

PT. SUNDARLAL SHARMA OPEN UNIVERSITY

CHHATTISGARH

BILASPUR



A

PROJECT

ON

COMMUNICATION SKILLS

SUBMITTED BY:

POORNIMA JANGHEL

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Introduction

Language involves four basic skills, i.e., listening, speaking, reading & writing. Learning to speak a language is always the first step in learning reading and writing. Listening and speaking are intimately related to each other. Though listening is a recognition skill and speaking is the production skill, both the skills are interdependent.

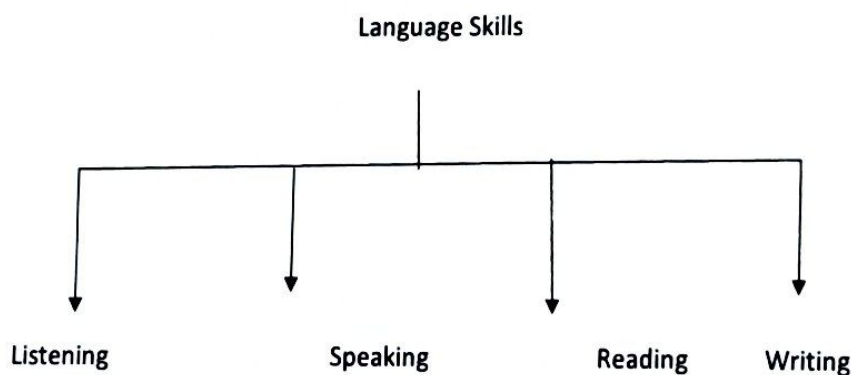
Language exists first in its spoken form. It can be learnt primarily through speech. The ability to understand spoken English is needed in ordinary conversation, listening to lectures, speech, talks, running commentaries and new bulletins etc.

Language skills

"Language is the flesh and Blood of our culture"

Teaching of language is a skill subject. Every skill requires a lot of practice. In the teaching learning of English the main four skills are: Listening, speaking, reading and writing. None of the skill is acquired automatically. One needs to practice. It should be clear to you that language learning is habit formation process. One has to acquire new habits. For this correct models have to be imitated. Language learning is just like other skills as swimming, dancing, and cooking. For all these you need constant practice.

All the four skills are equally important.



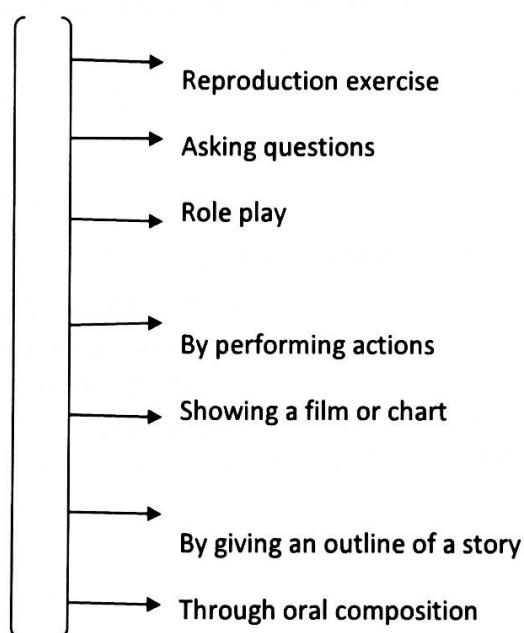
Listening is the basis of language learning, other skills are equally important. Knowing the rules and meaning of language is not enough. You should have command over all the four skills, for which you need to develop habit. A teacher must create a natural environment for learning all these skills.

Listening skills

“Listening skill is the basis of good learning of language”.

Listening skill lays the foundation of learning of the language, to develop understanding of concepts, ideas and facts. It provides verbal interaction between persons and also provide basis for education process.

Development of Language Skills



Reproduction exercise: The teacher produces a sound, word and sentence and asks the students to reproduce the same first sound in group then individually.

