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DON'T HESITATE, COMMUNICATE: SOCIAL AND COMMUNICATION SKILLS

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"This eBook is dedicated to our family, friends, English Language Unit Lecturers and all students."

Don't Hesitate, Communicate: Social and Communication Skills
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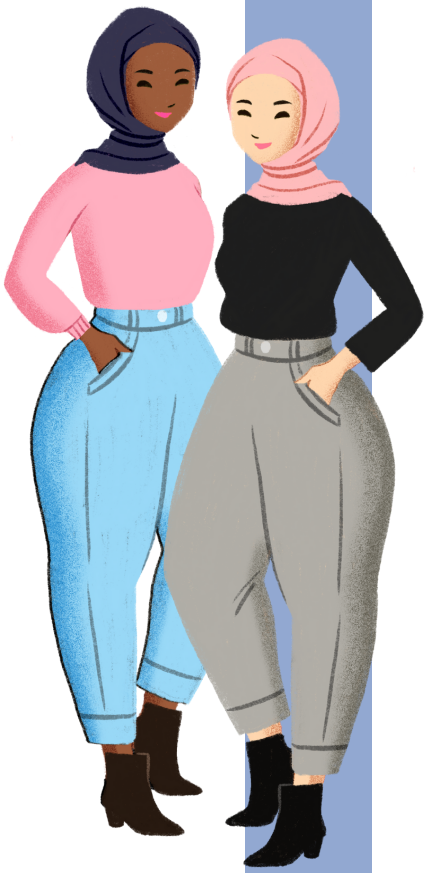
Communication - the human connection - is the key to personal and career success.
Paul J. Meyer

PREFACE

The ability to communicate confidently and effectively is a skill that the students need to develop to be successful in their future career prospects. Communication skills will enhance students' academic excellence and future employability prospects as a student in this challenging environment.

This e-book aims to develop student's oral communication skills to converse confidently and fluently with another speaker. The content of this e-book is to enhance students' communicative ability and skills. Notes and tips provided are to ensure the students acquire the needed skills.

This e-book will bring good experiences to the readers in improving their oral communication skills.



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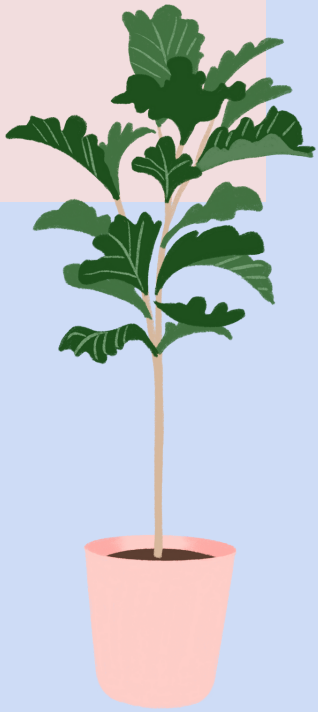
1.0 SOCIAL AND COMMUNICATION SKILLS

"Effective communication is 20% what you know and 80% how you feel about what you know."

Jim Rohn



The key success of a conversation is good communication between the speakers. Communication is the process of exchanging ideas, opinions, and thoughts where individuals should listen carefully, converse clearly, and respects opinions given by another speaker.
Why is communication important?

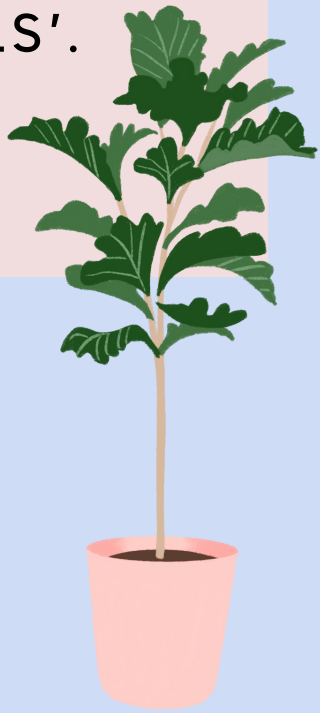
WHY IS COMMUNICATION IMPORTANT?

