrothok."

Summary

The next stanza pictures how the bell was sinking down making the bubbling sound. Bubbles rose and burst around. Sir Ralph was happy thinking that the bell would save no more ships and the seamen would no longer bless the Abbot.

Stanza 11

Sir Ralph the Rover sail'd away,
He scour'd the seas for many a day;
And now grown rich with plunder'd store,
He steers his course for Scotland's shore.

Summary

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

Stanza 12

So thick a haze o'erspreads the sky,
They cannot see the sun on high;
The wind hath blown a gale all day,
At evening it hath died away.

Summary

The twelfth stanza describes the gloomy atmosphere on the day the Rover is sailing to Scotland. The sun is hidden behind the thick fog. Strong winds were blowing all the day, and now, in the evening it has stopped blowing.

Stanza 13

On the deck the Rover takes his stand,
So dark it is they see no land.
Quoth Sir Ralph, "It will be lighter soon,
For there is the dawn of the rising Moon."

Summary

The next four lines continue the gloom. The Rover is now on the deck of his ship. They can't see land as it is very dark. Sir Ralph assures that the moon will appear soon and so there will be light.

Stanza 14

"Canst hear," said one, "the breakers roar?
For methinks we should be near the shore."
"Now, where we are I cannot tell,

But I wish we could hear the Inchcape Bell.”

Summary

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

Stanza 15

They hear no sound, the swell is strong,
Though the wind hath fallen they drift along;
Till the vessel strikes with a shivering shock,
“Oh Christ! It is the Inchcape Rock!”

Summary

But no sound was there. The tides were strong. The Rover and his team are drifting along with the ship. Suddenly the vessel gets a jerking. They all realize that the vessel has hit the Inchcape Rock.

Stanza 16

Sir Ralph the Rover tore his hair,
He curst himself in his despair:
The waves rush in on every side;
The ship is sinking beneath the tide.

Summary

Sir Ralph the Rover pulls his hairs in frustration. He curses himself for his evil deeds. Meanwhile the water fills in every corner of the vessel and it starts sinking in the sea.

Stanza 17

But even in his dying fear
One dreadful sound could the Rover hear,-
A sound as if, with the Inchcape Bell,
The Devil below was ringing his knell.

Summary

In the last stanza of the poem as the Rover is dying, he hears a sound like the ringing of the Inchcape Bell. It was actually his death knell that the Devil himself was ringing beneath the water.

Thus the Rover gets punishment for his sinful works. Robert Southey is a poet who always delivers a teaching through his poems. This too is not an exception.

Difficult words meaning of (The Inchcape Rock)

Stir- rotate , movement

Still - not moving , steady, silent,quiet,calm, stable

Sails- canvas used for mast, strong sheet of fabric attached to a boat.

Keel - base or bottom of ship

Motion –movement

Steady - stable

Shock - blow, jolt, stunned, unpleasant event

Buoy - floater, drifter, floating object anchored in the sea

Swing (Swung) - waved

Ring (Rung)-sounded, call for attention by sounding a bell

Mariner-sailor, seamen

Abbot- Head of Abbey of monks

Abbey- a building where monks or nuns live or used to live
Aberbrothok- largest town in Scotland
Surge's swell--sudden and great rise in the level of the sea
Perilous--dangerous
Blest--old English form of blessed
Joyance – (Poetic) joy, delight, enjoyment
gay- happy, light hearted and carefree
Wheel's round-- whirling over the sea, soaring
Joyance-- screaming in joy, delight
Speck – dot, spot, point, mark
Pirate- a person who attacks and Rob's ships at the sea.
Deck – flooring of a ship, boarding place in a ship, the upper floor of the Sea
Cheering – encouraging, motivating, delighted
Mirthful – joyful, merry, overjoyed, amusing
Wickedness – evil, malice, badness, being immoral
Plague – torture, cause trouble, kill, destroy
float-a thing that is buoyant in water
Sunk- submerged, go down
gurgling-bubbling, make a hallow sound
burst-apart suddenly and violently
Scour'd- travelled freely, energetically for ships to rob
Plunder-big amount of looted/robbed wealth
Steers- directs the course of the ship, guide
haze-thin mist, fog
hath-has
gale- a very strong wind
dawn-moon will appear, the first appearance of light in the sky before sunrise
breakers- heavy sea waves
Swell- Tide
drift- move slowly, be carried slowly by a current of air or water
Vessel- large boat, ship
Strikes-hits forcibly
tore- pulled hard
despair- frustration, absence of hope
beneath- under
dreadful- extremely bad or serious
Devil- the supreme spirit of evil, Satan, demon
Knell-the sound of a bell solemnly after death or at funeral announcement of death

Questions

- a) Who cut the Bell and why?
- b) Why is the ship sinking?
- c) Describe the legend of the Inchcape Bell.
- d) Why is the ship sinking?
- e) Who had placed the Inchcape Bell on the shore? Why?
- f) Why did Sir Ralph meet such an end?

TO MY TRUE FRIEND BY ELIZABETH PINARD

1. The day I met you
I found a friend

And a friendship that
I pray will never end.

Explanation: In this stanza, the poetess speaks about her first encounter with her friend and, on that day she assumed that she got a good friend along with a good friendship.

2. Your smile - so sweet
And so bright -
Kept me going
When day was as dark as night.

Explanation: In this stanza, the poetess appreciated the beauty of the smile of her friend by calling it sweet and bright. Then she also mentioned that the beauty of her smile also encouraged her in the difficult situation of her life when the day was as dark as night.

3. You never ever judged me,
You understood my sorrow.
Then you told me it needn't be that way
And gave me the hope of a better tomorrow.

Explanation: In this stanza, the poetess mentioned that her friend never judged her and also understood her sorrow. Then she also consoles her by giving her a hope of better tomorrow.

4. You were always there for me,
I knew I could count on you.
You gave me advice and encouragement
whenever I didn't know what to do

Explanation: In this stanza, the poetess mentioned that she always has the knowledge about the presence of her friend whenever she was in any trouble and that is why she always counts on her friend. Then she also says that her friend always gave her advice and encouragement whenever she is in any confusion.

5. You helped me learn to love myself
You made life seem so good.
You said I can do anything I put my mind to
And suddenly I knew I could.

Explanation: In this stanza, the poetess mentioned that her friend helped to bring self-confidence in her. Her friend always teaches the poetess to love herself and her friend made her life seem so good to her. Her friend always motivated her to focus her mind on any work as she trusts in her friend that she can do any work if she puts her mind on anything. And at the end the poetess also realized that she can do that work.

6. There were times when we didn't see eye to eye
And there were days when both of us cried.
But even so we made it through:
Our friendship hasn't yet died.

Explanation: In this stanza, the poetess mentioned about the times when they were unable to face each other and when they used to cry together. Having gone through such times together, their friendship hasn't yet died.

7. Circumstances have pulled us apart,
We are separated by many miles.
Truly, the only thing that keeps me going
is my treasured memory of your smile.

Explanation: In this stanza, the poetess mentioned that circumstances has separated them and many miles are between them .Then she confessed that the only thing which encourages her to move forward in her life is the memory of the smile of her friend.

8. This friendship we share
Is so precious to me,
I hope it grows and flourishes
And lasts unto infinity.

Explanation:: In this stanza, the poetess speaks that there friendship they share is precious to her and she also hopes that their friendship will grow and flourish till infinity

9. You are so extra-special to me
and so this to you I really must tell:
You are my one true friend,
My Guardian Angel.

Explanation:: In this stanza, the poetess calls her as an extra special to her and she confesses that her friend is a true friend and a guardian angel for her as she always saves her.

10. Our friendship is one-in-a-million
so let's hold on to it and each other.
We cannot let this chance of pure bliss fly away
for there will never be another.
I love you
I will always love you

Explanation:: In this stanza, the poetess calls her friendship as a one in a million .Then she request her to be together forever as they will never get this chance again in their life ever. Then she expresses her feelings showing her love in the last final two lines.

Questions

- a) What does the poet pray for?
- b) How did that friend reassure her?

- c) How did that friend reassure her?
- d) How does the poet value her friendship

UNIT-II:

VOCABULARY BUILDING

- Use of synonyms, antonyms
- Same word used in different situations in different meaning
- Single word substitution

SYNONYMS

Synonym definition:

A **synonym** is a word or a phrase that means exactly or nearly the same meaning as another word or phrase in English. In other words the word which indicates the similar meaning is known as “synonyms.”

List of Synonyms

1. AMAZING	INCREDIBLE, UNBELIEVABLE
2. ANGER	ENRAGE, NETTLE
3. ANGRY	MAD, FURIOUS
4. ANSWER	REPLY, RESPOND
5. ASK	QUESTION, QUERY, QUIZ
6. AWFUL	DREADFUL, TERRIBLE, ABOMINABLE
7. BAD	SPOILED, TAINTED, FAULTY
8. BEAUTIFUL	PRETTY, LOVELY, HANDSOME, DAZZLING
9. BEGIN	START, OPEN, LAUNCH
10. BIG	IMMENSE, HUGE, TITANIC
11. BRAVE	COURAGEOUS, FEARLESS, DAUNTLESS
12. BREAK	FRACTURE, RUPTURE, SHATTER
13. BRIGHT	SHINING, SHINY, GLEAMING
14. CALM	STILL, COLLECTED, QUIET
15. COME	APPROACH, ARRIVE
16. COOL	CHILLY, COLD
17. CROOKED	BENT, COLD, FROSTY, WINTRY, ICY, FRIGID
18. CRY	SHOUT, YELL, YOWL
19. CUT	GASH, SLASH, PRICK, NICK

20. DANGEROUS

RISKY, UNCERTAIN, UNSAFE

ANTONYMS

Antonym definition:

A **antonym** is a word which means exactly or nearly the opposite meaning of another word English. In other words the word which indicates the opposite meaning is known as “antonyms.”

List of the antonyms

1. Artificial – Natural
2. Arrive – Depart
3. Argue – Agree
4. All – None
5. Amateur – Professional
6. Alive – Dead
7. Advanced – Elementary
8. Adult – Child
9. Ancestor – Descendant
10. Angel – Devil
11. Boy – Girl
12. Build – Destroy
13. Buy – Sell
14. Blunt – Sharp
15. Bitter – Sweet
16. Bottom – Top
17. Boring – Exciting
18. Busy – Lazy
19. Ceiling – Floor
20. Catch – Miss
21. Careful – Careless
22. Calm – Excited
23. Close – Open

SAME WORD USED IN DIFFERENT SITUATIONS IN DIFFERENT MEANING

Homonyms are words that are spelled the same and sound the same but have different meanings.

Homonyms List

1)a. **Career**- one that carries

- She wants to pursue a **career** as a singer.

b. Carrier- Career refers to a job or profession that someone does for a long time

- I need a plastic **carrier** to hold my stuff.

2) a. Holy - dedicated or consecrated to God or a religious purpose

- *The priest puts some **holy** water on the child's head.*

b. Wholly- entirely; fully.

- *The report claimed that the disaster was **wholly** unavoidable.*

3) a. Meet – arranges or happens to come into the presence or company of (someone).

- *Maybe we'll **meet** again some time.*

b. Meat- the flesh of an animal,

- *I gave up eating **meat** a few months ago.*

4) a. Peace – freedom from disturbance

- *I wish she would just leave me in **peace**.*

b. Piece- a portion of an object or of material

- *He broke off a **piece** of bread and gave it her.*

5) a. Write – mark (letters, words, or other symbols) on a surface

- He wrote his name on the paper

b. Right - true or correct as a fact.

- I'm not sure I know the right answer'

6) a. Scene – the place where an incident in real life or fiction occurs or occurred.

- *The police soon arrived at the **scene** of the crime.*

b. Seen- Seen is the past participle of see

- *He crouched down so he couldn't be **seen**.*

7) a. Weak – lacking the power to perform physically demanding tasks;

- *She is still **weak** after her illness.*

b. Week- a period of seven days.

- *He comes to see us once a **week**.*

8) a. Cent- a monetary unit in various countries

- Can you give us fifty cents?

b. Sent- past and past participle of send

- I sent you all messages yesterday.

9) a. Die- end of life

- I had a little blue bird but died last summer.

b. Dye: refers to any substance used to give color to hair

- I think these dye are all dry.

10)a. See- to observe with your physical eyes

- It is nice to see you!

b. Sea: to a large body of water

- Getting some sea air will be good for all of us.

SINGLE WORD SUBSTITUTION

One word substitution is the use of one word in place of a wordy phrase in order to make the sentence structure clearer. The meaning, with the replacement of the phrase remains identical while the sentence becomes shorter.

List One word substitution

- One who is present everywhere – Omnipresent
- A government by the people – Democracy
- Killing of self or self-murder - Suicide
- A place where objects are exhibited- Museum
- A person promises to tell the truth in court- Oath
- Study of the influence of planets and stars on human events- Astrology
- One with unlimited power- Autocrat
- The doctor who treats skin diseases- Dermatologist
- Writing of one's life story- Biography

UNIT-III:

APPLICATION OF GRAMMAR

- Countable and Uncountable Noun
- Articles and Determiners
- Modal Verbs
- Tenses
- Voice-change
- Subject-verb Agreement

COUNTABLE AND UNCOUNTABLE NOUNS

Noun is a naming word. It is the head word in a noun phrase. The position and function of noun in a sentence is pre-decided. It works either as a subject or an object in a sentence. Noun is of three types.

- Proper Nouns.
- Countable Nouns.
- Uncountable Nouns.

Proper Nouns: Nouns that are used to name a person, place or thing specifically are called a proper noun. Proper nouns always begin with a capital letter.

Examples:

- ❖ My name is **Rose**. (Name of a particular person)
- ❖ This is my dog, **Bruno**. (Name of a specific pet animal owned by someone)
- ❖ David came back from **Bhubaneswar**. (Name of a specific place)
- ❖ **Louis Philippe** is a famous brand of men's clothing. (Name of a particular clothing brand)

Countable nouns

Countable nouns are those nouns that can be counted or measured.

Examples:

- ❖ Tom brought **ten packets of lays** for the trip. (specific number – ten)
- ❖ Mom asked me to buy **a dozen eggs**. (specific – dozen means twelve)
- ❖ I saw **an aeroplane** around seven in the morning. (specific – an means one)

Use:

a. In a sentence singular subject takes a singular verb and plural subject agrees with plural verb.

- This orange is sweet.
- These oranges are sweet.

b. Singular countable nouns are always used with a, an, another, the, this, that, each, every etc.

- Give me a pen.
- That boy is the head-boy of the team.

c. Plural countable nouns may take a number or determiners like many, a few before them.

- Three thousand rupees.
- Many colored pencils.
- A few boys

d. Ordinarily plural countable nouns do not take any determiner before them.

- I love sweets
- Cows eat grass.

Uncountable nouns

Uncountable nouns are those nouns that cannot be counted. This category of nouns includes both concrete and abstract nouns.

Examples:

- ❖ I have **a lot of homework** to do. (Not specific)
- ❖ I have a **cup of tea**. (Cannot count)
- ❖ We are facing terrible **weather** today. (Cannot count)

Use:

a. Uncountable noun agrees with singular verbs.

- Silver is white.

b. Ordinarily uncountable nouns do not take any determiner before them.

- Furniture looks bright.

c. Determiners like much, a little can be used before uncountable nouns to indicate quantity.

- There is little water in the jug.
- I have not got much money with me.

