

Dr. Kumar Ravi
Geethu Bijil



ADVANCED TECHNICAL COMMUNICATION



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CHAPTER 1

APPLICATION OF COMMUNICATION SKILL AND ITS FUNCTION

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ABSTRACT:

Technical communication is essential in the modern world because it makes it easier for people, groups, and organizations to share information and expertise. This abstract seeks to give a general overview of technical communication, emphasizing its importance, major elements, and the difficulties this industry faces. The generation, distribution, and administration of technical information for a range of audiences are all included in technical communication. It involves the successful communication of complicated ideas, processes, and data relating to science, technology, engineering, and other technical disciplines using specialized language and formats.

KEYWORDS:

Candy Land, Communication, Communication Skill, Facial Expressions, Technical Communication.

INTRODUCTION

The phrase communication skill indicates formal training or efforts to develop the competence. Is communication a combination of art and science, or both? A type of expression is communication. A newborn is a novice in the world. It cannot speak for approximately a year, but then it starts talking to the mother and other people. It must communicate its appetite, preferences, dislikes, pleasure, ease, discomfort, mood, etc. It begins expressing itself through facial emotions, lip movement, glistening eyes, and hand and foot motions. It communicates without speech and without understanding any language, sometimes by crying, grinning, or making sounds that are indicative to the situation. Distinct people have distinct physical characteristics, however certain babies are liked and cuddled by everyone regardless of their physical characteristics.

Some babies are not well liked by the public. The art of communication was born as a result. The child begins acquiring spoken communication around the age of one. We still enjoy to hear it even when it cannot express itself adequately. We appreciate the attempt at expression and speech. Gestures lend it greater support. The child's mother has a better understanding of it. Both frequency matching and impedance matching are terminology used in engineering. We value the child and support them. Some kids start talking early, while others start talking later, depending on their environment. The family language, especially the mother's, is the first language a kid learns. It's known as the mother tongue. Although we refer to it as culture or inheritance, the language that family members and close relatives use has a greater influence [1], [2].

Some close relatives pass on positive and negative teachings:

Regular schooling begins when a child is five or six years old. Some of them attend schools that offer regional language instruction. Today, it's common practice for well-off, educated families to enroll their children in English-medium schools for a variety of reasons, including prestige and competition. Some of the schools actually only offer instruction in English, and in some of the purportedly English-medium schools, even the teachers struggle to

communicate in the language. In either case, the kid begins formal language instruction in their native language and/or the English language. It interacts with other kids on the playground and in the classroom, and they begin speaking to each other in the relevant language. In some families, the language used for communication at home and in the classroom is different. For such kids, adjusting to school is challenging. They struggle with an inferiority complex. Some kids are remarkably adaptable. Both scenarios are manageable for them. Then comes adolescence. They interact with various individuals at various times, locations, and places. They pick up a lot from their surroundings, and by acting a certain way, they leave a mark on other people. The skin tone, facial characteristics, and overall body composition all contribute to natural attractiveness. People are drawn to such individuals.

However, not all people receive these qualities with such generosity from God. Some people are gorgeous, charming, graceful, and glamorous despite their inherent limits. You enjoy getting to know, converse with, observe, and collaborate with them. Communication, the art of communication, is now in the picture. Communication, in a broad sense, also refers to the dissemination of knowledge or the transfer of data. When there was no such thing as writing or printing, teachers (such as sages) would instruct their students verbally, passing on their wisdom from one generation to the next. Over many centuries, the Vedas and Puranas have been passed down. It can be easier to recall the shlokas (poetic) version. Later, they began to write on leaves. When Samrat Ashoka began to inscribe positive words on rocks, the practice of "Shilalekh" became well-liked. Nowadays, there are many ways to store and transmit knowledge. There are several possibilities, including landline and mobile phones, wired and wireless communication, audio and video, computer memory, tapes, and CDs, the internet, intranet, VOIP, and satellite connection for storing and transmitting information. Through telemedicine, these modes have also altered the way that people trade, conduct business, educate, and practice medicine. However, this communication is distinct from the personal communication we are talking about here [3], [4].

