

**LEARNING MATERIAL  
OF  
Communicative English (Th.1a.)**



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# 1ST YEAR DIPLOMA IN ENGINEERING (20219-23 Syllabus)

## Lecture Notes: Communicative English

### UNIT 1: INTRODUCTION TO COMMUNICATION

#### LITERATURE APPRECIATION

#### READING COMPREHENSION – Detailed Notes with Examples

Reading comprehension is the ability to read, understand, analyze, and interpret written texts. It involves several micro-skills that help learners become effective and thoughtful readers. Below is a breakdown of each sub-skill with explanations and examples:

##### ◆ 1. Skimming the Gist

#### Definition:

Skimming is a reading technique used to get a general idea or overview of the passage. The purpose is **not** to understand every detail, but to **grasp the central theme or topic** quickly.

#### How to Apply:

- Read the **title, subheadings, and first and last sentences** of paragraphs.
- Ignore detailed examples or statistics unless they seem crucial.

#### Example:

**Passage topic:** “The History and Impact of the Internet”

**Skimmed Gist:** The passage discusses how the internet was developed, its growth, and how it transformed communication and business.

##### ◆ 2. Scanning for Necessary Information

#### Definition:

Scanning involves looking through a passage to **find specific information**, such as names, dates, figures, or definitions, without reading everything.

#### How to Apply:

- Use **keywords** in the question to locate the exact line or paragraph.
- Look for **capital letters, numbers, dates, or formatting** that stand out.

#### Example:

**Question:** “When did India gain independence?”

### Scan for the date in the passage

**Answer:** “India gained independence on August 15, 1947.”

### ◆ 3. Close Reading for Inference and Evaluation

#### **Definition:**

Close reading involves analysing the passage with attention to detail. It helps you make **inferences** (reading between the lines) and **evaluate** the writer’s tone, purpose, and attitude.

#### **How to Apply:**

- Look for **suggestive language**, emotions, or actions that indicate something **not directly stated**.
- Ask yourself: *What does the writer imply?*

#### **Example:**

**Text:** “Despite working long hours, Ravi’s efforts went unnoticed by his manager.”

**Inference:** Ravi is probably feeling unappreciated.

**Evaluation:** The tone suggests disappointment or injustice.

### ◆ 4. Identifying Main Idea and Supporting Points

#### **Definition:**

Every paragraph or passage has a **main idea**, which is the central thought, and **supporting points**, which are the reasons, facts, or examples that explain it.

#### **How to Apply:**

- Identify what the **author is trying to convey overall**.
- Then identify **how** they support it – through data, examples, arguments, or incidents.

#### **Example:**

**Main Idea:** Exercise improves mental health.

**Supporting Points:** Reduces stress, releases endorphins, improves sleep, boosts mood.

### ◆ 5. Guessing the Meaning of Unfamiliar Words

#### **Definition:**

Using **context clues** around a word to understand its meaning is a critical skill for comprehension, especially when you encounter unfamiliar vocabulary.

## How to Apply:

- Look for **synonyms, antonyms, examples, or explanations** in the same sentence.
- Read the **sentence before and after** for additional clues.

### Example:

**Text:** “The magician’s performance was so enthralling that the audience couldn’t take their eyes off the stage.”

**Unfamiliar Word:** *Enthralling*

**Guess:** Something that holds attention.

**Meaning:** Fascinating or captivating.

## ◆ 6. Note-Making

### Definition:

Note-making is a method of recording key information in **brief, structured form**. It helps organize ideas and supports later recall or study.

## How to Apply:

- Read the passage and identify key points under relevant headings.
- Use **bullets, symbols, and abbreviations**.
- Avoid full sentences and personal comments.

### Example Passage:

*"The mobile phone, once used only for calling, has become a multifunctional device. It is now used for texting, photography, browsing the internet, and even online banking. However, excessive use may lead to health problems such as eye strain and disturbed sleep patterns."*

### Note-Making:

## Mobile Phone – Uses & Effects

- Multi-purpose device: calls, text, camera, net, banking
- Negative impact: eye strain, sleep issues

### ✓ Tips:

- Be brief but clear
- Use indentation to show hierarchy
- Do not copy full sentences from the passage

## ◆ 7. Summarizing

### Definition:

Summarizing is condensing the **main points** of a passage into a **short, clear paragraph** in your own words. It excludes minor details and examples.

### How to Apply:

- Identify the central idea and supporting arguments.
- Exclude illustrations, quotations, or lengthy descriptions.
- Use **objective and neutral language**.

