

Unit 1 – Listening Skills

1. Importance of Listening:

Listening is the basic skill of language learning along with speaking, reading and writing. Without listening, there is no language acquisition. It is generally misunderstood that listening and hearing are synonymous. But there is difference in meaning and usage of these terms.

Difference between Hearing and Listening:

It is usually understood that hearing refers to the process of sound while listening refers to hearing with thoughtful attention. While hearing is involuntary and natural, listening is more active and requires effort.

Hearing

1. Ability
2. Physiological process
3. Passive
4. Requires no effort and attention
5. Perception of sound

Listening

- Skill
- Psychological process
- Active
- Requires effort and attention
- Understanding of sounds

There are five stages/steps in the listening process.

1. **Receiving:** It is the intentional focus on learning the speaker's message. It filters out other confusing stimuli.
2. **Understanding/Interpreting:** At this stage the listener attempts to learn the meaning of the message. The listener's knowledge level, experiences and perception influence his understanding.
3. **Remembering:** In this stage, what has been understood is processed meaningfully and put to memory.
4. **Evaluating:** In this stage, the value or sense of the message received is judged. The same message may seem valuable or purposeless depending on the listeners' experiences, biases etc.
5. **Responding:** It is like feedback to what has been received. It indicates in words, gestures or deeds, the listener's involvement or participation in the conversation.

Listening – its Importance:

Listening is considered a very important skill in achieving one's goals. It is said that listening takes up 40-50% of the time spent in communication. It is more than any other skill – speaking, reading and writing. Listening makes understanding happen and thus enhances communication skills. It also assists in improving one's personality. Finally, listening is a skill that needs to be acquired through practice and not by talking about it.

2. Types of Listening:

Listening skills can be classified into several types by closely looking at the purpose. Knowing different types listening skills may strengthen and improve one's ability to think critically and evaluate what has been heard. The following are the different types of listening skills"

1. **Casual Listening:** It refers to the listening without any particular purpose. In casual listening, we do not concentrate on what we are listening since we need not to reproduce the contents of what we have listened to anyone else.
2. **Comprehensive Listening:** It refers to listening with a particular purpose. When we listen to a lecturer in the classroom, we listen to him with utmost attention because we want to understand him and we may have to reproduce what is understood in an examination.
3. **Appreciative Listening:** It is a type of listening where the listener seeks certain information which he/she will appreciate and meet his/her needs and goals. One uses appreciative listening when listening to music, poetry or the stirring words of a speech
4. **Emphatic Listening:** It is the practice of being attentive and responsive to others' inputs during conversation. Listening empathically entails making an emotional connection with the other person and finding similarities between their experience and your own so you can give a more heartfelt response
5. **Critical Listening:** It refers to listening to all parts of the message carefully, analyze and evaluate what has been listened. For instance, when we attend a conference or a seminar, we will be involved in critical listening by participating in the discussion questioning the validity of the information of the speaker in the light of knowledge what we have.

3. Barriers to Listening:

Listening does not happen in a barrier free zone. There are many things that get in the way of listening and one should be aware of these barriers namely physical, linguistic and psychological barriers.

1. **Physical Barriers:** The environment in which the communication is taking place affects listening. Public places like railway stations, bus stations, shopping malls etc are usually noisy where the communication is very difficult. Sometimes there may be technological disturbances affecting listening comprehension. We all have an experience of not hearing the speaker's voice on phone because of network access or some other technical issues.
2. **Linguistic Barriers:** Listening comprehension may become difficult because of linguistic barriers, that is, language also may become a source of block for listening. If a listener's knowledge of language is low, he/she will have problems in listening comprehension. The speaker's vocabulary and pronunciation may interfere with listening comprehension. Some speakers speak very fast and some have a lot of pauses in their speech. All these make listening difficult.