Communication may entail language or words, but these factors are not a barrier. Only verbal communication can make use of it. There are other alternative forms of communication, though. People who are deaf or dumb can also speak clearly. Kathak dancers use Mudras to express the entire narrative and message. Without saying a single word, Laurel and Hardy charmed audiences for decades. Speaking and writing are only two parts of communication, even for individuals who can speak. Body language and facial expressions help to support it. Greeting someone with "pleased to meet you" is insufficient. The expression on the face should convey the happiness. The word "sorry" has no meaning without a statement of remorse. You can tell when someone is only halfheartedly welcoming you [5], [6].

When we're upset, our words are backed up with fiery balls in our eyes. The teeth move closer together and the muscles in the face tighten as we exert extra strain. When we pray, we have serene faces and eyes that may be closed or are as still as pond water. A mother will speak lovingly to her child while fondling him or her with her hands caressing the infant's body. Sometimes the disciples' hands are raised formally when the saint blesses or greets them. The saint (Guru) places his hand on the disciple's head or back for the one they have chosen. It bolsters the disciple's self-assurance. He experiences alleviation from suffering and anguish. It is a common healing method. Parents and family members wish someone well and place a hand on their head, shoulder, or back when they are about to appear for an exam, an interview, or some other significant task. The confidence level rises as a result. Friends also send their best wishes, and we are confident and prepared to face the task. The talk applied by a soldier's wife before he crosses the border gives him the courage to face his foes. When a young boy and girl cross paths, they may initially lack the guts to speak. The eyes just cross. Sometimes, the look on someone's face and in their eyes might send conflicting meanings.

The message may be to ignore the other person, greet the other person, show dislike to meet, invite to meet again, express fear, express embarrassment, and/or change heartbeat rhythm. Language and vocabulary diversity alone do not constitute communication. The way you speak, not what you say, is what matters. Everybody and every degree of communication is different. A child doesn't feel afraid when it talks to its mother. It feels just and proper. It is assumed that the mother will accept anything the child says, however they say it, and that they will do so with love. Mother speaks to her child in a loving and caring manner at all times[7], [8].

DISCUSSION

Communication between friends, friends of different sexes, students and teachers, disciples and gurus, coworkers and supervisors, employees and employers, union leaders and managing directors, police and the local pub all differ significantly. The key idea here is that a doctor can never give every patient the identical medication for every illness. The level of the individuals engaged, the time of the communication, the communication's goal, the goals shared by the two parties, the authority and authenticity of the individuals and the circumstance should all vary from person to person. Communication may take place between people at the same level or people at different levels. One individual may be communicating with another person. Teachers, public speakers, news readers, and actors all have different ways of communicating with their audience. It could be one-way communication in online courses, radio or television interviews, or public speaking. When classroom instruction is interactive, it might be bidirectional. Both the teacher and the actor in a play may see the audience members' faces or reactions when they are being taught in a classroom. The host of a radio or television talk show cannot see the audience's reaction or facial expressions. Additionally, it has an impact on communication efficacy[9], [10].

My Conversation Encounters

I provided English-medium instruction for almost 32 years in government engineering institutes. There were a finite number of public events. I had little experience speaking in front of an audience. I could produce some technical papers, publish them, and deliver them. My confidence grew as a result, although in technical articles, the language and communication skills are not stressed nearly enough. We must address technical information and adhere to a set structure. Later, I was given the chance to work as a professor and the joint department head for electrical, electronics, communication, instrumentation, and control engineering at Norma Institute of Technology in Ahmedabad. It was a difficult job, and I believe that it marked a turning point in my career. The most important thing is that I have an excellent platform to hone both my written and verbal communication abilities. I believe that all effective communicators might not necessarily be born, but might possibly be created.