### Example Passage:

*"Climate change is causing alarming shifts in global weather patterns. Rising sea levels threaten coastal cities, while extreme heat and droughts affect food production. Global efforts are needed to reduce greenhouse gas emissions and shift to renewable energy sources."*

### Summary:

The passage highlights the effects of climate change on weather, agriculture, and sea levels, urging international action to reduce emissions and adopt clean energy.

### ✓ Tips:

- Use transition words: *Overall, In summary, To conclude*
- Keep the summary within 1/3rd of the original length
- Avoid personal opinions

## ◆ 8. Supplying a Suitable Title

### Definition:

The title is a **short phrase or sentence** that captures the **core idea** of the passage. A good title should be **specific, relevant, and engaging**.

### How to Apply:

- Ask: *What is the passage mainly about?*
- Avoid vague titles like "A Story" or "An Incident".

### Example:

**Passage about:** Food wastage in urban areas and its environmental impact

### Suggested Titles:

- "The Waste on Our Plate"
- "Food Wastage: An Urban Crisis"

- “Saving Food, Saving Earth”

### ✓ **Tips:**

- Keep it under 8 words
- Use key terms or powerful imagery
- Avoid over-generalization

## **Practice Questions for Students (Based on Sub-skills)**

### **Practice Passage (Excerpt):**

*"Books are windows to the world. They provide knowledge, develop imagination, and help in emotional growth. Reading daily improves vocabulary and concentration. In the digital age, physical books still offer a special kind of joy that screens cannot replace."*

1. **Skimming:** What is the passage mainly about?  
→ Importance of reading books.
2. **Scanning:** What are the benefits of daily reading?  
→ Improves vocabulary and concentration.
3. **Inference:** What does the author feel about digital reading?  
→ Prefers physical books over screens.
4. **Main Idea:** Books enrich the mind and imagination.  
**Supporting Point:** Offer knowledge, emotional growth, vocabulary improvement.
5. **Guess Word Meaning:**  
Word: *Imagination* – Means creativity or ability to form mental images.
6. **Note-Making:**  
**Books – Benefits**
  - Knowledge, imagination, emotional growth
  - Vocabulary, concentration
  - Physical books vs screens
7. **Summary:**  
The passage emphasizes the benefits of reading, especially physical books, in enhancing imagination, emotional development, and learning.
8. **Title Suggestion:**  
“Books: The Joy Beyond Screens”

## 2. Text

### **The Magic of Teamwork – *Sam Pitroda***

#### **Summary:**

In this thought-provoking essay, Sam Pitroda reflects on the **importance of teamwork** in achieving success. He contrasts the Western collaborative mindset with the Indian tendency toward individualism. Pitroda argues that for India to progress, there must be a cultural shift towards **collective effort, cooperation, and shared responsibility**.

#### **Themes:**

- Collaboration vs. Individualism
- Collective Growth
- Team Dynamics
- Leadership through Participation

#### **Questions and Answers:**

##### **Q1. What is the main message of “The Magic of Teamwork”?**

**A:** Success comes through collaboration and working together toward a common goal rather than individual brilliance.

##### **Q2. According to Pitroda, how does teamwork contribute to a nation's development?**

**A:** Teamwork combines diverse talents and ideas, making problem-solving more effective and development faster.

##### **Q3. Why does Pitroda think India needs to shift from individualism to collectivism?**

**A:** He believes Indians are often individually talented but fail to achieve more because they don't work well as teams.

##### **Q4. What are the key characteristics of a good team, according to the essay?**

**A:** Common goals, shared responsibility, mutual respect, open communication, and ability to learn from mistakes.

##### **Q5. Give two examples Pitroda uses to highlight teamwork.**

**A:** Scientific research teams and corporate teams where success is driven by collaboration, not solo effort.

##### **Q6. Why does Pitroda think the "we" mindset is better than the "I" mindset?**

**A:** Because the "we" mindset promotes cooperation and sustainable success, while the "I" mindset creates division and limits progress.

### **Lesson 3: Inchcape Rock – *Robert Southey***

#### **Summary:**

This narrative poem tells the story of Sir Ralph the Rover, a wicked pirate who removes the warning bell from Inchcape Rock out of envy. Later, during a storm, his ship crashes into the same rock, leading to his death. The poem delivers a strong moral lesson about **poetic justice**.

#### **Themes:**

- Crime and Punishment
- Poetic Justice
- Consequences of Evil Deeds
- Envy and Destruction

#### **Questions and Answers:**

##### **Q1. What is the poem “Inchcape Rock” about?**

**A:** It narrates the story of Sir Ralph who removes a warning bell and later dies when his own ship crashes into the rock.