ARTICLES AND DETERMINERS

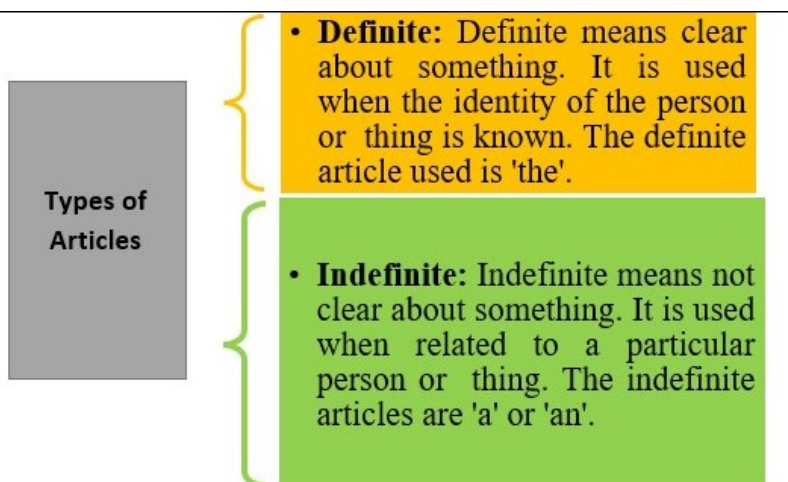
Articles

Definition: - An article is a word that modifies or describes the **Noun**. It is used before the noun to show whether it refers to something specific or not.

Types of Articles

Articles are of two types:

1. Indefinite Article (A, An)
2. Definite Article (The)



Indefinite Articles: A and An

Indefinite [articles](#) are used when we are referring to an unspecified thing or quantity. We use them when we don't know (or don't care) which thing we're talking about.

BASIC USE OF "A" AND "AN":-

use of 'A' and 'An'

Examples of Indefinite Articles are:

1. Indefinite Article 'A' is used before a word beginning with a consonant and with a vowel giving the sound of a consonant whereas the indefinite article 'An' is used before a word beginning with a vowel, with a mute 'h', with a consonant pronounced with the sound of a vowel.

You must note that 'A' and 'An', is primarily determined by the sound.

'A' is used before a word beginning	'An' is used before a word beginning
<ul style="list-style-type: none">• With a consonant, For Example- A boy, A child, A student, A book etc.• With a vowel giving the sound of a consonant, For Example- a one-eyed man, a university student,	<ul style="list-style-type: none">• With a vowel, For Example- an elephant, an apple, an ass, an umbrella, etc.• With a mute 'h', For Example- an hour, an heir, an honorable person, an honest man, etc.• With a consonant pronounced with the sound of a vowel, For Example- An LL.B. student, An M.P., An M.L.A., An S.P., etc.

2. Indefinite articles are used when we talk of a thing or a person that is indefinite or that is mentioned for the first time.

For Example-

- Twelve inches make **a** foot.
- Not **a** word was said.
- **A** bird in the hands is worth two in the bush.

3. Indefinite articles are also used to express class(in the sense of 'any').

For Example-

- **A** cow is a useful animal.
- **A** beggar cannot be a chooser.
- **A** rose is a beautiful flower.

4. Indefinite articles are also used to make a common noun a proper noun to express quality.

For Example-

- **A** Shylock is living in my neighborhood. (a cruel miser)
- He is **a** Vikramaditya known for his fairness. (a just man)
- **A** Daniel comes to judgment (a very wise man)

5. Indefinite articles are also used in the certain expression of quantity with certain numbers and expressions of 'Price/Rate, speed, ratio'.

For Example-

- Rupees ten **a** kilo.
- **A** dozen of mangoes.
- Half **a** dozen.

6. Indefinite articles are also used for exclamation with 'What' or 'How' before singular countable nouns.

For Example-

- What **a** hot day!
- What **a** pretty girl!
- What **a** naughty child!
- How fine **a** day!

7. Indefinite articles are also used before a person is not known to the speaker.

For Example-

- **A** Mr. Gupta = Some Mr. Gupta
- **A** Mrs. Sharma = Some Mrs. Sharma

8. Indefinite articles are also used in the following adverbs: 'Rather, very, much, quite, so, too, such, as'.

For Example-

- It is rather **a** nuisance.
- It is rather **a** good step.
- He is **a** very good person.

9. Indefinite articles are also used before the verbs used as nouns.

For Example-

- For a swim.
- For a talk.
- For a visit.

10. Indefinite articles are also used before adjectives 'little' and 'few' to give a sense of 'some'.

A little- Some (Quantity) and A few- Some (Number)

For Example-

- I have little money to buy a house.
- There are few boys in the class.

use of 'The'

The examples of definite article are-

1. When we talk about a particular person or thing, or one already referred to.

For example-

- **The** book you want is out of print.
- Let's go to **the** park.
- **The** girl cried.

2. When a singular noun is meant to represent a whole class.

For example-

- **The** cow is a useful animal.
- **The** horse is a Noble animal.
- **The** cat loves comfort.
- **The** rose is the sweetest of all flowers.

3. Before some proper names.

For example-

- Oceans and seas e.g. **The** pacific, **The** black sea.
- Rivers e.g. **The** ganga, **The** Nile
- Canals, e.g. **The** Suez Canal.
- Deserts, e.g. **The** Sahara

4. Before the names of certain books.

For example-

The Vedas, **The** Puranas, **The** Ramayana.

5. Before names of things unique of their kinds.

For example-

The Sun, **The** Sky, **The** Ocean, **The** Sea, **The** earth.

6. Before a proper noun when it is qualified by an adjective or a defining adjectival.

For example-

- **The** great Caesar: the immortal Shakespeare.
- **The** Mr. Roy whom you met last night is my uncle.

7. With superlatives.

For example-

- **The** darkest cloud has a silver lining.
- This is **the** best book on elementary chemistry.

8. With ordinals.

For example-

- He was **the** first man to arrive.
- The ninth chapter of **the** book is very interesting.

9. Before musical instruments.

For example-

- He can play **the** flute.

10. Before an adjective when the noun is understood.

For example-

- **The** poor are always with us.

Omission of Article

1. Articles are not used in front of Proper nouns.

- ❖ Delhi is the capital city of India.
- ❖ Gold is a valuable metal.

2. Articles are not used before languages

- ❖ I learned Japanese within a year.
- ❖ Mandarin is the most difficult language.

3. Before a common noun used in its commonest sense-

- ❖ Iron is used to make many types of machinery.
- ❖ Humanity has always survived with love.

4. We do not use articles in front of the name of the subjects, such as Maths, Biology, economics, etc.

- ❖ I hate the fact that Mathematics is his favorite subject.
- ❖ Economics as a subject is very interesting.
- ❖ I was asked to opt for computers by my teachers.

5. We omit articles when words like Nature, Science, Death, Life, etc are used in the General Sense.

- ❖ Nature has its own rules and it follows them effortlessly.
- ❖ The saint explained that death is inevitable.
- ❖ Science does not have all the answers to nature's mysteries.

6. We do not use articles before the names of a meal like lunch, dinner, etc.

- ❖ Have you taken dinner?
- ❖ Breakfast timings will differ depending on when you wake up.

7. We do not use articles in front of seasons, festivals, names of days, and months.

- ❖ She will reach the town on Sunday.
- ❖ Summer is the best season for swimming.

❖ Christmas is celebrated in December.

8. When words like school, college, church, hospital, prison, temple, etc are used for their primary purpose -

- ❖ Rudra goes to university daily.
- ❖ She goes to school in the morning.
- ❖ We all go to Church on Sunday.

9. Sometimes we form certain phrases which are just prepositions and nouns. Such as, at school, in bed, at noon, etc.

- ❖ He is in bed.
- ❖ We checked the building from top to bottom.

10. We avoid using articles in certain phrases consisting of a transitive verb and its object. Such as, set sail, take heart, send word, catch fire, take offence, leave office, etc.

- ❖ He took offence at my words.
- ❖ The ship will set sail at 1500 hours.

11. When a common noun is written in pairs, we omit articles from it.

- ❖ Both brother and sister are exceptional students.
- ❖ The husband and wife were allowed to take part in the play.

12. We don't use articles before plural nouns used to denote a class-

- ❖ Oranges are supposed to be rich in Vitamin C.
- ❖ Books are our best friends.
- ❖ Animals are a wonderful creation of nature.

Articles practice

Fill in the blank with the appropriate article, *a*, *an*, or *the*, or leave the space blank if no article is needed.

1. I want ____ apple from that basket.
2. ____ church on the corner is progressive.
3. Miss Lin speaks ____ Chinese.
4. I borrowed ____ pencil from your pile of pencils and pens.
5. One of the students said, "____ professor is late today."
- 6 Eli likes to play ____ volleyball.
7. I bought ____ umbrella to go out in the rain.
8. My daughter is learning to play ____ violin at her school.
9. Please give me ____ cake that is on the counter.
10. I lived on ____ Main Street when I first came to town.

DETERMINERS

Definition

Determiners are words that are used at the beginning of a noun phrase to tell which thing we are talking about. They are also known as word fixers because they fix the meanings of the nouns that are placed after them.

Types of determiners:-

1. Articles: a, an, the
2. Demonstrative: this, that, these, those
3. Possessive: my, your, his, her, their, Ram's etc.
4. Numerals: one, two, first, second, etc.
5. Quantifiers: many, much, less, few, both, either etc.

1. Articles

Definition: - An article is a word that modifies or describes the **Noun**. It is used before the noun to show whether it refers to something specific or not.

Types of Articles

Articles are of two types:

1. Indefinite Article (A, An)
2. Definite Article (The)

2. Demonstratives:

Demonstratives are used before nouns and point to the objects / places/ persons denoted by the nouns.

Singular

This

That

Plural

These ((point to the nearer one/ones))

Those (point to the distant one/ones)

Example: This house is very big.

These flowers are not fresh.

I study in that college.

Those are my books

3. Possessive

A possessive determiner is a **pronoun** that is used to express possession or belongingness. It helps the reader know who or what owns the **noun** that it determines. Possessive determiners include pronouns such as 'my', 'your', 'our', 'his', 'her', 'their' and 'its'.

possessive determiner with gender (Male, Female, Neuter)		example sentence
SINGULAR		
<i>my</i>	M/F	This is my book.
<i>his</i>	M	His name is John.
<i>her</i>	F	Her first name is Mary.
<i>its</i>	N	The dog licked its wounded paw.

plural		
<i>our</i>	M/F	We have sold our house.
<i>their</i>	M/F/N	The students thanked their teacher.
SINGULAR or PLURAL		
<i>your</i>	M/F	I like your hair. Your two children are lovely.

4. NUMERALS

There are three types of Numerals determiners.

Definite	One, two, three, First, second, both etc
Indefinite	Some ,many, few ,all several types
Distributive	Each, every neither ,either

Definite Numeral:-It is used to represent certain numbers

These are of two types:-

- a) Cardinals
- b) Ordinals

a) Cardinals:- A *cardinal number* is a number used in counting to indicate quantity. They are One, two, three etc.

For example

- He has two
- I have one dollar.
- She has **three brothers**.
- They have **50 days** to decide.
- A week has **seven days**.

b) Ordinals:- We use ordinal numbers to talk about order or position of something. **They are** first (1st),second (2nd),third (3rd),fourth (4th),fifth (5th),sixth (6th)

For example

- I finished in **first** place in the competition.
- You will go **second**.
- He will present his idea **third** and you will present your idea **fourth**.
- I am **first** in line and he is **fifth** in line.

Indefinite Numeral:-It is used to represent uncertain numbers

For example

- There are **some** notes on the table.
- **Many** girls are absent today.
- I have read **few**

Distributive Numeral:- It is used to represent a group people or thing.

- **Every** human being on the earth dies.
- **Each** boy likes to play game.
- **Neither** plan will work for sure.

5. Quantitative Determiners

Quantifiers are those determiners which indicate to some number or quantity. Following are the examples of some such quantifiers whose meaning are stated within the brackets as per necessity.

Example:

Some (Positive meaning) :

- ✓ They want some paper.
- ✓ Put some salt in my curry, please.

(Negative meaning) :

- ✓ I don't like some music.
- ✓ Some mangoes are not ripe.

Any (Negative meaning) :

- ✓ They haven't received any letter.
- ✓ There is hardly any water in the jug.

Many (Plural countable noun) :

- ✓ How many colour pencils you want?
- ✓ I haven't seen many places outside the state.

Much (Uncountable noun) :

- ✓ We have much milk in our refrigerator.
- ✓ He has not much interest in study.

A few (Small number) :

- ✓ Only a few candidates got first class.
- ✓ I have a few friends.

Few (Not many, almost none) :

- ✓ Few people live to be hundred.
- ✓ He is a man of few words

A little(Some quantity) :

- ✓ We have still a little time left.
- ✓ There is no need to hurry. I have a little money in my bank.

Little(Almost nothing) :

- ✓ I have little time to talk to you now.
- ✓ There is little water in the bottle.

Determiners practice

Fill in the blanks with most suitable determiners from the options given below.

1. books are missing from the library.

- (a) A (b) Any (c) This (d) Some

2. She has not solved sums.

- (a) Much (b) any (c) many (d) a

3. This book is mine but book is yours.

- (a) That (b) this (c) any (d) every

4. boys have done their work.

- (a) That (b) These (c) Any (d) A

5. He didn't make progress.

- (a) Many (b) some (c) much (d) every

6. He has forgotten of the details.

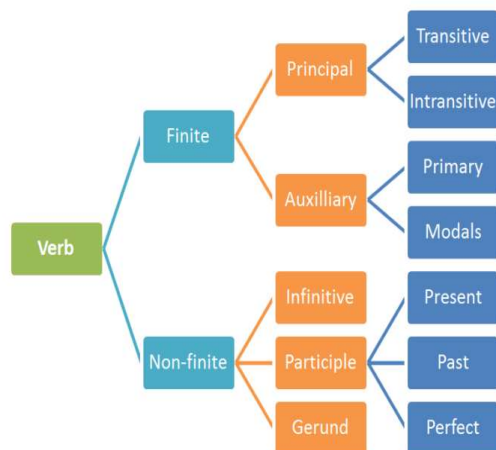
- (a) Any (b) every (c) first (d) some

MODAL VERBS

Verbs

Verbs are the action words in a sentence that describe what the subject is doing. Along with nouns, verbs are the main part of a sentence or phrase, telling a story about what is taking place.

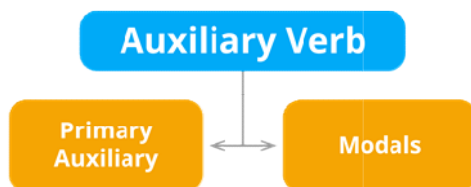
Types of Verbs



Auxiliary verb

An auxiliary verb is a **verb** that is used as a **helping verb** along with the **main verb** in a sentence to make it more meaningful. It is used to alter the **tense**, mood or voice of the sentence.

Types of an auxiliary verb



Primary Auxiliary Verbs

Primary auxiliary verbs can be linked to form different tenses, voices, and moods. These verbs can also function as action verbs. Most commonly used primary auxiliary verbs in a sentence are **be**, **have**, **do**.

Functions of Primary Auxiliary Verbs

- The primary auxiliary verb has no meaning of its own. It helps the main verb to form tense.
- Helps to form interrogative sentences.
- Helps to form negative sentences.
- Helps to form sentences of Passive voice

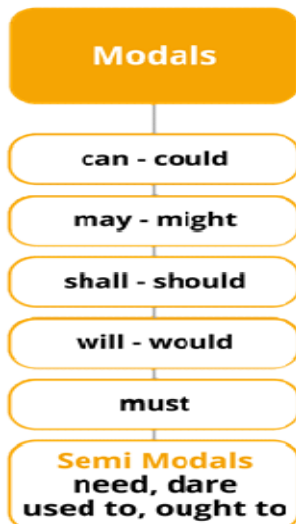
Examples of each of these auxiliary verbs include:

- **To be:** am, is, are, was, were, being, been, will be.
- **To Have:** has, have, had, having, will have.
- **To Do:** does, do, did, will do.

Modal verbs

Modal verbs are a special kind of auxiliary or helping verb. A modal verb helps the main verb to express the mood of the subject and at the same time it can indicate possibility, persuasion, ability, willingness, etc.

Types modal of verb



i) Use of "Can"

(Expressing ability, possibility, probability)

a. Ability

Can expresses ability. Cannot (can't) shows inability.

- ❖ She **can speak** ten languages.
- ❖ I **can't cook**.
- ❖ Can you **speak** Spanish?

b. Possibility

Both modal verbs can and could are used to talk about possibilities of events, but in different situations.