We held roughly 15 student forums at our institute. We had student chapters of the International Society of Automation (ISA), the Institute of Electrical and Electronics Engineers (IEEE), the International Society for Testing and Materials (ISTE), the Electronics Student Organization (ECO), and the Electrical Engineering Student Association (EESA) in our department. Numerous student events and technical competitions at the national level were organized by these student forums. We used to begin with an orientation curriculum that lasted a full week after first-year admissions. The principal or director and department heads typically speak to the students and parents separately on the first day. Later, senior teachers and industry professionals discuss numerous life skills. We organized several national level teacher training programmers at our institute, specifically in our department. There were large-scale inauguration and valedictory celebrations for each of these student and faculty programmers. I frequently had to address the group as the department leader. I wasn't very

experienced with public speaking at first. My heart would beat faster and my spinal cord would hurt when I had to give a speech in front of a large crowd. However, I had been writing well for a while. Due to practice at Norma Institute, my writing ability significantly increased. I'm good at writing speeches. I gradually formed the habit of giving effective speeches. I formerly had decorative script. I utilised a number of terms beginning with the same letter in the same sentence. The speech gained rhythm as a result. My speech included a lot of metaphors as well. I used to be terrified of giving speeches, but I started to feel more and more at ease. My speech was well received by some of my friends. It gave me hope. I started preparing for my speech in advance, and I did a great job delivering it.

Communication and Education:

Every career needs a basic understanding of communication. Having good communication skills is crucial in the teaching field as well. Your ability to communicate effectively will impress the kids. Your initial impression of the class will stick with you. You can instruct the kids in your own way once you've gained their acceptance and are comfortable in the classroom. Some students may cause some disruption to test the teacher, especially if they are brand-new to the profession. The teacher shouldn't lose his or her cool. He should act deftly in this tricky position. Some educators attempt to buy popularity. They start share or tell jokes in front of the class. This type of student entertainment is not anticipated from the teacher. He can use examples and analogies during the lecture that are linked to the subject, which may be humorous and make the lesson more enjoyable. It is stated that during lectures, attention can only be kept for twenty minutes. Our engineering lectures last an hour and are jam-packed with facts, numbers, and theories. As a result, the lectures get exceedingly lengthy.

In education, effective communication underpins subject matter expertise. Your pronunciation should be audible when you talk. Although there isn't a lot of language used when teaching engineering subjects, you should nonetheless avoid making any errors. It's important to speak clearly and consistently. The height shouldn't be so low that it might not even touch the final bench. The volume shouldn't be too loud to disturb the nearby class. Although voice is an inherent talent, you may also train it. It need to be smooth and silky. Hammering shouldn't be occurring. There was only one senior teacher there when I was doing my undergraduate degree. Although he covered the topic well, his voice had a few standard issues. It kept ringing in our ears. His voice did not sit well with us.

The speaker or teacher should face the audience and make eye contact with everyone there. For a teacher or competent speaker, simply reading the speech aloud is ineffective communication. Your focus should be on the speech as you are giving the lecture. In order to prevent losing sight of the topic. Points are provided on the board, a transparency, or a slide to support you. Your eyes should simultaneously be able to see the entire class. Maintaining eye contact and looking directly at the students will encourage trust in them. Their expressions will show whether or not they are comprehending your lecture. Some pupils enjoy nodding their heads to show that they are paying attention to the discussion. Sometimes it might even be deceptive. Some students nod their heads inadvertently or simply out of habit, and simply nodding your head by the first two or three benches is insufficient. As you go forward, the pupils' eyes show their attention, curiosity, and understanding. Their facial expressions can sometimes show that they are trying to learn from you but are unable to do so. If required, you check to see if they are still following in between. When required, repeat a section. The previous lecture's material should typically be reviewed in the first two to five minutes of the current session, and the presentation itself may be summed up in the final two to five minutes. Jokes should be avoided while lecturing, but you can use some lighter

examples or analogies to break up the monotony. To gauge their comprehension, several questions might be posed in between.

Try to get the same idea from them occasionally at a regular interval that you will speak about. It might keep them vigilant. Some students occasionally nod off during a one-hour lecture, especially after the lunch break. According to one philosophy, engaging discussions are beneficial. The pace of covering might be slower if the entire lecture is interactive. It is undesirable for the teacher to feel pressed for time at the conclusion of the semester and to have an incomplete syllabus. To enable engagement, the interactive system needs that the students have read the assigned readings, understood the subject, and have a working knowledge of the topic. The technique may work in IITs because they attract intelligent, career-focused students and have enough computer and internet/intranet facilities for two-way communication between students and lecturers. Most institutes in India lack certain amenities, have students with varying academic levels, and are merely willing to feed them with a spoon. Additionally, this technique might be effective for expert lectures or special lectures given by some professions. Their subject content is typically repeated for different audience groups, at different locations, and at different times because they aren't concerned with covering the entire syllabus.