As a student, communicating effectively is one of the most important skills needed to succeed in various phases in future academic and career settings. Good communication can assist students in asking relevant questions and discussing doubts to reach a consensus in a conversation.

1.1.1 LISTEN AND COMPREHEND

"Listening is an attitude of HEART, a genuine desire to be with another which both attracts and HEALS'.

L.J. Isham



LISTEN AND COMPREHEND

We listen to pay attention to somebody or something that you can here or to take notice of what somebody says to you, so you follow their advice or believe them.

Why is listening important?

Listening can help speakers incorporate words and meanings and prevent miscommunication or communication breakdown.

Are You a Good Listener?

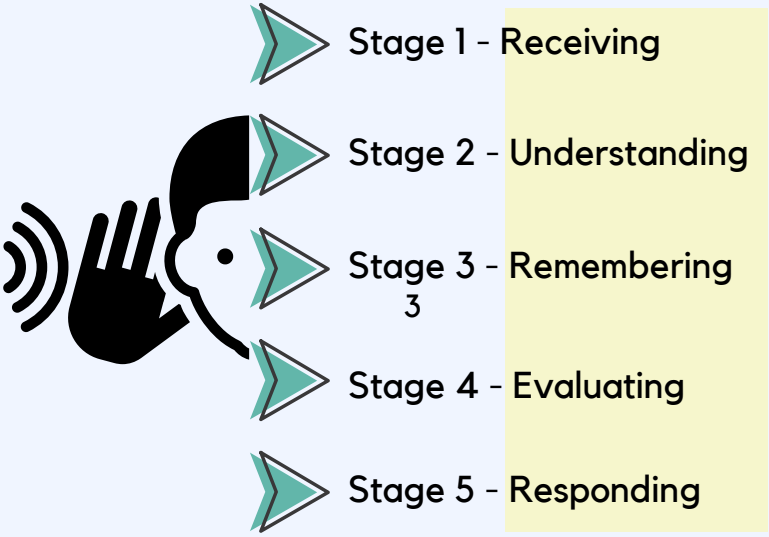
_____

What makes you a good Listener?

_____

_____

The listening process involves five stages:



EFFECTIVE LISTENING STRATEGIES.

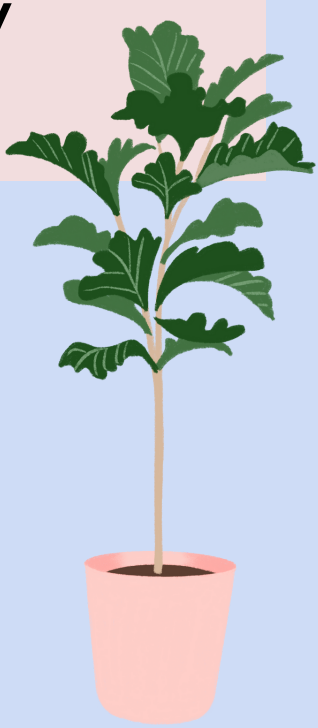
There are 6 effective listening strategies that you can use to become a more effective listener:

- Pay Attention.
- Defer judgement
- Reflect
- Clarify
- Provide feedback
- Respond appropriately

1.1.2 GIVE SUGGESTIONS AND MAKE COUNTER SUGGESTIONS

"When people talk listen completely.
Most people never listen."

Ernest Hemingway



GIVE SUGGESTIONS AND MAKE COUNTER SUGGESTIONS

We make suggestions when deciding what to do with our friends or giving them advice on what they might do in a certain situation.

Imagine you would like to go out for an evening with your friends. Which suggestions would you make?

SUGGESTIONS

1.The verb "suggest" can be followed by either:

a) should + verb =

I suggest (that) we **should go** to the theater.

b) a verb (in the subjunctive form)=

I suggest (that) we **go** to the movies.

2."That" is optional:

"I suggest that we should visit Melacca."

"I suggest we should visit Melacca."

We counter a suggestion when we disagree with someone or when we want to give other suggestions.

COUNTER SUGGESTIONS

- Let's go to the cinema this afternoon to book our ticket.
- What about asking your sister Adriana for help?
- Why don't we go and meet her earlier?