NOTE:- To talk about a general possibility, use *can*. And to talk about a specific possibility, use *could*.

- ❖ **Can** there be any doubt about his intentions?
- ❖ Temperature **can** reach 40 degrees in the summer.
- ❖ It **can** be cold at night.

c. Permission

We use **can** to **ask for permission** to do something:

- ❖ **Can I ask** a question, please?
- ❖ **Can we go** home now?

ii) Use of "Could"

Could is the past tense of **can**. It is used to talk about ability that existed in the past.

a. Ability

- ❖ In my younger days I **could run** four miles at a stretch.
- ❖ Till last year I **could read** without glasses.

b. Possibility

We use **could** to show that something is **possible**, but not certain:

- ❖ *They **could come** by car.* (= Maybe they will come by car.)
- ❖ *They **could be** at home.* (= Maybe they are at home.)

C.Expression of Polite Request

Using **could** to express **polite request** may take the following tones:

- ❖ **Could** I have a glass of water?
- ❖ **Could** you tell me how to solve this sum?

iii) May, Might

(Expressing ability, possibility, probability)

a. possibility

- ❖ He may not agree to my proposal.
- ❖ It may rain tonight.
- ❖ She might accept the offer.

b. Probability

- ❖ The keys may be in the drawer.
- ❖ The pain might belong to Goldie.
- ❖ The bridge could be blocked.

c..Asking and giving permission

- ❖ May/might I ask you a question?
- ❖ May I go out, sir?

iv) Will, Would, Shall

(Expressing requests, offers, willingness and suggestions)

Use:

a. Expressing Requests.

- ❖ Will/ would you please open the door?
- ❖ Would you mind lending me your book, please?

(b) Expressing attitude, willingness/ unwillingness.

- ❖ She will pay back you soon. He won't listen to anyone.
- ❖ They wouldn't stop making noise.

(c) Giving Consent.

- ❖ I will do shopping for you.
- ❖ She won't do the mistake again.

(d) Offering Service.

- ❖ Shall I get you a pen?
- ❖ Shall I arrange a taxi for you?

(e) Asking for suggestions.

- ❖ What shall we do about this barren land?

v) Should, Ought to.

(Expressing advice and probability)

Use:

a. Advice

- ❖ We should / ought to help the one in need.
- ❖ We should not tell unpleasant truth.

- ❖ We ought to serve our motherland.

(b) Necessary to observe, perform and obey.

- ❖ I should do as my mother says.
- ❖ I think, you should meet the doctor.
- ❖ She should inform the police about the theft.

(c) Probability

- ❖ They ought to have arrived by lunch time, but the train was late.
- ❖ Prashanti Express should reach at 5 pm.

**vi) Must, Mustn't, Need, Needn't
(Expressing necessity, obligation)**

a. Necessity

- ❖ We must obey the traffic rules.
- ❖ We mustn't play with fire.
- ❖ You mustn't work hard.
- ❖ I need wearing glasses.
- ❖ I can see better now. I needn't wear glasses.

(b) Obligations

- ❖ I must leave for the station at once.
- ❖ One mustn't misbehave others.
- ❖ We need to be honest.

Vii) Used to:

Used to is used to denote simple past only.

- ❖ We used to live in Cuttack during my father's service period.
- ❖ There used to be a house near the temple a couple of years back.

viii) Dare:

Auxiliary dare is used in sense of making a challenging effort.

- ❖ He dare not go outside in the dark.
- ❖ How dare you talk to me in my face?

Fill in the blanks with the correct modals

1. I ___ arrange the flowers for the bouquet. (**may/can**)
2. ___ I borrow this pen from you? (**may/might**)
3. The teacher ___ ask you to bring the homework. (**might/can**)
4. According to the weather forecast, it ___ snow heavily tomorrow. (**may/shall**)
5. Raj hasn't studied well. He ___ fail his exam. (**might/shall**)
6. You ___ follow the traffic rules. (**may/must**)
7. It ___ be difficult to live amidst war. (**should/must**)
8. My mother ___ scold me if I don't go back on time. (**will/may**)
9. We ___ take care of our parents. (**ought to/ could**)
10. I ___ visit the local grocery store soon. (**shall/can**)

TENSES

Tenses are different forms of verbs describing something happened in the past, happening at present or will happen in the future.

Types of Tenses

There are basic three types of tenses.

- **Past**
- **Present**
- **Future**

These tenses can further be categorized into 4 types:

- **Simple Tense**
- **Continuous Tense**
- **Perfect Tense**
- **Perfect Continuous Tense**

TYPES OF TENSE

Present Tense	<ul style="list-style-type: none">• Present Simple Tense• Present Continuous Tense• Present Perfect Tense• Present Perfect Continuous Tense
Past Tense	<ul style="list-style-type: none">• Past Simple Tense• Past Continuous Tense• Past Perfect Tense• Past Perfect Continuous Tense
Future Tense	<ul style="list-style-type: none">• Future Simple Tense• Future Continuous Tense• Future Perfect Tense• Future Perfect Continuous Tense

Present Tense Rules

The present tense is used to describe the current or present being, situation, or event. It is a form of the verb that defines the events that are currently happening. Examples

- I am going to the office
- She has been part of this group for 4 years now.

A. Present simple Tense structure

Subject + V1 + s/es + Object (Singular)
Subject + V1 + Object (Plural)

Examples:-

- Sun rises in the East.
- Rita goes to school.

B. Present Continuous/ Progressive Tense structure

Subject + is/am/are + V1 + ing + object

Examples:-

- I am eating pudding.
- She is writing letter to the editor.

C. Present Perfect Tense structure

Subject + has + V3 + Object (Singular)
Subject + have + V3 + Object (Plural)

Examples:-

- He has just eaten food.
- I have just read the book.

D. Present Perfect Continuous / Progressive Tense structure

Subject + has been + V1 + ing + Object (Singular)
Subject + have been + V1 + ing + Object (Plural)

Examples:-

- I have been completing my assignment **for** the last three days.
- She has been working in this department **since** 2017.

Past Tense

Past tense is used to describe a past activity or action. It is a form of the verb that defines the events that have already occurred.

A. Simple Past Tense structure

Subject + V2 + Object

Examples:-

- He completed the assignment.
- I read the newspaper.

B. Past Continuous/ Progressive Tense Structure:

Subject + was + V1 + ing + Object (Singular)
Subject + were + V1 + ing + Object (Plural)

Examples:-

- He was reading the book.
- I was going to the park for a morning walk.

C. Past Perfect Tense Structure:

Subject + had + V3 + Object

Example:

- I had finished my homework.
- He had completed his task

D. Past Perfect Continuous/ Progressive Tense Structure:

Subject + had been + V1 + ing + Object

Example:

- He had been completing his assignment **for** the last two hours.
- I had been playing football **since** morning.

FUTURE TENSE

Future tense expresses the actions that have not happened yet OR “the actions that will likely to happen in future”. Its four types are described here.

A.Simple Future Tense Structure:

Subject + will/shall + V1 + Object

Example:

- I shall go to the park for a walk.
- She will perform his duty.

B. Future Continuous/ Progressive Tense Structure:

Subject + will be/shall be + ing + V1 + Object

Example:

- He will be playing football.
- We shall be eating the mea

C. Future Perfect Tense Structure:

Subject + will have/shall have + V3 + Object

Example:

- He will have played football.
- I will have completed my assignment.

D. Future Perfect Continuous/ Progressive Tense Structure:

Subject + will have been + V1 + ing + Object

Example:

- He will have been watching the football match **for** over fifty minutes.

Fill in the blanks with the correct form of verbs given in the brackets.

1. Someone _____ (knock) at the door.
2. Good boys _____ (obey) their elders.
3. Water _____ (boil) at 100°C.
4. Birds _____ (fly) in the air.
5. I _____ (receive) your letter yesterday
6. My father _____ (leave) for Mumbai tomorrow.
7. The child _____ (cry) because it cannot find its mother.
8. My mother _____ (teach) in a college. She _____ (go) there in the morning.
9. He _____ (go) to Shimla tomorrow.
10. Thomas Edison _____ (invent) the electric lamp in 1879.

VOICE CHANGE

What is Voice?

Voice is the quality of a verb that indicates whether its subject acts or is acted upon.

Types of Voices of Verb

Verbs have two voices

(i) Active Voice

(ii) Passive Voice

Active Voice – When an action performed by the subject is expressed by the verb, it is an active voice. Active voice is used when more straightforward relation and clarity is required between the subject and the verb.

Passive Voice – When the action expressed by the verb is received by the subject, it is passive voice. Passive voice is used when the doer of the action is not known and the focus of the sentence is on the action and not the subject.

Uses of Passive Voice

1. Passive voice is used when the actor needs to know the job. In this case “by” is used in the passive voice.
Example: “Love addicted” was sung by Vamps.
2. Passive voice is used if it doesn’t need to know the perpetrator work.
Example: the streets are cleaned every day.
3. Passive voice is used if we don’t know or forget who the perpetrator work.
Example: The police was murdered.
4. Passive voice is used if we are more interested in the job than the actors who work.
Example: A new departmental store is being built.
5. Passive voice is used to avoid an awkward sentence or inappropriate with grammar.
Example: When she arrived home police arrested her — it’s better: when she arrived home she was arrested (by the police).

When a sentence has one auxiliary verb, such as *am, are, is, been, being, be,* and past participle of verbs like *written, driven, drawn, known, learned, broken, discovered,* the sentence is a passive voice.

The Rules to Change the Sentences from Active to Passive Form

1. The places of *subject* and *object* are interchanged i.e. the *object* shifts to the place of *subject* and *subject* shifts to the place of *object* in passive voice.

Example:

- Active voice: I write a letter.
- Passive voice: A letter is written by me.

2. Sometimes subject of the sentence is not used in passive voice. The subject of a sentence can be omitted in passive voice, if without subject it can give enough meaning in passive voice.

Example:

- Passive voice: cloth is sold in yards

3. 3rd form of verb (past participle) is always used as main verb in sentences of passive voice for all tenses. Base form of verb or present participle will be never used in passive voice. The word “by” is used before subject in sentences in passive voice.

Example:

- **Active voice:** He sings a song.
- **Passive voice:** A song is sung by him.

4. The word “by” is not always used before the subject in a passive voice. Sometimes words “with, to, etc” may also be used before the subject in passive voice.

Examples:

- **Active voice:** The water fills the tub.
- **Passive voice:** The tub is filled with water.
- **Active voice:** He knows me.
- **Passive voice:** I am known to him.

5. While conversion of Active voice sentence to Passive voice sentence, the pronoun used in the sentence also changes in the following manner.

Active Voice Pronoun	Passive Voice Pronoun
I	Me
We	Us
He	Him
She	Her
They	Them
You	You
It	It

Active and Passive Voice Rules for All Tenses

Here, we are listing out the Active and Passive Voice Rules for all tenses. You will come to know how an auxiliary verb is used to change a sentence from Active to Passive voice.

Active and Passive Voice Rules for Present Simple Tense

Here in this table, we are elaborating Rules of Active and Passive Voice with examples for Present Simple.

Active Voice	Passive Voice (Auxiliary Verb – is/am/are)
Subject + V1+s/es+ object	Object+ is/am/are+ V3+ by + subject
Subject + Do/does+ not + V1 + Object	Object + is/am/are+ not + V3+ by Subject
Does+ Subject+ V1+Object+?	Is/am/are + Object+ V3+ by subject +?

Active and Passive Voice Example with Answers of Present Simple Tense

Active: He reads a novel.

Passive: A novel is read.

Active: He does not cook food.

Passive: Food is not cooked by him.

Active: Does he purchase books?

Passive: Are books purchased by him?

Active: They grow plants.

Passive: Plants are grown by them.

Active: She teaches me.

Passive: I am taught by her.

Active and Passive Voice Rules for Present Continuous Tense

Below we will explain the Rules of Active and Passive Voice with examples for Present Continuous tense.

Active Voice	Passive Voice (Auxiliary Verb- is/am/are + being)
Subject + is/am/are+ v1+ ing + object	Object+ is/am/are+ being+ V3+ by + subject
Subject + is/am/are+ not+ v1+ ing+ object	Object + is/am/are+ not + being+V3+ by Subject
Is/am/are+ subject+v1+ing + object+?	Is/am/are + Object+ V3+ by subject +?

Active and Passive Voice Exercises of Present Continuous Tense

Active: Esha is singing a song.

Passive: A song is being sung by Esha.

Active: Kritika is not chopping vegetables.

Passive: Vegetables are not being chopped by Kritika.

Active: Is Ritika buying a table?

Passive: Is a table being bought by Ritika?

Active: They are serving poor people.

Passive: Poor people are being served by them.

Active: She is disturbing Dinesh.

Passive: Dinesh is being disturbed by her.

Active and Passive Voice Rules for Present Perfect Tense

You can understand passive voice for present perfect tense from the list which are given below.

Active Voice	Passive Voice (Auxiliary Verb- has/have +been)
Subject + has/have+ v3+ object	Object+ has/have+ been+ V3+ by + subject
Subject + has/have+ not+ v3+ object	Object + has/have+ not + been+V3+ by Subject
Has/have+ subject+ v3 + object+?	Has/Have + Object+ been+V3+ by subject +?

Active and Passive Voice Example with Answers of Present Perfect Tense

Active: Nitesh has challenged her.

Passive: She has been challenged by Nitesh.

Active: Radhika has not written an article.

Passive: An article has not been written by Radhika.

Active: Have they left the apartment?

Passive: Has apartment been left by them?

Active: She has created this masterpiece.

Passive: This masterpiece has been created by her.

Active: I have read the newspaper.

Passive: The newspaper has been read by me.

Active and Passive Voice Rules for Past Simple Tense

Here in the below table, you can check Active and Passive Voice Rules for past simple tense.

Active Voice	Passive Voice (Auxiliary Verb- was/were)
Subject + V2+ object	Object+ was/were V3+ by + subject
Subject +did+ not+v1+ object	Object + was/were+ not +V3+ by Subject
Did+ subject+V1+ object+?	Was/were + Object+ V3+ by subject +?

Active and Passive Voice Exercises of Past Simple Tense

Active: Reema cleaned the floor.

Passive: The floor was cleaned by Reema.

Active: Aisha bought a bicycle.

Passive: A bicycle was bought by Aisha.

Active: Naman called my friends.

Passive: My friends were called by Naman.

Active: I saved him.

Passive: He was saved by me.

Active: Miraya paid the bills.

Passive: The bills were paid by Miraya.

Active and Passive Voice Rules for Past Continuous Tense

We can easily convert sentences from Active to Passive Voice according to given rules below.

Active Voice	Passive Voice (Auxiliary Verb- was/were + being)
Subject + was/were + v1+ing+ object.	Object+ was/were +being+V3+ by + subject
Subject +was/were+ not+v1+ing + object	Object + was/were+ not +being+V3+ by Subject

Was/were+ Subject + V1+ing + object+?

Was/were + Object+ being+v3+ by+ subject+?

Active and Passive Voice Examples with Answers of Past Continuous Tense

Active: Nitika was painting the wall.

Passive: The wall was being painted by Nitika.

Active: Manish was repairing the car.

Passive: The car was being repaired by Manish.

Active: Were you reciting the poem?

Passive: Was the poem being recited?

Active: She was baking the cake.

Passive: The cake was being baked by her.

Active: She was watching me.

Passive: I was being watched by her.

Active and Passive Voice Rules for Past Perfect Tense

There are certain Active and Passive Voice Rules for Past perfect tense, with these only you can convert any sentence in Passive Voice.

Active Voice	Passive Voice (Auxiliary Verb- had +been)
Subject + had + v3+ object.	Object+ had+been +V3+ by + subject
Subject +had+ not+v3+ object	Object + had+ not +been+V3+ by Subject
Had+ Subject + V3+ object+?	Had + Object+ been+v3+ by+ subject+?