Asking questions: Teacher asks the questions and student answers. This way their listening and speaking skill is developed.

Role play: The teacher may ask some students to play the role of somebody, e.g., a painter, a doctor, an officer, a clerk and a businessman. This can be done through dialogue delivery, face expression and deportment.

By performing actions: The teacher performs actions and speaks, and students are asked to observe and speak and perform accordingly.

Showing a film or chart: The students are shown a film or chart and then they are asked to speak few sentences on it. They get opportunity of listening and speaking.

By giving outline of the story: The teacher gives an outline of the story and the students are asked to think and then speak a few sentences about it. This gives the whole class a lot of listening and speaking practices.

Through oral composition: Oral composition develops the skill in speaking for few minutes. Any topic is taken and the students are asked to speak on it. The teacher may provide some guidance wherever needed. This exercise gives a lot of listening and speaking practices.

Merits of Listening

- *listening facilitates the listener to stay focused on the discussion, and to retain information what the person hears*
- *Listening permits the speaker to utter feelings.*
- *Listening makes possible further disclosure.*
- *Encourages students for active participation in teaching – learning process*
- *It encourages learners to make all links and associations in his mind required to fix the words.*

Demerits of Listening

- *It looks like you are interrupting the speaker.*
- *It appears that you are not asking a question but rather showing your uncertainty about what the speaker is saying a while ago.*

Speaking skills

Speaking is natural mode of expression. Speaking is not only a verbal activity , rather we speak equally with our non-verbal means too.

Through speaking skill, "one can learn the habit of using words in correct sentence & phrase patterns and can learn this in no other way". In a research, it shown that teacher speaks for 2/3rd of time while students remain passive listeners. Recently there has been change in the curriculum where emphasis is laid on the development of speech activities to bring about confidence among students.

The languages and the manner of our speech changes with the change in our audience and the speaking situations.

- The word spoken has great power. It can build and release tension.
- It means considerable skill to prepare speech & present effectively.

Types of speaking:

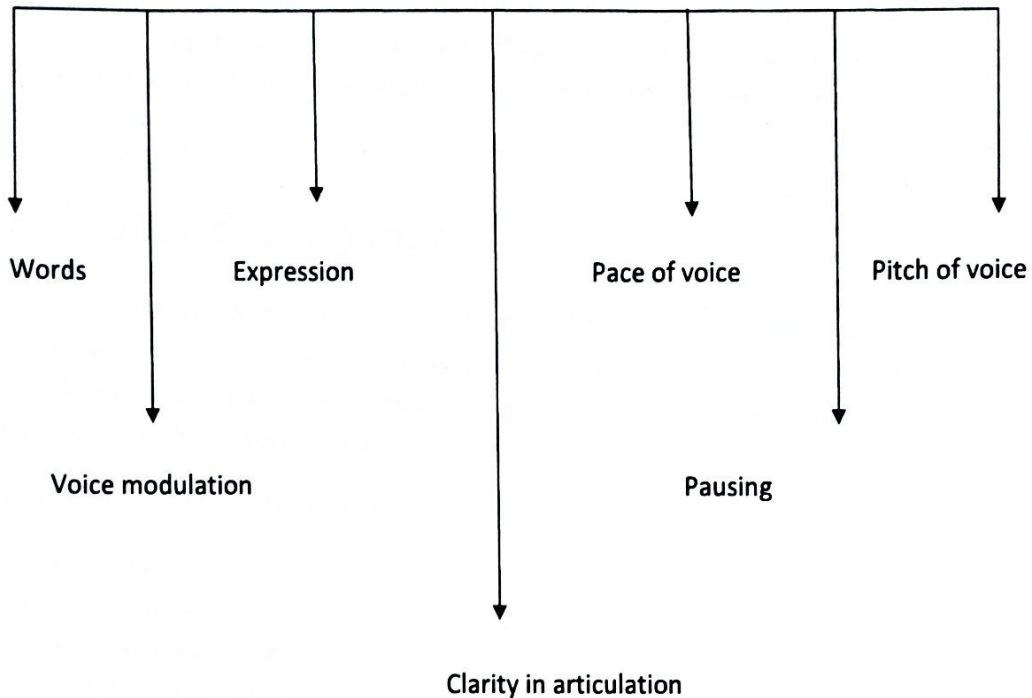
Formal speaking: This type of speaking does not involve personal matter. It is mainly associated with official or organized communication. Formal speaking includes speeches, presentations, details etc.

