

Unit-1
A) Conversational Skills

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1A.0 Objectives

After studying this unit, you will be able to:

1. Understand the fundamentals of conversation, including its definition, importance, and key elements.
2. Explain the significance of active listening and the techniques for effective listening.
3. Find relationships between verbal and non-verbal communication and how to apply these skills in various contexts.
4. Demonstrate skills to initiate, maintain, and conclude conversations.
5. Evaluate common barriers to effective communication and devise strategies to overcome them.
6. Apply conversational skills in various contexts.

1A.1 Introduction

In this module, we explore the essential skills needed for effective conversation. Conversation is a vital part of human interaction, forming the foundation of our daily lives. It allows us to share ideas, express our thoughts, build relationships, and solve problems. From casual chats with friends to formal discussions at work, conversation helps us navigate our social and professional worlds. Effective conversational skills are essential for success in both personal and professional life. These skills enable us to connect with others, foster mutual understanding, and create meaningful interactions. Good conversation can build trust, resolve conflicts, and open doors to new opportunities. In contrast, poor conversational skills can lead to misunderstandings, conflicts, and missed opportunities. Building on previous

communication studies, this unit delves into conversation basics, including the role of context, active listening, and the nuances of verbal and non-verbal communication. Understanding these aspects will enhance your ability to engage in productive dialogues and improve interpersonal interactions.

1A.2 Presentation of Subject Matter

2.1 Section I: The Basics of Conversation

1A.2.1.1 What is Conversation?

Conversation is a two-way process involving speaking and listening. It is an interactive process where two or more individuals exchange ideas, thoughts, and information through spoken words. This exchange can occur in various forms such as face-to-face, over the phone, or through digital mediums like video calls. It is more than just exchanging words; it involves understanding and being understood. Effective conversation requires both speaking and listening skills to ensure mutual understanding.

Example: Two friends discussing their weekend plans:

Sachin: Hey Ravi, any plans for the weekend?

Ravi: Hi Sachin! I'm going to hiking on Saturday. Wanna join?

Sachin: Sure, I'd love to! Where are you going?

Ravi: The Sahyadri hills. It's beautiful and not too tough.

Sachin: Sounds perfect. What time?

Ravi: 7 AM, to avoid the heat.

Sachin: Got it. Should I bring anything?

Ravi: Just water, snacks, comfy shoes, a hat, and sunscreen.

Sachin: Cool, see you Saturday!

Ravi: See you then!

Check Your Progress

1. Define conversation in your own words.
2. Explain why conversation is considered a two-way process.

1A.2.1.2 Importance of Conversation Skills

Conversation skills are crucial for effective communication and play a significant role for successful interactions in all areas of life, enhancing the quality of relationships, improving communication effectiveness, and contributing to personal and professional development. Following are the important reasons why conversation skills are important:

1. **Building Relationships:** Conversations are the building blocks of relationships. Through dialogue, we connect with others, share our experiences, and understand different perspectives. Strong conversational skills help in establishing and maintaining healthy relationships.
2. **Professional Success:** In the workplace, effective communication is key to collaboration, leadership, and career advancement. Whether it's participating in meetings, networking, or negotiating, the ability to converse effectively can significantly impact your professional growth.
3. **Problem-Solving:** Many problems, both personal and professional, are solved through conversation. Discussing issues openly allows for the exchange of ideas and collaborative problem-solving.
4. **Self-Expression:** Conversational skills enable us to articulate our thoughts, feelings, and ideas clearly and confidently. This self-expression is crucial for personal fulfillment and influencing others.
5. **Cultural Exchange:** Conversations are a way to learn about different cultures and perspectives. Effective communication across cultural boundaries fosters tolerance and global understanding.
6. **Building Relationships:** Good conversation skills help establish and nurture relationships with others, whether it's making new friends, maintaining family bonds, or building professional networks.
7. **Effective Communication:** Proficient conversationalists can convey their thoughts, ideas, and emotions clearly and persuasively, leading to better understanding and reducing the chances of miscommunication.
8. **Conflict Resolution:** Skilled conversationalists can navigate conversations to resolve conflicts, discuss issues openly, and find mutually agreeable solutions, fostering a harmonious environment.

9. **Career Advancement:** In the professional world, conversation skills are often linked to success. Effective communication in job interviews, networking events, or team meetings can open doors to new opportunities and career growth.
10. **Personal Development:** Engaging in meaningful conversations enhances cognitive abilities such as critical thinking, empathy, and emotional intelligence, boosting self-confidence and public speaking skills.
11. **Cultural Exchange:** Conversation skills facilitate cross-cultural communication and understanding, enabling individuals to appreciate diverse perspectives and foster inclusivity.
12. **Information Exchange:** Effective conversations are a primary means of exchanging information and knowledge, allowing individuals to learn from others and share their expertise.
13. **Mental and Emotional Well-being:** Positive conversations can improve mental and emotional health by providing a sense of connection, reducing loneliness, and offering support and encouragement.

Check Your Progress

1. What is conversation?
2. Why are conversational skills important?

1A.2.1.3 Types of Conversation Skills

1. **Social Conversation Skills:** Social conversation skills are the abilities used in everyday interactions with friends, family, and acquaintances. These skills help in building and maintaining personal relationships.
2. **Professional Conversation Skills:** Professional conversation skills are the abilities needed to communicate effectively in the workplace and other professional settings. These skills are essential for networking, collaboration, and career advancement.
3. **Casual Conversation Skills:** Casual conversation skills are the abilities used in informal, everyday interactions. These skills help in making quick connections and keeping conversations light and engaging.

4. **Formal Conversation Skills:** Formal conversation skills are the abilities used in structured, official settings such as ceremonies, official meetings, and formal events. These skills ensure proper etiquette and respect.
5. **Informal Conversation Skills:** Informal conversation skills are the abilities used in relaxed, friendly interactions where formalities are minimal. These skills help in creating a comfortable atmosphere.
6. **Active Listening:** Truly engaging in a conversation means listening attentively, understanding the other person's point of view, and responding thoughtfully. Active listening involves not just hearing words but comprehending the underlying message.
7. **Verbal Communication:** This includes the words we choose, the clarity of our speech, and the way we structure our messages. Effective verbal communication ensures that our ideas are conveyed accurately and persuasively.
8. **Non-Verbal Communication:** Body language, facial expressions, gestures, and eye contact play a crucial role in conveying messages. Non-verbal cues can complement or contradict our verbal messages, affecting the overall effectiveness of our communication.

This unit will delve into these components and provide strategies to enhance your conversational skills. By mastering these techniques, you can improve your ability to engage in meaningful and productive conversations, whether in informal settings with friends and family or in more structured environments like the workplace or academic institutions.

Check Your Progress

1. Mention one type of conversation skill.
2. How does active listening contribute to effective conversation?

1A.2.1.4 Elements of a Good Conversation

- **Clarity:** Ensure that your message is clear and concise.
- **Relevance:** Keep the conversation relevant to the topic or purpose.
- **Engagement:** Show interest in the other person's contributions.
- **Respect:** Respect the other person's views and opinions.

- **Feedback:** Provide and encourage feedback.

A good conversation can be achieved, through active listening, asking questions, and providing thoughtful responses and by showing interest in the other person's contributions, making them feel valued and encouraging more meaningful dialogue.

Example: Few Expressions

- **Clarity:** "Can you explain what you mean by that?..."
- **Relevance:** "Let's get back to discussing our project deadlines...."
- **Engagement:** "That's really interesting! Tell me more about it...."
- **Respect:** "I see your point, and I appreciate your perspective..."
- **Feedback:** "Based on what you said, I think we should....."

Check Your Progress

1. List the elements of a good conversation.
2. Describe how engagement contributes to a good conversation.

1A.2.1.5 The Role of Context

Context shapes the way we converse. Understanding the social, cultural, and situational context helps tailor your communication appropriately. It influences the way a conversation unfolds by shaping the language, tone, and content that are appropriate for the situation, helping to ensure that the communication is relevant and effective. Context includes factors like the setting, relationship between the participants, cultural background, and the purpose of the conversation.

Example: Discussing the same topic in different contexts:

- **Formal** (at work) -Ravi: "I believe our quarterly sales report shows significant growth in our key markets."
- **Informal** (with friends)-Ravi: "Did you hear about the latest sales numbers? They're pretty impressive!"

In respect of context in a job interview, professionalism is a key, whereas in a casual/informal setting, a relaxed and informal tone is more appropriate.

Check Your Progress

1. What is the role of context in a conversation?
2. Give an example of how context can influence conversation.

1A.2.2 Section II: 1. Social Conversation Skills

Definition: These skills are used in casual interactions with friends, family, and acquaintances. Social conversation skills help build and maintain relationships.

Empathy is important in social conversations because it helps build a deeper connection and understanding between individuals. It shows that you care about the other person's feelings and experiences, which fosters trust and rapport. Humor can also enhance social interactions by making conversations more enjoyable and relaxed. It can break the ice, ease tension, and create a positive atmosphere, encouraging open and friendly communication.

Key Elements:

- **Openness and Approachability:** Being friendly and open to conversation.
- **Active Listening:** Showing genuine interest in others' lives and stories.
- **Empathy:** Understanding and sharing the feelings of others.
- **Humor:** Using appropriate humor to make conversations enjoyable.

Examples:

- Starting a conversation with a neighbor about their day.
- Discussing common interests with friends at a social gathering.

Check Your Progress

1. Why is empathy important in social conversations?
2. How can humor enhance social interactions?

Section II. Professional Conversation Skills

Definition: These skills are essential in the workplace for effective communication with colleagues, clients, and superiors. Professional conversation skills help in networking, collaboration, and career advancement.

Key Elements:

- **Clarity and Precision:** Conveying messages clearly and concisely.
- **Professionalism:** Maintaining a respectful and formal tone.
- **Active Listening:** Understanding instructions and feedback accurately.
- **Confidence:** Speaking assertively without being aggressive.

Examples:

- Presenting a project update in a team meeting.
- Networking with industry professionals at a conference.

Check Your Progress

1. How can clarity and precision improve professional communication?
2. Why is maintaining professionalism important in the workplace?

Section III Casual Conversation Skills

Definition: These skills are used in informal, everyday interactions. Casual conversation skills help in making quick connections and keeping conversations light and engaging.

Key Elements:

- **Ease and Relaxation:** Being comfortable and natural in conversation.
- **Small Talk:** Engaging in light, non-serious topics to initiate conversation.
- **Flexibility:** Adapting to different conversational topics and moods.
- **Positive Body Language:** Using gestures and expressions to show interest.

Examples:

- Chatting with a barista while ordering coffee.
- Discussing weekend plans with a colleague during a break.

Check Your Progress

1. What role does small talk play in casual conversations?
2. How can positive body language enhance casual interactions?

Section IV Formal Conversation Skills

Definition: These skills are used in structured, official settings such as ceremonies, official meetings, and formal events. Formal conversation skills ensure proper etiquette and respect.

Key Elements:

- **Formal Language:** Using appropriate, respectful language and titles.
- **Etiquette:** Adhering to social norms and conventions.
- **Preparation:** Being well-prepared for formal discussions and presentations.
- **Politeness:** Demonstrating courtesy and respect in interactions.

Examples:

- Giving a speech at a formal event.
- Conducting a job interview.

Check Your Progress

1. Why is preparation crucial for formal conversations?
2. How does etiquette influence formal interactions?

Section V Informal Conversation Skills

Definition: These skills are used in relaxed, friendly interactions where formalities are minimal. Informal conversation skills help in creating a comfortable atmosphere.

Key Elements:

- **Casual Language:** Using everyday language and slang as appropriate.
- **Spontaneity:** Being able to think on your feet and keep the conversation flowing.
- **Personal Sharing:** Discussing personal experiences and thoughts.
- **Humor and Light-Heartedness:** Keeping the tone light and enjoyable.

Examples:

- Catching up with a close friend over coffee.
- Sharing jokes and stories at a family gathering.

Check Your Progress

1. How does spontaneity benefit informal conversations?
2. Why is personal sharing important in informal interactions?

Section VI Active Listening

1A.2.2.1 What is Active Listening?