Active and Passive Voice Exercises of Past Perfect Tense

Active: Misha had cleaned the floor.

Passive: The floor had been cleaned by Misha.

Active: Vidhi had not received the parcel.

Passive: The parcel had not been received by Vidhi.

Active: Vishal had solved the doubt.

Passive: The doubt had been solved.

Active: Had they caught the thief?

Passive: Had the thief been caught by them?

Active: I had paid fifty thousand.

Passive: Fifty thousand had been paid by me.

Active and Passive Voice Rules for Future Simple Tense

You can check Active Voice and Passive Voice Rules chart for future simple tense.

Active Voice	Passive Voice (Auxiliary Verb- will+ be)
Subject + will+ v1+ object.	Object+ will+ be +V3+ by + subject
Subject +will + not+ V1+object	Object + will+ not +be+V3+ by Subject
Will+ Subject + V1+ object+?	Will + Object+ be +v3+ by+ subject+?

Active and Passive Voice Examples with Answers of Future Simple Tense

Active: Kriya will sew the bag.

Passive: The bag will be sewed by Kriya.

Active: Disha will not arrange the things.

Passive: The things will not be arranged by Disha.

Active: Will you mop the floor?

Passive: Will the floor be mopped by you?

Active: They will post the letter.

Passive: The letter will be posted.

Active: Reena will save money.

Passive: Money will be saved by Reena.

Active and Passive Voice Rules for Future Perfect Tense

Here, we are sharing the Active Voice and Passive Voice Rules chart for future perfect tense.

Active Voice	Passive Voice
Subject + will+ have +v3+ object.	Object+ will+ have+ been +V3+ by + subject
Subject + will+ have +not+v3+ object.	Object + will+ have +not+been+v3+ subject

Will+ Subject+have+v3+ object+?

Will + object+have+been+v3+by +subject+?

Active and Passive Voice Exercises of Future Perfect Tense

Active: They will have brought the toy.

Passive: The toy will have been brought by them.

Active: Nimesh will not have changed the table cover.

Passive: The table cover will not have been changed by Nimesh.

Active: Will she have written the notes.

Passive: Will the notes have been written by her?

Active: They will have won the match.

Passive: The match will have been won by them.

Active: Vijay will have washed a shirt.

Passive: A shirt will have been washed by Vijay.

Imperative Sentences

A sentence that expresses a command, or a request or an advice, or an entreaty is called an Imperative Sentence or Desire.

Characteristics of Imperative Sentences

1. The object you is generally missing in Imperative Sentences. The structure of such sentences in Passive Voice is: Let + object + be/not be + V3
2. In sentences which express request, advice and order, such phrases as, You are requested to/advised to /ordered to are used.
3. Word kindly/please are dropped.

Active Voice	Passive Voice
Do it.	<i>Let it be done.</i>
Call in the doctor.	<i>Let the doctor be called in.</i>
Never <i>tell</i> a lie.	<i>Let a lie be never told</i>
Shut the door.	<i>Let the door be shut.</i>

Do not starve the cow.	<i>Let the cow not be starved</i>
Stand up.	<i>You are ordered to stand up.</i>
<i>Kindly lend me some money.</i>	<i>You are requested to lend me some money.</i>
Work hard.	<i>You are advised to work hard</i>
Don not do it.	<i>You are forbidden to do it. or Let it be not done</i>

Passive Voice	Active Voice
<i>You are ordered to open the door.</i>	Open the door.
<i>You are requested to come here.</i>	Come here please.
<i>Let the light be witched on.</i>	Switch on the light.
<i>Let your parents be obeyed.</i>	Obey your parents.

Change of Voice in the Infinitive Verbs

Active Voice	Passive Voice
to + V¹	to + be + V³
I have to do this work.	This work has to be done.
I want to buy this book.	I want this book to be bought.
Women like men to flatter them.	Women like to be flattered by men.
There is no shop to let.	There is no shop to be let.

Verbs/phrases

I made him stand up.	He was made to stand up by me.
I saw him cross the road.	He was seen to cross the road (by me).

It is time to

It is time to do this work.	It is time for this work to be done.
It is time to call the roll.	It is time for the roll to be called.
Passive Voice	Active Voice
I expect her to be brought round.	I expect to bring her round.
A pen is to be written with.	A pen is to write with.
It is time for the race to be run.	It is time to run the race.
They should be invited by us.	We should invite them.

PRACTICE EXERCISE OF Change the Voice

- a) The dog chased the boy.
- b) The cat bit the baby.
- c) The delivery boy rang the bell.
- d) Tuhin played basketball.
- e) Miss Gomez teaches us French.
- f) Yuvraj caught the ball.
- g) Children love chocolates.
- h) Sumit will take a photograph.
- i) Who taught you this rhyme?
- j) The police arrested the dacoits.

SUBJECT - VERB AGREEMENT

Subject-verb agreement refers to the grammatical concept that the subject of a sentence must align with the main verb of that same sentence. In particular, singular subjects take singular verbs and plural subjects take plural verbs.

Basic Rule: A singular subject (she, Bill, car) takes a singular verb (is, goes, shines), whereas a plural subject takes a plural verb.

Example: The list of items is/are on the desk.

If you know that list is the subject, then you will choose is for the verb.

Exceptions to the Basic rule:

- a. The first person pronoun I takes a plural verb (I go, I drive).
- b. The basic form of the verb is used after certain main verbs such as watch, see, hear, feel, help, let, and make.

Example: He watched Ronaldo score the winning goal.

Rules of Subject-Verb Agreement with Examples

The concept of subject-verb concord matters the most when using the present tenses. The simple past and simple future tenses have the same verbs used irrespective of the subject in the sentence. Knowing and following the rules of subject-verb agreement will help you write error-free sentences. Go through the following rules and also go through the examples to understand how each rule is applied.

Rule 1

The first rule is what we have already discussed – the use of a singular verb with a singular subject and a plural verb with a plural subject. The subject can be a noun, a pronoun or even a noun phrase. If it is a pronoun, the subject-verb agreement is done with reference to the person of the pronoun.

For example:

- Rachel spends her free time listening to music. (Singular subject with singular verb)
- Blaine and Kurt play the piano. (Plural subject with plural verb)
- She likes to have a dessert after every meal. (Third person singular pronoun with singular subject)

Rule 2

When using the 'be' form of verbs, there is an exception. In this case, the verb is used according to the number and person of the subject. Check out the following table to see how it works with different pronouns.

Person	Pronoun	Verb	Example
First person singular	I	am	I am confident.
First person plural	We	are	We are confident.
Second person singular/plural	You	are	You are confident.
Third person singular	He	is	He is confident.
	She	is	She is confident.
	It	is	It is amazing.
Third person plural	They	are	They are confident.

Furthermore, when used with other nouns and noun phrases, the rule applies. The same works even with simple past, present continuous and past continuous tenses when the 'be' form of verbs are used as the principal verb/helping verb.

Check out the following examples to understand.

- Santana is a singer.
- The girls are waiting for you.
- We were happy with the review of our first movie.
- Michael Jackson's songs are still enjoyed by millions.

- I was reading the latest book by Rudyard Kipling.

Rule 3

The use of 'have' and 'has' in the present perfect tense, the present perfect continuous tense and as a main verb is also dependent on the subject. All singular subjects use 'has' and all plural subjects use 'have'.

For example:

- I have a younger brother.
- You have taken the wrong cut.
- Swetha has a pet dog.
- William Shakespeare has written around 37 plays.
- Finn has been waiting to talk to you about the test results.

Rule 4

Compound subjects combined using the conjunction 'and' take a plural verb.

For example:

- Krish and Radha are on their way to the airport.
- Caren, Sheela and Akash have completed their assessments.

Rule 5

When more than one noun is joined by the conjunction 'or', the subject is considered to be singular and a singular verb is used.

For example:

- Celery or spring onion works fine.
- Your mom or dad has to be here in an hour.

Rule 6

Sentences with pronouns such as anybody, anyone, no one, somebody, someone, everybody, everyone, nothing and nobody are treated as singular subjects and will therefore use a singular verb.

For example:

- Nobody has understood anything.
- Everyone was happy with the outcome.
- Nothing fits me well.
- No one finds the movie interesting.

Rule 7

For sentences using 'either...or' and 'neither...nor', the verb should agree with the noun or pronoun that comes just before it.

For example:

- Neither Ricky nor Gina is here yet.
- Either the teacher or the students have to take an initiative to keep the classroom clean.
- Neither the children nor their parents are aware of the consequences.

Rule 8

When sentences have subjects like police, news, scissors, mathematics, etc. (nouns that are plural by default), the verb used should be plural.

For example:

- The news of demonetization shocks the entire nation.
- The police have been looking for the culprits.

Rule 9

When a negative sentence is written, the 'do' verb is used and it has to match the subject.

For example:

- The children do not like working out trigonometry problems.
- My father does not work at the bank anymore.

Rule 10

Interrogative sentences also take the help of the 'do' verb. As far as the subject-verb agreement of interrogative sentences is concerned, the first verb ('be' verb or 'do' verb) has to be aligned with the subject of the sentence.

For example:

- Do you read thriller novels?
- Doesn't she know you already?
- Is Tina happy with the new house?
- Were you looking for me?
- Has Sharon submitted her final project yet?

Rule 11

When you have sentences that begin with 'here', 'there', 'this', 'that', 'those', 'these', etc., always remember that the subject follows the verb and therefore the verb has to be conjugated with reference to the subject.

For example:

- Here is your book.
- There lies your shirt.
- That was a great movie.
- There have been many changes in the timetable.

Rule 12

Abstract nouns and uncountable nouns are considered as singular subjects, so make sure you use a singular verb along with it.

For example:

- Honesty is the best policy.
- Love makes people do crazy things.
- Good friendship keeps your mind and body healthy.

Rule 13

When the subject refers to a period of time, distance or a sum of money, use a singular verb.

For example:

- 1267 kilometers is too long for us to travel in half a day.
- 10 years is not considered optimum to go on the water slide.
- Don't you think 1000 rupees is a little too much for a portrait?

Rule 14

The next rule is based on the use of collective nouns as subjects. Remember that when you have a collective noun as the subject of the sentence, the verb can be singular or plural based on the sentence and the context.

For example:

- My family is settled in Australia.
- All groups of participants have arrived.

Rule 15

In sentences that have adjectives such as 'all', 'a lot of', 'lots of' or 'some' are used along with nouns to form a phrase that acts as the subject of the sentence, the verb is used according to the noun just before it.

For example:

- All of my dresses have become tight.
- A lot of food is left out.
- Some of the books are torn and damaged.

Rule 16

When a sentence begins with 'each' or 'every' as the subject, it is considered singular and so the verb has to be singular too.

For example:

- Each student has been asked to provide a consent letter.
- Every teacher, parent and student is expected to work together.

Rule 17

When you are using a sentence to express a wish or a sentence expressing a request, verbs are used a little differently from other sentences.

For example:

- I wish I were a bird.
- If you were here, I would not be sad.
- We request that everyone make their choices now.

Furthermore, go through the article on tenses to learn how verbs are conjugated according to the tense of the sentence.

Complete the subject verb agreement exercises below by placing the correct form of the verb in each gap. The answers are given after the last question.

- (1) Many of my friends _____ (disagree / disagrees) with me on this topic.
- (2) Fifteen pounds _____ (is / are) the price of that jacket.
- (3) Two hundred kilometers _____ (seem / seems) a long distance to drive just for a party.
- (4) One-half of the students in the class _____ (has / have) good marks on the test.
- (5) Several members of staff in the company _____ (need / needs) a higher salary.
- (6) Neither the bread nor the cheese _____ (is / are) fresh enough to eat.
- (7) Two chairs by the table in the dining room _____ (is / are) broken.
- (8) Either my aunt or my uncle usually _____ (help / helps) my parents.

UNIT-IV:

FORMAL WRITING SKILL

1. Paragraph writing

- Meaning
- Features of Paragraph Writing (Topic Statement, Supporting Points and Plot Compatibility)
- Developing Ideas into Paragraphs (Describing Place/ Person/ Object /Situation and any general topic of interest)

2. Notice

3. Agenda

4. Report writing (Format of a Report, Reporting an event / news)

5. Writing personal letter

6. Letter to the Principal, Librarian, Head of the Deptt, and Hostel Superintendent

7. Writing Business letters

Layout of a Business Letter

Letter of Enquiry, Placing an Order, Execution of an Order, Complaint, Cancellation an order (Features, Format and example)

8. Job application and C.V.(Features, Format and example)

PARAGRAPH

1. Meaning

A paragraph is a series of sentences that are organized and coherent, and are all related to a single topic. Almost every piece of writing you do that is longer than a few sentences should be organized into paragraphs.

2. Features of paragraph writing:

a. Unity

It is the very big factor that can make your paragraph the worst or the best. The reason is quite obvious because the whole paragraph represents a single sense or thought. That is why all the sentences should be dependent on each other. All the sentences should be related to the main point of the paragraph.

B .Order

These should be a specific order in between the sentences. To represent the main idea, all the sentences should follow a specific step by step order. Students make this mistake in most cases because they start their paragraph very well but after that they never write their sentences in order. Important things and other things should be in order.

c.Content

length I have seen many students who like to write more and more. It is a good habit but excess of anything is bad. No one likes to read long paragraphs because it wastes so much time. A good paragraph is that have proper length of the content and that should be to the point.

d.Coherence

Coherence means relativity between the sentences. All the sentences of paragraph should relate to each other. If one sentence is telling about something then other sentences must be related to it. If the paragraph lacks coherence then it will not produce any sense or it will become senseless.

e.Binding

It is the best characteristics among all given above as far as I am concern about writing. IF your writing does not bind your readers then it is of no use. Readers should feel like they are reading something very interesting. From the starting point to the end point, reader's interest should be in the paragraph.

f) Opening

Sentences Last but not the least is opening sentences. Your opening sentences should like that represent the main idea of the paragraph. Rest of the sentences should be just explaining what you said in the opening sentences.

A paragraph has three main parts:

Topic Sentence

A topic sentence is the first sentence of the body paragraph. Simply put, the topic sentence introduces the topic of the paragraph. A good topic sentence will be broad enough to allow for explication but narrow enough that it does not require a paragraph that is too long.

Supporting Sentences

The supporting sentences of a paragraph are the sentences between the topic sentence and the concluding sentence. The supporting sentences “support” the topic sentence. That is, they explain and elaborate the point of the paragraph.

Concluding Sentence

The concluding sentence is the last sentence in the paragraph. It should succinctly end the paragraph and transition to the next paragraph, if appropriate.

1. Paragraph on Pollution

Pollution is a significant threat to our environment and is caused by the reckless attitude of man towards nature. Our Earth provides us with food and shelter, whereas we treat it mercilessly and plunder its resources. Pollution is a direct result of our greed. We dump waste into our water bodies without caring for the organisms living in them. The balance of various gases in the atmosphere has been disrupted because of the large number of vehicles plying on the road. Even factories that release harmful gases into the atmosphere contribute to air pollution. When we do excessive and uncontrolled farming on a piece of land, it loses its natural minerals. So, when we use fertilizers to boost their productivity, it pollutes the soil. Noise pollution is caused by factories, jets, airplanes, etc. It harms our ears and can impair hearing.

2. Friendship

Friendship is a divine relationship. We don't have similarities in our blood, but still, that person cares for us. Irrespective of all differences, a friend chooses you, understands you, and supports you. Whenever you are in self-doubt or lacking confidence, talk to a friend, and your worry will surely go away.

A true friend will always want your happiness. A life without a good friend is merely empty. Honesty is the key factor to maintain the friendship forever. For understanding each other's emotions, you have to be completely honest with each other. Patience and acceptance are also other factors for friendship to last long. Understanding the differences as well as accepting them is a maturity factor in a friendship. Friendship will fulfill you with sweet memories that you can cherish for the rest of your life. The unbounded love, as well as care, is what makes the relationship between two friends strong.