##### **Q2. Why did Sir Ralph cut off the bell on the Inchcape Rock?**

**A:** Out of jealousy and evil intentions, to bring harm to other sailors.

##### **Q3. What is the moral of the poem?**

**A:** Evil deeds ultimately destroy the wrongdoer. What goes around, comes around.

##### **Q4. Describe the character of Sir Ralph the Rover.**

**A:** He is jealous, malicious, and short-sighted, with no regard for the safety of others.

##### **Q5. What poetic devices are used in “Inchcape Rock”?**

**A:** Imagery, alliteration, and irony are prominently used to enhance the moral and narrative.

##### **Q6. Write four lines from the poem that describe the storm.**

**A:** "The stormy winds went loudly,  
The sea was rough and high,  
And the good ship sped through the deep  
Beneath the lowering sky."



## **Lesson 4: To My True Friend – *Elizabeth Pinard***

### **Summary:**

This heartfelt poem is a tribute to a loyal and compassionate friend. The poet expresses gratitude for the emotional support, comfort, and strength that a true friend offers. The poem celebrates friendship as a bond of **unconditional acceptance and emotional security**.

### **Themes:**

- True Friendship
- Gratitude and Loyalty
- Emotional Support
- Sincerity in Human Relationships

### **Questions and Answers:**

**Q1. What does the speaker value most in a true friend?**

**A:** Loyalty, acceptance, emotional support, and a non-judgmental presence.

**Q2. What tone does the poem reflect?**

**A:** Affectionate, sincere, and deeply grateful.

**Q3. Write two qualities of a true friend as expressed in the poem.**

**A:**

1. Always offering comfort and strength.
2. Listening without judging or interrupting.

**Q4. How does the poet express gratitude to her friend?**

**A:** By acknowledging the friend's constant presence and emotional strength, especially in difficult times.

**Q5. What role does a true friend play in life, according to the poem?**

**A:** A true friend acts as a listener, motivator, comforter, and trusted companion in all circumstances.

**Q6. Identify two literary devices used in the poem.**

**A:**

- **Metaphor:** "You are a light in my dark times."
- **Repetition:** "You're always there."

## UNIT II – VOCABULARY

✦ Why is vocabulary important?

A strong vocabulary allows students to understand texts better, express themselves clearly, and use appropriate words in speaking and writing. It also helps in competitive exams, interviews, and effective communication.

### ◆ 1. Use of Synonyms and Antonyms

✓ *Synonyms*

#### **Definition:**

Words that have the **same or similar meanings** are called *synonyms*. They help improve writing by reducing repetition and making sentences richer.

#### **Example Synonyms:**

Word	Synonyms
Happy	Joyful, cheerful, delighted
Fast	Quick, speedy, rapid
Big	Huge, large, massive
Smart	Intelligent, clever, bright
Begin	Start, initiate, commence

#### **Use in Sentences:**

- She was **happy** to hear the news.  
→ She was **delighted** to hear the news.
- The train was very **fast**.  
→ The train was very **speedy**.

#### **Tips for Learning Synonyms:**

- Use a **thesaurus** for practice.
- Use new synonyms in your daily writing or speaking.
- Understand the **context** – not all synonyms are interchangeable in every sentence.

## ✓ Antonyms

### Definition:

Words that have **opposite meanings** are called *antonyms*. They are useful for contrast and precise expression.

### Example Antonyms:

Word	Antonym
Love	Hate
Big	Small
Win	Lose
Brave	Cowardly
Light	Dark/Heavy

### Use in Sentences:

- He is a **brave** soldier.  
→ He is not a **cowardly** soldier.
- The room was **light** and airy.  
→ The room was **dark** and stuffy.

### Tips for Learning Antonyms:

- Learn antonyms in **pairs** (hot–cold, old–young).
- Practice through sentence formation.
- Use flashcards or charts for revision.

## ◆ 2. Same Word Used in Different Situations with Different Meanings

(*Homonyms / Multiple Meanings*)

### Definition:

Some English words have **more than one meaning** depending on the **context** in which they are used. These are often called **homonyms**, **polysemes**, or **multiple-meaning words**.

Understanding these meanings helps avoid confusion in communication and improves comprehension skills.

## Examples with Sentences:

Word	Meaning 1	Meaning 2
Bank	Financial institution	Side of a river
Bat	A flying mammal	A piece of sports equipment (cricket)
Right	Correct	Direction (opposite of left)
Light	Not heavy	Illumination or brightness
Watch	To look at something	A timepiece worn on the wrist

## Contextual Sentences:

- She went to the **bank** to withdraw money. (financial institution)
- We sat on the **bank** of the river. (side of river)
- He hit the ball with the **bat**. (sports equipment)
- A **bat** flew out of the cave. (animal)

## Tips:

- Always try to understand the **context** of the sentence.
- Practice using such words in different types of sentences.
- Make a list of such words with both meanings and sample sentences.