1. Active listening is a communication technique where the listener fully concentrates, understands, responds, and remembers what the speaker is saying. It involves not only hearing the words but also understanding the complete message being communicated, including non-verbal cues. Active listening differs from just hearing in that it involves engaging with and processing the information being communicated, rather than passively perceiving sound. Active listeners provide feedback, ask questions, and demonstrate that they are genuinely interested in understanding the speaker's message.

Example:

- **Speaker:** "I've been feeling really overwhelmed with work lately."
- **Active Listener:** "It sounds like you've got a lot on your plate. What's been the most challenging part for you?"

Check Your Progress

1. Define active listening.
2. How does active listening differ from just hearing?

1A.2.2.2 Techniques for Active Listening

Techniques for active listening include paying attention, showing that you're listening through body language, providing feedback by summarizing or paraphrasing, deferring judgment, and responding appropriately. These techniques help to ensure that the listener fully understands the speaker's message and conveys their engagement and respect.

- **Pay Attention:** Give the speaker your undivided attention.
- **Show That You're Listening:** Use body language and facial expressions.
- **Provide Feedback:** Summarize or paraphrase what the speaker has said.

- **Defer Judgment:** Avoid interrupting with your opinions.
- **Respond Appropriately:** Share your thoughts or ask questions when the speaker is finished.

It is important to defer judgment while listening to ensure that you fully understand the speaker's message before forming an opinion, which helps in maintaining open and effective communication. By withholding immediate reactions, you allow the speaker to express themselves completely and feel heard.

Example:

- **Judgmental Listening:** "I don't think that's a big deal. Why are you making such a fuss?"
- **Deferring Judgment:** "I see. Can you explain more about why this issue is particularly challenging for you?"

Check Your Progress

1. List two techniques for active listening.
2. Why is it important to defer judgment while listening?

1A.2.3 Section VII: Verbal Communication

1A.2.3.1 The Power of Words

Words are powerful tools in conversation. The choice of words, tone, and delivery can greatly impact the effectiveness of your communication. Words have the power to inform, persuade, inspire, and build relationships, significantly impacting the effectiveness of a conversation. The choice of words can evoke emotions, create connections, and convey complex ideas clearly and effectively.

Example:

- **Positive Impact:** "Your presentation was outstanding. The way you explained the concepts was very clear."
- **Negative Impact:** "Your presentation was confusing and not up to the mark."

Tone affects verbal communication by conveying the speaker's attitude and emotions, influencing how the message is received and interpreted by the listener. A

respectful and enthusiastic tone can make a positive impression, while a harsh or indifferent tone can lead to misunderstandings or conflicts.

Example:

- **Positive Tone:** "I'm really excited about this project and look forward to working with you!"
- **Negative Tone:** "I guess this project is okay, if we have to do it."

Check Your Progress

1. Explain the power of words in a conversation.
2. How does tone affect verbal communication?

1A.2.3.2 Strategies for Effective Verbal Communication

- **Be Clear and Concise:** Avoid jargon and unnecessary details.
- **Be Positive:** Use affirmative language to create a positive impact.
- **Be Honest:** Maintain honesty to build trust.
- **Be Polite:** Use courteous language to show respect.

Strategies for effective verbal communication include being clear and concise, using positive language, being honest, and being polite. Clear communication ensures that the message is understood, while positive language creates a constructive atmosphere. Honesty builds trust, and politeness shows respect for the other person.

Example:

- **Clear and Concise:** "Let's meet at 3 PM to discuss the project updates."
- **Positive Language:** "I'm confident we can overcome these challenges together."
- **Honest:** "I don't have all the answers right now, but I'll find out and get back to you."
- **Polite:** "Could you please explain that again? I want to make sure I understand."

Being concise is important in communication to ensure that the message is clear and to the point, avoiding unnecessary information that could confuse the listener.

Concise communication respects the listener's time and aids in efficient information exchange.

Example:

- **Concise:** "The meeting is at 2 PM in the conference room."
- **Not Concise:** "I was thinking that maybe we could have the meeting at 2 PM in the conference room, or perhaps we could consider a different time if that doesn't work for everyone."

Check Your Progress

1. List two strategies for effective verbal communication.
2. Why is it important to be concise in communication?

1A.2.3.3 Avoiding Common Verbal Pitfalls

- **Ambiguity:** Avoid vague statements.
- **Over-Talking:** Don't dominate the conversation.
- **Interruptions:** Let others finish before you speak.

A common verbal pitfall is ambiguity, where the speaker's message is unclear or vague. Ambiguity can lead to misunderstandings and confusion, making it important to use precise language and clarify any uncertainties.

Example:

- **Ambiguous:** "We should do that thing we talked about."
- **Clear:** "We should finalize the budget proposal by Friday."

Over-talking can affect a conversation by dominating the discussion, preventing others from contributing and potentially causing frustration or disengagement. It's important to balance speaking and listening to ensure a collaborative and inclusive conversation.

Example:

- **Over-talking:** "I think we should do it this way because... (continues talking for several minutes without pause)"

- **Balanced:** "I think we should approach it this way. What are your thoughts on this?"

Check Your Progress

1. Identify a common verbal pitfall.
2. How can over-talking affect a conversation?

1A.2.4 Section VIII: Non-Verbal Communication

1A.2.4.1 Importance of Non-Verbal Cues

Non-verbal communication is an essential aspect of human interaction that profoundly influences how messages are perceived and understood. It refers to the process of conveying a message without the use of words, using body language, facial expressions, gestures, posture, and eye contact. Non-verbal cues can reinforce or contradict verbal messages and play a crucial role in how communication is interpreted. It often conveys more than words alone.

Example:

- **Nodding while saying** "I understand" shows agreement and understanding.
- **Crossed arms while saying** "I'm open to your ideas" can contradict the verbal message and imply defensiveness.

An example of a non-verbal cue is maintaining eye contact to show attentiveness and interest in the conversation. Eye contact can indicate confidence and sincerity, helping to build trust and rapport with the speaker.

Example:

- **Positive Eye Contact:** Maintaining eye contact and nodding while someone speaks.
- **Negative Eye Contact:** Avoiding eye contact or looking around the room while someone speaks.

Check Your Progress

1. Define non-verbal communication.
2. Give an example of a non-verbal cue.

1A.2.4.2 Key Non-Verbal Communication Skills

- **Body Language:** Maintain open and positive body language.
- **Eye Contact:** Establish and maintain appropriate eye contact.
- **Facial Expressions:** Ensure your expressions match your words.
- **Gestures:** Use hand movements to emphasize points.

Key non-verbal communication skills include maintaining open body language and establishing appropriate eye contact. Open body language, such as uncrossed arms and facing the speaker, indicates receptiveness and interest. Appropriate eye contact shows engagement and helps convey sincerity.

Example:

- **Open Body Language:** Sitting with an upright posture, arms relaxed, and facing the speaker.
- **Closed Body Language:** Sitting with arms crossed and looking down.

Eye contact is important in communication as it helps to establish a connection with the speaker, indicating that you are engaged and attentive. It also helps convey emotions and sincerity, enhancing the overall effectiveness of the conversation.

Example:

- **Appropriate Eye Contact:** Looking at the speaker while they are talking and occasionally nodding.
- **Inappropriate Eye Contact:** Staring without blinking or frequently looking away.

Check Your Progress

1. List two non-verbal communication skills.
2. Why is eye contact important in communication?

1A.2.4.3 Interpreting Non-Verbal Signals

Understanding others' non-verbal cues can enhance comprehension and response in conversations. Interpreting non-verbal signals is important because it helps to understand the full message being conveyed, including emotions and

attitudes that may not be expressed verbally. Paying attention to body language, facial expressions, and gestures can provide additional context and meaning.

Example:

- **Verbal Message:** "I'm fine."
- **Non-Verbal Signals:** Slumped shoulders, frowning face, and avoiding eye contact may indicate that the person is actually upset or stressed.

Facial expressions can affect communication by reinforcing or contradicting what is being said, thus influencing the listener's perception of the message. A smile can enhance a positive message, while a frown can undermine positive words.

Example:

- **Reinforcing:** Smiling while saying "I'm happy to help" makes the offer seem genuine.
- **Contradicting:** Frowning while saying "I'm not upset" can make the listener doubt the sincerity.

Check Your Progress

1. Why is it important to interpret non-verbal signals?
2. How can facial expressions affect communication?

1A.2.5 Section IX: Initiating and Sustaining Conversations

1A.2.5.1 Starting a Conversation

- **Opening Lines:** Use greetings or comments about the environment.
- **Questions:** Ask open-ended questions to encourage dialogue.

An example of an opening line to start a conversation is, "**Hi, my name is Rohit, How are you today?**" This introduction is simple and friendly, making it easy for the other person to respond and engage in further discussion.

Example:

- **At a social event:** "Hi, I'm Rohit. How do you know the host?"
- **At a conference:** "Hello, my name is Rohit What brings you to this event?"

Open-ended questions are useful because they encourage the other person to provide more detailed responses, fostering a more engaging and dynamic conversation. These questions cannot be answered with a simple "yes" or "no," prompting the speaker to elaborate.

Example:

- **Open-Ended:** "What do you enjoy most about your job?"
- **Closed:** "Do you like your job?"

Check Your Progress

1. Give an example of an opening line to start a conversation.
2. Why are open-ended questions useful?

1A.2.5.2 Keeping the Conversation Going

- **Show Interest:** Ask follow-up questions.
- **Share Information:** Contribute your own experiences.
- **Stay on Topic:** Avoid abruptly changing the subject.

One way to keep a conversation going is to ask follow-up questions based on the other person's responses. This shows that you are listening and interested in what they have to say, encouraging them to continue sharing.

Example:

- **Initial Question:** "What do you do for fun?"
- **Follow-Up:** "That's interesting! How did you get started in that hobby?"

Sharing information helps in a conversation by providing new topics for discussion and showing that you are willing to contribute to the dialogue. It helps to balance the exchange and keeps the conversation lively and engaging.

Example:

- **Ashok:** "I love hiking during the weekends."
- **Vaibhav:** "That's great! I enjoy hiking too. Have you ever been to the trails at Raigad?"
-

Check Your Progress

1. Mention one way to keep a conversation going.
2. How does sharing information help in a conversation?

1A.2.5.3 Concluding a Conversation

- **Summarize:** Recap the main points.
- **Express Appreciation:** Thank the other person for the conversation.
- **Provide Closure:** Use polite closing statements.

Summarizing is important in concluding a conversation as it helps to reinforce the key points discussed and ensures mutual understanding. It also provides a natural way to wrap up the dialogue and leave both parties with a clear takeaway.

Example:

- "So, we've agreed to meet next week to finalize the project details. I'll send you a reminder email tomorrow."

An example of a polite closing statement is, "It was great talking to you. I hope we can continue this conversation another time." This leaves the door open for future interactions and ends the conversation on a positive note.

Example:

- "Thanks for the chat. I've really enjoyed our conversation and hope we can catch up again soon."

Check Your Progress

1. Why is summarizing important in concluding a conversation?
2. Give an example of a polite closing statement.

1A.2.6 Section VI: Overcoming Barriers to Effective Communication

1A.2.6.1 Common Barriers

- **Physical Barriers:** Noise, distance, and environment.
- **Emotional Barriers:** Stress, anger, and frustration.
- **Cultural Barriers:** Differences in cultural norms and values.

- **Language Barriers:** Differences in language and vocabulary.

One common barrier to effective communication is emotional barriers, such as stress, anger, or frustration. These emotions can cloud judgment and hinder the ability to listen and respond effectively, leading to misunderstandings.

Example:

- **Emotional Barrier:** Feeling angry during a disagreement can prevent you from listening to the other person's perspective.

Physical barriers, such as noise or distance, can affect communication by making it difficult to hear or concentrate on the conversation. These barriers can disrupt the flow of information and lead to incomplete or inaccurate understanding.

Example:

- **Physical Barrier:** Trying to have a conversation in a noisy café where you can't hear each other well.

Check Your Progress

1. List one common barrier to effective communication.
2. How can physical barriers affect communication?

1A.2.6.2 Strategies to Overcome Barriers

- **Active Listening:** Focus on understanding the speaker.
- **Empathy:** Show understanding and sensitivity.
- **Clarification:** Ask questions to clarify doubts.
- **Patience:** Give the conversation time to unfold.