Write suitable suggestions by using the statements given below.

I am very hungry.

I miss playing football.

It is Adriana's birthday next week.

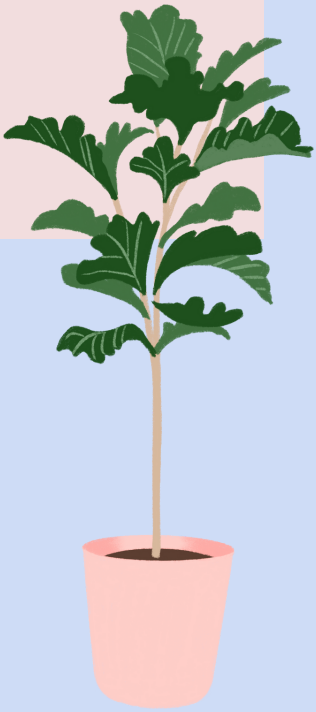
I heard that there is a new cafe open in town.

I am bored.

1.1.3 AGREE AND DISAGREE TO SUGGESTIONS

"Some people have certain beliefs, and I have my own belief, and we can agree to disagree on certain things."

Cam Newton



AGREE AND DISAGREE TO SUGGESTIONS

One of the most important language functions in speaking is the ability to agree and disagree. This will enable the speaker to negotiate to reach a consensus while communicating with other speakers.

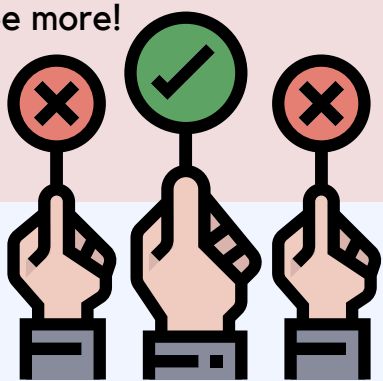
AGREEING

Agreeing in a group discussion means approving their opinion or statement.

Here are some examples of expressions that you can use to agree

AGREEING

- Exactly!
- Yes, I totally agree with you!
- You are right. That's a brilliant idea.
- I couldn't agree more!
- That's right!
- Absolutely!



DISAGREEING

Disagreeing, on the other hand, is when you oppose the opinion or statement given.

Here are some examples of expressions that you can use to disagree.

DISAGREEING

- That's not right!
- I am not quite sure about that.
- I disagree!
- I am afraid I disagree.
- I beg to differ.
- No, I'm not so sure about that.

Partly Agreeing is when you do not fully agree with the topics being discussed. You, therefore, have to state reasons to what extent you agree or disagree.

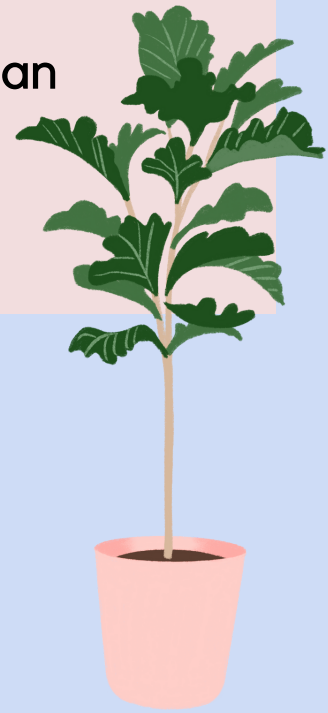
PARTLY AGREEING

- I see your point, but...
- That sounds like a good idea, but...
- I do agree with your point, but.....
- I agree with you to a certain extent, but.....
- You could be right, but.....
- That is true, but.....

1.1.4 JUSTIFY OPINIONS

"People always have an opinion. Doesn't mean it's right, doesn't mean it's wrong, but we have to respect their opinion.

Michael Clarke Duncan



EXPRESS OPINIONS

Expressing opinions is an important part of a discussion or conversation.

STATING AN OPINION

- Exactly!
- Yes, I totally agree with you!
- You are right. That's a brilliant idea.
- I couldn't agree more!
- That's right!
- Absolutely!