My hobby

For a student, a hobby would mean taking some time off from classes and utilizing it for something that he likes to do. A hobby should come to you naturally. It should not be enforced by anyone. If it has to be enforced upon you then, you will soon lose interest in it. The main purpose of a hobby would be lost.

Some people like to read books as a hobby. It is a great way to improve one's vocabulary. This makes them aware of plenty of things that schools might not teach them. Life is short, and the world is vast. There is a galaxy of knowledge out there, waiting for us to stumble upon it. That is the main purpose of hobbies. To make us aware of things those are beyond the confines of our classroom walls.

A regular school day will teach you only those topics that are mentioned in your syllabus. However, a hobby will teach you much more than that. It will introduce you to newer topics. This will help you in becoming a knowledgeable person.

Practice set

Write a paragraph on the given Topic:

1. Apj Abdul kalam
2. Blood Donation camp

NOTICE WRITING

Meaning:-

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.

Notice is a written or printed information or news announcement. Notices are either displayed at prominent places or published in newspapers/ magazines. It is meant only for a select group. Since a notice contains a formal announcement or information, its tone and style is formal and factual. Its language should be simple and formal. Notice is always brief and to the point.

Important Tips to be followed while writing a Notice

- Adhere to the specified word limit of 50 words.
- Write the word NOTICE at the top.
- Name and place of the school, organization or office issuing the notice should be mentioned.
- Give an appropriate heading.
- Write the date of issuing the notice.
- Clearly mention the target group (for whom the notice is to be displayed).
- Purpose of the notice.
- Mention all the relevant details (date, venue, time).
- Signature, name and designation of the person issuing the notice.
- Put the notice in a box.

Notice Writing format Examples:-

Name of the issuing agency/authority NOTICE
Date of issue/Release of the notice
Title/Subject of the Event
BODY (Date/time/duration/Place/Venue)
Authorized signatory (Name, Designation and signature)

1. You are Srinivas/Srinidhi of D.P. Public School, Odisha. As Student Editor of your school magazine, draft notice in not more than 50 words for your school notice board inviting article sketches from students of all classes. Answer:

<p>D.P. Public School, Odisha</p> <p>Notice</p> <p>Bring in your Articles and Sketches</p> <p>21st March, 2023</p> <p>Students of all classes are hereby invited to submit their articles and sketches for the school magazine to the undersigned Latest by the 6th of April in Room No. 102 during the V period. Please ensure that your articles are neat and legible and your sketches are clearly drawn.</p> <p>Srinidhi Editor</p>
--

PRACTICE SET

1. Imagine you are a cultural secretary of your Institution; now draft a notice regarding annual function of your institution.
2. Imagine you are a joint secretary of your Institution; now draft a notice regarding proper parking of vehicle by the students.

AGENDA WRITING

Agenda (Meaning)

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

1.Features of an agenda

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

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

4.Tips for Writing an Agenda

- ✓ **Create the agenda three or more days or even weeks before the actual meeting.** It gives you more time in preparing the agenda and gives enough time to cover all the important information.

- ✓ **Set up a standard meeting agenda.** The meeting agenda includes progress updates, upcoming milestones, and a list of people who will not be around in the next few weeks.
- ✓ **Consult the team.** Get input from the team about what needs to be addressed and discussed.
- ✓ **Write all the important information.** The topics, activities, updates and time must all be present in the free agenda.
- ✓ **Follow a standard and well-structured agenda.** The agenda must be understood by everyone who will read it.
- ✓ **Distribute it before the actual meeting.**

3. Sample of an Agenda for Annual Function

Spring Fest Date 16.03.2023.

1. Arrival of Guest -----10:00AM
2. Lamp Lightening -----10:05AM
3. Opening Song- -----10:10AM
4. Welcome Speech-----10:15AM
5. Speech by principal ----10:25AM
6. Speech by Chief guest --10:40AM
7. Prize Distribution----- 11:00AM
8. Vote of thanks----- 11:20AM

Practice topics

1. Prepare an agenda for a Ganesh puja.
2. Prepare an agenda for a orientation day.

REPORT WRITING

Report writing is a formal style of presenting objective facts and information. There can be various types of reports, such as academic reports, science reports, business reports, technical reports, and news reports. A report can be verbal or written. However, a written report is more formal than a verbal report.

Who, what, where, why, when, and how. Questions arise in the following manner:

- ✓ What happened?
- ✓ Where did it happen?
- ✓ When did it happen?
- ✓ Who was involved?
- ✓ Why did it happen?
- ✓ How did it happen?

Some Points to Keep in Mind during Report Writing

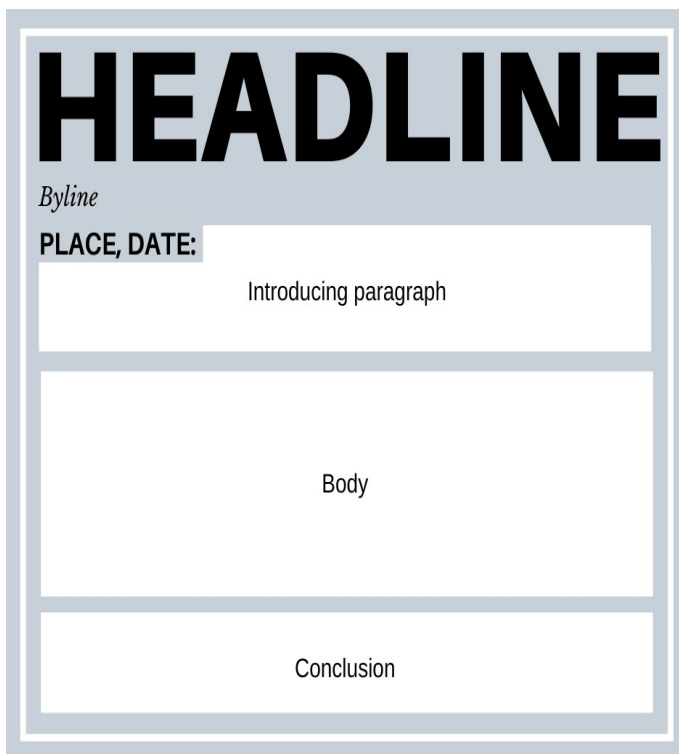
- ✓ No personal opinion is allowed in a report.
- ✓ The report must be topic orientated.
- ✓ The structure should be neat and clean.
- ✓ Tables, bullet points, graphs can be included as proof of the information.
- ✓ Adding a summary to highlight the main points is very common.
- ✓ A report may include appendices, and often it has pre-designed layouts.

Knowing these essential elements is a prerequisite for any report writer, they are as follows:

- ✓ **Correct Information:** It is the soul of the document or report. Any compromise in the mention of the accurate information gathered is a blunder and unethical too.

- ✓ Topic Clarity: The purpose of the report writing is to provide the information to its general consumers in an easy-to-understand language and ideas. Having clarity in the whole purpose and content matter helps us to do this successfully.
- ✓ Write of Flow: The language of the report doesn't need only to be simple but also needs to follow a proper flow of ideas for a better picture and easy acknowledgment of the ideas for the readers.
- ✓ Excellent Presentation: Finally the whole work must be a unique and satisfying representation of the information we are trying to convey to our readers.
- ✓ Completion: The writer must take care to conclude the report with an open-minded and unbiased voice.

Format of report writing



1.You are Karan/ Kirti of L.M. Memorial Public School, Bhadrk. Your school has adopted a village as a social responsibility. Students are being taken to teach the children of that village on a regular basis. Write a report, for your school magazine, on the various other programmes organized there in 120 – 150 words.

Answer:

VILLAGE ADOPTION- A STEP TOWARDS BEING SOCIALLY RESPONSIBLE

-BY KARAN/ KRITI

Bhadrak, 16th March, 2023:-On the occasion of World Literacy Day, L.M. Memorial Public School, **Bhadrk** has taken an oath to embrace the village named Rajpur.

The school has taken the responsibility of educating the people residing in the village. Selected students from each standard are taken there every weekend, during school hours to impart knowledge. The first 6 month motive is to make each and every person capable of reading and writing. Free books and stationery is being provided for

quality education. Children are given time to spend with each other, play games and interact. Apart from the educational needs, special care is devoted to hygiene and sanitation. Girls are being given awareness on the importance of menstrual hygiene as well. Various talent hunts have been organized which left everyone overawed. The immense enthusiasm and zeal in the people to learn is the main driving factor. A family kind of environment is being created. The school treats the people of the village as its own students and is unbiased. By adopting a village, the school is making its students sensitive towards the needs of the environment at a young age. It is committed towards raising the leaders of tomorrow.

2. Recently your school held a Seminar on Conservation of Water as a part of World Water Day celebrations. As the School Pupil Leader of Maryland School, Bhubaneswar, write a report in 100-125 words for a local daily. Sign as Pritham/Preeti.

Answer:

Seminar On Water Conservation
By: Preeti
Maryland School,

Bhubaneswar, 16th March, 2023,: Our school organized a seminar on 'Water Conservation' as part of the World Water Day Celebrations on 13th August, 20xx. The main aim of this seminar was to remind us all about the need to save the government and the non-governmental organizations in providing help water as it is a precious source imperative for our survival.

Distinguished environmentalists and eminent personalities were our guest speakers and they reiterated the need not only of conserving water but also spoke at length on how to conserve water by stressing upon the fact that each drop of water is precious. Dr. Yashraj, an eminent environmentalist, suggested rain-water harvesting as one of the best ways to conserve water.

Using visual aids to highlight his discourse, he suggested that to ensure availability of water for the future generations the withdrawal of fresh water from an ecosystem should not exceed its natural replacement rate. The seminar concluded on the note that water conservation is the most cost-effective, environmentally sound way to reduce our demand for water and so each one of us must do our bit towards improving water management to enhance optimum use of water.

Practice question.

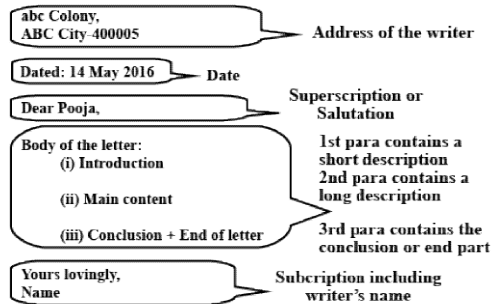
1. Your school organized an exhibition-cum-sale of the items prepared under Work Experience Certificate by your school students. There was an overwhelming response from the public. Prepare a report in 100-125 words for a local daily. You are the Coordinator, S.U.P.W. activities, Nita School, Ganjam.

2. Your state government has banned the use of plastic bags. You are Amarjeet, a reporter of The National Herald. Write a report in 100-125 words on how the ban is being ignored and what damage the indiscriminate use of plastic bags is causing to the environment.

WRITING PERSONAL LETTER

Informal letters are personal letters that are written to let your friends or family know about what is going on in your life and to convey your regards. An informal letter is usually written to a family member, a close acquaintance, or a friend. The language used in an informal letter is casual and personal.

Parts and format of the letter:-



Write a letter to your friend congratulating him/her on his/her success in class 12 board exam.

Answer:

From,
B-32, sector-11
Bhubaneswar-110034

Dt: 17th March, 2023

Dear Muskan,

My happiness knew no bounds when I got to know that you have topped your school and achieved your dream. I felt so pleased that I wish I were there to congratulate you personally.

The result has proved that hard work, determination, and perseverance bring good results. You were so laborious and passionate about it. I know you were very nervous too, but I was always very confident that you would come out with flying colors. I apologize that I couldn't even attend the celebration party despite my wishes.

Hope to see you soon. Please be encouraged and continue your hard work. Your future is very bright. My parents and elder sister have sent lots of love and heartiest congratulations.

With lots of love and best wishes.

Yours lovingly,
Shefali

Address on the Envelope

To , Name:	From, Name:
c/o:	c/o:
At :	At :
Po:	Po:
City :	City :
Dist:	Dist:
Pin:	Pin:

PRACTICE exercise

1. You are Anjali. Write a letter to your friend to join you in summer vacation.
2. You are Sweta. Write a letter to your father asking him to attend a study tour of your college.

FORMAL LETTERS (APPLICATION TO HOSTEL SUPERINTENDENT/ H.O.D/ PRINCIPAL/ LIBRARIAN)

Parts of a Formal Letter

When writing a formal letter, always be respectful and conscious of your language, no matter what the subject of the letter might be. To write a formal letter, there are some points to be remembered.

1. Always start with the **sender's address**
2. This is followed by the **date**.
3. The **receiver's address** comes next. The receiver can be the name of the firm or the one who represents the firm.
4. The **subject of the letter** is very important. It is a statement of the purpose of the letter. It should be written in a single line.
5. The **salutation** can be *Dear Sir/Ma'am*. If it is a person you know well, you can address them by their name, *'Dear Shrinath'*.
6. The **body of the letter** can be written in 3 paragraphs.
 - The first paragraph should be aimed at introducing yourself and stating the purpose of your letter.
 - The second paragraph should furnish all the information about the matter.
 - The third paragraph can be a concluding paragraph where you lay out your expectations regarding the matter.

To **close the letter**, you can use a complimentary closing like *'Yours faithfully', 'Yours sincerely' etc.*

Unlike informal letters, the **signature** should include your name (in block letters) and designation below your signature.

Note: Students you will never disclose their name, registration no, college name, mobile no while writing an application.

Sample application

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

From,
Xyz----,
Ramana palli.

Dt: 17th March, 2023

To,
The Hostel Superintendent/H.O.D
XYZ Govt. Polytechnic

(Subject: Application for granting sick leave for a week.)

Sir/Madam,

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

Therefore, I would like to request you that I kindly grant me sick leave for one week from 18nd to 26th Marchr, 2023 for which I shall be grateful to you.

Thanking you.

Yours Faithfully,
AhanaVerma.

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

FROM,
XYZ.,
Berhampur.

Dt: 17th March, 2023

To,
The Principal Govt.
Senior Secondary School, Berhampur.

Subject: Application for issuance of college leaving certificate.

Respected Sir,

With due respect and humble submission I am XYZ a student of class IX -B. My father, who is a Central Government employee, has been transferred to Bombay on promotion. We have to leave for Bombay after a week.

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

Thanking you.

Yours obediently,
XYZ

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

FROM,
XYZ.,
Berhampur.

Dt: 17th March, 2023

TO,
The librarian,
Xyuz Polytechnic Cuttack.

Subject: Application for exemption of fine.

Respected Sir,

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

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

Thanking you.

Yours Faithfully,
Akshaya Sahoo

Practice Exercise

1. You are Zoya, a student of 1stsem, Civil branch, write an application to the Principal of your college requesting him for duplicate identity card.
2. You are Zoya, a hostel student; write an application to the Hostel Superintendent regarding shortage of drinking water.

BUSINESS LETTERS: (LETTERS OF ENQUIRY, ORDER, EXECUTION, COMPLAINT AND CANCELLATION)

A business letter is a professional, formal letter that is sent by one company to another. These letters can be used for professional correspondence between business clients, employees, stakeholders as well as individuals.

Parts of a Business Letter

(in order from top to bottom)

- Heading
 - Sender's address
 - Date
 - Inside address/ Recipient's address
- Salutation
- Body
- Closing
- Signature
- Initials, Enclosures, Copies

Everything is
LEFT
justified!

1. Write a letter enquiring about Computer Printer and note the different parts of business letter.

From,
B/103,
Sector 7 Rourkela,
Sundargarh.

Dt.25th March, 2023

To,
The World Computers 71,
Mall Road, Delhi

Subject: Enquiry about computer printer

Respected Sir,

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

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

Thanking You.

Yours Faithfully,
Raman Sharm

2. Write a Specimen on order letter.

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

Popular Book Shop 45,
Book Market,
College Road, Kerala.

Dt: 13th March 2023

59 Akash Publishing House
New Sarak
Mumbai.

Subject: Order for 5000 books

Respected Sir,

Please send the following book by rail transport by 30 April, 2023.