A strategy to overcome emotional barriers is to practice active listening and empathy, showing understanding and patience. This involves acknowledging the other person's feelings and trying to see things from their perspective.

Example:

- "I can see that you're upset about this issue. Let's talk about what we can do to resolve it."

Empathy is important in overcoming communication barriers because it helps to build a connection and understanding, making it easier to address and resolve issues. Showing empathy can defuse tension and foster a cooperative environment.

Example:

- "I understand that this project has been stressful for you. Let's find a way to make it more manageable."

Check Your Progress

1. Mention a strategy to overcome emotional barriers.
2. Why is empathy important in overcoming communication barriers?

1A.2.7 Summary

Effective Conversational skills are fundamental for effective communication in both personal and professional contexts. By mastering the techniques outlined in this unit, you can enhance your ability to engage in meaningful and productive conversations. Practice active listening, use both verbal and non-verbal cues effectively, and be mindful of the context to improve your conversational prowess.

4. Terms to Remember

- **Active Listening:** Engage fully in conversations by paying attention, showing empathy, and providing feedback. Active listening builds trust and ensures that messages are accurately received and understood.
- **Clear and Concise Language:** Communicate your ideas clearly and succinctly. Avoid unnecessary jargon and be direct to prevent misunderstandings.
- **Non-Verbal Communication:** Utilize body language, facial expressions, and gestures to reinforce your verbal messages. Be aware of your non-verbal cues as they can significantly impact how your message is perceived.
- **Asking Open-Ended Questions:** Foster deeper conversations by encouraging detailed responses. Open-ended questions help in gathering more information and keeping the conversation dynamic.
- **Paraphrasing and Summarizing:** Ensure mutual understanding by restating the speaker's points in your own words. This shows that you are actively engaged and helps clarify any misunderstandings.

- **Using Positive Language:** Maintain a positive tone to create a friendly and constructive atmosphere. Positive language can motivate and encourage collaboration.
- **Overcoming Barriers:** Identify and address common communication barriers such as physical distractions, emotional obstacles, and cultural differences. Develop strategies to overcome these barriers to facilitate smoother interactions.
- **Contextual Awareness:** Adapt your conversational style to fit the context, whether social, professional, or academic. Being contextually aware helps in choosing the appropriate tone, language, and behavior for each situation.
- **Initiating and Sustaining Conversations:** Learn effective techniques for starting conversations, keeping them engaging, and concluding them politely. These skills are crucial for building relationships and networking.
- **Practical Application:** Apply these skills in various settings to practice and refine your abilities. Real-world application is a key to mastering conversational skills.

By incorporating these elements into your daily interactions, you will become more confident and effective in your communication. Remember that conversational skills are not just about talking; they are about connecting, understanding, and engaging with others. Continual practice and self-awareness are essential for ongoing improvement. Aim to be both a good speaker and a good listener to foster meaningful and productive conversations in all areas of your life.

These skills will not only aid in your personal development but also enhance your professional and academic success. Whether you are participating in a class discussion, collaborating on a group project, networking at a professional event, or socializing with friends, strong conversational skills will help you navigate and thrive in various social interactions.

1A.2.8 Answers to Check Your Progress

1A.2.1 Section I: The Basics of Conversation

1A.2.1.1 What is Conversation?

1. Conversation is an interactive process where two or more individuals exchange ideas, thoughts, and information through spoken words.

2. Conversation is considered a two-way process because it involves both speaking and listening, allowing for the exchange of ideas and feedback between participants.

1A.2.1.2 Elements of a Good Conversation

1. The elements of a good conversation include clarity, relevance, engagement, respect, and feedback.
2. Engagement contributes to a good conversation by showing interest in the other person's contributions, making them feel valued and encouraging more meaningful dialogue.

1A.2.1.3 The Role of Context

1. Context influences the way a conversation unfolds by shaping the language, tone, and content that are appropriate for the situation, helping to ensure that the communication is relevant and effective.
2. An example of how context can influence conversation is speaking formally during a job interview, while using a more casual tone when chatting with friends.

1A.2.2 Section II: Active Listening

1A.2.2.1 What is Active Listening?

1. Active listening is a communication technique where the listener fully concentrates, understands, responds, and remembers what the speaker is saying.
2. Active listening differs from just hearing in that it involves engaging with and processing the information being communicated, rather than passively perceiving sound.

1A.2.2.2 Techniques for Active Listening

1. Techniques for active listening include paying attention, showing that you're listening through body language, providing feedback by summarizing or paraphrasing, deferring judgment, and responding appropriately.
2. It is important to defer judgment while listening to ensure that you fully understand the speaker's message before forming an opinion, which helps in maintaining open and effective communication.

1A.2.3 Section III: Verbal Communication

1A.2.3.1 The Power of Words

1. Words have the power to inform, persuade, inspire, and build relationships, significantly impacting the effectiveness of a conversation.
2. Tone affects verbal communication by conveying the speaker's attitude and emotions, influencing how the message is received and interpreted by the listener.

1A.2.3.2 Strategies for Effective Verbal Communication

1. Strategies for effective verbal communication include being clear and concise, using positive language, being honest, and being polite.
2. Being concise is important in communication to ensure that the message is clear and to the point, avoiding unnecessary information that could confuse the listener.

1A.2.3.3 Avoiding Common Verbal Pitfalls

1. A common verbal pitfall is ambiguity, where the speaker's message is unclear or vague.
2. Over-talking can affect a conversation by dominating the discussion, preventing others from contributing and potentially causing frustration or disengagement.

1A.2.4 Section IV: Non-Verbal Communication

1A.2.4.1 Importance of Non-Verbal Cues

1. Non-verbal communication refers to the process of conveying a message without the use of words, using body language, facial expressions, gestures, posture, and eye contact.
2. An example of a non-verbal cue is maintaining eye contact to show attentiveness and interest in the conversation.

1A.2.4.2 Key Non-Verbal Communication Skills

1. Key non-verbal communication skills include maintaining open body language and establishing appropriate eye contact.

2. Eye contact is important in communication as it helps to establish a connection with the speaker, indicating that you are engaged and attentive.

1A.2.4.3 Interpreting Non-Verbal Signals

1. Interpreting non-verbal signals is important because it helps to understand the full message being conveyed, including emotions and attitudes that may not be expressed verbally.
2. Facial expressions can affect communication by reinforcing or contradicting what is being said, thus influencing the listener's perception of the message.

1A.2.5 Section V: Initiating and Sustaining Conversations

1A.2.5.1 Starting a Conversation

1. An example of an opening line to start a conversation is, "Hi, my name is [Your Name]. How are you today?"
2. Open-ended questions are useful because they encourage the other person to provide more detailed responses, fostering a more engaging and dynamic conversation.

1A.2.5.2 Keeping the Conversation Going

1. One way to keep a conversation going is to ask follow-up questions based on the other person's responses.
2. Sharing information helps in a conversation by providing new topics for discussion and showing that you are willing to contribute to the dialogue.

1A.2.5.3 Concluding a Conversation

1. Summarizing is important in concluding a conversation as it helps to reinforce the key points discussed and ensures mutual understanding.
2. An example of a polite closing statement is, "It was great talking to you. I hope we can continue this conversation another time."

1A.2.6 Section VI: Overcoming Barriers to Effective Communication

1A.2.6.1 Common Barriers

1. One common barrier to effective communication is emotional barriers, such as stress, anger, or frustration.

2. Physical barriers, such as noise or distance, can affect communication by making it difficult to hear or concentrate on the conversation.

1A.2.6.2 Strategies to Overcome Barriers

1. A strategy to overcome emotional barriers is to practice active listening and empathy, showing understanding and patience.
2. Empathy is important in overcoming communication barriers because it helps to build a connection and understanding, making it easier to address and resolve issues.

1A.2.8.1 Self-Check Exercises for Practice

1. Brief General Answer Questions:

1. What are the key elements of a good conversation?
2. List three techniques for active listening.
3. How can you use non-verbal communication effectively?
4. What strategies can help in initiating a conversation with a stranger?
5. Identify common barriers to effective communication and how to overcome them.

2. Short General Answer Questions:

1. Define active listening and explain its importance.
2. List and describe two strategies for effective verbal communication.
3. What are some common barriers to communication, and how can they be overcome?

3. Long General Answer Questions:

1. Discuss the role of non-verbal communication in effective conversation and provide examples of how non-verbal cues can influence interactions.

1A.2.8.2 Answers of Self Check Exercises

1. Brief General Answer Questions:

1. Clarity, relevance, engagement, respect, feedback.

2. Pay attention, show that you're listening, provide feedback, defer judgment, respond appropriately.
3. Maintain open body language, establish eye contact, ensure facial expressions match words, and use gestures.
4. Use opening lines, ask open-ended questions, show interest, share information, stay on topic.
5. Physical barriers: reduce noise, ensure a comfortable environment; Emotional barriers: manage stress, stay calm; Cultural barriers: learn about other cultures, show respect; Language barriers: use simple language, ask for clarification.

2. Short General Answer Questions:

1. **Answer:** Active listening is the process of fully concentrating, understanding, responding, and remembering what is being said during a conversation. It involves giving full attention to the speaker, showing verbal and non-verbal signs of listening, and providing feedback. Active listening is important because it helps build trust and rapport, prevents misunderstandings, and promotes better communication. It ensures that the speaker feels heard and valued, which can improve relationships and foster a more productive dialogue.
2. **Answer:**
 - **Clarity and Conciseness:** Communicate your message in a clear and straightforward manner, avoiding unnecessary jargon or complex words. This helps ensure that the listener easily understands the intended message without confusion.
 - **Active Feedback:** Provide feedback through questions, summaries, or paraphrasing what the speaker has said. This demonstrates that you are engaged in the conversation and helps to clarify any ambiguities, ensuring that both parties are on the same page.
3. **Answer:** Common barriers to communication include:
 - **Language Differences:** These can be overcome by using simple language, avoiding slang, and using visual aids or translators if necessary.

- **Physical Barriers:** These include environmental factors like noise or distance, which can be mitigated by finding a quiet place for conversation or using technology to bridge the gap.
- **Emotional Barriers:** These involve feelings like stress or anger, which can be managed by creating a supportive environment and addressing emotional issues before attempting to communicate.
- **Cultural Differences:** These can be navigated by being aware of and respectful towards different cultural norms and practices, and seeking to understand the other person's perspective.

3. Long General Answer Questions:

1. **Answer:** Non-verbal communication plays a crucial role in conveying emotions, attitudes, and reinforcing verbal messages. It includes facial expressions, gestures, posture, eye contact, tone of voice, and body language. For example, maintaining eye contact can indicate confidence and interest, while crossed arms might suggest defensiveness or resistance. A warm smile can convey friendliness and openness, whereas a frown might signal disapproval or concern. Non-verbal cues often communicate more than words, as they can provide context and additional meaning to the spoken message. In a job interview, a firm handshake and upright posture can create a positive impression, while slouching and avoiding eye contact might convey a lack of interest or confidence. Understanding and effectively using non-verbal communication can enhance interactions by making them more engaging and empathetic, leading to better relationships and outcomes.

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Unit-1
B) Remedial Grammar for Spoken English
(Introducing Apps and Websites for Spoken English)

2B.0 Objectives

1. Understand the Importance of Remedial Grammar in Enhancing Spoken English Skills
2. Identify and Correct Common Grammar Issues in Spoken English
3. Explore Various Apps and Websites for Improving Spoken English Grammar
4. Develop Strategies to Effectively Utilize These Digital Resources

2B.1 Introduction

Effective spoken English involves more than just vocabulary and pronunciation; it requires accurate grammar to ensure that communication is clear and precise. Remedial grammar focuses on identifying and correcting grammatical mistakes that can hinder effective communication. With the advent of technology, various apps and websites now offer interactive and user-friendly ways to improve grammar skills. This chapter introduces these tools and provides guidance on how to use them to enhance spoken English proficiency.