ASKING FOR AN OPINION

- What do you think Rayyan?
- Do you agree?
- Do you have anything to say about this matter?
- What's your idea?
- Would you like to say anything?

JUSTIFY OPINIONS

Justifying opinions is vital in a discussion or conversation. You will be extending your response in the discussion by justifying your opinion.

JUSTIFYING OPINIONS

- The main reason why I feel this way is.....
- There are three reasons why I believe this. The first reason is .....

What do you think of social media?

Justify your opinion.

1.1.5 ASK AND MAKE CLARIFICATIONS

"Every clarification breeds new questions."

Arthur Bloch

ASK AND MAKE CLARIFICATIONS

Asking for clarification is when you ask another person to explain further what he/she is talking about.
The purpose of asking for clarification is to ask for more information and details of the matter being discussed.

- "I'm not quite sure I understand what you are saying."
- Could you say that again, please?
- Could you repeat please?
- Could you clarify that, please?

Making clarification is when you respond or provide more information and details about the discussed matter.

Clarifying involves:

- Non-judgemental questioning.
- Summarising and seeking feedback as to its accuracy

1.1.6 MAKE INTERRUPTIONS

"Listen with your eyes as well as your ears."

Graham Speechley

MAKE INTERRUPTIONS

Making interruptions is the act of stopping somebody from speaking. It is very important to know how to interrupt since if it is done improperly, you will be seen as rude.

Before interrupting, it is very important to ask yourself why do you need to interrupt. Below are four reasons why you should interrupt.

i - Disagree

"I am sorry, but I disagree with your ideas"

ii - To add what is said by the speaker.

iii - To ask questions

"Sorry for interrupting, but may I ask something?"

iv - To ask for repetition.

"Excuse me. Can you please repeat what you have just said?"

Here are examples of what you can say without impolitely interrupting a conversation.

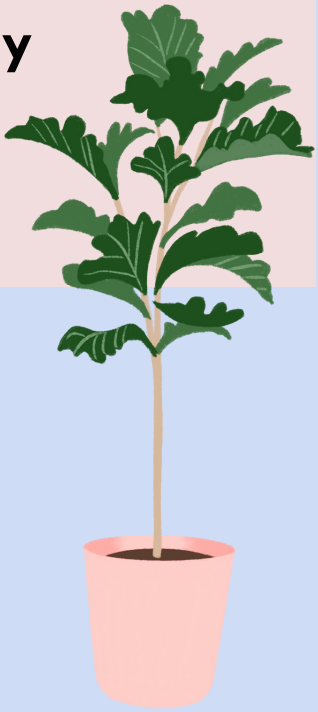
INTERRUPTIONS

- Excuse me, May I interrupt?
- Sorry to interrupt, but....
- Excuse me....
- Could I add something?
- I'm so sorry to interrupt but...
- I apologize for the interruption but I have an important question about...
- Sorry for the interruption but could you repeat...

1.1.7 TAKE TURNS AND ENCOURAGE CONTRIBUTIONS

"All of us do not have equal talent, but all of us should have an equal opportunity to develop our talent."

John F. Kennedy



TAKE TURNS AND ENCOURAGE CONTRIBUTIONS

In a group discussion, turn-taking occurs when one person listens while the speaker speaks. As the group discussion progresses, the listener and speaker need to go back and forth and not be dominated by either speaker.

Use these expressions to help you maintain your group discussion.

ACCEPTING THE TURN	What I wanted to say was...
	What was I going to say? Oh yes,...
	Thanks. (I won't take long).
	Me too! In fact,...

SPEAKING FIRST	I'd like to start the discussion by...
	Shall I start the discussion?
	May I?
	Before you get started,...

REFUSING INTERRUPTION	Before you interrupt,...
	Can I/ Could I just finish (my sentence/ this point/ what I was saying)?
	I can see that you want to interrupt, but...
	I know you're dying to jump in, but...
	Please (just) let me finish.
	Please allow me to finish.
	(I'm/ I've) nearly finished.