## ◆ 3. Single Word Substitution

*(One word for a group of words or a sentence)*

### Definition:

Single Word Substitution (SWS) is the process of using **one word** in place of a **longer phrase or sentence**. This makes communication **concise and formal**.

### Common Examples:

Phrase / Definition	Single Word
A person who writes poems	Poet
A building where books are kept	Library
A person who talks too much	Talkative
A person who loves books	Bibliophile
A place where animals are kept	Zoo
A person who travels on foot	Pedestrian
One who studies the stars	Astronomer
One who looks on the bright side of everything	Optimist
Fear of water	Hydrophobia
A handwriting that cannot be read	Illegible

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## Examples in Sentences:

- My uncle is a **bibliophile**; he has a huge collection of rare books.
- The handwriting on the board was **illegible**.
- A person who fears water suffers from **hydrophobia**.

## Tips to Learn SWS:

- Divide by **categories**: People, places, phobias, qualities.
- Practice SWS through **match-the-following** or **fill-in-the-blank** formats.
- Use these words in your own sentences to memorize better.

## 📌 PRACTICE EXERCISES

### A. Synonyms

Choose the synonym of the underlined word:

1. He is a **brave** firefighter.
  - a) Cowardly
  - b) Bold
  - c) Weak
  - d) Lazy✓ Answer: (b) Bold

### B. Antonyms

Choose the antonym of the underlined word:

2. The water in the pool is **shallow**.
  - a) Light
  - b) Dirty
  - c) Deep
  - d) Dry✓ Answer: (c) Deep

### C. Same Word - Different Meaning

Use the word “**light**” in two different sentences:

- The bag is very **light** to carry.
- I turned off the **light** before sleeping.

### D. Single Word Substitution

3. A person who never tells the truth:
  - a) Optimist
  - b) Astronomer

- c) Liar
  - d) Polygamist
- ✓ *Answer: (c) Liar*

## UNIT – III: APPLICATION OF ENGLISH GRAMMAR

Grammar is the system and structure of a language. It helps students write and speak correctly. This unit focuses on six key grammar areas essential for communication.

### ◆ 1. Countable and Uncountable Nouns

#### ✓ *Countable Nouns:*

These are nouns that can be **counted** using numbers. They have **singular and plural forms**.

#### **Examples:**

- One apple, two apples
- A book, many books

**Can use with:** *a, an, many, few, some, several, a number of*

#### **Examples in Sentences:**

- She has **three pencils**.
- I bought **a few oranges**.

#### ✓ *Uncountable Nouns:*

These nouns **cannot be counted** individually. They usually refer to **substances, concepts, or qualities**.

#### **Examples:**

- Milk, rice, sugar, advice, information

**Can use with:** *much, little, a lot of, some, a piece of*

#### **Examples in Sentences:**

- I need **some water**.
- He gave me **useful advice**.

### ✓ Tips:

- Uncountable nouns **do not take “a” or “an”** directly.
- Use **measure words**: a glass of water, a piece of news, a kilo of rice.

## ◆ 2. Articles and Determiners

### ✓ Articles:

Articles are words used before nouns to indicate whether they are specific or general.

### Types:

- **Definite Article:** *the* (refers to specific things)
- **Indefinite Articles:** *a, an* (refer to general things)

### Examples:

- **The** sun rises in the east.
- She bought **a** pen and **an** eraser.

### ✓ Rules:

- Use **a** before consonant sounds: a dog, a university.
- Use **an** before vowel sounds: an apple, an honest man.
- Use **the** before something **unique/specific**: the moon, the Taj Mahal.

### ✓ Determiners:

Determiners are words used **before nouns** to show quantity, ownership, or which one.

### Types & Examples:

Type	Examples
Demonstrative	this, that, these, those
Possessive	my, your, his, her, our, their
Quantifiers	some, many, much, few, little
Numbers	one, two, three
Articles	a, an, the

## Examples in Sentences:

- **My** mother is a doctor.
- **These** books are interesting.
- We have **few** problems left.

### ◆ 3. Modal Verbs

✓ *Definition:*

Modal verbs are **helping verbs** that express **possibility, ability, permission, necessity, or obligation**.