2B.2 Content

2B.2.1 Importance of Remedial Grammar in Spoken English

Definition:

- **Remedial Grammar** refers to the practice of identifying and correcting grammatical errors to enhance the clarity and effectiveness of communication. This aspect of language learning focuses specifically on resolving common mistakes that learners make, which can impede their ability to communicate effectively in spoken English.

Scope:

- **Focus Areas:** Remedial grammar primarily targets areas where learners frequently struggle. These areas include verb tenses, subject-verb agreement, the use of articles and determiners, and sentence structure. By addressing these

issues, remedial grammar aims to improve both the accuracy and fluency of spoken English.

- **Goals:** The goal is to correct errors that can lead to misunderstandings or make communication less clear. This includes ensuring that the speaker's intended message is conveyed accurately and that the listener's comprehension is not compromised by grammatical mistakes.

2B.2.2 Common Grammar Issues in Spoken English

Effective spoken communication relies heavily on proper grammar. Below is a more detailed explanation of common grammar issues in spoken English, including how they manifest and strategies for correction.

1. Verb Tenses

Explanation:

- **Verb Tenses** are crucial for indicating when an action takes place. They help in providing a temporal context for actions, whether they occurred in the past, are occurring in the present, or will occur in the future. Proper use of tenses ensures that listeners understand the timing and sequence of events.

Common Errors:

- **Incorrect Use of Tenses:** Mixing tenses can confuse listeners about the timing of actions.
 - **Example:** "I am going to the store yesterday" incorrectly combines the present continuous tense ("I am going") with a past time reference ("yesterday").
 - **Correction:** "I went to the store yesterday" uses the past tense "went" to correctly indicate that the action happened in the past.
- **Tense Shifts:** Unintentional shifts in tense within a sentence or narrative can disrupt the clarity of the message.
 - **Example:** "I will be walking to the store, and I bought some milk" improperly shifts from future to past tense.
 - **Correction:** "I walked to the store, and I bought some milk" maintains consistent past tense throughout the sentence.

Impact on Communication:

- **Clarity:** Proper use of tenses ensures that the listener understands when events occurred, which helps in following the sequence of events and understanding the speaker's message accurately.

2. Subject-Verb Agreement

Explanation:

- **Subject-Verb Agreement** requires that the verb in a sentence match the subject in number (singular or plural) and person (first, second, or third). This agreement is crucial for grammatical correctness and clear communication.

Common Errors:

- **Incorrect Agreement:** When the subject and verb do not agree in number, it can create confusion.
 - **Example:** "The team are winning" incorrectly uses the plural verb "are" with the singular subject "team."
 - **Correction:** "The team is winning" correctly uses the singular verb "is" to match the singular subject.
- **Compound Subjects:** When subjects are joined by "and," they usually require a plural verb.
 - **Example:** "My friend and I goes to the park" incorrectly uses the singular verb "goes."
 - **Correction:** "My friend and I go to the park" uses the plural verb "go" to match the compound subject.

Impact on Communication:

- **Accuracy:** Correct subject-verb agreement ensures that sentences are grammatically correct and that the message is conveyed as intended. Misalignment can lead to confusion and misinterpretation.

3. Articles and Determiners

Explanation:

- **Articles and Determiners** are used to specify and clarify nouns. They help indicate whether a noun is specific or general and provide additional context for understanding.

Common Errors:

- **Misuse of Articles:** Using the wrong article or omitting it can lead to ambiguity or incorrect references.
 - **Example:** "She is a best teacher" incorrectly uses the indefinite article "a" instead of the definite article "the."
 - **Correction:** "She is the best teacher" correctly uses "the" to refer specifically to the outstanding teacher.
- **Omission of Articles:** Sometimes, articles are omitted where they are needed, which can make the meaning unclear.
 - **Example:** "I bought book" omits the article "a," making the reference vague.
 - **Correction:** "I bought a book" includes the article "a" to specify that one book was purchased.

Impact on Communication:

- **Clarity:** Proper use of articles and determiners helps in clearly identifying which noun is being referred to and avoids ambiguity in communication.

4. Sentence Structure

Explanation:

- **Sentence Structure** involves organizing words and clauses in a sentence to ensure it is complete and coherent. Proper sentence structure ensures that sentences have a subject, predicate, and appropriate clauses to convey a clear message.

Common Errors:

- **Sentence Fragments:** These are incomplete sentences that lack essential components and do not express a complete thought.
 - **Example:** "While going to the market. I saw a cat" is a fragment because it does not provide a complete idea.
 - **Correction:** "While going to the market, I saw a cat" combines the fragment with a complete sentence to form a coherent statement.
- **Run-on Sentences:** These occur when multiple independent clauses are improperly joined without proper punctuation or conjunctions.
 - **Example:** "I went to the store I bought some milk" joins two independent clauses without punctuation.
 - **Correction:** "I went to the store, and I bought some milk" or "I went to the store. I bought some milk" separates the clauses correctly.

Impact on Communication:

- **Coherence:** Proper sentence structure ensures that sentences are complete and logically organized, which helps in conveying ideas clearly and maintaining coherence in communication.

Impact on Communication:

Correct grammar is crucial for effective communication. Proper use of grammar rules ensures that the speaker's message is clear, accurate, and easily understood by the listener. It helps in avoiding misunderstandings, building credibility, and facilitating effective interactions in both personal and professional contexts. Mastery of grammar enhances the speaker's ability to make persuasive arguments, provide clear instructions, and engage in meaningful conversations.

By addressing and correcting these common grammar issues, learners can significantly improve their spoken English skills, leading to more effective and confident communication.

2B.2.3 Apps for Improving Spoken English Grammar

1. Grammarly

- **Description:** Grammarly provides real-time grammar, punctuation, and spell check, along with contextual suggestions. It offers explanations for corrections, helping users understand their mistakes.
- **Features:** Grammar checker, style suggestions, tone detector.

2. Website: www.grammarly.com

3. English Grammar in Use App

- **Description:** Based on the popular grammar book series, this app provides interactive exercises and practice activities.
- **Features:** Grammar exercises, quizzes, explanations of grammar rules.
- **Website:** Available on App Store and Google Play

4. HelloTalk

- **Description:** HelloTalk connects users with native speakers for language exchange, allowing them to practice grammar and receive feedback on their spoken English.
- **Features:** Text and voice messaging, language exchange with native speakers, correction features.
- **Website:** www.hellotalk.com

2B.2.4 Websites for Enhancing Spoken English Grammar

1. Duolingo

- **Description:** Duolingo offers gamified grammar lessons and practice exercises, making learning engaging and interactive.
- **Features:** Grammar exercises, vocabulary practice, interactive games.
- **Website:** www.duolingo.com

2. BBC Learning English

- **Description:** Provides comprehensive grammar tutorials, quizzes, and practice exercises tailored for English learners.

- **Features:** Grammar lessons, video tutorials, interactive quizzes.
- **Website:** <https://www.bbc.co.uk/learningenglish/>

3. Grammar Bytes

- **Description:** Offers grammar exercises, instructional videos, and presentations on various grammar topics.
- **Features:** Interactive grammar exercises, instructional videos, grammar presentations.
- **Website:** <https://chompchomp.com>

2B.2.5 Strategies for Using Digital Resources Effectively

1. Set Clear Goals

- **Explanation:** Define specific areas of grammar you want to improve and choose resources that target those needs.
- **Example:** Focus on improving subject-verb agreement and use apps that offer exercises on this topic.

2. Practice Regularly

- **Explanation:** Consistent use of apps and websites will help reinforce grammar rules and improve proficiency.
- **Example:** Dedicate 15-20 minutes each day to grammar exercises and quizzes.

3. Engage with Interactive Features

- **Explanation:** Utilize quizzes, exercises, and feedback features to actively engage with the material.
- **Example:** Complete interactive grammar exercises and review corrections to understand mistakes.

4. Supplement with Real-Life Practice

- **Explanation:** Apply learned grammar rules in real-life conversations to reinforce understanding and practical usage.

- **Example:** Practice speaking with native speakers or record yourself to evaluate your grammar in spoken English.

2B.3 Self-Check Exercises

2B.3.1 Multiple Choice Questions (MCQs):

1. Which app provides real-time grammar and spell check along with contextual suggestions?
 - a) HelloTalk
 - b) Grammarly
 - c) Duolingo
 - d) English Grammar in Use App

Answer: b) Grammarly

2. What is a common issue addressed by remedial grammar in spoken English?
 - a) Vocabulary enrichment
 - b) Pronunciation accuracy
 - c) Subject-verb agreement
 - d) Accent reduction

Answer: c) Subject-verb agreement

3. Which website offers grammar tutorials, quizzes, and practice exercises specifically for learners of English?
 - a) GrammarBytes
 - b) HelloTalk
 - c) BBC Learning English
 - d) Grammarly

Answer: c) BBC Learning English

2B.3.2 Fill in the Gaps:

1. Remedial grammar helps improve spoken English by addressing issues such as incorrect _____ tenses and subject-verb _____.

- **Answer:** verb, agreement
- 2. To effectively use digital resources for grammar improvement, it is important to set clear _____ and practice _____.
- **Answer:** goals, regularly
- 3. The app _____ provides interactive grammar exercises based on a popular grammar book series.
- **Answer:** English Grammar in Use App

2B.3.3 Brief Questions:

1. Why is it important to focus on remedial grammar for improving spoken English?
 - **Answer:** Focusing on remedial grammar is important because it helps correct common errors, which enhances clarity, reduces misunderstandings, and boosts confidence in spoken communication.
2. How can using apps like Grammarly benefit your spoken English practice?
 - **Answer:** Grammarly benefits spoken English practice by providing real-time feedback on grammar and spelling, offering contextual suggestions, and helping learners understand and correct their errors.
3. What strategies should be used to effectively utilize digital resources for grammar improvement?
 - **Answer:** Effective strategies include setting clear goals, practicing regularly, engaging with interactive features, and supplementing digital practice with real-life conversations to apply and reinforce grammar rules.

2B.4 Conclusion

Remedial grammar is essential for improving spoken English and ensuring that communication is both clear and effective. By understanding common grammar issues and utilizing various digital resources such as apps and websites, learners can address these problems and enhance their language skills. Consistent practice with these tools, along with applying learned grammar rules in real-life conversations, will lead to improved accuracy, fluency, and confidence in spoken English.

2B.5 References

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- Grammarly www.grammarly.com
- HelloTalk www.hellotalk.com
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- Duolingo www.duolingo.com
- GrammarBytes <https://chompchomp.com>

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2.Practicing Various Situational Conversations, Role Plays

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2.0 Objectives:

After studying this unit, you will be able to-

-Understand the importance of situational conversation skills.

-Explain various situational conversation.

-Find relationship between written and spoken conversation.

2.1 Introduction:

Language is one of the most esteemed properties of man. Language exists mainly in two forms written and spoken. Conversation is a type of spoken

language and it can be defined as informal talk. People use conversation to exchange news, views, feelings and thoughts.

Situational conversation represents thoughtful engagement with a purpose. The present unit discusses a situational communication and its types like social, professional and casual situation in English through different examples of conversations and role plays. It defines conversation and differentiate it from related forms of communication like talk, dialogue, chat, gossip and debate. It outlines principles for effective conversation like being informative, truthful relevant, clear encouraging and using appropriate language. Here you are introduced a greeting for different levels of familiarity, receiving guests formally at home or office, telephone conversation using polite language.

2.2 Presentation of subject matter:

2.2.1 Section 1

I) Situational Conversation:

Types of Situational Conversations:

Conversation is the most common form of communication. It links people together. In conversation there is an oral, informal or friendly exchange of feelings views, ideas etc. Many time we converse with our friends, relatives and colleagues. Here are various types of situational conversation like social situation, professional situation casual situation and formal and informal situations.

A. Social Situational Conversation:

Social situational conversation skills are abilities used in everyday conversation with friends, family and other peoples for small talk. For example:

i) Friendly greetings:

Special greetings are expressed during the festivals and anniversaries. Such greetings are pleasant compliments that create a healthy relationship among the friends and relatives. Study the following examples of greetings exchanged during the festivals and anniversaries:

Happy Diwali!

Merry Christmas!

Happy New Year!

Happy birthday!

Happy anniversary!

Eid Mubarak!

Many many happy returns of the day!