TAKING THE TURN BACK	As I was saying
	Could I get back to you later on that?
	Carrying on from where I/ we left off,...
	To get back to the point at hand/ to what I was saying,...

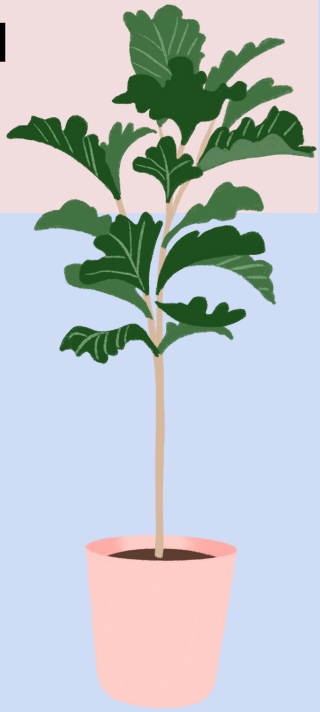
GETTING OTHER PEOPLE SPEAKING	I'd like to hear your opinion
	Please go ahead.
	I'll let you go first
	After you.
	What say you ....
	..., but I'm sure you have another point of view.
	Does anyone want to say anything before we move on?

SIGNALLING THE END OF YOUR TURN	Sorry for waffling on.
	Which just about covers it.
	That's all I wanted to say.
	I think I've made my point.

1.1.8 MAKE AND RESPOND TO ENQUIRIES

"By doubting we are led to enquire, and by enquiry we perceive the truth."

Peter Abelard



MAKE AND RESPOND TO ENQUIRIES

MAKING ENQUIRIES

Making enquiries is to find out the cause of something or to find out information about something.

-"May I enquire for the details of the flight?"
-"Can I get more information about the offer?"
-"Can you explain the process?"

RESPONDING TO ENQUIRIES

We respond to enquiries by providing the details they need or by answering the questions asked. It is essential to provide accurate information or explanation. One thing to remember, keep your good manners while doing this.

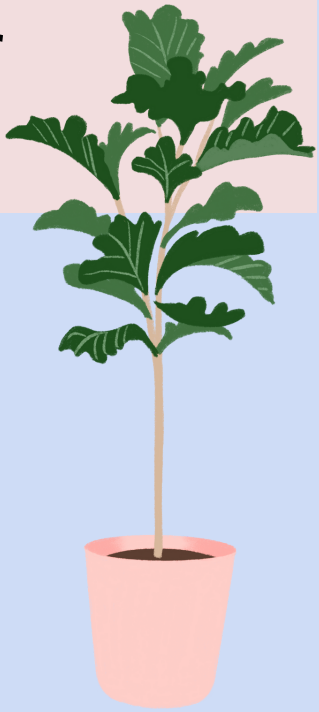
Polite Expressions to use in responding to enquiries

i."Let me explain to you about this. "
ii."It is my pleasure to share the information with you."
iii."Thank you for asking, and I am glad to share the information with you."

1.1.9 GESTURES AND FACIAL EXPRESSIONS

"The most important thing in communication is hearing what isn't said."

Peter Drucker



GESTURES AND FACIAL EXPRESSIONS

Nonverbal communication or body language is a range of signals that can be used to communicate one's feelings and intention that is not present in the speech signals.

WHY IS IT IMPORTANT TO UNDERSTAND GESTURES AND FACIAL EXPRESSIONS?

By understanding gestures and facial expressions, we can identify people's emotions, intentions, personalities, and motivations.