Informal speaking: This type of speaking involves personal matter. Ex: talking at home, neighbors etc. This type of speaking is the most natural way of speaking about one's joys, soreness, and discussions and depends on the closeness of relationships.

Semi-formal Speaking: This type of speaking is not exactly formal or informal types. This type is mainly found in offices between people of same post.

Inter-personal speaking: This type means speaking between two persons. It may be either formal or informal. In this type no specific pattern of vocabulary, strict discipline or bandage is followed. Here person is free to express his feelings in his own way and is considered to be the most natural way of speaking. This type mainly depends on our relationship with the person interacting or the mood of the speaker.

Principles of Effective speaking



Words: Speaker should use words as per the needs to communicate fully and effectively.

Expression: Speaker should lay stress on those thought that effectively highlight the key expression of the theme.

Pace of Voice: Speaker should so arrange the matter of the speech that during delivery a fast passage should be followed by a slow passage. The variation in the pace of speech makes the speech interesting to the listeners.

Pitch of Voice: Pitch refers to the quality of sound governed by rate of vibration producing it. Speaker can make his or her speech or an oral presentation effective by starting deep down the notes. According to the nature of the text he or she should modulate his or her voice between high and low. The speech becomes more meaningful when the speaker makes use of tonal variations.

Voice modulations: It should be effective and express the feelings in such a manner that listeners gain attention.

Pausing: An effective speaker does not rush through the speech while making an oral presentation. Speaker should give pauses at intervals in order to give audience time to collect and digest the content of speech.

Clarity in Articulation: An efficient speaker produces clearly formed words, for effective speaking all sound coming out at the end of the words should be uttered with a little more power. For vowels sounds the mouth should be properly opened as per their articulation.

Role of Body Language:

The audience gets as much information from our body language as from our verbal means. We keep on making body pictures of what we feel or think at the time of speaking when our visuals match our verbal's we make an authentic presentation of what we speak. Body language is highly individualized.

Main elements of Body language

- Smile
- Eye contact
- Hand movement
- Standing postures
- Mannerism

Smile: Smile is a very powerful gesture. If it is used appropriately it may hide the inner nervousness and make the audience response with a smile. However not only smiling but other facial expression showing anger, interest, happiness, fear, love etc can be effective in communicating false information.

Eye-contact: Looking at the audience. An effective speaker looks straight into the eye of the audience. In the classroom teacher must explain or communicate the topic by eye contact with the students to find out the reaction of the student listeners. It also shows that the teacher is confident in him and keeps alive the interest in the listeners.

Hand movements: The hand movements indicate both psychological state of one's being highly emotional & relaxed or carefree. An efficient speaker gives an indication about his state depending upon the subject matter of speech in oral presentation. The free uses of gestures through hand s indicate a positive attitude towards the listeners. The efficient speaker shows his or her natural thinking or evaluation by striking or rubbing of chin or forehead. Sagging displays nervousness effecting low credibility.

Standing postures: The comfortable posture for standing is to stand erect with the hands out of pocket and feet's slightly apart. An upright posture with shoulder back, chest out and stomach in generates a confident posture.

Mannerism: Speakers should not stand rigid. They should never jingle chalk & duster or even wave hands & arms unusually as it creates a very bad impression on the audience/students.