3. **Psychological Barriers:** The factors which influence our listening may also be related to our mental state. For instance, if we are not interested in a lecture, we cannot concentrate on the lecture. Such barriers are known as psychological barriers. Some of the psychological factors that influence listening are lack of interest, attitude, impatience and over-enthusiasm.
4. **Socio-Cultural Barriers:** Different pronunciation of the word of people from different cultures can be a major problem in international communication. Religious backgrounds: These barriers occur when people belong to different religious backgrounds. Gender Barrier: Women are likely to listen for the emotion behind a speaker's words, when men listen more for facts this is called Gender barrier.

4. **Effective Listening:**

In order to become an effective listener, one should know what makes effective listening and how to become effective listener by overcoming the barriers. The following are some of the tips to develop one's listening skills:

1. **Be open-minded:** The speaker and the listener should be open-minded.
2. **Control Emotions:** While listening, it is important to keep emotions in control. Neither the speaker nor the listener should react impulsively.
3. **Listen for the gist or the central theme:** The listener should not stress only on facts and must listen for the gist or the central theme of what the speaker says.
4. **Concentrate on the non-verbal cues:** The listener must concentrate on the non-verbal cues of the speaker in addition to the content of what is being said.
5. **Pay attention to implied content:** The speaker may make certain presumptions about the knowledge of the listener and his/ her familiarity with the subject being discussed. The listener must pay attention to such implied content in the message and ask for necessary clarifications wherever required.
6. **Make a note of the major points:** A good listener takes notes. It is difficult to remember everything that a speaker communicates, so make a note of the major points, key words, etc., as this will help you retain information for future use.
7. **Feedback:** Feedback is essential to keep the communication process going: A good listener gives immediate feedback in the form of queries, clarifications or requests for extra information.
8. **Maintain eye contact:** Maintain eye contact with the speaker to show interest and attentiveness. The listener should have the right body language to indicate his / her attentiveness, understanding and agreement with the speaker's ideas.
9. **Avoid distractions:** The listener should try to avoid or eliminate distractions.
10. **Understand the speaker's point of view:** Try to understand the speaker's point of view and empathize with him/ her.

Unit – 4: Skills - Greetings

Greeting is an act of communication in which human beings intentionally make their presence known to each other. A greeting or salutation can also be expressed in written communications, such as letters and emails. The form of greeting is determined by social etiquette (usually cordial), as well as by the relationship (formal or informal) of the people.

1. Someone you don't know, meet for the first time.

Greeting: How do you do?

Response: Fine, thank you, how do you do?

2. Asking a person's feeling right now.

Greeting: How are you?

Response: I'm fine. How are you?

3. Replying someone you meet first time.

Greeting: Nice/Glad/ Pleased to meet you.

Response: Pleased/Nice/ /Glad to meet you too.

4. With a person you haven't seen for a very long time.

Greeting: How have you been?

Response: I've been good. How about you?

5. Based on different times of the day:

Greeting/Response: Good morning, Good afternoon, Good evening

Introductions

Introduction is the act or process of introducing or the state of being introduced. We all want to make a good first impression when we meet somebody new. Knowing well how to introduce yourself and others is a great way to achieve this. Here are the phrases to begin an introduction, start conversation and ending an introduction.

1. When introducing yourself to an individual.

Good morning/Good afternoon/Good evening.

- i. Hello. My name is ...
- ii. Let me introduce myself. I'm ...
- iii. Glad to meet you. I am...
- iv. I am from ...
- v. I am studying .../I am ...
- vi. It's been a pleasure. vii. Thank you.

2. When introducing yourself to a group.

Good morning/Good afternoon/Good evening.

- i. My name is ...
- ii. Let me introduce myself. I'm ...
- iii. I'd like to introduce ...
- iv. I am from ...
- v. I am studying .../I am ...
- vi. It's been a pleasure.
- vii. Thank you.

3. When introducing others/ a person to an individual.

Good morning/Good afternoon/Good evening.