FACIAL EXPRESSION

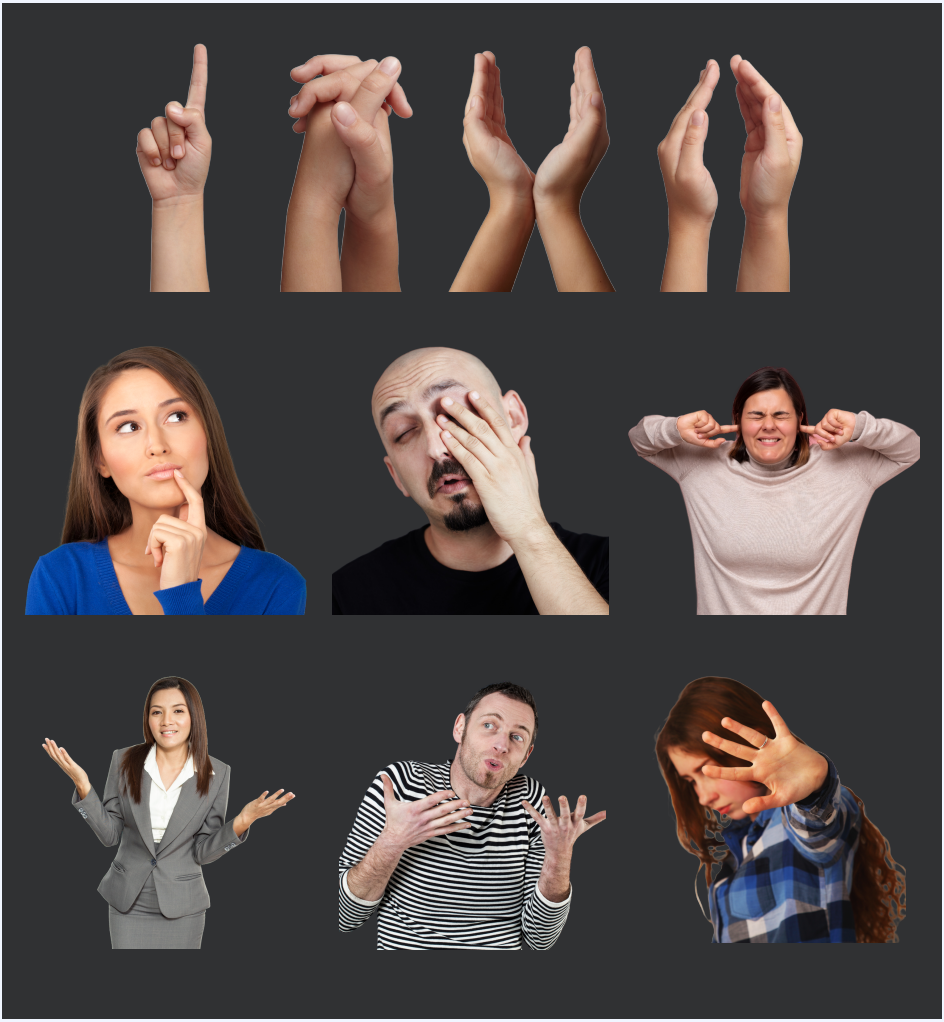
Our face is extremely expressive. We can show various emotions without uttering a word. The Facial expressions of anger, fear, disgust, surprise, happiness, and sadness are universal and the same across cultures.

GESTURES

A gesture shows visible bodily action to communicate a particular message that contributes meaningful information in a conversation.

FACIAL EXPRESSIONS

GESTURES



1.1.10 WRAP UP A DISCUSSION

"There is no real ending. It's just the place where you stop the story."

Frank Herbert

WRAP UP A DISCUSSION

One of the most important parts of a discussion is when you have to wrap up the conversation. You may run out of time, or you have discussed all the important items.

There are different reasons why we have to end the discussion.
Here are a variety of ways to wrap up a discussion :

- If no one has anything else to add, then I think we'll wrap this up.
- It looks like we've run out of time, so we'll finish here.
- I guess that will be all for our discussion today.
- I'm afraid we will have to cut this discussion short since we're running out of time.

HOW TO WRAP UP A DISCUSSION

It is essential to moderate the discussion and keep it on track with the topic. The best way to wrap up the discussion is by summarising the ideas or the key points and putting forth the final take on the subject discussed.

Here are some phrases that can be used to wrap up the discussion.

- In a nutshell...
- Based on the discussion, we can conclude that...
- In conclusion...
- Hence we can conclude that
- We have concluded that...
- We have reached a consensus that .....

GRAMMAR NOTES

PRONOUN

WHAT IS A PRONOUN?

A pronoun is a word that takes the place of a noun in a sentence.