### Common Modals:

- can, could, may, might, must, shall, should, will, would

### Functions & Examples:

Modal	Use	Example
Can	Ability	She <b>can</b> swim.
May	Permission	<b>May</b> I come in?
Must	Obligation	You <b>must</b> wear a seatbelt.
Should	Advice	You <b>should</b> drink more water.
Might	Possibility	It <b>might</b> rain today.
Would	Polite Request	<b>Would</b> you help me?

✓ **Rules:**

- Modal + base verb (no "to") → *She must go*, not *She must to go*.

### ◆ 4. Tenses

Tenses show the **time of action**. There are three main tenses:

✓ *Present Tense:*

- **Simple Present:** I go to school.
- **Present Continuous:** I am going to school.
- **Present Perfect:** I have gone.
- **Present Perfect Continuous:** I have been going.



✓ *Past Tense:*

- **Simple Past:** I went.
- **Past Continuous:** I was going.
- **Past Perfect:** I had gone.
- **Past Perfect Continuous:** I had been going.

✓ *Future Tense:*

- **Simple Future:** I will go.
- **Future Continuous:** I will be going.
- **Future Perfect:** I will have gone.
- **Future Perfect Continuous:** I will have been going.

✓ **Examples in Sentences:**

- She **writes** a letter. (*Simple Present*)
- She **was writing** a letter. (*Past Continuous*)
- She **will have finished** her work. (*Future Perfect*)

✓ **Tips:**

- Use tense **consistently** in a sentence.
- Recognize time indicators: *yesterday, now, tomorrow, since, for*, etc.

◆ 5. Voice-Change (Active and Passive Voice)

✓ *Active Voice:*

The **subject** does the action.

**Example:**

- The boy **kicked** the ball.

✓ *Passive Voice:*

The **object** receives the action. Used when the focus is on the action, not who did it.

**Structure:**

Object + helping verb + past participle + (by + subject)

### Example:

- The ball **was kicked** by the boy.

### Voice Change Examples:

Active Voice	Passive Voice
She writes a letter.	A letter is written by her.
They are cleaning the room.	The room is being cleaned by them.
He had completed the work.	The work had been completed by him.

### ✓ Rules:

- Only **transitive verbs** (with an object) can be changed to passive.
- Change the verb form according to the **tense**.

## ◆ 6. Subject-Verb Agreement

### ✓ Definition:

The **verb must agree with the subject** in number (singular/plural) and person (first, second, third).

### ✓ Rules with Examples:

Rule	Example
Singular subject → singular verb	He <b>goes</b> to school.
Plural subject → plural verb	They <b>go</b> to school.
With 'and' → plural subject	Ram and Shyam <b>are</b> friends.
Each/every → singular verb	<b>Each</b> student <b>has</b> a book.
Neither/nor → singular verb	<b>Neither</b> Rani <b>nor</b> Reena <b>is</b> present.
Collective noun (as one unit) → singular verb	The team <b>is</b> playing well.

### ✓ Tips:

- Pay attention to **prepositional phrases** and **compound subjects**.
- Be careful with **indefinite pronouns** like *everyone, someone, each* — they take **singular verbs**.

## UNIT – IV: FORMAL WRITING SKILLS

Formal writing helps students communicate in structured, official, and professional contexts. This unit includes formats, features, and samples for paragraph writing, notices, agendas, reports, and all types of letters—including business and job application letters with CV.

### ◆ 1. Paragraph Writing

#### ✓ Meaning:

A paragraph is a **group of connected sentences** that together develop a single main idea.

#### ✓ Features:

- **Topic Sentence:** The central idea (usually the first sentence).
- **Supporting Sentences:** Give details, examples, or explanations.
- **Coherence:** All sentences flow logically and stick to one theme.

#### ✓ Developing Ideas into Paragraphs:

- **Describing a Person**  
*My grandfather is a kind and wise man. He always helps others and has a vast collection of stories from his childhood. His soft voice and gentle behavior make him everyone's favorite in the family.*
- **Describing a Place**  
*Puri is a beautiful coastal town in Odisha. The golden beach, the majestic Jagannath Temple, and the peaceful atmosphere attract thousands of tourists every year.*
- **Describing an Object**  
*The mobile phone is a compact yet powerful tool. It connects us to people worldwide, helps us learn new things, and serves as a camera, calculator, and entertainment device.*
- **General Topic**  
*Online learning has become essential in modern education. It allows students to learn at their own pace and access global resources, especially during the pandemic.*

## ◆ 2. Notice Writing

✓ Meaning:

A **notice** is a formal, written announcement for a group, usually pinned on a board or displayed digitally.