- i. Let me introduce you ...
- ii. I'd like to introduce ...
- iii. He/She is studying .../He is ...
- iv. He/She is from ...
- v. Good day/good night.
- vi. Thank you.

4. When introducing others/ a person to a group.

Good morning/Good afternoon/Good evening.

- i. Let me introduce you ...

- ii. I'd like to introduce ...
- iii. He/She is studying .../He is ...
- iv. He/She is from ...
- v. Good day/good night.
- vi. Thank you.

ASKING AND GIVING INFORMATION

Generally, asking or giving information is a common activity of anyone's life. Whether it is asking or giving, it must be done in an appropriate form for the situation and time. Based on the form or formality of asking and giving, it can be in two ways - formal and informal. When we ask or give information from/to younger family members and friends, we use the informal/ colloquial way of asking or giving information. When we ask or give information from/to elders or strangers or superiors, we use the formal/polite/courteous way of asking or giving information.

Informal Structure:

If you are asking a friend or family member for information, use a direct question.

1. Wh + Helping Verb + Subject + Verb ...?
 - i. How do we do our project work?
 - ii. When do we submit our project work?

Formal Structures:

1. Structure: Pardon me / Excuse me /+ Can / Could you tell me ...?
 - i. Excuse me, can you explain me how to do our project work?
 - ii. Could you tell me when the project is to be submitted?
2. Structure: I wonder if you could + tell me/explain/provide ...
 - i. I wonder if you could explain me how to do our project work.
 - ii. I wonder if you could tell me when the project is to be submitted.
3. Structure: Would you mind + verb +ing...?
 - i. Would you mind explaining me how to do our project work?
 - ii. Would you mind telling me when the project is to be submitted?

Conversation: A stranger meets you at college gate. He wants to know a good hotel nearby. How do you direct him to Athidi Hotel?

Stranger: Excuse me, would you mind answering some questions?

Roshan: It'd be a pleasure to help you.

Stranger: I wonder if you could tell me what the good hotel in the town is.

Roshan: Sure, the good hotel in the town is Athidi hotel.

Stranger: Could you tell me how can I go to Athidi Hotel?

Roshan: Sure, it'd be a pleasure to help you. Catch any auto that goes towards railway gate and ask him to drop at Athidi Hotel.

Stranger: Can I go on foot?

Roshan: Yes, of course, you can go on foot. In fact, it is walkable distance.

Stranger: OK, would you mind telling me how much cost is that?

Roshan: I'm afraid I can't answer that.

Stranger: I thought you would know that. But it is ok. I'll know it.

Roshan: Yes. You will. Stranger: Ok, thank you for helping me.

Roshan: It's my pleasure

Agreeing and Disagreeing

The act of agreeing and disagreeing is a part of everyone's daily conversation in any language. Every day, we agree or disagree at home, at school, at office, with our friends, or even with strangers. Agreeing with someone means to approve their opinion, statement, or action. Disagreeing, on the contrary, is the opposite of agreeing.

Stating an opinion	Agreeing	Disagreeing
In my opinion...	That's right! / Me too!	I don't think so
The way I see it...	Absolutely! /Exactly!	I don't agree!
If you want my honest opinion....	Yes, I agree!	I totally disagree!
According to Mr.Rao...	I totally agree!	As a matter of fact, I don't think that's correct.
As far as I'm concerned...	I see exactly what you mean!	That's not always true.
If you ask me...	You're right. That's a good point.	Absolutely not!

Conversation: Agreeing with your friend, Malli who is discussing merits of Government College.

Malli: Hi, Roshan, how are you?

Roshan: I am fine, thank you. How are you?

Malli: I am good, thank you. What can I do for you?

Roshan: Actually, I want a clarification on where do I join my degree course?

Malli: That's a good thing; you decided to join a degree course.

Roshan: But I am not sure about the college.

Malli: If you ask me, I will suggest you a government college.

Roshan: I also think so. Can you explain why I must choose a government college?