Many times, greetings are also a message of good wish to somebody's health, happiness etc. Such greetings help to develop friendly and healthy relations. Study the following examples of greetings that we use commonly:

Have a good day!

Wish you successful day!

God bless you!

All the best!

Good luck!

Nice day to you!

A happy journey to you!

Safe journey to you!

Best of luck!

Come out with flying colours!

You may express the special greetings in both formal and informal situations. Moreover, you may express cheerful greetings in your friendly conversation. While expressing greetings be always polite and cheerful and feel interested in what is being said. Don't be argumentative because it may spoil your conversation. For example:

: Good morning, Rahul.

: Hello.

In the above short dialogue, a speaker is very polite in his greetings and the listener has replied in a very familiar way. 'Hello' or 'Hi' are the informal and familiar expressions used in friendly talk. See another example:

Hemant: Hello Anil, how are you? (greetings)

Anil: Fine, Thank you. How are you?

Hemant: I am fine too. (responding to greetings)

In the above another short dialogue, some more expressions are given to develop informal friendly dialogue. Note how the greetings and responses to the greetings are expressed. Remember that while speaking with familiar person, we ask 'how are you', but with unfamiliar person we say 'how do you do'. Now see how both of them continue their conversation in the following manner:

Hemant: Anil, yesterday I saw your brother going to Jeevanjyoti Hospital. What's the matter?

Anil: My father has been admitted there. He had a mild heart attack.

Hemant: How sad! It's very unfortunate. (expressing sympathy) Oh! How is he now?

Anil: He's still in the ICU. But the doctor says that there is nothing to worry.

Hemant: Thank God! (expressing relief) I wish him a speedy recovery. Hope he'll get well soon.

Anil: I hope so to see you later.

Hemant: See you. Bye (taking leave)

Not in the above example, how the dialogue continues with friendly talk and certain expressions of sympathy, relief and live talking etc. Look at the following expressions used to greet people. Note the use of contracted forms such as 'I 'm' for 'I am' and 'you'll' for 'you will'.

1. Good morning, how are you?

2. I'm fine, thanks.

3. Hello! What a lovely surprise!

4. Just fine, thanks.

Read another dialogue below. Pay attention to the expressions used in informal situation where people greet and take leave of one another.

Alisha: Good morning Mr. Anand How are you?

Mr. Anand: Good morning, Alisha. I'm very well, thank you. What about you?

Alisha: I'm fine, thank. We haven't met for quite some time, have we?

Mr. Anand: Yes, you're right. I have been away in Nagpur. Have you found something interesting to buy?

Alisha: No not really, I just came in a few minutes ago.

Mr. Anand: Well, it was nice meeting you, Alisha. I could have given you a lift home but I'm afraid I have to rush to keep an appointment. I do hope you'll excuse me.

Alisha: Yes, please do come over sometime. Bye!

Alisha: Bye-bye Mr. Anand!

ii) Meeting with New People:

While speaking with the new people we should make certain changes in our expressions. A new person does not use familiar expressions. Many times, a stranger asks for help and it is expected that we should talk with him or her in respectful manner and help him or her if possible. Now see the following dialogue which may help you to know a conversation with a stranger.

Stranger: I wondered if you could tell me where the boys' hostel is.

Raju: That's not too far from here.

Stranger: Which way should I go?

Raju: Take the road right in front of you. (giving directions) Walk for about half a kilometer.

Stranger: Yes!

Raju: You'll see on your right, a Plane Building.

Stranger: Oh, I see, Plane Building.

Raju: The very next building is the boys' hostel.

Stranger: OK, thank you Sir.

Raju: Welcome.

Note the beginning of a stranger's conversation, how a stranger directly asks a question regarding the destination. It is expected that, if possible, we should help a stranger with a few formal words. Note how the second speaker gives directions and a stranger shows his polite responses.

Here is another example of a conversation with a foreigner. Study the interactions between a speaker and a foreigner. Learn the expressions which may help you to talk with any foreign person. See the example:

Deepika: May I introduce myself? My name is Miss Deepika. (introducing oneself)

Katherine: I am Miss Katherine.

Deepika: How do you do? (responding to introduction)

Katherine: How do you do?

Deepika: Where are you from, Miss Katherine? (asking for information)

Katherine: I'm from the UK. How about you?

Deepika: I belong to Kolhapur. How long have you been here?

Katherine: I've been here for two weeks.

Deepika: Are you going to stay for long?

Katherine: No, I'm just on a short holiday.

Deepika: Do you like Kolhapur? (asking for likes/dislikes)

Katherine: Yes, I am enjoying it here. (expressing likes/dislikes)

Deepika: Is it too hot for you?

Katherine: No, not too hot.

Deepika: And how do you like the food here? (asking for likes/dislikes)

Katherine: It's delicious and tasty, but a little hot and spicy. (expressing likes/dislikes)

Deepika: Do you like Kolhapuri Bhel?

Katherine: I love the soft Bhel. It's fantastic.

iii) Small Talk:

Small talk is informal communication and a first building block for interpersonal relationship. It serves the important purpose of allowing for interactions as people build initial connections and identify interests and small needs.

There are several phrases you can use to begin and keep small talk conversation going:

-Do you like-----?

-Have you seen/heard-----?

-What did you think of-----?

-I really enjoyed-----.

-I've heard good things about-----.

Who/What is your favorite-----?

Here is small talk between two friends about holiday plan:

Rucha: Hi Riya What are you doing?

Riya: Nothing special.

Rucha: I have good news for you?

Riya: What News?

Rucha: Examinations are over. We have two days holiday my parents decided for going zoo.

Riya: That's great. Now I feel like visiting Zoo.

Rucha: You like to visit zoo. Please come with us.

Riya: Wow that's wonderful. I am so excited and so happy.

Rucha: So please come tomorrow morning at 8:30 am.

Riya: Sure dear. I will reach at right time and thank you so much.

Rucha: Your Welcome.

Riya: See you soon.

Here is another example of small talk of experience of watched movie between two friends.

Anjali – Hi, Raj. How was your weekend?

Raj – Hey, Anjali. My weekend was great. I watched a great movie.

Anjali – Oh really? What was the name of the movie you watched?

Raj – I watched Avengers Endgame. It is the last movie of the Avengers.

Anjali – Oh, I have watched Avengers Endgame too. I loved the movie.

Raj – Really? Who is your favourite Avenger?

Anjali – I can't name one! Iron Man, Thor, Captain America, Captain Marvel, Scarlet Witch and Black Widow, to name a few.

Raj – Wow, you have some of the strongest Avengers there! I have the same choice except that I loved Spider Man too.

Anjali – My sister took me to see the movie as soon as it was released. Both me and my sister have been great fans of Avengers since childhood.

Raj – Oh wow! I am myself a big fan of Avengers and have watched all the movies. I too wanted to go to the theatre and watch the movie, but I was out of station for a family function.

Anjali – Oh I see. The movie stood up to all the expectations that the audience had after watching the trailer. In fact, I would say the movie surpassed expectations.

Raj – Very true. There was no better way to finish the Avengers, I believe. The movie just took me through a rollercoaster of emotions.

Anjali – True! Just when I was feeling happy that the Avengers got rid of Thanos for good, the next moment I was bawling my eyes out seeing Iron Man had sacrificed himself to save the world and everyone else.

Raj – We can't ever see Black Widow, Iron Man and Captain America ever in any Marvel movies.

Anjali – Yes, very sad. Anyway, it was nice talking to you. See you tomorrow in school. Bye.

Raj – Same here. Bye.

B) Professional Situational Conversation:

Professional situational conversation skills are the abilities needed to communicate effectively in the workplace and other professional settings.

i) Job Interviews:

A job interview is a conversation between a job candidate and a representative of an employer to determine if the candidate is a good fit for the job. It is a common way to select employees.

Here is the small conversation of job interview of teacher between candidate and interviewer.

Candidate: May I Come in sir?

Sir: Yes, please sit down.

Candidate: Thank You sir.

Sir: Please sit down.

Candidate: Thank you.

Sir: Tell me about yourself.

Candidate: My name is Aditya Kulkarni. I am from Kolhapur. I have completed my M.A. in English from Shivaji university Kolhapur and I also done B.Ed. I have four years of teaching experience. My hobbies are reading, gardening, and exploring myself.

Sir: Why do you want to be a teacher?

Candidate: Teaching is my passion. I love and enjoy teaching because I believe in the importance of education for a better society.

Sir: Tell us five good qualities of teacher.

Candidate: 1. Strong Communication skill 2. A good listener 3. Good teachers have patience 4. In- depth knowledge 5. Responsible and Reliable

Sir: What's your teaching style?

Candidate: My teaching style is very interactive, supportive, and transparent. I encourage my students to have voice in the classroom and participate activity in all conversations.

Sir: How do you motivate your students?

Candidate: My way of motivating students is by positive encourage which can do wonders in my experience. I prefer praising students even when they achieve just a little progress.

Sir: Why should we hire you in our school?

Candidate: I am very excited about this opportunity to work at your school. Based on my research, I feel that my teaching style would be a good for your school's philosophy. I also believe that my skills and experiences would benefit your students greatly. So, the decision is yours and I respect it.

Sir: Ok, you may go now.

Candidate: Thank you, Sir.

ii) Business Meeting:

To introduce business meeting in English you can start by welcoming the attendees and thanking them coming. A business meeting is a gathering of two or more people for the purpose of making decisions or discussing company objectives and operations.

Here is example of business meeting discussing sales and marketing of their company between four members.

Mr. Smith: Good morning Welcome to our meeting. Today we will discuss sold sales and marketing and our next budget. Emily welcome to our team.

Emily: Thank you Mr. Smith, I am glad to be here.

Mr. Smith: John can you take the minutes today.

John: Sure.

Mr. Smith: Thanks. Let's start our sales. Karishma, what can you tell us?

Karishma: Mr. Smith our sales are steady but not growing as we wanted. Our competitors are ahead and we need a plan to stay strong.

Mr. Smith: That's concerning, Emily any ideas to boost sales.

Emily: Mr. Smith we should on marketing and launch new ad campaign. We could partner with local stores for discounts or use social media to create excitement.

John: Good idea Emily. We should also think about new flavors or packaging to attract more customers.

Mr. Smith: Great ideas Emily and John we Will discuss them today anything else about sales? Now let's talk about marketing. Emily, remind us of your ad campaign ideas.

Emily: Yes, Mr. Smith. I suggested partnering with local stores for discount and using social media to create excitement.

Karishma: Good ideas, but we should also think about our target audience and what they like.

John: I agree we need to learn about our customers and what they want from our Sodas.

Mr. Smith: That's important. We should also think about a brand personality that matches our customers.

Emily: Excuse me, Mr. Smith, I have an idea.

Mr. Smith: Go ahead Emily.

Emily: We should ask customers to share photos and stories of our Sodas. This will help us to connect with them and build a community.

Karishma: Great idea Emily. I like create a community.

John: Me too. We can offer prizes for customers who participate.

Mr. Smith: Good ideas. Emily, thank you for waiting to share your idea.

Emily: Thank you, Mr. Smith!

Mr. Smith: Now let's talk about tasks for next step. John, what do you think?

John: We need marketing plan and create a sales strategy.

Karishma: I have a question about marketing? John, how should we promote our Sodas?

John: We can use digital and traditional ads, like social media, magazine, and newspapers.

Emily: For sales we should work with local stores and give them results to sell Sodas.

John: Good idea Emily, what do you suggest?

Emily: Discounts for big orders or free ads like posters and flyers.

Karishma: Good idea.

Mr. Smith: Good job, everyone. Let's end the meeting and starts working on tasks.

Emily: Thank you, Mr. Smith. Have a good day.

Karishma: Thank you everyone.

iii) Receiving Guests:

Many times, you have to receive guest at home or office. In an office there is usually receptionist receives the guests.

Receptionist: Good morning, Sir, May I help you?

Visitor: Good morning, I had like to see Mr. Suhas Jadhav.

Receptionist: Your name please?

Visitor: Albert D'Souza from Edison Steel Co.

Receptionist: Just a moment, Mr. D'Souza. I'll see if she can meet with you right now.

Look at the following expression used in formal situations to receive guests.