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✓ Format:

XYZ INSTITUTION  
NOTICE

Date: DD/MM/YYYY

Heading: \_\_\_\_\_

Content: (What, When, Where, Who, Why)

Signature

Name

Designation

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✓ Sample Notice:

C.V. Raman Polytechnic  
NOTICE

Date: 05/07/2025

Debate Competition

Students are informed that an Inter-Polytechnic Debate Competition will be held on 15th July 2025 at 10:00 AM in the Seminar Hall. Interested students must submit their names to the undersigned by 10th July.

Sd/-

Rahul Das

Cultural Secretary

## ◆ 3. Agenda

✓ Meaning:

An **agenda** is a list of topics to be discussed in a meeting.

✓ Format:

ABC Technical Institute

Agenda for the Staff Meeting

Date: 10/07/2025

Time: 11:00 AM

Venue: Conference Room

1. Review of previous meeting
2. Annual Cultural Fest planning
3. Library development proposal
4. Student attendance monitoring
5. Any other business

#### ◆ 4. Report Writing

✓ Meaning:

A **report** is a structured and factual account of an event, incident, or observation.

✓ Format:

Title

By [Name], [Designation]

Date: \_\_\_\_\_

1. Introduction
2. Event Description
3. Observations
4. Conclusion/Suggestions

✓ Sample Report:

Sports Day Celebrated

By Amit Kumar, Sports Secretary

Date: 20/02/2025

The Annual Sports Day of C.V. Raman Polytechnic was held on 18th Feb 2025. Various events such as races, tug of war, and volleyball matches were conducted. Students from all departments participated enthusiastically.

The Principal gave away prizes to the winners. The event concluded with a vote of thanks. It was a well-organized and successful event.

#### ◆ 5. Writing a Personal Letter

✓ Meaning:

A **personal letter** is written in an informal tone to friends, family, or relatives.

✓ Format:

Sender's Address

Date

Dear [Name],

[Introductory Paragraph]

[Body – Experience/News]

[Conclusion – Wishes/Request]

Yours lovingly,

[Your Name]

✓ Sample Personal Letter:

Plot 12, Sector 5

Bhubaneswar – 751007

5 July 2025

Dear Rahul,

I hope you're doing well. College life is fun and exciting! I've joined the drama club and made new friends. The classes are very informative, and the teachers are supportive.

Let's meet during the holidays. Can't wait to hear from you.

Yours lovingly,

Amit

## ◆ 6. Letters to Authorities

Used to make **requests, applications, or complaints** to institutional heads.

✓ Format:

Your Address

Date

To

The [Designation]

[Institution Name]

[City]

Subject: \_\_\_\_\_

Respected Sir/Madam,

[Body – Clear purpose, short, polite]

Thanking you

Yours faithfully,

[Your Name]

[Roll No./Class]

✓ Sample Letter to Principal:

Room 104, Boys' Hostel

Govt. Polytechnic, Cuttack

5 July 2025

To

The Principal

Govt. Polytechnic

Cuttack

Subject: Request for Leave

Respected Sir,

I am a student of 2nd Semester (Mech.). Due to fever and weakness, I will not be able to attend class from 5th to 6th July. Kindly grant me leave.

Thanking you,

Yours faithfully,

Abhishek Sahu

Roll No: ME/23/142

## ◆ 7. Business Letters

✓ Definition:

Business letters are formal letters exchanged between organizations or between a company and customers.

✓ General Format:

Sender's Address

Date

To

Receiver's Name/Designation

Company Name

City

Subject: \_\_\_\_\_

Dear Sir/Madam,

[Body – Reason, explanation, request]

Thanking you

Yours faithfully,

[Your Name]

[Designation]

✓ Sample: Letter of Enquiry

Bansal Electronics

Station Road, Rourkela – 769001

5 July 2025

To

Sales Manager

Sony India Pvt. Ltd.

Bhubaneswar – 751001

Subject: Enquiry for LED TVs

Dear Sir,

We wish to enquire about your range of LED televisions. Kindly send your latest catalogue and price list with terms of delivery and discounts.

We look forward to your response.

Thanking you,

Yours faithfully,

Rajeev Bansal

Manager

✓ Sample Phrases for Other Types:

- **Order:** "We are pleased to place the following order..."
- **Complaint:** "We regret to inform that the items received were damaged..."
- **Cancellation:** "We wish to cancel the order placed on..."



## ◆ 8. Job Application & Curriculum Vitae (CV)

✓ Meaning:

A **job application letter** is written to apply for a job, usually accompanied by a **CV** (Curriculum Vitae) summarizing qualifications and experience.