Merits of Listening

- *One advantage is that written messages do not have to be delivered on the spur of the moment; instead, they can be edited and revised several times before they are sent so that the content can be shaped to maximum effect.*
- *Speaking saves money, because it does not require any device or writing instruments like pen, paper, computer, telephone etc.*
- *Doors of opportunities open*

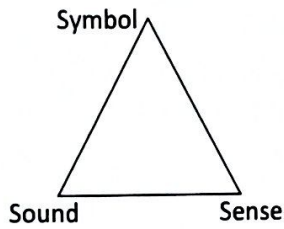
Demerits of listening

- *Usually no records are kept in this form of communication. So speech cannot be sued as legal document unless it is taped.*
- *Speech cannot be kept in mind for long. So it can create many conflicts among the parties concerned.*
- *Inaccuracy*

Reading skill

Reading is a dynamic process in which the reader interacts with the text to construct a correct meaning. Reading is an essential part of our daily life. as it expands the horizons of our awareness. Reading is done for various purposes like reading for information, discussion, for relaxation for learning or performing a task. It is the transmission of ideas, facts feelings and decisions from mind and soul of an author to the mind of a person who reads in reading the author communicates with his readers through printed word.

Reading is the process of looking at a written or printed symbol and translating it into appropriate sound. The spoken symbol is further associated with an object for which it stands.



Reading types:

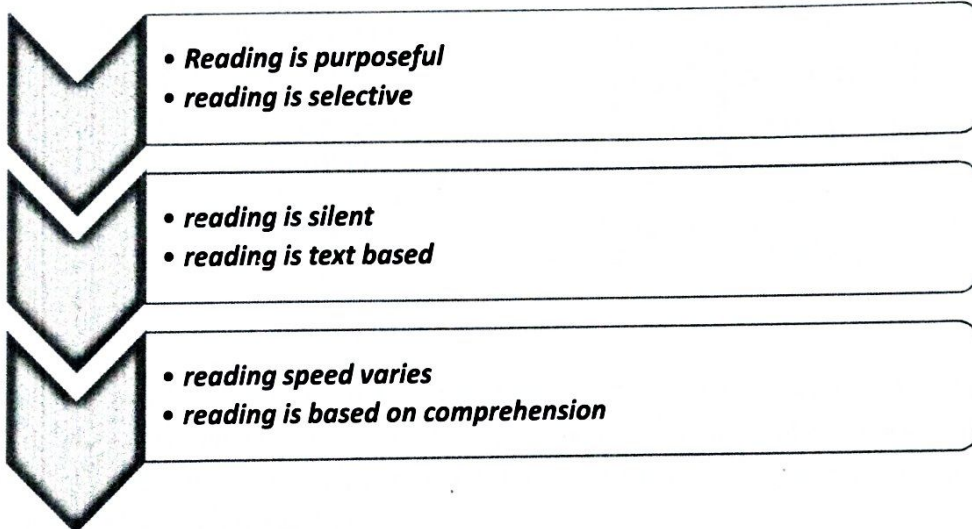
- ▶ Slow speed reading
- ▶ Fast speed reading
- ▶ Very fast reading

Slow speed reading: In this type of reading both the words and meaning should be understood. Here the essential points are noted down. In slow reading, reader reads 90-125wpm with 80-90% comprehension. It has got significance for students appearing in different exams as they have to memorize the text and appear exam. Studying is slow speed-reading process.

Fast speed reading: This type of reading is associated with reading newspapers. A good fast speed reader can read 200-250 wpm with 70% comprehension. Ex: Reading at fast speed is done by students when they have less time and they want to grasp maximum things out in less time.

Very fast speed reading: Reading at a very fast speed is known as skimming. A good fast reader can read about 800wpm with 50% comprehension. In this type of reading, one allows his/her eyes to wander across the page without regular fixation and tries to pick out the important words.