1. Welcome, it's a pleasure to host you.
2. Good morning, Sir.
3. What can I do for you?
4. Good afternoon, Miss could I help you?
5. How do you do Madam? May I help you?
6. How can I help you?

C) Casual Situational Conversation:

Casual conversation are informal, spontaneous, and relaxed exchanges that are often back and forth between friends, family, or colleagues.

i) Ordering Food:

Here is an example of ordering food between Waiter and Customer in a hotel

Waiter: Welcome to our restaurant. Please have a seat.

Customer: Thank you.

Waiter: What would you like to order sir?

Customer: Can I see food menu card before ordering something.

Waiter: Sure Sir. Here is menu card. I'll return in a moment to take your order.

Customer: Ok.

Waiter: Are you ready to order, Sir?

Customer: Yes, I Would like to paneer Butter Masala with Naan.

Waiter: Would you like anything to drink with your meat.

Customer: Yes, just a bottle of mineral water

Waiter: Thanks for your order.

(After a few minutes)

Waiter: Here is your order. Thank You and enjoy your meal.

Customer: Thank You.

(After a few minutes the waiter returns)

Waiter: Can I get you anything else.

Customer: No, thank you. Can I Have the bill, please?

Waiter: Sure.

(Customer pays the bill)

Waiter: Thank You. Have a Nice day.

ii) Asking for Help:

Here is example of asking for help from friend to arrange party.

Akash: Can you help me plan the office party?

Baban: Sure. What do you need the most help with, the food or entertainment?

Akash: I need help with food.

Baban: OK, well, let's coordinate our efforts. Should this party be formal or casual?

Akash: I think it should be casual.

Baban: I agree. Next, we have to decide on food. We have a choice of Chinese or Continental Cuisine. Which one should we have?

Akash: I would prefer Chinese food for this party.

Baban: Perfect choice. For music, should we have a live band or a DJ?

Akash: I think we should hire a live band.

Baban: OK then. Well, I will work on my part and get back to you with my progress on Friday.

Task -1 Check your progress.

A) Imagine that one teacher meets his student at super market. Write a piece of friendly conversation between student and teacher. (Imagine necessary details.)

B) Imagine that your guest arriving at hotel for the meeting of your company. Write a piece of conversation between you and your guest. (Imagine necessary details.)

C) Imagine that one stranger asking help to native person to find out the school. Write a piece of conversation between stranger and native person.

2.2.2 Section 2

Formal and Informal Conversation:

I) Telephone Conversation:

Conversations on telephone are very much part of our day to day lives. Here are some examples of formal conversation on telephone.

Receptionist: Good afternoon, ABC publishing company.

Caller: Good afternoon, can I speak to the sales manager please?

Receptionist: I'm afraid he is not in the office. May I help you out?

Caller: It would be very helpful if you could fix an appointment with him.

Receptionist: Sure sir. I can fix your appointment with the sales manager at 3:00 p.m. tomorrow. Would that be acceptable?

Caller: Yes, very much. Thank you for the help.

Receptionist: You are welcome, sir. Thanks for calling. Have a good day.

Caller: Thank you. Good day!

Sometimes the person wanted is not available or the caller has dialed a wrong number. In such cases you need to give a negative reply. But it should not sound rude. You can use expressions like:

I'm afraid ----- is busy at the moment, can I take a message?

I'm sorry; Miss. Suvarna is out of station today.

Sorry, you may have dialed the wrong number.

I'm afraid the line is busy at the moment.

Could you call back later please?

"Could you connect me to Mr. John, please?" "Could I speak to ----- please?"

"I would like to speak to-----."

"I am -----, Can I talk to Mr./Mrs.....?"

"May I have -----phone number, please?"

"Is Mr. ---- there, please?"

When there are some problems on telephone line or phone is not working clearly, we need to use following expressions.

“I am afraid I can’t hear you well.”

“Could you speak little loudly, please?”

“Sorry, I didn’t catch that well”

“Sorry, the line is quite bad.”

“Could you repeat that please?”

Now study the following telephonic conversations carefully:

Example 1: Taking a message:

Nisha: Hello it’s Nisha here. Can I speak to Mrs. Pradhan, please?

Rupali: Phoenix Sales. Good morning, Nisha.

Nisha: Can I talk to Mrs. Pradhan please?

Rupali: I’m afraid she’s busy at the moment. Can I take a message?

Nisha: Yes, please. We met Mrs. Pradhan last week. She asked me to phone her when I was in Satara. It’s about organizing a function. As I am leaving for Hyderabad tonight it would be good if she could call me before then. Could you ask her to call me?

Rupali: Sure. Could you give me your number please?

Nisha: It’s 07524722864.

Rupali: That’s fine. I’ll ask her to ring you when she’s free.

Nisha: Thanks, Bye.

Example 2: Making enquiries:

Priya: Hello, Priya Mehta here.

Mona: Model College. Good morning, Priya.

Priya: I’d like to join the Fashion Designing Course in your college. Could you guide me about the details?

Mona: Yes, sure. It’s a certificate course of one year duration and is recognized by the UGC. You can apply for the course online. The details regarding fees, syllabus and schedule are available on the college website.

Priya: Could you give the site address please?

Mona: Sure. It’s www.modelcollege.edu.in

Priya: Thank you so much.

Mona: My pleasure, goodbye.

In the same manner you can also inquire about hotel booking, train/ bus/ plane ticket booking and the like.

II) Asking for and Giving Directions:

If we do not know the way to place, we usually ask someone how to get there. You also have to explain how to reach a place if someone ask you the way. Whether you are talking to people who are familiar with you or not there will not be much of a difference in the kind of language one will use.

e. g.1)

Ratan: Excuse me, could you tell me the way to the library?

Varun: Sure, go straight down this path and you will reach the new block. To the left of the reception desk is staircase up to the stairs to the second floor and turn right. You will find the library at the end of the floor.

Ratan: Thanks a lot.

Varun: You are welcome.

2)

Suhas: Excuse me, would you mind telling me where I can find stationary shop here?

Passerby: Not at all. Turn left to the chemist's go down the road and take the second right. Walk on till you reach the ABS department store. The stationer's is the third shop from the department store.

Suhas: Third shop from the department store?

Passerby: Yes, that's right.

Suhas: Thank you so much.

Passerby: You are welcome.

There are a few important grammar and vocabulary points to remember when asking for and giving directions.

- Take a right/left
- Got it
- I understand
- Do you understand?
- Go straight
- Opposite / the other side
- Take the first / second / third / right

- Go right / left / straight at the light / corner / stop sign
- Continue straight on
- Turn right / left at the light / corner / stop sign
- Get on the bus / subway at 12th Ave. / Whitman Street / Yellow Lane
- Follow the signs for the museum / exhibition center / exit

Common Questions When Asking for Directions

- Is it far? / Is it close?
- How far is it? / How close is it?
- Could you please give me directions?
- Where is the nearest bank / supermarket / gas station?
- Where can I find a bookstore / restaurant / bus stop / restroom?
- Is the museum / bank / department store near here?

Task -2 Check your progress.

I) Give appropriate expressions for the following situations:

A) As a receptionist at Hindustan Paints, ask the caller for the message to be given to the officer.

B) A tourist looking for the museum. Give him directions of how to go to the museum.

II) Respond to the following situations.

A) Sanket: Hello, this is Sanket Raje speaking.

Komal: Universal Computer Solutions, Good-----, How----- you?

Sanket: Can I-----Mr. Rawat? He had asked-----him.

Komal: I'm-----meeting.

Sanket: When will he be free?

Komal: -----by 4 pm. May I ask him to-----?

Sanket: Yes, -----.

Komal: May I-----number please?

Sanket: It's-----.

Komal: 9482562506 Have I got it right?

Sanket: Yes, -----

Komal: Bye.

B) Man: ----- Can you tell me the way to the bank?

You: Yes, sure. ----- at the end of this street.

Man: At the traffic lights?

You: Yes. ----- as far as the roundabout.

Man: And at the roundabout?

You: Turn right at the roundabout into -----.

Man----- at the roundabout.

You: Go down Market Road. The bank's on the left.

Man: -----

You: Goodbye.

2.2.3 Section 3

Role Play:

Role play is the act of imitating the character and behaviour of someone else, for example as a training exercise in a role play, participants act out various characters or parts. This helps them face confidently different people, situations and settings. They can also practice them with their friends, family members and others. It will be very helpful for them if they act out the role and keep changing their roles as they practice. Audio or video recordings of role plays can also very useful tools for getting feedback. You can even ask others to observe you and you will it your performance.

Study and act out the dialogues/ conversations.

It is important that one is familiar with various expressions used in different formal and informal situations.

Benefits of Role Play:

The following are some benefits of role playing.

- Motive and engage students.
- Enhance current teaching strategies.
- Provide real world scenario to help students learn.
- Learn skills used in real world situations.
- Provide opportunities for critical observations of peers.

Examples:

i) In a Library:

Here is an example of a formal conversation at a college library.

Siddharth: Good afternoon, Sir. (greeting)

Librarian: Good afternoon,

Siddharth: What can I do for you? (offering to help)

Siddharth: I need a book on English grammar.

Librarian: What is it for, Siddharth?

Siddharth: I'll refer it to prepare my notes.

Librarian: That's fine. (appreciating a proposal)

Siddharth: Could you tell me where I can get it, Sir? (making a polite request)

Librarian: Look at that last cupboard.

Siddharth: Do you mean the fifth one?

Librarian: Exactly! That's one.

Siddharth: Oh, I see. May I borrow it for a day? (asking for permission)

Librarian: Sorry, the reference books are not for lending.

Siddharth: There is no place around. May I sit here and take notes?

Librarian: Yes, you may. (granting permission)

Siddharth: Thank you, Sir. (thanking)

Librarian: Welcome. (responding to thanks)

ii) In a Restaurant:

Here is example of conversation between receptionist and client for room booking.

Receptionist: Hi, welcome to the Pearl Hotel. How can I help you?

Client: Hi, I would like a room for tonight. Do you have any vacancies?

Receptionist: Yes sir, would you like a single room, or a double room?

Client: A single room, please.

Receptionist: How long will you be staying?

Client: For three nights.

Receptionist: Okay, would you like a AC or Non-AC room?

Client: AC room.

Receptionist: Sure, and would you rather have a room with a view of the ocean or the forest?

Client: It doesn't really matter to me; whichever one is cheaper.

Receptionist: Sure, it's going to be 2500 Rs. per night. Can I have your ID, please?

Client: Here it is.

Receptionist: Alright, could you sign here, please?

Client: No problem.

Receptionist: Thank you. Is there a phone number where you can be contacted?

Client: Yes, it is 9055824578.

Receptionist: Okay. Here's your key. Your room number is 176. It's on the 2nd floor, you can take the elevators behind us. If you need anything, just dial 9 for the reception.

Client: Thank you for your help.

Receptionist: My pleasure. Enjoy your stay!

3) At the Airport:

Here's an example of a conversation between a traveller and a security officer at an airport:

Traveller: Here's my ticket.

Security officer: Please step through the scanner.

Traveller: (beep, beep, beep) What's wrong?

Security officer: Please step to the side.

Traveller: Certainly.

Security officer: Do you have any coins in your pocket?

Traveller: No, but I have some keys.

Security officer: Ah, that's the problem. Put your keys in this bin and walk through the scanner again.

Traveller: OK.

Security officer: Excellent. No problem. Remember to unload your pockets before you go through security next time.

Traveller: I'll do that. Thank you.

Security officer: Have a nice day.

Airport security officers work with other professionals to ensure the safety of travellers and airport staff.

Agent and Passenger:

Agent: Good afternoon, where are you flying to?

Passenger: Good afternoon. I am flying to San Francisco.

Agent: Do you have your tickets?

Passenger: Here is my ticket.

Agent: How many people are travelling?

Passenger: It's my son and I, he is under two years old.

Agent: Can I have your passports and I will need to see his birth certificate to prove that he is under two years of age.

Passenger: Sure. Here they are.

Agent: Would you like a window or an aisle seat?

Passenger: I would be very happy If we can get an aisle seat. I may have to walk him around if he gets bored.

Agent: Alright, I'll put you near the restrooms too.