✓ Application Letter Format:

Your Address

Date

To

HR Manager

[Company Name]

[City]

Subject: Application for the post of \_\_\_\_\_

Dear Sir/Madam,

[1st Paragraph – Job reference and position]

[2nd Paragraph – Qualification and experience]

[3rd Paragraph – Request for interview]

Thanking you

Yours faithfully,

[Your Name]

✓ Sample Application Letter:  
House No. 66, Ganga Nagar  
Bhubaneswar – 751003  
5 July 2025

To  
The HR Manager  
Tata Steel Ltd.  
Kalinganagar, Jajpur

Subject: Application for the Post of Junior Engineer

Dear Sir/Madam,

I wish to apply for the post of Junior Engineer (Mechanical), as advertised in The Times of India on 1st July. I have completed my Diploma in Mechanical Engineering with 78%.

I possess AutoCAD and CNC machine training and have interned at L&T Construction. My resume is enclosed for your kind consideration.

Kindly grant me an opportunity for an interview.

Thanking you,  
Yours faithfully,  
Manoj Pradhan

#### ■ Curriculum Vitae (CV)

Name: Manoj Pradhan  
Address: House No. 66, Ganga Nagar, Bhubaneswar – 751003  
Phone: 934800XXXX  
Email: manoj.pradhan@email.com

#### Objective:

To work in a challenging environment as a Junior Engineer and contribute to the organization's growth.

#### Educational Qualification:

Exam	Institute	Year	% Marks
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Diploma (Mechanical)	C.V. Raman Polytechnic	2024	78%
10th	BSE Odisha	2020	85%

Skills:

- AutoCAD, CNC Machine Operation, MS Excel

Internship:

- 2 months at L&T Construction, Bhubaneswar

Strengths:

- Hard-working, quick learner, team player

Hobbies:

- Reading, sketching, cricket

References:

Available on request

### ✓ SUMMARY TABLE

Component	What It Covers
Paragraph Writing	Unified structure with topic & supporting sentences
Notice Writing	Public announcement format with date, content, signatory
Agenda	Meeting point listing for planning & discussion
Report Writing	Structured factual event description
Personal Letter	Informal, expressive writing to a known person
Official Letters	Formal requests to authorities
Business Letters	Professional letters: enquiry, order, complaint etc.
Job Application & CV	Application for employment + structured resume

## UNIT – V: ELEMENTS OF COMMUNICATION

### ◆ A. INTRODUCTION TO COMMUNICATION

#### 1. ✓ Meaning, Definition and Concept of Communication

**Communication** is the process of exchanging **information, ideas, thoughts, feelings, or emotions** between two or more people to create understanding.

- **Latin Root:** "Communicare" means "to share".
- Communication can be **verbal, non-verbal, written, or visual**.

#### ✓ Definitions:

- “Communication is the process of transmitting ideas, information, and attitudes from the sender to the receiver through a medium.” — Keith Davis

- “Communication is the exchange of facts, ideas, opinions or emotions by two or more persons.” — George Terry

✓ Concept:

- It involves **sender, message, medium, receiver, feedback, and context**.
- Effective communication creates **mutual understanding**, whereas ineffective communication leads to **confusion or conflict**.

## 2. ✓ Good Communication vs. Bad Communication

Aspect	Good Communication	Bad Communication
Clarity	Clear and simple language	Ambiguous and vague words
Listening	Active listening	Interruptions or inattentiveness
Tone	Respectful and polite	Rude or aggressive
Feedback	Encouraged and responded to	Ignored or misunderstood
Outcome	Builds trust and productivity	Leads to misunderstanding or loss of trust

### Example of Good Communication:

A team leader clearly assigns duties with deadlines and offers support.

### Example of Bad Communication:

A manager gives incomplete instructions and does not listen to team queries.

## 3. ✓ Communication Models

### a) *One-Way Communication Model:*

- Also called the **Linear Model**.
- The **sender** transmits a message to the **receiver**, but **no feedback** is given.

### Example:

- A teacher giving a lecture
- A radio broadcast

### Symbolic Representation:

Sender → Message → Receiver

### Merits:

- Useful for quick transmission
- Ideal in emergency announcements

### Demerits:

- No feedback
- Risk of misunderstanding

*b) Two-Way Communication Model:*

- Also called the **Interactive/Transactional Model**.
- Communication flows **both ways**, allowing **feedback** and clarification.