Sl.no	Name of the Books	No. of copies required
1.	Communicative English by kalyani Publisher	1000
2.	Engineering Mathematics by kalyani Publisher	1000
3.	Engineering Physics by kalyani Publisher	1000
4.	Engineering Physics by kalyani Publisher	1000

Kindly ensure that the books are of latest edition and are well packed so that they are not damaged in transit. I am enclosing a bank draft for Rs 12000 as advance. The balance including handling would be paid on delivery.

Looking forward to the prospects of ever growing relations.

Thanking You

Yours Faithfully,
Raj Verma

3. Sample of an Execution Letter for above order.

Akash Publishing House,
New Sarak, Mumbai.

Dt: 18th March, 2023

Popular Book Shop 45,
Book Market,
College Road, Kerala.

Subjec : Execution letter

Respected Sir,

We thank you very much for your letter dated 13th March 2023 in which you have order for 4000 books. We also acknowledge the receipt of Bank Draft for Rs 12000 as advance towards the price of the books.

We will dispatch your order next week .you may then pay the balance amount of Rs 3000 as there are no handling charges and delivery is free. We are sure you will find your books in good condition and of latest edition without any complaint.

Thanking You.
Yours Faithfully ,
Raju Sing

4.You are Arihant/Aparajita, the Sports Secretary of Sunshine International School, New Delhi. You have received the parcel of sports articles ordered by you, some of which are defective and old. Write a letter of complaint to Messer New Sports, Meerut, the supplier of the sports articles.

From,
Sunshine International School
Civil Lines
New Delhi

Dt:30th January 2022

To,
The Manager
Messer New Sports
Meerut

Subject: Complaint about supply of defective and old sports articles

Dear Sir,

I am writing to you in the capacity of the sports secretary of Sunshine International School, New Delhi. I had visited your store a month back and after checking the goods, I had placed an order regarding specific articles.

I would like to draw your attention towards the parcel of the sports articles delivered. Though the delivery was very prompt, some of the articles are defective and old.

I request you to kindly replace the faulty goods with proper quality goods as discussed a month prior. Please let us know when you would be getting the goods replaced, failing which we would have to take strict action.

Looking forward to a prompt reply from you.

Yours sincerely,
Arihant ,
Sports Secretary.

5. Letter of Cancellation of order

Excellent Book shop 48,
Book Market,
College Road, kolkatta.

20th April

Nalanda Publishing House
NaiSarak, Delhi

Subject: Cancellation of order

Respected sir,

With reference to our order no. 096 dtd 18th March, in which we have order 4000 nos. of books, we request you to treat the same as cancel due to syllabus change.

Sorry for the inconvenience caused to you.

Thanking you

Yours Faithfully
Arman Gupta

JOB APPLICATION AND C.V.

Job application

The format of job application is the same as that of an official letter,

- Your address.
- One line gap
- Date
- One line gap
- Receiver address
- One line gap
- Subject
- One line gap
- Greetings (Respected Sir / Madam etc)
- Body of the letter
- The complimentary closing
- Thanking you
- one line gap
- Closing phrase (yours truly/faithfully etc)
- Your name.

Only the main body of the letter should contain the following information:

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

NOTE: Students you will never disclose their name, registration no, college name, mobile no while writing an application Sample letters.

Write an application to the Principal of Kalinga Institute of Industrial Technology, Cuttack for the post of a P.G.T. in English.

53, High School Campus,
Patiala

11th March 2023.

The Principal,
Kalinga Institute of Industrial Technology, Cuttack

Subject: Application for the post of a P.G.T. in English

Sir,

In response to your advertisement in "The Times of India" dated 2nd March 2023. I wish to offer my service for the post of P.G.T. in English in your prestigious institution.

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

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

Hoping for a favorable response.

Thanking you.

Yours Faithfully,
Ranjan Sharma.

Enc: Bio-Data and Testimonials.

CURRICULUM VITAE (C.V.) / BIO-DATA

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

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

1. Generally, the document should contain no more than 2 pages.
2. Your C.V should be honest and factual.
3. The first page should contain enough personal details for a recruitment consultant to contact you easily.
4. Choose a presentation format that allows you to headline key skills, key achievement or key attributes.
5. Your employment history should commence with your current or most recent job and work backwards.
6. Achievements should be short, bullet pointed statements and include your role, the action you took and a comment on the result of your action.

7. Where information clearly demonstrates your suitability for the vacancy you are applying for. 8. Leave out information that is irrelevant or negative.

9. Include details of recent training or skills development events you have attended which could be relevant.

10. List all your professional membership and relevant qualifications.

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

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

NOTE: Students you will never disclose their name, registration no, college name, mobile no while writing C.V.

Sample C.V./ Bio-Data (note the different points to be covered in it).

C.V./BIO-DATA.

Name: Ranjan Sharma

Father's Name: Shamesh Sharma.

D.O.B: 03.04.1990

Age: 30 Gender: Male Blood Group: A+

Marital Status: Single

Nationality: Indian

Religion: Hinduism

Cast : General

Present Address: XYZ

Permanent Address: Xyz

Phone no: 123xx853

Educational Qualification

Sl.no	Board Passed	Year of Passing	Name of the Institution	percent age	Division
1	ICSE	2006	ST. THOMAS SCHOOL	64%	1 st
2	ICSE	2008	GOVT.AUTONOMOUS COLLEGE	62%	1 st
3	SAMBALPUR UNIVERSITY	2011	GOVT.AUTONOMOUS COLLEGE	65%	1 st
4	SAMBALPUR UNIVERSITY	2013	GOVT.AUTONOMOUS COLLEGE	67%	1 st

Experience

Working as a guest faculty in English for 5years in UGIE, GP, RKL.

Hobbies: Reading, Music
Language known: English , Hindi, Oriya

Salary expected: Govt. grades with minimum 2 additional increments.

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

Signature

Date

UNIT-V ELEMENTS OF COMMUNICATION

A. INTRODUCTION TO COMMUNICATION

1. Meaning, Definition and concept of communication
2. Good Communication and Bad Communication
3. Communication model (One-way Communication Model and Two-way Communication Model with examples)
4. Process of communication and factors responsible for it (Sender, Message, Channel, Receiver / Audience, Feedback, Noise, Context)

A. Introduction to communication

Meaning:-

Communication is the method of exchanging views, ideas, and opinions from one person or one group to another. Effective communication is essential for the success of the organization. Communication involves the most important element that is the understanding of the meaning. In the communication process, the sender is responsible for encoding an intended meaning into the message and sending it through the channel to the receiver, who then decodes the message into a perceived meaning. No organization can survive and growing the absence of communication.

Concept of communication:-

Communication is the exchange of facts, opinions, idea or emotions between two or more than two persons of common interest. It is the chain of understanding that binds an enterprise from top to bottom and from side to side. No **organization** can accomplish the goal without effective communication.

The term communication is derived from the Latin word 'communis', which means to inform, to tell, to show to spread information. Communication refers to the transformation of information. It is a key function of management. It can play an important role in the success of the business **organization**. In the **organization**, ideas, goals, plans, instructions, suggestions, etc. have to be communicated to the managerial staff for the purpose of coordination.

Definition of communication:-

In the words of **Koontz and Wehrich**, "Communication is the transfer of information from a sender to a receiver with the information being understood by the receiver. "

Communication is transfer of information from one person to another, whether or not it elicits confidence. But the information transferred must be understandable to the receiver – G.G. Brown.

“Communication is the intercourse by words, letters or messages”- Fred G. Meyer.

Communication is the way of sending information. It is the process of exchanging information between two or more persons to achieve mutual understanding with each other. The basic steps of communication are message composition, message encoding and transmission of a signal, to people by using technology. **Finally**, the message decodes and interpretation of the message by the recipient.

Good Communication and Bad Communication

Good Communication is the exchange of clear and valid information it sounds simply means the ability to express someone’s opinion/ view/ thoughts in the most efficient and coherent manner. It also defined as the meaningful communication.

Bad communication or Poor Communication has various aspects like lacking comprehension, fluency, lack of valid information/message lack of clarity and poor body language.

Communication model

1. One-way Communication Model
2. Two-way Communication Model

Communication models: They are the systematic representations of the process which helps in understanding how communication can be done. They show the process metaphorically and in symbols.

One-way Communication Model: It refers to flow of information from sender to the receiver. It has no scope of feedback from the receiver. Examples- Television, Radio, Speech delivery etc

Two-way Communication Model: It refers to flow of information from sender to the receiver and back to the sender in the form of receiver’s response or feedback. Examples- Face-to-face interaction, Telephonic Conversation, Interviews, Group Discussions etc

Importance of communication:-

Communication is an important part of management. No organization can survive and grow without effective communication. All managerial functions are performed successfully with the help of proper communication. It can be considered as the backbone of business management. The importance of communication is listed below:

- **Promotes motivation-** Motivation is the influence that causes someone to do something. Communication promotes motivation by informing the employees about the task to be done. It clarifies the manner how they are performing the task and how to improve their performance if it is not up to the mark.
- **Basis of planning** -Planning is thinking before doing a particular job. Information is essential for planning which can be achieved from internal and external sources. Communication facilitates to prepare targets, standards, and instruction for future plans. Therefore, communication can be used as the basis for better planning.
- **Alter an individual's attitude** -Communication also plays a crucial role in altering an individual’s attitudes. A well-informed individual will have a better attitude than a less-informed individual. Organizational magazines, journals, meetings and various other forms of oral and written communication help in molding employee’s attitudes.
- **Prompt decision** -Communication provides feedback and progress report or internal information that helps to make the decision quickly. In order to take the prompt decision, the facts collecting process has

to be established. Communication always helps the organization in the pursuit of establishing a process for collecting facts.

- **Controlling process**- Control is the comparison of actual work with standard work and correcting the deviations. Communication helps to set the standards and targets. Hence, control is facilitated by effective communication.
- **Maximum production at minimum cost**- Effective communication system coordinates the various factors of production, which makes maximum output with the minimum cost. It establishes good human relations, operating efficiency and removes misunderstanding among personnel.
- **Sound industrial relations** -Effective communication alone can establish mutual trust and condense between management and labor. It enables management to come into close contact with workers. It serves as a bridge between them and creates a team spirit in the organization.
- **Public relations** -In the modern business world, every organization must create and maintain a good corporate image in society. It is through communication that management can keep cordial relations with the government, trade unions, customers and the community. Hence, it is an indispensable means of developing favorable public relations.

Features of Communication:

(i) Communication is necessary and required in all managerial functions. However, it is an integral part of the directing process; and assumes greater significance at the directing stage.

(ii) Communication is a function of every manager. Hence, it is a pervasive managerial function. All managers would have to make necessary communications to their subordinates, and get a feedback to their communications from the latter.

(iii) Communication is a continuous process, throughout the organizational life. It is the basis of organizational functioning. **“No communication; no functioning of the organization.”** thus goes an old managerial adage (proverb).

(iv) Communication is a complete and rational process; only when the recipient of the message has understanding of the subject matter of communication. Communication is, in fact, a transmission of understanding from the sender to the recipient of the message – something, which is an imperative requirement from the human relations perspective, of communication.

(v) Communication usually is and ought to be a two-way process. This emphasizes on the feedback aspect of communication i.e. the sender of the message must get the necessary response (or reaction) of the recipient to the communication made to him.

(vi) Communication is always done with a purpose i.e. with the objective of evoking the desired response out of the recipient, to the communication made. For example, if the communication is a work-order by the superior to some subordinate; the latter must comply with the order – undertaking the necessary actions for the implementation of the order

(vii) Communication process requires, at least, two parties' sender of message and the recipient of it. Naturally, one person would not make any communication to the self.

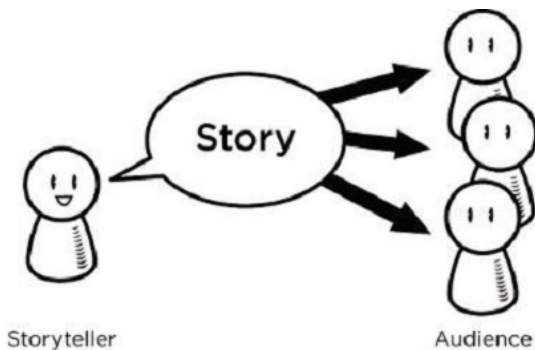
(viii) Communication is a circular process. Its process starts with the sender of the message and travelling through various stages completes with a feedback to communication from the recipient to the sender.

Communication Model.

A model is a thing used to follow or imitate. Models of communication provide inputs for setting a standard communication system and ensuring effective communication in a business organization. They are examined from organizational perspectives. Each organization sets up its own communication system mostly deriving inspiration from popular communication models.

One-Way Communication Model

It is also known as the linear model of Communication as it occurs in a straight line from sender to receiver and serves to inform, persuade or command.



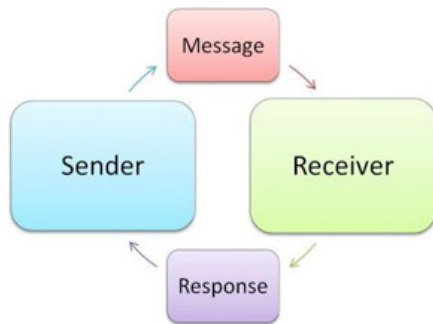
In this type of communication, information is only transmitted from one point to another or to many points at a single point of time.

There is no transmission of information from the receiving point. Here, the recipient is passive.

One-way communication is mostly used to transmit current information like weather information, information about looming calamities, programs and public observations at press conferences and through radio and TV broadcasting. The accurate time and intensity of weather phenomena are transmitted or communicated through the medium of one way communication.

Two-Way Communication

Two-way communication is when one person is the sender and they transmit a message to another person, who is the receiver. When the receiver gets the message, they send back a response, acknowledging the message was received. The model looks like this:



Two-way communication is essential in the business world. Messages are transmitted between employers, employees, customers, and other stakeholders, and feedback is required to be certain that the message was received and understood.

Examples of two way communication are:-

- Chatrooms and instant messaging.
- Computer networks. See backchannel.
- In-person **communication**.
- Telephone conversations.

FACTORS AFFECTING COMMUNICATION

A number of factors which may disrupt the communication process and affect the overall understanding and interpretation of what is communicated are:

- 1. Status / Role**
- 2. Cultural differences.**
- 3. Choice of communication channel.**
- 4. Length of communication.**
- 5. Use of language.**
- 6. Individual Perceptions / Attitudes / Personalities.**
- 7. Known or Unknown Receiver.**

1. Status/Role

The sender and receiver of a message may be of equal status within a hierarchy (e.g. managers in an organization) or they may be at different levels (e.g. manager/employee, lecturer/student, business owner/clients). This difference in status sometimes affects the effectiveness of the communication process.

2. Cultural Differences

Cultural differences, both within or outside the organization (for example, inter-departmental dealings and communication with outside organizations or ethnic minorities) may impede the communication process.

3. Choice of Communication Channels

Sender should choose the most appropriate channel for a particular purpose and keeping the person/receiver in mind.

Sending messages via inappropriate channels can send out wrong signals and end up creating confusion.

Choosing the appropriate channel needs :

- Considering all aspects of the communication process (interpretation, understanding, feedback).
- Determining all the possible barriers.
- Evaluating the complexity of the message and decide how it might be best conveyed.

Knowing--

- Who? ? Characteristics of the receiver(s).
- Why? □ Purpose of the communication.
- What? □ Content of the message.
- How? □ Oral, written, visual or a combination of all three.
- Where? □ Location of the meeting.
- When? □ Timing/time limit/expected response time.

4. Length of Communication

The length of the message also affects the communication process.

Sender need to be sure that it serves the purpose and is appropriate for the receiver.

Is the message too long or too brief?

5. Use of Language

The language used must be familiar to the receiver.

Poor choice of words or weak sentence structure also hampers communication.

Sentences must be framed correctly.

6. Individual Perceptions/Attitudes/Personalities

Sometimes, the method of communication needs to take into consideration the receiver's personality traits, perceptions, age and preferred style.

EXAMPLE -The elderly and children, have different communication needs and preferences when compared to young adults.