Passenger: Wonderful, thanks. Is it possible to check in the stroller?

Agent: Sure, are you checking in any bags?

Passenger: Yes, this suitcase and my backpack.

Agent: Let's put them on the scale, one at a time, please.

Passenger: Sure. And by the way, I have a layover in London. Do I have to pick up my luggage there?

Agent: No, you will pick them up in San Francisco. Here is your boarding pass. You are all set. Be at the gate at least 45 minutes prior to the departure time.

Passenger: Thank you for your help, have a good day.

Agent: Thank you, have a nice flight.

iv) At a hospital:

Conversations between doctors and their patients are most often serious discussions about the symptoms of a sickness or the improvement in health after a particular surgery or course of medication. For this same reason, it is important to maintain the tone and seriousness of the discussion when you are writing a conversation between a doctor and a patient. Language, here, is more formal and there might be a lot of medical terms used. So, make sure you carefully mention them in the conversation.

Here are some examples of how to introduce a conversation at a hospital.

1) Doctor and Patient's relatives:

Patient's mother: Good morning, doctor.

Doctor: Good morning.

Patient's mother: My daughter hasn't been feeling well and she has a fever, can you please have a look?

Doctor: Let's see, hi sweetie, what's your name?

Madhura: Madhura.

Doctor: Can you please take off your jacket and lie down on the bed Madhura?

Patient's mother: She is a little scared.

Doctor: Don't worry, it's not going to hurt, I will just listen to you, I promise.

Madhura: Alright.

Doctor: Let me listen to your back and check your throat.

Patient's mother: How is she?

Doctor: Her throat looks red; I think she has an infection. I will prescribe her some antibiotics; she should take them twice a day.

Patient's mother: How long does she need to take them?

Doctor: About a week but she can continue for another week if she doesn't feel better. She should probably rest for a few days too and not go to school.

Patient's mother: She has become very weak recently. She gets cold very easily too.

Doctor: It's probably the fever, she may have caught the infection from anyone.

Patient's mother: Can she take a shower?

Doctor: Absolutely, taking a cool shower actually help reduce the fever in a natural way.

Patient's mother: Wow, I didn't know that. When should we come back again?

Doctor: I want to see her next week, but if she gets worse, you can come and see me regardless.

Patient's mother: Thank you so much, doctor.

Doctor: You are welcome, it's my pleasure, I hope she gets well soon.

Patient's mother: Thank you again, good-bye.

Doctor: Good-bye.

2. Doctor and Patient:

Patient – Good Morning, doctor. May I come in?

Doctor – Good Morning. How are you? You do look quite pale this morning.

Patient – Yes, doctor. I've not been feeling well for the past few days. I've been having a stomach ache for a few days and feeling a bit dizzy since yesterday.

Doctor – Okay, let me check. (applies pressure on the stomach and checks for pain) Does it hurt here?

Patient – Yes, doctor, the pain there is the sharpest.

Doctor – Well, you are suffering from a stomach infection, that's the reason you are having a stomach ache and also getting dizzy. Did you change your diet recently or have something unhealthy?

Patient – Actually, I went to a fair last week and ate food from the stalls there.

Doctor – Okay, so you are probably suffering from food poisoning. Since the food stalls in fairs are quite unhygienic, there's a high chance those uncovered food might have caused food poisoning.

Patient – I think I will never eat from any unhygienic place in the future.

Doctor – That's good. I'm prescribing some medicines, have them for one week and come back for a checkup next week. And please try to avoid spicy and fried foods for now.

Patient – Ok, doctor, thank you.

Doctor – Welcome.

v) At a bank:

It is essential for both bank clerk and customer to have clear conversation. Here is example of conversation between both.

Bank Clerk and Customer:

Customer: Good morning.

Bank Clerk: Good morning, welcome to the Baroda Bank. How can I help you?

Customer: I would like to open a bank account.

Bank Clerk: Sure thing. What kind of account would you like to open? A savings account or a checking account?

Customer: What's the difference?

Bank Clerk: A checking account is designed to use for everyday transactions. Yet; the money in a savings account is meant to stay in the account and earn interest over time.

Customer: I see, actually I want to apply for a credit card. That's why I need an account.

Bank Clerk: Okay then, you probably want a checking account.

Customer: Well, thank you. I'd like that.

Bank Clerk: Sure, we will have you fill out an application form, please.

Customer: No problem.

Bank Clerk: How much of a credit limit were you looking for?

Customer: I would like a 10,000 Rs. spending limit.

Bank Clerk: Alright, we will see what we can do. We might be able to get you one of our gold cards with a 10,000 Rs. spending limit.

Customer: Wonderful. Will I also collect points when I use the card?

Bank Clerk: Sure, with our gold card you will get 10 reward points.

Customer: Perfect, I have filled out the form. Do you need anything else?

Bank Clerk: You just need to deposit a minimum of 2000 Rs. into your new checking account.

Customer: Very well, here you are.

Bank Clerk: Thank you, your account is set up now and your credit card will be mailed to your address within 5 to 10 working days.

Customer: Thank you for your help, have a good day.

Bank Clerk: Thank you, you too.

Task -3 Check your progress.

A) Imagine that two people talking about business trip. Write a piece of conversation between them.

B) Imagine that you are at Mahabaleshwar and meet a foreigner. Write a piece of conversation with him introducing you and asking him about his likes/dislikes, etc. (Imagine necessary details)

C) Write a dialogue between an angry guest and the reception staff in hotel due to the delay in the check -in procedure.

D) Write a conversation between doctor and patient about joint pain.

2.2.4 Section 4:

Building Their own Spoken English online Community:

Having a dedicated community of people discussing and advocating for your team's products and services is a great way to share and advertise a business online. Companies with thriving online communities can use them to gain feedback about their offerings, generate excitement for new launches and spread engagement through authentic discussions. Learning how to build an online community and

develop a strategy for attracting users can help you expand your digital marketing efforts and create a multipurpose hub for your team's target audience.

In this unit, we explain how online communities work as a marketing tool and discuss how to launch your own.

What is an online Community?

An online community is a collection of people with a shared interest or goal who engage and collaborate using a virtual platform such as a website or app. Online communities can range in size, exclusivity and focus.

For example, social media websites are large-scale online communities that emphasize making connections and maintaining contact with friends. Private groups within those websites are smaller online communities that focus on specific subjects and may involve guided discussions, events or activities based on those topics.

Many people develop online communities based on their hobbies, their lifestyles and the products they use in their daily life. Companies can develop customized online spaces for their target audience and provide them with a space to discuss their products and services.

For example, a company that sells mountain bikes might start a forum on its website. This forum is an online community where current and potential customers can discuss anything from bike reviews to the conditions of trails in their area.

How to build an online community?

If you're interested in creating an online community to build engagement for your team's brand, try using these steps as a guide:

1. Identify your ideal outcomes

Start by identifying why you want to create an online community. Understanding the purpose of the community can help you decide the best format, features and platform to use. Some common reasons for starting an online community for your customers include:

Increasing brand awareness

Boosting demand for services

Testing products

Getting feedback from users

Once you identify your outcomes, choose the metrics you want to use to measure these goals. This allows you to track the success of your online

community. Regularly measure your progress throughout the launch and growth of the platform.

2. Research your team's target audience

Decide what type of users you want to join the online community and conduct market research to learn about their online habits. Understanding their values and behavior helps you customize your platform and features to attract your target audience. Conduct surveys and host focus groups to learn what social platforms your customers use, how often they engage with others online and how they discover new products.

3. Select your platforms

Choose the platforms and channels you want to use to develop your online community. Select a platform that aligns with the values, needs and habits of your target audience. There are several types of online platforms you can use to launch your online community, including free social platforms that are accessible to everyone and exclusive platforms that you create for your team's website.

Some companies may choose a more exclusive platform to match their branding and limit the community to a small number of people. Others may want to develop a large community with a free platform on a social network. Use your market research to choose the best format for your goals and audience.

4. Develop an organizational system

Create a system to organize your community. Depending on the size of the community you create, you may have multiple subgroups within your community where users can discuss different topics. For example, an online community for a local gym may have a website with multiple forums for different workout classes, sharing nutrition advice and updates on new gym programming.

5. Add user rewards

Develop ways to reward users for engaging with the community. Many online communities have systems that give badges and titles to users who make a certain number of posts and comments. By rewarding engagement, you can encourage more activity throughout the community and help provide your users with a feeling of satisfaction when using the service.

6. Create a management team

It is important to have a moderation and management team responsible for overseeing the online community. Make a list of the responsibilities associated with running the online community, including making posts to prompt

conversation, moderating comments and maintaining the website. As the community grows, add members to the management team to provide sufficient support to your members.

7. Build social outreach

Once you launch the community, develop a system for advertising the community through social outreach. Start by inviting a core group of dedicated customers to test the features of the community group, then provide them with links to invite their friends.

You can encourage customers to use the community to leave feedback, driving product users to the site or app. Online communities are social spaces, so focus on advertising the social element of the community when marketing the service.

Benefits of an online community:

Establishing a brand-focused online community can have many benefits. Here are some of the primary advantages of developing a platform where online users can discuss your products and services:

Discovering trends: By monitoring activity within your online communities, you can learn about recent trends among your target audience. You can learn about new competitors or discover common problems that users experience and be proactive about ways to resolve them.

Gathering quality feedback: People who are active in online communities are typically regular users of the products they discuss. They can provide some of the best, most relevant feedback about your products and services.

Creating dedicated users: When your users have a place to collaborate and make friends with like-minded individuals, they may develop loyalty to your brand and become dedicated customers. As members of an online community, using your brand can become part of their identity.

Tips for building an online community:

Use these tips to refine and develop your online community:

Expand to other platforms

Once you have a central platform for your users, consider creating other outlets for your community. For example, you may start with a forum, then create an app or a chatroom where users can have additional discussions.

Collaborate with other businesses

Partner with other companies who have overlap in your target audience and may benefit from sharing their online communities. Consider contacting businesses that

sell complementary products and sharing sponsored posts within your community pages.

Establish behavior guidelines

Make your community a pleasant and appealing space for the general public by setting up rules for posts and online behavior. Train moderators to establish consistent methods for removing posts that violate expectations.

Highlight your users

Remember that online communities thrive because of user posts and content, so give members the opportunity to share their own posts, content and ideas. Consider offering featured guest posts or special privileges to active users who contribute regularly.

Online tools for Community Building:

There are several online tools for community building including WhatsApp, discord, Facebook groups, etc.

1. WhatsApp:

You can create a WhatsApp community with up to 100 groups. Community Announcements will automatically be created for your community. This is a space where community admins can send messages to all community members.

Create a WhatsApp community:

1. Go to the Communities tab.
2. Click New community.
3. Enter the community's name. You can also add your own description and a community icon.

-The community's name limit is 100 characters.

Your description should provide members an idea of what your community is about.

-You can add a community icon by clicking Add community icon. You can choose Take photo, Upload Photo, Emoji & Sticker, or Web Search to add an image. Once set, the icon will appear next to the community in the Chats tab.

4. Click alternate check mark.

2. Discord:

Build a Discord community:

A Discord community is a group of people who come together on a Discord server to build relationships and discuss things that matter to them. While the platform

has been associated with gamers, and there are a whole bunch of game-related communities, communities of all different kinds are popping up on Discord.

A Discord community is primarily made up of message boards and voice chats since those are the features that Discord does best. More on this in a minute.

Build a Discord community?

1. Figure out if Discord is the right place
2. Get clear on what you want
3. Set up your server and channels
4. Set clear rules
5. Invite your members
6. Assign roles
7. Build community

3. Facebook Group:

Build a community with your Facebook Business Page and Facebook Groups. ... group yourself OR participate in existing ones, using your personal Facebook profile.

Create a Facebook Group:

1. Tap in the top right of Facebook, then tap Groups.
2. Tap Create Group.
3. Enter your group name.
4. Select the privacy option. If you selected private, select whether to make your group visible or hidden.
5. Tap Create.
6. Add people to your group.

4. Telegram

Telegram is something in between a community platform and social media, although it's better for broadcasting than turning strangers into friends. It does mix chat functions and email with the option to send files, voice, and video messages.