Professionalism can be seen in the speech of some speakers. They don't really discuss or offer much of the information. They pay attention to how they sell their image and programmer. The in-depth discourse typically requires purchase or registration. Even if a teacher creates unique speech, innovative presentations, or innovative course material, they virtually every receive compensation for their intellectual property. Furthermore, I have noticed that it is really challenging to have interactive sessions for the entire hour with the typical mass of students that we encounter at typical educational institutions. After fifteen to twenty minutes, for one or two minutes, you can ask some questions to break up the monotony and get their attention before returning to your regular teaching style. The first challenge we face if we try to proceed in question-and-answer interactive mode is that the pupils are not intellectually and academically ready for it. If you ask the question, the pupils begin to respond collectively rather than raising their hands and speaking one at a time as you asked. This option causes a lot of commotion, grumbling, and disruption in the classroom.

The instructor should monitor the entire group of students throughout the lecture. On occasion, although the front row of pupils listen intently, the rear row shows signs of disinterest. The brightest students used to sit in the front row, and other less interested students used to sit on the rear side, according to an old tradition. The front benches may be left empty these days, and the back side is usually overcrowded. Even intelligent students favor the rear benches for seating. I don't follow the reasoning. For brand-new, inexperienced teachers, the back benches can occasionally be a source of irritation. Some students find it difficult to focus in class. They occasionally annoy the junior teachers by mumbling or making specific remarks. Typically, they inquire merely out of curiosity or to demonstrate their status. The lack of familiarity with them may be exploited by the students. Students won't risk any misadventures in class if you start getting to know them all by name and if they are aware of it.

Communication Process:

It is essentially an expression process. We must communicate our thoughts, opinions, shared experiences, requirements, feelings, and decisions to others in our day-to-day encounters at work, at home, and in public settings. There may also be a variety of exchanges. There may be one-to-one, one-to-all, or all-to-all interactions. It is essential to transmit or disseminate the information in these conversations. Information can be exchanged verbally, nonverbally,

or both verbally and nonverbally, or it can be written down. Written information can be typed, printed, Xeroxed, handwritten, or presented in soft form. Print media such as handbills, pamphlets, brochures, journals, magazines, newspapers, etc. are included in the Print form. Nowadays, there is an explosion of information thanks to mobile devices, computers, the internet, and websites. Once again, mobile phones offer visual and verbal communication via SMS and MMS. It could be a CD (Compact Disc), email, text and photo messages, website, VOIP, and other similar modalities when using a computer. With the explosion of information, not all of it is relevant or beneficial for a particular person or purpose. Its majority is useless data. When we use search engines to look up any topic, we can get hundreds or thousands of references. Some organizations provide unsolicited information for marketing or other reasons. For us, none of this information is relevant. As a result, filtering the information and turning it into valuable knowledge is a huge undertaking.

Process of Communication:

Open loop or closed loop communication processes are also possible. An effective closed loop is preferred. Initially, there is a sender. The message's origin can be found in the sender. Any conventional format is acceptable, including spoken word, nonverbal communication, telephone, email, SMS, television, classroom, public address, letter, and book. There are therefore a speaker and an audience, a writer and a reader. A presenter and viewers are present. Any communication must have a match between the sender and the receiver. Both parties involved in oral communication should be conversant in the language being utilised. Interpreters are available in various international gatherings and conferences. The audience for a classical music concert should be knowledgeable or interested in the genre. When attendance is mandated in a classroom setting, some students may not be interested in the lecture. A performer uses "Mudras," or hand, foot, and face expressions, in a classical dance programmer to convey. A viewer will not be able to comprehend and enjoy the performance if he has no prior knowledge of classical dance. There are various requirements for teaching in a classroom. The necessary background may be covered in lower semester while we teach at the upper semester level. Therefore, if someone hasn't met the prerequisite criterion, they won't be able to understand the lecture. It is essential to be interested in the speaker or presenter in order to comprehend and appreciate the communication. Both parties should be comfortable using the same form of communication.