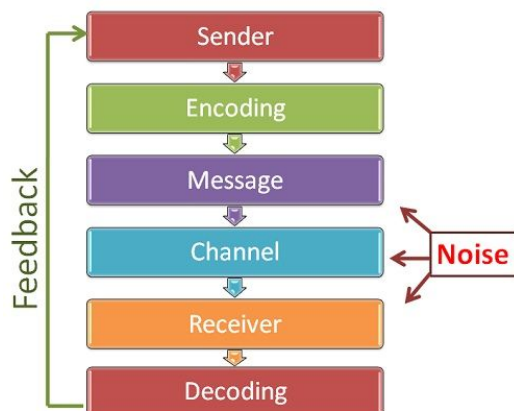
7. Known or Unknown Receiver

Whether the receiver is known or unknown to sender also plays a major role in determining the effectiveness of the communication.

- A known receiver may be better able to understand the message despite having insufficient information as both sender and receiver have common experiences.
- An unknown receiver, on the other hand, may require more information and time to decode the message.

Process of Communication

Communication is the process by which one person or group conveys the message. In the communication process, the sender is responsible for encoding the message and sending it through a channel to a receiver, who then decodes the message into a perceived meaning. The process of communication in an organization is as follows:



- ❖ Sender: - The person who conveys the message to another person is known as the sender. The sender must have the message, idea or information which he wants to convey. He formulates the message which he wants to convey. The sender thinks what message should be sent.
- ❖ Message:-It is the subject matter of communication which a sender creates in his mind and conveys to the receiver. The sender creates a clear message in his mind. A message may consist of facts, opinions, information etc. Then the message is communicated to the receiver.
- ❖ Encoding:-The sender needs encoding skill. It will make the receiver understand the message clearly. When the sender translates the message into words, symbols or some other form, he is using encoding skills. The effectiveness of encoding depends on different factors such as skills, attitudes, knowledge of both the receiver and the sender.
- ❖ Channel: - of communication Communication is the act of transmitting the message to the receiver. Channels of communication include speaking, writing, meeting, memos, letters, reports, emails, text messages and faxes and even nonverbal communication, such as body language.
- ❖ Receiver:-The receiver is the person who receives the message by listening, reading or viewing. He is the person who actually receives the message, understands the same and uses for necessary action. The sender gives messages and the receiver receives the message given by the sender.
- ❖ Decoding: - After receiving the message by the receiver, the receiver must be able to decode the message, which means mentally processing the message into understanding. For example, sending a message in a foreign language that is not understood by the receiver will result in decoding failure.
- ❖ Feedback: - After understanding the message, the receiver gives a response to the sender regarding the message, which is known as feedback. The effectiveness of the message is measured through the feedback. A receiver will give the sender feedback, which is sent by the receiver back to the sender. If responses are positive, then the communication is successful and complete.

B. PROFESSIONAL COMMUNICATION

1. Meaning of professional communication

2. Types of professional communication

2.1. Formal or Systematic Communication Upward communication (How it takes place, symbol, merits and demerits)

Down-ward communication (How it takes place, symbol, merits and demerits)

Parallel communication (How it takes place, symbol, merits and demerits)

PROFESSIONAL COMMUNICATION

Professional communication refers to the oral, written, visual, and digital forms of delivering information in the context of a workplace. Effective professional communication is critical in today's world. Most problems in an organization arise as a result of poor communication. Effective communication ensures a smooth flow of ideas, facts, decisions, and advice.

On the other hand, poor communication can result in the loss of time, money, opportunities, energy and even good will in any undertaking. It is therefore essential to understand the different characteristics of professional communication. As a result, you will be able to grow and develop in the organization. This article lists some of the most

Important features of professional communication.

1. Accuracy

Accuracy is one of the most important features of professional communication. Relay information needs to be accurate. Inaccurate information cannot be seen as credible. This significantly reduces a company's reputation. It may attract litigation. Furthermore, anyone who relays misinformation is at risk of losing credibility.

2. Clarity and Brevity

Communication needs to be brief and to the point. Professionals do not have time to read long circulars and letters with sufficient information. They will feel more comfortable in the short letter designed to convey the message faster. Further, the information is clear and the information needs to be free from any ambiguity. Thus, a professional communicator needs to be aware of the purpose of their communication. In this way, they avoid ambiguities that breed inaccurate communication.

3. Uniqueness

Communication in the professional world is accomplished with a specific goal in mind. Generic professional communication will not achieve the intended purpose. There needs to be a specific one to communicate effectively. The more precise the message, the more likely it is that the target audience will understand it and the more it meets the desired target. Any contact with an organization should deal with one specific issue at a time. This is the only way to reach effective results. Dealing with multiple issues at once is likely to create confusion and confusion. This is a threat to sound management.

4. Division

When it comes to professional communication, employees of an organization, even the youngest, have different needs, interests, and desires. Therefore, communication needs to be made to have the desired effect or effect in order to meet the specific needs of the target audience.

Communication in any company requires separation for specific departments. For example, writing letters to all departments and individuals may not be an effective way of communicating. The communicator has to generate the information in specific sections. Additionally, communication should be handled by a person in the operation of specialized departments, especially when specialist knowledge is needed.

5. Continuity

Consistency is one of the most important features of professional communication. Communication must always be present in an organization. Without it, no company can claim to exist. Blood circulation is as important to a living body as it is to the communication of an organization. Directors should therefore ensure that communication is adequate and flowing smoothly in all directions.

Whenever there is a breakdown in communication, a misunderstanding occurs which leads to adverse adversity, conflict and attitude. Therefore, communication needs to continue. This should go up, down, and to the side to ensure that all concerned parties remain in the loop and are actively participating.

6. Internal and external fields

Communication in an organization is largely internal. This is an essential component of administrative activities and is intended for employees and other members of an organization. A public notice to notify members of an annual general meeting of an organization is an example of internal communication. Internal communication can be vertical or horizontal.

Communication can go beyond the limits of any company. When it extends to external parties who are not necessarily members of the organization, it is referred to as external communication. The purpose of this external communication is usually to maintain relations between external parties and organizations. It has a wide coverage and occurs less frequently than internal communication.

7. Two way traffic

Communication is a two-way traffic. It flows from a subordinate to a higher one, so it should flow upward. For example, when a manager communicates information to employees, they should be prepared to respond and respond. Otherwise, they may not meet the goals efficiently.

The communication chain is not complete until the customer receives the message and the sender responds. Must be able to talk, inform and order management. On the other hand, they should be good to hear too. Employees are entitled to an opportunity to provide their opinions, thoughts and feedback. Two-way communication facilities to manage and employees. In the end, the entire company needs to be acquired.

8. Multi-Channel

Communication can be achieved through a variety of channels to ensure that it reaches the audience in different settings. There are many channels to choose from, including meetings, print and bulletin boards. They fall under the category of traditional tactical forms of professional communication. New electronic means of communication are email, social media, and Smartphone and chat apps.

The choice of medium used for communication should inform many factors. The communicator should consider the nature of the contact, the urgent need and the distance between them and the recipient.

Formal Communication

Formal communication refers to interchange of information officially. The flow of communication is controlled and is a deliberate effort. This makes it possible for the information to reach the desired place without any hindrance, at a little cost and in a proper way. This is also known as 'Through Proper Channel Communication.'

Characteristics of the formal communication:

(1)Written and Oral:

Formal communication can both be written and oral. Daily works are handled through oral communication, while the policy matters require written communication.

(2)Formal relation:-

This communication is adopted among those employees where formal relations have been established by the organization. The sender and the receiver have some sort of organizational relations.

Prescribed Path:

The communication has to pass through a definite channel while moving from one person to another. For example, to convey the feelings of a worker to the manager, the foreman's help has to be sought.

(4)Organizational Message: This channel is concerned with the authorized organizational messages only and the personal messages are out of its jurisdiction.

(5)Deliberate Effort: This channel of communication is not established automatically but effort has to be made for its creation. It is decided keeping in view the objectives of the organization.

Advantages of formal communication are

- **Increase overall efficiency:** This type of communication is used by following the predetermined rules so it increases the overall efficiency of the organization.
- **Easy communication system:** The top level management communicates with their employees by using formal downward communication system. Again the employees communicate with their higher authority to use this system. It is very much easy to communicate with each other.
- **Permanent record:** The copy of formal communication is always preserved in the file and it is used as reference. As a result, it is easy to seek the copy of it if necessary.
- **Quick accomplishment of work:** Sometimes the rapid communication is to be needed with the employees. To use the formal downward communication system it is possible to communicate with the employees quickly. So the work may be done timely.
- **Maintenance of discipline:** Under the formal communication system the workers are bound to be careful to their own duty. So ultimately it makes discipline in the organization.
- **Ease of cooperation and coordination:** Cooperation and coordination is very much essential to carry out the business activity smoothly. Formal communication is a part of coordination. So, coordinated activities can be done properly and easily through formal communication.

- **Use as reference:** Documents of formal communication is recorded by the organization. So, these recorded documents are used as a source of the employees.
- **Ease of delegation of authority:** Authority is delegated by the superiors to the subordinates through the help of this communication.
- **Free from mistakes:** Since formal communication has well-defined rules and regulations. So, there is a little chance of mistakes in exchanging information within the employees.
- **Others:** Increasing attention, reliability, accuracy, smooth communication system, free form distortion, easy to understand, increasing company goodwill, etc.

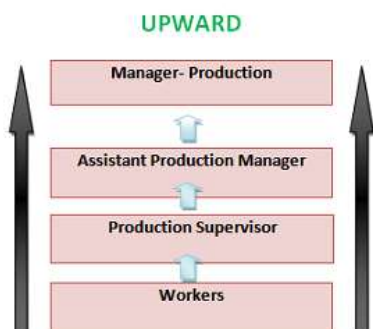
Disadvantages of formal communication are

- **Wastage of time:** Top-level management communicates with their employees by maintaining the board of succession, not by-passing any executive or any level. That is why it takes a lot of time and it wastages much time of the concerned person.
- **Inflexibility:** Ordinarily the formal communication is inflexible. If somebody out of the channel intends to change his views it is not possible. Even when it is needed to change, it is very much difficult.
- **Lack of initiative:** Under this communication system everybody does their duty by following specific predetermined system. So it makes the obstacle to develop the creativeness of the employee.
- **Authoritarian attitude:** In this system the sender is higher authority and the receiver is lower staffs. Generally the superior's order cannot be disobeyed. It creates an authoritarian culture in the organization.
- **Lack of cordiality:** In the formal communication system the subordinate staffs strictly follow the order of superior authority. So the implementer of the order does not obey their duty properly.
- **Costly:** In this system the organization policy and rules are obeyed properly. Sometimes it creates crucial situation and it is a time being factor. For these, the cost of formal communication system is higher than those of others.
- **Others:** Lack of personal relation, delay in decision making, not suitable for motivation, creates misunderstanding, create mental distance.

Upward Communication

Upward communication is the flow of information from front line employees to managers, supervisors, and directors. The subordinates use upward communication to express their performances and problems to their superiors. The subordinates also use upward communication to tell how well they have understood the downward communication. It can also be used by the employees to share their ideas and opinions and also to take part in the process of decision-making. *Upward communication is the flow of information from lower to higher levels in the organization.*

Symbol of upward communication



Advantages of upward communication

- **Development of plan:** The information received from subordinate plays important role to help development of planning of the organization.
- **Providing suggestions and opinions:** By upward communication system, subordinate takes necessary suggestions and opinions from superiors about the work-related issues of the organization.
- **Motivating to employees:** Upward communication system allows lower level staff to express their attitude or opinion to upper-level staff. As a result, sub-ordinates are influenced to work more towards fulfillment to target.
- **Providing constructive suggestion:** All employees are supplied with constructive and important messages that can help to implement the goals or objectives.
- **Good labor-management relationship:** [Upward communication](#) is participative in nature. Here, information is invited from lower level executives and employees and on the basis of this information top executive makes a decision. So, good relation between subordinates and bosses should create for the betterment of the organization.
- **Providing feedback:** The subordinate's reaction is returned to the superior in this communication system. So, top level management can decide what to do and what not to do clearly understand and followed.
- **Creating favorable environment:** Upward communication helps to develop a favorable working situation in an organization by creating a good relation among all employees.
- **Promote harmony:** Upward communication creates a friendly environment in the organization which leads to a peaceful and harmonious relationship among the subordinates and superiors.
- **Decision making:** Top level executives or superiors need much information before taking a decision on a particular issue. Subordinates supply this information through the help of upward communication.
- **Developing creative and innovative ideas:** Upward communication facilitates easy access of the employees or subordinate to the superiors in providing necessary constructive suggestions and opinions about the work-related issues of the organization.
- **Facilitating collective decision:** Since upward communication is participative in nature. It allows the subordinates to convey their feelings, constructive suggestions and opinions and the work-related in the decision making.

Disadvantages of upward communication

In spite of having many advantages upward communication, it is not free from limitations or disadvantages. The main disadvantages of upward communication are as follows:

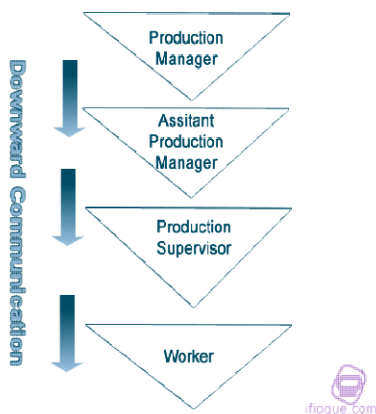
- **Changes of information:** In upward communication subordinates may change their accurate information. So, the top executive cannot take an accurate decision.
- **Unwillingness:** Sometimes subordinates don't send the information to their superior willingly. So, [the communication](#) system may be disrupted.
- **Fear of inefficiency:** The main problem of upward communication is fear of superiors. Generally, superiors make a question about the employees' work position and efficiency. Many employees fear to communicate and share their ideas, constructive suggestions and opinions with the superiors.
- **Indiscipline:** Sometimes employees communicate directly to superior by avoiding proper channel or chain of command. Here disciplines are not properly maintained.
- **Bypassing:** In the process of upward communication, sometimes workers directly approach the topmost authority with their suggestions or bypassing their immediate boss. This is harmful to any organization.
- **Flattery:** In order to convince the superior bosses, subordinates can take the help of flattery and for this reason, subordinates may conceal the true and provide incomplete information to the top level.
- **Lack of initiative:** Generally, a subordinate is reluctant to take the initiative to upward communication for a different reason.

- **Risk of distortion of messages:** In upward communication, subordinates willingly distort the message because they fear if they tell the original fact to their bosses, they may face some problems.
- **Delay:** It is an important limitation of upward communication is the long and slow movement of information to the higher authority.
- **Supervisor's negligence:** Sometimes top-level executives discourage the upward flow of information and neglect the constructive suggestions and opinions about the work-related issues of the organization.

Downward Communication:

Downward communication occurs when information and messages flow down through an organization's formal chain of command or hierarchical structure. In other words, messages and orders start at the upper levels of the organizational hierarchy and move down toward the bottom levels. Responses to downward communications move up along the same path.

Symbol of downward communication



Advantages of downward communication:

- ❖ **Increase efficiency:** Necessary instructions are sent to subordinates and they perform their duties and responsibilities accordingly that is help to increase efficiency.
- ❖ **Maintain labor-management relations:** Systematic flow of information form superior to subordinates under this communication system good labor-management relation is maintained.
- ❖ **Maintains organizational discipline:** There is a proper chain of command in downward communication system. So a sense of discipline may be developed among the employees.
- ❖ **Explaining policies and plan:** Through downward communication the upper level management can send the policies, plan and procedures to the subordinates.
- ❖ **Effective decision making:** Superiors needed various information to take decision making in the organization. With the help of this communication, superiors collect information form subordinate
- ❖ **Facilitates delegation of authority and responsibility:** With the help of downward communication, top level executives delegation of authority and responsibility to the subordinates.
- ❖ **Help in decentralization:** Duties and responsibilities can be delegated among departments through downward communication.
- ❖ **Avoid by-passing:** Under this communication system, superior send message to subordinates directly. So there is no chance to by-passing.
- ❖ **Give direction:** Downward communication is directive in nature. To give directions to the subordinates, top executives use this communication method. Subordinates are received their required guidelines from superior boss.
- ❖ **Issuing orders and instructions:** To get the work done by the employees, necessary orders and instructions should be given to employees or subordinates.
- ❖ **Constructive suggestion:** In downward communication top executives provides necessary suggestions about the job or work.