Characteristics of reading



Reading is purposeful: When you read, it has a reason. Even when we read a novel during journey our purpose is to pass time.

Reading is selective: The way we read differs according to the purpose. We quickly scan the page in the telephone directory to locate the number/name but we have to pay attention to every word in a legal document. But we skim, attempting to extract a text or we read intensively with the aim of decoding the whole of writer's message.

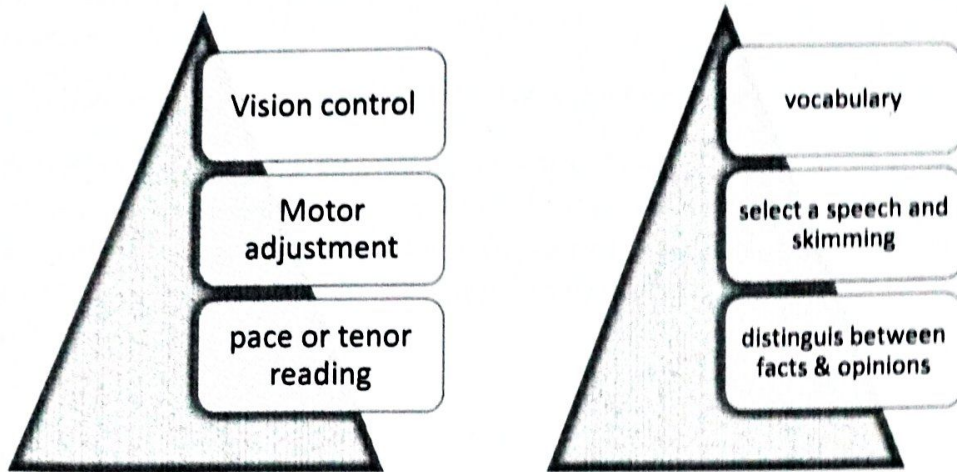
Reading is silent: Reading aloud is a specialized skill used, for example by actors and newspapers but seldom by general reader.

Reading is text based: It is always the context which provides the meaning to reading. It is not mere decoding of individual sentences isolated from context.

Reading speed varies: Content and purpose has its effects on speed. You read a story book faster than text book.

Reading is based on comprehension: That is, understanding the meaning is integral to reading than the result of it. The more we comprehend, the more we can and tend to read.

Principles of Reading



Vision control: It has been found that in 5 minutes reading eyes makes about 1000 separated movements. The amount of energy spent in 5 minutes of reading equals to about one hour's distant seeing. Such research findings hint at the requirement of rest that the eyes needs during the reading process.

Motor adjustment: Research show that unlike moving slowly and smoothly across printed line they move with a series of jerks and stops. It is during such of jerks and stops the reader receives impressions. The techniques of reading faster indicate the fact that one should see the maximum number of words during the stops of the eyes in reading process. The quantum of text seen at one fixation i.e., between, two stops is known as the span of recognition. And efficient reducing means increasing one's span of recognition in the reading process. However, the motor adjustment depends on the difficulty level of the text as well as on the reading purpose.

Avoiding Unnecessary Movements: An efficient reader tries to eliminate unnecessary movements like tapping with fingers, stamping with feet, shrugging of shoulders, or moving of legs or even listening to music while reading because any of these activities or movements consume energy and reduce the amount of every for one's reading time and comprehension too.

Pace or tenor Reading: An efficient reader keeps a record of time consumed for reading a text. The pace or speed of reading varies from text to text. Hence an efficient reader grades the text and gradually practices from less difficult text to more difficult text. Simultaneously he or she keeps a check on the reading note i.e. the words read per minute. Studies have shown that merge rate of reading of a reader from higher educational level should be 240 words per minute.

Vocabulary: Faster reading also depends upon a reader stock of vocabulary. A reader with rich vocabulary comprehends faster having optimum number of fixations resulting in faster reading.

Therefore an efficient reader should try to improve his vocabulary.