Malli: Sure. There are many facilities like Experienced and qualified lecturers, time for labs, sports, and games, curricular and extra -curricular, cultural activities. Digital classrooms, online teaching, online courses, seminars, workshops, field trips, Lecturers' guidance, minimum fees, scholarships, spacious classrooms and college ground.

Roshan: I see exactly what you mean. Thanks for your wonderful suggestion. I want to join Government Degree College.

Malli: Goodluck, see you soon, bye.

Roshan: Bye.

YES, WE CAN - Barak Obama

Barack Obama gave his victory speech named "Yes We Can" on November 4, 2008 at Grant Park in his home city of Chicago. Obama's speech focused on the major issues facing the United States and the world at the time he came to the president position.

The major issues of his speech were "Yes, we can," "Hope" and "Change". Barack Obama's claim for change in politics, unity among people of American as a nation, his political agenda, the "American Dream" of a better, richer, and happier life for all citizens. Obama mentioned the challenges that America would face ahead. The worst financial crisis, lead two wars, work to his people, opportunities to the youth; new jobs to be created, new schools to build, and threats to face, new powers to compete, alliances to repair, restore prosperity and promote the cause of peace; to reclaim the American dream and reaffirm the fundamental truths of unity and hope.

He concluded his speech by mentioning one of his voters, Ann Nixon Cooper, a 106-year-old American. She is the witness of what happened and what would happen in America.

A Leader Should Know How to Manage Failure - APJ Abdul Kalam

During the Wharton India Economic Forum in Philadelphia, Kalam spoke with India knowledge @Wharton about his career as a scientist, his vision for India's future, and the most important traits for leaders, among other issues. The present lesson is an excerpt from that interview.

1. Kalam witnessed India's biggest differences then and now: He saw the effects of the Second World War and India's independence. He saw the India's growth in economy, agriculture, ICT, telecom, space and weaponry.

2. About the lessons he learnt in the Space and Missile Programmes: i. How to handle success as well as failure, ii. Problems should not become the captain of the project chief, iii. Country needs strength to keep the nation peaceful and development.

3. Leadership qualities: Kalam said a leader requires six leadership traits. First, the leader must have vision. Second, the leader must be able to go into an unfamiliar way. Third, a leader should know how to manage success, and even more importantly, failure. the fourth, the leader should have the courage to make decisions. Fifth, the leader should have nobility in management. And sixth and final, the leader should work with integrity and succeed with integrity.

4. He gave one example, from his experience, of how leaders should manage failure: When a mission was failed under Kalam's direction, Prof. Satish Dhawan, ISRO Chairman took the responsibility, Next year a mission was succeeded, then Prof. Dhawan gave the credit to Kalam. Kalam learnt a very important lesson that day. When failure occurs, the leader takes the responsibility. When success comes, he gives it to his team.

5. About the Presidentship: The President of a country must have the traits of a leader. The President must be in touch with the people. The Rashtrapati Bhavan [i.e., the presidential residence) must become the people's residence.

6. His visions towards Future India:

- i. PURA: "Providing Urban amenities in Rural Areas"
- ii. Energy such as solar power, nuclear energy and bio-fuels.
- iii. Social Grids such as the knowledge grid, the health grid and e-governance grid

Unit 5 - SOFT SKILLS MATERIAL

A) SWOC:

Knowing others is strength; knowing yourself is wisdom – Tao Te Ching

SWOC stands for strengths, weaknesses, opportunities and challenges. It is a scientific tool to be used by an individual or an organization to evaluate the existing status and plan for the future. Strengths and weaknesses are internal and opportunities and challenges are external. SWOC studies the internal and external factors that are favorable and unfavorable to reach the set goal.