Application in Technical Communication:

Rhetoric teaches us that recognizing our intended audience and desired objective will help us structure our communications. Technical communications also fit this description. Technical communication is to transfer knowledge as effectively and efficiently as possible from Point A (the author/speaker) to Point B (the audience). A solid rhetorical framework makes that transmission easier. Recall the example of the physics lecture student from the opening. The communication between the student (the audience) and the instructor (the author), who was delivering the lecture, broke down in that instance. The student's inability to follow the lesson was caused by a lack of background knowledge. This lack of prior information is only one of several things that might lead to understanding gaps or barriers. These disconnects or obstacles frequently result in misunderstandings. Illustration showing the dissemination of information from the speaker or writer to the audience and a potential communication failure.

CC-BY Dave Parker Candy land:

Here's another illustration: As a child, did you ever play Candy Land? The goal of the kid-friendly board game Candy Land is for players to race through the levels in search of the missing King Kandy and be the first to reach Candy Castle without getting caught in any of the obstacles avoid the Molasses Swamp, which would slow them down and let other players

pass. Imagine good communication like playing the game Candy Land; your task as an effective communicator is to avoid any situations where your audience can become "stuck" on their route to knowledge. In professional and technical communication, it's crucial to keep in mind your rhetorical basis in order to reduce the likelihood of gaps or bottlenecks and make sure your information travels as swiftly and effectively as possible to its intended destination. Writing with the audience, purpose, and context in mind as you work will help you be a great communicator and develop your professional ethos, whether you are writing an email to a client, composing a memo for your employer, or preparing a presentation. Technical communicators typically customize information to a specific audience, which could include consumers, end users, subject matter experts, etc. In order to produce deliverables like online help, user manuals, classroom training materials, computer-based training, white papers, government documents, industrial movies, reference cards, data sheets, journal articles, and patents, technical communicators frequently collaborate. Any type of technical field is acceptable, including consumer electronics, the hard and soft sciences, high technology, such as computers and software. On these initiatives, technical communicators frequently collaborate with a variety of subject-matter experts (SMEs).

API writers, e-learning authors, information architects, technical content developers, technical editors, technical illustrators, technical trainers, technical translators, technical writers, usability experts, user experience designers, and user interface designers are a few examples of jobs in technical communication. Technical communicators can also work as content managers, marketing specialists, or digital strategists. A competence framework for the technical communication profession was established in 2015 by the European Association for Technical Communication. The field of technical communication has changed over the past 50 years, much like technology and the global economy. Technical communicators, in a nutshell, apply the physiological research of a project to the communication process itself.

Technical Communications UX Design:

Technical & Professional Communication (TPC) has a long history of being a writing and communication-focused industry. However, as businesses strive to provide content for a variety of audiences and experiences, User Experience (UX) Design has recently grown in importance in the TPC industry. User experience, often known as UX, is described by the User Experience Professionals Association as every aspect of the user's interaction with a product, service, or company that makes up the user's perception of the whole. Since all of those components together make up the interface, including the layout, visual design, text, brand, sound, and interaction, "user experience design as a discipline is concerned with all of those elements. Technical communication abilities should be combined with UX design, as is now expected. According to Verhulsdonck, Howard, and Them writing quality material alone is not sufficient. Industry expectations state that creating quality experiences around that material is now just as important as writing quality content. Technical communicators now need to take into account various platforms like social media and applications in addition to various channels like the web and mobile. In order to create the user experience that surrounds content, Reddish notes that TPC no longer creates content but rather writes around the interface itself. Included in this is consumable material that is tailored to a user's particular needs and addresses the emotions, sentiments, and thoughts of the user across many channels in a UX ecology. Furthermore, Lauer and Brumberger claim that UX is a natural extension of the work that technical communicators already do particularly in the contemporary technological context of responsive design, where material is used across a variety of interfaces and settings.