Selection of Text and Skimming: Selection of Text matters a lot in anticipation the efficiency or competency of a reader. An efficient reader selects a text on the basis of a clear and critical evaluation of his or her own level of knowledge. After due selections the efficient recorder takes a bird's eye view of text by skimming the text prior to beginning the actual reading.

► **Merits of reading**

- *Vocabulary, concepts, skills are developed.*
- *Enhances the knowledge power*
- *Reading develops more favorable attitudes.*

► **Demerits of reading**

- *Without proper knowledge of language one is unable to be proficient in reading skills*

Writing skill

Writing is the physical expression of what you think. The close relationship between writing and thinking makes writing valuable. Thus, writing is closely related to the inner processes within a child's mind, i.e., the internal manipulation of external experiences. In addition to this, writing reinforces the grammatical structures, idioms and vocabulary that we have been teaching our children, language skills make the language items learnt firmly fixed in the minds of learners.

Mahatma Gandhi has also emphasized the importance of writing by saying "Fair and legible handwriting is the tool used to enable us to express, what is in our mind and for some people is almost as important as speech".

Characteristics of Good handwriting

- *Legibility*
- *Distinctiveness*
- *Spacing*
- *Simplicity*
- *Size*
- *Letter style*
- *Uniformity*
- *Speed*
- Adjustment between writing and thinking

Legibility: Handwriting should be legible and easy to read. Illegible handwriting creates a very bad impression on the readers. Headings should be written in bold but simple manner. Extra strokes and curves should be avoided. Teacher can help the students in letter formation, spacing, alignment, regularity of slant and quality of line or stroke.

Distinctiveness: it means each letter should have a characteristic form of its own. It should be clearly and carefully written. The letters should not be distorted or overlapped.

The beginners should not be encouraged to write code word like & (and) rather they should write each letter distinctively. This adds beauty to writing.

Spacing: Spacing in writing is an important feature. The letters in the word, the words in a line and the lines in the page should not be crowded too closely together. A harmonious spacing of letters, words and lines are necessary.

Simplicity: Letters should be bold simple and free from all extravagant strokes and flourishes. A simple handwriting in which letters have no unnecessary parts, tails or loops is always easy to read.

Size: The size of words should be proper and moderate. It should be neither too big nor too small. The letters should have due proportion to one another.

Letter style: There can be three different style of letters:

- a) Slanting towards left
- b) Vertical
- c) Slanting towards right

It is generally note that boys adopt the third style whereas girls adopt the first style and second style is common to both. Teachers can guide the students not to mix two styles as it will give a shabby look to writing so, vertical style is proffered.

Uniformity: There should be uniformity in the handwriting. One may select any style of writing but it should be uniform in size, spacing and alignment.

Speed: Good handwriting also requires a genuine and reasonable speed. While writing one should not be labored or burdened. In beginning students may write slowly but gradually they should develop the habit of writing at a reasonable speed. In the beginning teacher plays a very important role to acquire a proper habit of writing.

Adjustment between writing and thinking: It implies that there should be no omission of words or phrases due to quick thinking in fast writing. Writing is a difficult art which needs practice and great attention.

▶ ***Merits of writing***

- ✓ Writing is the best way to represent any complex matter easily and attractively.
- ✓ Written document can be preserved for a long time easily. That is why; all the important issues of an organization should be back and white.
- ✓ Accurate presentation
- ✓ Effective communication

▶ **Demerits of writing**

- ✓ Cost in record keeping: It is very difficult and expensive to keep all the records in written communication.
- ✓ Time consuming
- ✓ Difficult to maintain secrecy

Conclusion

All four skills support each other since, they are interconnected therefore, cannot be taught independently Listening and reading both rely on input from an outside source and require knowledge of the language, background knowledge, and comprehension skills. The productive skills of writing and speaking are more complex as they necessitate taking knowledge of a language a step further to actually produce new language.

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