TYPES OF PRONOUN

DEMONSTRATIVE PRONOUN

These pronouns are used in place of nouns to which they point.
This, That, These, etc.

INDEFINITE PRONOUN

An indefinite pronoun refers to someone or something that is not specific or definite.

PERSONAL PRONOUN

A personal pronoun is used for the name of a person

RELATIVE PRONOUN

A relative pronoun is one that refer to a noun or pronoun, and joins two sentences

REFLEXIVE PRONOUN

A reflexive pronoun is a pronoun that refers back to the subject of the sentence.

INTEROGATIVE PRONOUN

They are pronouns which are used for asking questions.

PRONOUN CHART

	Subject Pronoun	Object Pronoun	Possessive Adjective	Possessive Pronoun	Reflexive Pronoun
1st person singular	I	Me	My	Mine	Myself
1st person plural	We	Us	Our	Ours	Ourselves
2nd person singular	You	You	Your	Yours	Yourself
2nd person Plural	You	You	Your	Yours	Yourselves
3rd person singular (male)	He	Him	His	His	Himself
3rd person singular (female)	She	Her	Her	Hers	Herself
3rd person	It	It	Its	Its	Itself
3rd person plural	They	Them	Their	Theirs	Themselves

EXERCISE 1

CHOOSE THE CORRECT PERSONAL PRONOUNS.

1. They saw Adrian and _____(I/me) at the movies last night after class.
2. He is going to the club with you and _____ (I/me) if you don't mind.
3. You and _____ (he/him)ought to return the books to the school library because they are already overdue.
4. Prof. Nadiah left a message for you and _____ (I/me). She needs to see both of us.
5. Radi invited Diana and _____ (I/me) to have lunch with him.
6. Muhammad is a good football player. I watch Iqbal and _____ (he/him) carefully during the match.
7. Ziqry and _____ (I/me)both want to go out with Adriana.
8. She has to choose between _____ (he/him) and _____ (I/me).
9. Imran ate dinner with Rayyan and _____ (we/us).
10. The new employee has been assigned to work on the new project with you and _____ (I/me).
11. He rang Idlan and invited _____ (they/him) to dinner.

WH QUESTIONS

Wh questions are interrogative word used that expects an answer other than "yes" or "no."

QUESTION WORDS	MEANING	EXAMPLES
Who	person	Who's that? That's Adrian Rayyan.
Where	place	Where do you live? In Kulim.
Why	reason	Why do you sleep late? Because I've got a lot of homework.
When	time	When do you go to class? At 8.00
What	action, idea or object	What do you do? I am a student
Which	choice	Which one do you prefer, tea or coffee? I prefer tea.
Whose	possession	Whose is this pen? It's Adriana's.
Whom	object of the verb	Whom did you meet yesterday? I met Dyan.
What kind	description	What kind of song do you like? I like ballads.
What time	time	What time did you reach home last night?
How	manner	How do you go to class? By bus.
How many	quantity (countable)	How many students are there in the class? There are ten students.
How much	amount, price (uncountable)	How much is the price?
How long	length, duration	How long did you stay in Melacca?
How often	frequency	How often do you go to the library?
How far	distance	How far is your hometown?
How old	age	How old are you?
How come	reason	How come I didn't see you at the programme?

EXERCISE 2

Fill in the blanks with the correct question word.

1. _____ old is your little brother?
2. _____ are you doing now?
3. _____ is this room so dirty and dusty?
4. _____ songs that she compose?
5. _____ people were in the lecture hall?
6. _____ is my English module?
7. _____ do you usually hang out?
8. _____ is Rayyan's favourite dessert?
9. _____ have you been?
10. _____ time did your parents arrive home?
11. _____ did Sara call you?
12. _____ is your sister so sad?
13. _____ would you like to further your study.

ANSWER

EXERCISE 1

PRONOUNS

1. me
2. me
3. he
4. me
5. me
6. him
7. I
8. him, me
9. us
10. me
11. him

EXERCISE 2

WH-QUESTIONS

1.How
2.What
3.Why
4.Which/what
5.How many
6.Where
7.Where
8.What
9.Where
10.What
11.Why
12.Why

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