The main community feature Telegram has is its Channels: themed groups people can join. The admin(s) can broadcast up to 200,000 people.

You can monetize a Telegram channel with paid subscriptions—although you need an integration to do it. And Telegram has good apps for all devices.

Telegram doesn't let you build an interactive community where members can get to know each other. It's built for top-down broadcasting and messaging.

Task 4 Check your progress - Objective Type Questions:

A. Choose correct alternatives for the followings.

- 1.-----represent by situational conversation.
a) tools b) communication c) thoughtful engagement with purpose d) idea
- 2.-----types of situational conversation?
a) political b) social c) professional d) Both b and c
3. ----- type of recordings of role plays can also very useful tools for getting feedback.
a) Audio and Video b) music c) song d) film
- 4.-----is a benefit of role play.
a) to build b) Motive and engage students c) community d) platform
- 5.-----is the online community building tools.
a) Facebook group b) WhatsApp c) Discord d) All
- 6.-----is the second step of WhatsApp community when creating a community group?
a) Click Get started b) Enter Community Group c) Click New Community d) add Photo

B) Fill in the blanks.

1. Conversation is most common form of -----
- 2.-----and -----are two main conversations in English.
3. Role play is the act of imitating the -----
4. Online community means-----
5. Create a WhatsApp community with up to ----- groups.
6. A Discord community is a group of people who come together on a -----server.

2.3. Summary:

Everyone needs help of someone for different situations at home and office. To get the needed information, one has to make enquiry. Making enquiries and giving directions is very significant aspect of daily communication at any situation. Present unit will surely help the students to enhance their communicative competence. This unit consists of four sections. The first section explains types of situational conversation like social, professional and casual situational conversation with different types of examples like friendly communication, meeting with new people, small talk, job interviews, business meeting, receiving guests, ordering food and asking for help. The second section explains formal and informal conversation with telephone communication and giving directions in

various situations. As you need to make enquiries, you also have to face the situations, where you are asked questions and expected to give directions. While making enquiries we ask questions but while giving directions imperative sentences are used. In the third section role play by different persons at different situations are described. The fourth section describes how to build online community with online tools like WhatsApp, Facebook Groups, Discord and Telegram etc.

2.4. Answers to check your progress:

Check your progress Task 1

A) Imagine that one teacher meets his student at super market. Write a piece of friendly conversation between student and teacher. (Imagine necessary details.)

Student: Good morning, Sir

Teacher: Good morning, Amar How do you do?

Student: How do you do?

Teacher: What are you going to buy?

Student: I heard that there are some good quality note pads and folders here.

Teacher: I saw some over there. They must be the ones you are looking for!

Student: I'll take look at them.

Teacher: I've finished my shopping. See you then!

Student: See you.

B) Imagine that your guest arriving at hotel for the meeting of your company. Write a piece of conversation between you and your guest. (Imagine necessary details.)

I: Good morning and welcome sir.

Guest: Good morning.

I: How may I assist you?

Guest: Please help me to find out my room at this hotel.

I: Ok Please, give me your booking ID number.

Guest: This one (Showing)

I: Ok This side sir.

Guest: Ok.

I: Sir, take rest. Meeting of our company will be scheduled on 2.00 p.m.

Guest: Thank You.

I: It's my pleasure sir. See you soon.

C) Imagine that one stranger asking help to native person to find out the school. Write a piece of conversation between stranger and native person.

Stranger: Excuse me, brother, can you help me, please?

Ram: Yes, how can I help you?

Stranger: Actually, I don't know the exact location of a place where I want to go?

Ram: Where do you want to go?

Stranger: I want to go Adarsh Govt. Girls Highschool.

Ram: OH! It's not very far. Go along this side about 200 meters. You will see a big building on the right side of the road. Then turn right. Go along the road again about a few meters. You will see court bhavan and circuit house on the right side. Go straight and the school is in left side.

Stranger: How can I go there?

Ram: On foot. You can also hire a rickshaw. Are you new comer?

Stranger: Yes, I have come here to take part in the admission in school.

Ram: You should hire a rikshaw.

Stranger: Your suggestion is very good. Thank you.

Ram: Thank you.

Check your progress Task 2

I) Give appropriate expressions for the following situations:

A) As a receptionist at Hindustan Paints, ask the caller for the message to be given to the officer.

Mr. Amit: Hello it's Mr. Amit Jadhav from Tata Industries.

Ragini: Good morning, sir. I am from Hindustan Paints. How can I help you sir.

Mr. Amit: Can I speak to Mr. Bhushan Pradhan, please?

Ragini: I'm afraid Mr. Bhushan Pradhan is in a meeting at the moment. Can I take a message?

Mr. Amit: Yes, please. I met Mr. Bhushan Pradhan last week. It's about purchase of paints. Could you ask him to call me?

Ragini: Sure. Could you give me your number please?

Mr. Amit: It's 07524725564.

Ragini: That's fine. I'll ask him to ring you when he's free.

Mr. Amit: Thanks, Bye.

B) A tourist looking for the museum. Give him directions of how to go to the museum.

Tourist: Excuse me, can you help me? I'm looking for the museum.

Person: Certainly, it's about a five-minute walk.

Tourist: Maybe I should call a taxi.

Person: No, It's very easy. Really. (*pointing*) I can give you directions.

Tourist: Thank you. That's very kind of you.

Person: Not at all. Now, go along this street to the traffic lights. Do you see them?

Tourist: Yes, I can see them.

Person: Right, at the traffic lights, turn left into Queen Mary Ave.

Tourist: Queen Mary Ave.

Person: Right. Go straight. Take the second left and enter Museum Drive.

Tourist: OK. Queen Mary Ave., straight on and then the third left, Museum Drive.

Person: No, it's the second left.

Tourist: Ah, right. The second street on my left.

Person: Right. Just follow Museum Drive and the museum is at the end of the road.

Tourist: Great. Thanks again for your help.

Person: No problem at all.

II) Respond to the following situation.

A)

Sanket: Hello, this is Sanket Raje speaking.

Komal: Universal Computer Solutions, Good morning, sir. How can I help you?

Sanket: Can I speak to Mr. Rawat? He had asked me to call him.

Komal: I'm not sure whether he is free. Sir, right now he is in a meeting.

Sanket: When will he be free?

Komal: He will be free by 4 pm. May I ask him to call you?

Sanket: Yes, definitely.

Komal: May I have your number please?

Sanket: It's 9482506562.

Komal: 9482506562. Have I got it right?

Sanket: Yes, Thank you.

Komal: Bye.

B)

Man: Excuse me. Can you tell me the way to the bank?

You: Yes, sure. Turn left at the end of this street.

Man: At the traffic lights?

You: Yes. Then go as far as the roundabout.

Man: And at the roundabout?

You: Turn right at the roundabout into Main Road.

Man: OK right at the roundabout.

You: Go down Market Road. The bank's on the left.

Man: Thank you.

You: Goodbye.

Check your progress Task 3

A) Imagine that two people talking about business trip. Write a piece of conversation between them.

Akash: How did your business trip go? It was your first one, I guess.

Vaibhav: Well, I came backed with mixed result. We got some business but we didn't clinch the deal. We didn't clinch the deal we were expecting.

Akash: That was going to be with Atharva Corporation, wasn't it?

Vaibhav: That's right. It was frustrating. We seemed making good progress in the negotiations and then they began to stall.

Akash: Any idea why they were stalling?

Vaibhav: We weren't sure, but I've since learned that our biggest competitor was same time as we were.

Akash: Maybe they were talking to them while negotiating with you.

Vaibhav: I think that's pretty likely.

B) Imagine that you are at Mahabaleshwar and meet a foreigner. Write a piece of conversation with him introducing you and asking him about his likes/dislikes, etc. (Imagine necessary details)

I: Hello sir, I am Vinayak Patil from Sangli.

Foreigner: Hello Vinayak, what can I do for you?

I: Sir, you seem to be a foreigner by your appearance. Am I right?

Foreigner: Of course, I am an American.

I: What is your name sir?

Foreigner: My name is John Smith.

I: Why do you come to Mahabaleshwar?

Foreigner: I am here at Mahabaleshwar to enjoy the winter season and the beauty of the nature.

I: How long have you been here?

Foreigner: I have been here for last two days. Tell me something about you Vinayak.

I: Sir, I am the student of Willingdon College, Sangli. We are on a study tour. We like to observe the climate change in Mahabaleswar. It is our part of syllabus.

Foreigner: Oh, that's really nice. Do you like strawberry?

I: Of course I like it very much.

Foreigner: That's fine. Here are some. Enjoy it.

I: Thank you, sir. It is really nice to see you at Mahabaleswar. Ok bye. See you again.

Foreigner: Bye. Have a great day.

C) Write a dialogue between an angry guest and the reception staff in hotel due to the delay in the check-in procedure.

Reception staff (RS) GUEST(G)

RS: Good morning, sir. Welcome to the grand wood ware hotel.

G (with angry voice): Hi sir. I have been waiting here more than an hour for booking the room. no staff available here.

RS: Sorry sir, it's our mistake. sorry for wasting your time. How may I help u sir?

G (with angry voice): OK. I have reservation today. It's under the name of Harsh.

RS: Let me check sir. just wait for 15 mins.

G (with loud voice): already I have been waiting here for more than a hour now u are asking me wait again I am totally disappointed.

RS: Really very sorry that you have had the bad experience. this never happen again sir. I will make is fast sir. please give me 2 mins.

G: Make it fast.

RS: Your room number is 09. everything is available here sir. sorry for the delay. Have a good day.

G: Ok, thanks.

RS: My pleasure, sir. Have a wonderful stay at the Grand Woodward hotel.

D) Write a conversation between doctor and patient about joint pain.

Doctor: (to the nurse) Please send in the next patient.

Patient: Hello doctor, good morning.

Doctor: Good morning, have a seat. Please tell me what happened.

Patient: (showing the knee) For the past few months, I have been experiencing a severe pain in my left knee whenever I stand up or walk long distances.

Doctor: (checking the knee) Yes, it is slightly swollen, but probably nothing is broken. Can you please stand up for me?

Patient: (stands up) It really hurts when I try to stand after being seated for a while.

Doctor: Did you fall down or hit your knee somewhere?

Patient: No doctor, as far as I remember, I didn't hurt my knees.

Doctor: Ok, so I'm giving you Ibuprofen; it will help bring down the swelling and pain. Once the swelling goes down, you can take some tests which will help me judge why you have this constant pain. If you don't find Ibuprofen in the medical store, you can ask them to give you Paracetamol 600. It will also help ease the pain. Have the medicines for two days and come back for another check-up once the swelling is gone.

Patient: Sure doctor. Thank you.

Doctor: You are welcome.

Check your progress Task 4 Objective Type Questions:

A. Choose correct alternatives for the followings.

- 1.c thoughtful engagement purpose
- 2.d Both b and c
- 3.a Audio and video
- 4.b motive and engagement
5. d All
- 6.c Click New Community

B) Fill in the blanks.

1. Conversation is most common form of **communication**.
- 2.**Formal** and **informal** are two main conversations in English.
3. Role play is the act of imitating the **character**.
- 4.Online community means **collection of people with shared interest**.
5. Create a WhatsApp community with up to **100** groups.
6. A Discord community is a group of people who come together on a **discord** server.

2.5 Exercise:

1. Imagine that you are visiting Mumbai for the first time. Write a piece of conversation in English with a policeman asking about Assembly House. (Imagine necessary details.)
2. Imagine that you are at Airport for the first time. Write a piece of conversation in English with a receptionist asking about ticket booking and essential documents. Imagine necessary details.

3. Write a telephonic conversation between Rekha and Roopa. Use the following points: booking a hotel room, type of room, rate, facilities, duration of stay etc.
4. A stranger old man looking for the State Bank of India. Give him directions of how to go to the State Bank of India, names of street, the distance of the location and so on.
5. Imagine that two friends talking about internet fraud. Write a piece of conversation between them.

2.6 References for further study:

1. Gangal, G.K. (2014) A Practical Course in Spoken English Delhi: PHI Learning Pvt. Ltd.
2. Swan, Michael (2007) Practical English Usage, New Delhi: Oxford University Press.