Advantages: SWOC analysis is very useful for the students in many ways. Some of them are as follow:

1. It helps to understand where they stand and what steps are to be taken to reach the set goal.
2. It shows why the students are unable to reach their goals.
3. It helps to observe their condition for taking right decision at the right time.
4. It discloses the opportunities the students can make use of.
5. It allows them to think of their career and boost their confidence level.
6. By realizing weaknesses, one can overcome threats.
7. Knowing one's weaknesses before hand can help plan a course of action to avoid the impeding losses.

B) Attitude:

Attitude is the way you look at things. The way you look at the bright side and remedy side of a problem is called positive thinking. Positive thinking is the capacity to focus on what is right neglecting what is wrong or unpleasant. It is also focusing on reality and possibility of happening certain things with your confidence and determination.

Advantages:

1. It helps you to derive satisfaction from what you do and what you have.
2. It guides you to success and peace of mind.
3. It can make you reaching your goals easier and more enjoyable.
4. It helps you to become a flexible person.
5. It helps you to unfold the world of problems.
6. It helps you to motivate yourself.

How to Develop Positive Thinking:

1. Right belief breeds right attitude
2. Practice positive visualization
3. Respect yourself and others too
4. Be optimistic and realistic
5. Instill positive mind at the best time
6. Break the negative habits
7. Remove the labels that are imposed by others

C) Emotional Intelligence:

Human Intelligence has wide range of abilities and one among them is emotional intelligence. Emotional Intelligence is the ability to monitor one's own and other people's emotions. It helps to discriminate between different emotions and label them appropriately and to use the emotional information in thinking and behavior. Emotional intelligence is the capacity underlying emotional sensitivity, awareness and management of skills which help maximize health, happiness, competence and survival. It includes self-awareness, self-regulations, motivations, empathy and social skills.

Advantages:

1. The widest range of acceptance by people
2. Better performance in employment
3. Healthy and effective interpersonal relations
4. Easy and flexible life
5. Physical and mental health
6. Self motivated and result oriented life
7. Reducing error rate in day to day life

How to enhance Emotional Intelligence: The following tips will help to develop one's EI

1. Change your perspective
2. Self-introspection is the best way
3. Recognize and channelize your emotions
4. Connect with the people empathetically
5. Enjoy and instill sense of humor in and around you

6. Resolve conflicts positively
7. Inculcate moral outlook
8. Take the full responsibility of your emotions
9. Understand how your emotions affect others

D) Interpersonal Skills:

Interpersonal skills are the abilities to work effectively with a group of people either as a leader or as a member. They are sometimes also referred to as people skills or communication skills. They are the skills a person uses to communicate and interact with others. Interpersonal Intelligence is the ability to relate effectively to others. They include communication skills, leadership skills, management skills, negotiation skills, social relations and group dynamics.

Advantages:

1. They build healthy relationships
2. They will help to review one's own personality
3. They can be used in a group to bring the best out of others
4. They enhance employability

How to develop Interpersonal skills:

1. Know the value of other individual
2. Focus on building harmonious relationships
3. Practise empathy
4. Be a team player

E) Telephone Etiquette:

Etiquette is a code of conduct and behavior in various contexts like personal, social and professional. It implies conventions of the society and the way one acts. Phone etiquette identifies your professionalism and creates a good impression. It also enhances trust and loyalty among your callers.

Etiquettes are evolved from the basic motivational factors like ethics, conduct, love and integrity. They are the outcomes of factors like faculty of reason, communication, feeling of oneness, desire and experience. Politeness, transparency,

boundaries, habits, gratitude, equality and truthfulness are some of the characteristics of etiquette.

Here is a list of manners of using telephone:

1. Do not take too long to pick up a call
2. If you miss the call, make sure you give a call back
3. Do not give missed calls. Giving missed calls do not show professionalism
4. Be sure that you are talking to the right person
5. If you have a wrong number, say that you are sorry
6. If you get a wrong call, politely say that it is wrong call
7. Don't shout over a phone call when you are in the public place
8. When you are at a meeting make sure to put your mobile in silent mode
9. Always end your conversation with a thank you
10. If there are network issues, deal with them patiently