**Example:**

- A classroom discussion
- A business meeting

**Symbolic Representation:**

Sender  $\rightleftharpoons$  Message  $\rightleftharpoons$  Receiver

**Merits:**

- Increases clarity
- Promotes engagement

**Demerits:**

- Takes more time
- May become emotionally charged

4. ✓ Process of Communication and Factors Involved

*a) Elements of the Process:*

1. **Sender** – Originates the message (speaker, writer).
2. **Message** – Content to be communicated.
3. **Medium/Channel** – Means (verbal, written, phone, email).
4. **Receiver** – Target audience (listener, reader).
5. **Feedback** – Receiver's response (questions, expressions).
6. **Noise** – Any disturbance (physical or psychological) that affects message clarity.
7. **Context** – The situation, environment, or relationship affecting communication.

*b) Example:*

In a classroom:

- **Sender** – Teacher
- **Message** – Lesson on grammar
- **Medium** – Spoken lecture
- **Receiver** – Students
- **Feedback** – Students asking questions
- **Noise** – Classroom chatter or technical issues
- **Context** – Academic, formal setting

## ◆ B. PROFESSIONAL COMMUNICATION

1. ✓ Meaning:

**Professional communication** is the exchange of information in a workplace or formal context that helps in achieving business or organizational goals.

It is **purposeful, structured**, and requires a **formal tone**.

2. ✓ Types of Professional Communication

2.1 ◆ Formal or Systematic Communication

Structured communication that follows **official channels** of the organization.

*a) Upward Communication*

- **Flow:** From **subordinate to superior**
- **Example:** Employee sends a report to manager
- **Symbol:** ↑

**Merits:**

- Helps managers understand ground-level problems
- Encourages employee involvement

**Demerits:**

- May be filtered or delayed
- Employees may fear to speak honestly

### *b) Downward Communication*

- **Flow:** From **superior to subordinate**
- **Example:** Manager assigns task to team
- **Symbol:** ↓

#### **Merits:**

- Helps distribute work clearly
- Maintains authority structure

#### **Demerits:**

- May create fear or distance
- Overload can confuse subordinates

### *c) Parallel Communication (Horizontal Communication)*

- **Flow:** Between people of **equal rank or department**
- **Example:** Two team leaders coordinating a project
- **Symbol:** ⇔

#### **Merits:**

- Promotes teamwork
- Encourages idea exchange

#### **Demerits:**

- May lead to gossip
- Conflicts may arise without leadership

## 2.2 ♦ Informal Communication

Communication that occurs **outside official channels**; usually casual and spontaneous.

### *a) Grapevine Communication*

- A form of informal communication that spreads rapidly like a "**grapevine**".
- **Example:** Rumors about transfer, salary hike
- **Symbol:** Spiral or web-like flow

#### **Merits:**

- Fast and flexible
- Builds workplace relationships

### Demerits:

- Often inaccurate
- Can spread rumors or cause conflict

## ◆ D. NON-VERBAL COMMUNICATION

### 1. ✓ Meaning:

Non-verbal communication includes all **wordless signals** such as gestures, posture, facial expressions, body movements, and signs used to convey meaning.

It complements, contradicts, or enhances verbal messages.

### 2. ✓ Areas of Non-verbal Communication

#### a) Kinesics (Body Language)

- **Gestures:** Movements of hands/arms to express meaning (e.g., waving, thumbs up)
- **Postures:** Sitting/standing positions indicating mood (e.g., slouching shows disinterest)
- **Facial Expressions:** Smiles, frowns, raised eyebrows convey emotions
- **Eye Contact:** Shows attentiveness, honesty, confidence

### Example:

A firm handshake and eye contact in an interview show confidence.

#### b) Proxemics (Spatial Language)

Deals with **physical distance** during communication.

Space Type	Distance	Example
Private Space	0–18 inches	Close family
Personal Space	1.5–4 feet	Friends, informal talks
Social Space	4–12 feet	Office meetings, group work
Public Space	12+ feet	Public speeches, lectures



### c) Language of Signs and Symbols

Used in places where **spoken language is limited or impossible**.

#### ✦ *Visual Signs:*

- Traffic lights, symbols on washrooms, exit signs
- **Merits:** Universal, quick to understand
- **Demerits:** May be misread by the untrained

#### ✦ *Audio Signs:*

- Sirens, school bells, alarms
- **Merits:** Instant alert
- **Demerits:** Misinterpretation possible during noise

### ✓ SUMMARY TABLE

Component	Key Features/Examples
Communication Definition	Exchange of messages with understanding
Models	One-way (radio), Two-way (conversation)
Process Elements	Sender, Message, Channel, Receiver, Feedback, Noise
Professional Types	Formal: upward/downward/parallel, Informal: grapevine
Non-verbal Areas	Kinesics, Proxemics, Signs and Symbols