- ❖ **Explain the complex issues:** Sometimes subordinates needed proper explanation about the organizational rules, policies and work. In this situation top executives rely on downward communication to provide necessary explanations and analysis.

Disadvantages of downward communication:

In spite of having many advantages downward communication, there are some disadvantages which are given below:

- ❖ **Problem of explanation and re-explanation:** It is a main problem of downward communication. If superior's direction is illegible in case of such communication, then re-explanation of this direction is a problem.
- ❖ **Disturbing discipline:** In this communication, if the boss's direction is seen by doubtful eyes of sub-ordinates, the chain of command and discipline may be broken.
- ❖ **Unnecessary delay:** The channel of downward communication is lengthy. As every stage of this communication system takes time to pass the information unnecessary delay is occurred.
- ❖ **Efficiency reduces:** Morally downward communication is commanding in nature. So there is no opportunity of the workers to become efficient.
- ❖ **Loss or distortion of information:** Information may be fabricated by the employees to maintain lengthy channel. So, through this communication information may lose its originality.
- ❖ **Reduces relationships:** By this communication system relationship between superior and sub-ordinate may be reduced due to inability and inefficiency of boss.
- ❖ **Slowness system:** Downward communication is the slowest communication method because it requires passing through the various levels of an organization. For this it may become ineffective.
- ❖ **Lack of feedback:** In downward communication is a one way communication system. So there is no opportunity to provide reaction about the work to the subordinates.
- ❖ **Time consuming:** Downward communication requires passing through the various levels of an organization which needed long time to send information.
- ❖ **Lacks in efficiency:** In downward communication, employees have no opportunity to provide reactions, suggestions and showing creativity and perform according to them.
- ❖ **Creation of frustration:** Downward communication is authoritarian and directive in nature and does not allow the employees in decision making process and their creativity. For this reason employees become frustrated.

Difference between Upward and Downward Communication		
Points in difference	Downward communication	Upward communication
Definition	It is a process of sending a message from a superior to a subordinate.	It is opposite to downward communication i.e. it flows from subordinate to superior.
Nature	Such communication includes instructions, orders, advices and the like. So, it is directive in nature.	It includes suggestions, complaints and, the like so. It is non directive in nature.
Application	It is suitably found in an authoritarian environment.	It is found in a democratic environment.
Purpose	It is to supply the subordinates with relevant information.	It serves the purpose of feedback i.e. whether the subordinates have properly received the message.
Frequency	It takes place several times to give order, advice, and directions to subordinate.	It does not occur so frequently.
Distortion	People find little scope to distort the message here because such communication is authoritarian.	Message can be distorted here intentionally as subordinates have expectations to be fulfilled such as job promotion.
Initiative	Here, higher authority takes the initiative to make communication.	Here, lower level employees take initiative to establish communication.
Management	It is an instruction type of management.	It is as like as consultative management.

Business Communication Articles

Difference between formal and Informal communication

Subject	Formal Communication	Informal Communication
1. Definition	When communication takes place through the formal official channels then it is known as formal communication.	Any communication by passing the formal channels can be termed as informal communication.
2. Flexibility	Formal communication is not flexible.	It is flexible.
3. Degree of control	Formal communication is totally controlled by the management.	It cannot be controlled like formal communication.
4. Evidence	It has documentary evidence.	It has no documentary evidence.
5. Discipline	Official discipline is strictly maintained in formal communication.	Official decorum and discipline are not followed.
6. Flow of information	In formal communication information can flow only upward and downward.	But in informal communication information flows freely to all direction.
7. Speed	Here speed of communication is slow.	Informal channels are very fast; here information can be transmitted instantly.
8. Secrecy	In case of formal communication secrecy can be maintained.	Here maintaining secrecy is very difficult.
9. Rumor	There is no scope for creation of rumor in formal communication.	Due to its flexible nature rumor can be created.
10. Distortion	Generally information is not distorted.	As official decorum is not followed information can be distorted.
11. Time	It is time consuming.	Less time is taken for transmitting information.
12. Misunderstanding	In case of formal communication caution, there is almost no chance of misunderstanding.	Due to lack of control misunderstanding can take place?
13. Cost	It is expensive.	It is less expensive than formal communication.
14. Mistakes	As official discipline is maintained chance of mistakes is very low.	On the other hand, as strict rules are not followed possibility of mistakes is very high.

PARALLEL COMMUNICATION It refers to the type of information flow that flows horizontally, i.e., among the people of same level, rank, position or same designation in an organization. It flows laterally within the organization, involves persons at the same level of the organization. This is for better coordination among various departments. Examples: i. the discussion held between the production manager and supply manager. ii. Communication between the principals of two different institutions.



Parallel Communication

Merits:

- It entails better coordination
- Creates amicable atmosphere; promotes social relationship

- It saves time
- Scope for immediate feedback

Demerits:

- Waste of time in gossiping
- Conflict may arise due to difference in opinions,suggestions,ideas,etc
- Gives rise to insecure feelings
- Lack of motivation

Informal Communication

Meaning of Informal Communication:

'Informal Communication' is the communication among the people of an organization not on the basis of formal relationship in the organizational structure but on the basis of informal relations and understanding.

Informal communication is also called grapevine communication because there is no definite channel of communication. Under it some information passes through many individuals and covers a long distance making its origin obscure. This is exactly like a grapevine where it is difficult to find the beginning and the end.

Informal or grapevine communication has the following characteristics:

1. **Un-official channel of communication:** Since an informal communication network does not follow any rules or formalities. So, it is an unofficial channel of communication.
2. **Not controlled by management:** The grapevine is not controlled by management. The grapevine is mainly controlled by the employees themselves. As employees control the grapevine information, sometimes the information may be accurate and sometimes the information may be inaccurate.
3. **More reliable information:** Most employees perceive and believe that the grapevine contains more reliable information than the information received from upper management. What employees may or may not realize is that many times the grapevine contains false information.
4. **Flexibility:** Informal communication is more flexible than formal communication because it is free from all type of formalities.
5. **Oral way of communication:** Informal communication technique more uses oral way of communication rather than written communication.
6. **Rapid communication:** Informal communication transmits very fast. Especially miss-inflation or rumor spread rapidly to others in the organization.
7. **Distortion of meaning:** Sometimes the meaning and the subject matter of the information is distorted in this system.
8. **Influential:** Informal communication is very much influential type of communication in this system.
9. **Free form accountability:** The exchange of message in *informal communication* is free from accountability to the authority or top executives of the organization.
10. **Spontaneous:** Informal communication is the process of spontaneous exchange of information between two or more person at different status within the organizational structure.

Advantage of grapevine or informal communication

1. **Interpret:** The information is given by the top-level management under the formal system. It is easy for the employees to take the explanation by informal system. So this system plays a vital role to complete the work properly.
2. **Present grievance:** Under the informal system the employees disclose their needs, sentiment and their emotions to others authority without feeling any hesitation.
3. **Alternate system:** The management sometimes does not able to reach all information by formal system. Informal system covers the gap or familiarity of formal system.

4. **Improved relationship:** Any problem between the workers and the management can be solved by informal system. So it makes good relationships among the employees and the management.
5. **Increase efficiency:** Under the informal system, the employees discuss their problems openly and they can solve it. For this, the work is done properly and it develops the efficiency of the employee.
6. **Providing recommendation:** In this system the employees inform their superior about their demands, problem and the way to develop the implementation system of the work. As a result it creates an opportunity to send the recommendation to their management.
7. **Flexibility:** Informal communication is more flexible than formal communication because it is free from all types of formalities.
8. **Rapid communication:** Informal communication transmits very fast. Especially miss-information or rumor spread rapidly to others in the organization.
9. **Improve interpersonal relationship:** Cooperation and coordination in informal communication leads to improve interpersonal relationship which is very much essential to carry out the business activity smoothly.

Disadvantages of grapevine or informal communication

The disadvantages of informal communication are as follows:

1. **Distort meaning:** Something the meaning and the subject matter of the information is distorted in this system.
2. **Spread rumor:** In this system, the miss-information or rumor spread rapidly. The original information may be transformed to wrong information.
3. **Misunderstanding:** Under this system, generally, the employees do not obey the formal authorization system. So it creates the opportunity to develop misunderstanding.
4. **Maintaining secrecy is impossible:** In informal communication system maximum communication is made by open discussion. So it is impossible to maintain the secrecy of the information.
5. **Difficulty in controlling:** Under informal communication system no established rules or policy is obeyed. So it is very much difficult to control the information.
6. **Non-cooperation:** Informal communication system sometimes develops the adversary culture among the employees. So they are not to be cooperative with each other and their efficiency may be reduced.

C. NON- VERBAL COMMUNICATION

1. Meaning of nonverbal Communication

2. Different areas of Non-verbal Communication

- ✓ Kinesics or Body Language (Postures and Gestures, Facial Expression and Eye Contact)
- ✓ Proxemics or Spatial Language (Private Space, Personal Space, Social Space, Public Space)
- ✓ Language of Signs and Symbols (Audio Sign and Visual Sign in everyday life with merits and demerits)

NONVERBAL COMMUNICATION:

Non-verbal communication occurs without using any oral or written word.

Instead of written or **oral words**, it relies on various non-verbal cues like physical movements, tasks, colors, signs, symbols, signals charts, etc. to express feelings, attitudes or information.

Although no word is used in non-verbal communication, it can effectively communicate many human feelings more accurately than verbal methods of communication.

Common types of nonverbal communication are; eye contact, facial expressions, gestures, posture and body orientation, body language, touch, para-linguistic, silence.

Nonverbal communication is the transfer of information through the use of body language including eye contact, facial expressions, gestures and more. For example, smiling when you meet someone conveys friendliness, acceptance and openness. Everyone uses nonverbal communication all the time whether they know it or not. Nonverbal communication is dependent on seeing and analyzing physical movements as opposed to verbal communication, or the use of language to transfer information through written text, speaking or sign language.

Nonverbal communication important:-

- **Supports your message.** When having a conversation, participating in a meeting or engaging in conversation, nonverbal cues can emphasize and underscore the content of your message. For example, using hand gestures to indicate the importance of an idea may tell your listeners to pay attention to and remember a key point.
- **Communicates messages.** You may also use nonverbal communication completely to communicate with others. For example, if someone is explaining a sentiment you admire and agree with, you might nod your head up and down to express solidarity.
- **Communicates intention.** Your body language may also intentionally or unintentionally express your current condition. For example, people may pick up nonverbal cues that you are being dishonest, unengaged, excited or aggressive.
- **Conveys feelings.** You can also use nonverbal communication to show your feelings, such as disappointment, relief, happiness, contentment and more.
- **Offers support.** Nonverbal cues are also a great way to show support. Whether it's a simple smile or pat on the back, action may speak louder than words in many cases.
- **Showcases your personality.** Nonverbal communication is a great way to show who you are. For example, a kind and optimistic person might frequently smile with open body language and offer friendly touches.
- **Indicates a desired action.** This might include inching toward a door to indicate your desire to leave the room, raising your hand to offer an idea or putting your hand out to meet someone new.
- **Deescalates tension.** Using a calm tone of voice, open body language, and directive gestures may help to resolve a difficult situation.

Different areas of Non-Verbal communication

1. **Kinesics** : It is the study of body language. The word kinesics comes from the root word *kinesis*, which means "movement," and refers to the study of hand, arm, body, and face movements. Specifically, this section will outline the use of gestures, head movements and posture, eye contact, and facial expressions as nonverbal communication.

a) **Posture**- The way you place your body and arms and legs, in relation to each other, and in relation to other people. It is the way we sit, stand, and carry ourselves.

b) **Gestures**- It refers to the movement of the part of the body ,especially, the hands and head to express an idea or meaning. It communicates what the speaker feels consciously or unconsciously. Common gestures are waving hands; nodding head; making a fist; thumbs up to show appreciation or agreement.

c) **Facial Expression**- The face is considered as an index of our mind. Face reflects inner emotions. If it reflects negative emotions like fear, disgust, anger, etc, it is very likely to severely affect the effectiveness of communication. Hence, maintaining proper facial expression is of utmost importance.

d) **Eye- Contact**- Eyes are the windows to the soul. They truthfully convey the emotions and feelings one goes through. Hence, maintaining proper eye-contact is the most important part of non-verbal communication skills. Avoiding eye-contact is seen as an indication of evasion, fear, doubt, etc.

2. **Proxemics** : It is the branch of knowledge that deals with the amount of space that people feel it necessary to set between themselves and others. It is the study of space and how we use it, how it makes us feel more or less comfortable, and how we arrange objects and ourselves in relation to space. The term was coined by the anthropologist Edward Hall. Hall was interested in understanding how humans use space in communication . It is a theory of non-verbal communication that explains how people perceive and use space to achieve communication goals..

Hall described the interpersonal distances of man in four distinct zones:

- (1) Intimate zone,**
- (2) Personal zone,**
- (3) Social zone, and**
- (4) Public zone.**

- (1) **Intimate zone**: No stranger is welcome into this zone which is shared only by spouses, lovers, children, parents, and very close relatives and friends. The distance maintained in this zone is between 0-46cm.
- (2) **Personal zone**: The distance maintained by people in this zone is between 46cm-1.2m while they interact with one another during business gatherings, social functions, parties, and other friendly get-togethers and is indicative of the warmth or the necessity to maintain formality in relations.
- (3) **Social zone** : The distance maintained by people in this zone is between 1.2m-3.6m while interacting with strangers or occasional visitors such as laundry persons, gardeners, plumbers, electricians, etc.
- (4) **Public zone**: This zone is reserved for public speaking, or generally, when talking to a large group. The distance maintained in this zone is more than 3.6 m

Language of signs and symbols

Semiotics is the study of signs and symbols.

The main difference between the two is that a sign is a form of language that directly communicates with the targeted audiences. Sign could also mean a usage of gestures to convey information or instructions. In contrast, a symbol is a conventional representation of an object, function, or process

Audio signs

Audio is a term used to describe any sound or noise that is within a range the human ear is capable of hearing. Audio or sound signals have always been in use since the very beginning of the civilization. Different kinds of drumbeats were used by people living in jungles in olden times to convey messages across the jungles while hunting. In modern times also, drumbeatings is very much in use to convey or share different kinds of feelings on different occasions or celebrations.

There are various kinds of alarms like, fire-alarms, sirens, hooters, whistlers, etc that are used to caution the listeners and take the right steps. Clock alarms are meant to make the listener aware of time and programme the schedule accordingly. Sound signaling systems like buzzer, press button bell, electrically operated bell are meant to put the concerned people on alert , send out signals whether a visitor is welcome or whether it is time to leave.

Visual signs It refers to the conveyance of ideas and information in forms that can be seen. It includes signs, typography, drawing, graphic design, illustration, industrial design, advertising, animation, color, and electronic resources. For example, the picture of two crossed bones under a skull conveys danger, a cross over a cigarette conveys a warning against smoking or a skeletal paw symbolizes the deadly grip of drugs.

MERITS OF VISUAL AND AUDIO SIGNS

1. Economies on verbal communication i.e. what cannot be said in so many words can easily be conveyed.
2. Makes communication interesting and motivating
3. Reflects mental make-up, intelligence level, cultural background of the communicator
4. Possess educational value and immediately attracts the attention
5. Very quick in conveying the intended message

DEMERITS OF VISUAL AND AUDIO SIGNS

1. Can communicate only elementary and simple ideas.
2. Requires great skill to be able to convey the exact idea
3. Effective only in combination with verbal communication
4. Likely to be misunderstood
5. Spot correction is not pos