Generation of Content:

Technical consultants or staff members handle technical communication. A professional writer might collaborate with a business to create a user manual, for instance. Some businesses delegate a significant amount of technical communication work to other technical experts, like programmers, engineers, and scientists. In order to update such work to meet contemporary requirements for technical communication, a professional technical writer frequently modifies it. Technical communicators determine the target audience and the information requirements before starting the documentation process. A framework that can direct in-depth development is created by the technical communicator after conducting research and organizing the content. The technical communicator makes sure the intended audience can understand the material and find the information they require as the body of knowledge comes together. Since the 1970s, the "writing process" has served as the main emphasis of writing theory. Some modern textbook authors incorporate it into technical communication. The majority of professions place a high value on technical communication as a means of containing, organizing, and maintaining correctness of information.

CONCLUSION

In our contemporary world, effective technical knowledge and information interchange is made possible via technical communication. Technical communicators work to close the knowledge gap between complicated technical topics and a variety of audiences through written materials, visual aids, and digital platforms. Technical communication is important since it may make sure that information is clear, accurate, and usable. Technical communicators aid both specialists and non-experts in a variety of fields in understanding, making decisions, and problem-solving by using specialized terminology and formats. Technical communication does present some difficulties, though. Translating dense technical jargon into understandable English, tailoring content to diverse audiences, and taking into account cultural and linguistic diversity in a global setting are difficult challenges that communicators must navigate. It takes knowledge, teamwork, and awareness of the audience's requirements and expectations to overcome these obstacles.

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CHAPTER 2

AN OVERVIEW ON LEVEL OF TECHNICAL COMMUNICATION

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ABSTRACT:

In the field of technology and its applications, technical communication is essential for supporting the effective and efficient transmission of information. This abstract investigates the level of technical communication by looking at its essential elements, difficulties, and solutions. The degree of technical communication takes into account a number of factors, including the information's accessibility, accuracy, clarity, and relevance. It entails communicating intricate ideas, rules, and information in a clear and understandable way to a variety of audiences, from end users to technical experts. Successful outcomes in technological endeavors are ensured by effective technical communication, which makes sure that knowledge is shared, comprehended, and utilized effectively.

KEYWORDS:

Communication Essential, Degree Technical, Field Technology, General Communication, Interpersonal Communication.

INTRODUCTION

Humans must be able to communicate on a variety of levels. Any form of communication, including mass communication, organizational communication, professional communication, intrapersonal communication, interpersonal communication, and more. Communicating with others, with oneself, and with God and the soul. In general, we are concerned with human communication at all levels and in many formats. But occasionally, animal to animal contact is required. They might not speak our language, but with enough instruction, practice, or time spent together, they will be able to understand our instructions through certain noises, words, or gestures. They can also react to our thoughts of hate, rage, etc. by understanding and sharing our feelings of joy, grief, etc. When doing certain tasks in a circus, the animals adhere to the ringmaster's directions. Pets kept indoors should also follow our advice. Domesticated cats and dogs use common sounds or gestures to convey their emotions, hunger, happiness, sorrow, etc. We are all familiar with how dogs move their tails, bow down with their front legs, nod their heads, look lovingly into your eyes, and bark at strangers. A parrot can mimic someone else's speech without understanding it, without considering the context or the presence of other people, and without hesitation. The animals in a circus receive specialized training to help them learn the motions. Pets raised in households are trained through repetition, experience, familiarity, and affinity. In essence, tuning is required between the trainer, owner, or instructor on the one side and the student or pet on the other. Compared to other animals, some animals can grasp objects quickly and more effectively [1], [2].

Intrapersonal Communication:

The brain serves as the body's primary controller and computing system. The nervous system is evenly spread throughout the body. Our activities are managed by the brain throughout the entire day and lifetime. The planning for some activities is completed in advance. We do not need to think in order for our hearts to beat, for our bodies to breathe, or for our bodies to digest food. Some tasks are completed on an autonomous basis. Of course, some of these

behaviors can also be consciously managed. We won't get into the specifics of that, though. Each of our five senses has associated sensors. Skin to touch and feel, eyes to see, ears to hear, tongue to taste, and nose to smell. Our bodies have grown used to particular environmental factors. The five sensors and nerves located throughout the body convey messages to the brain via bio receptors and transmitters in response to changes in the environment. The body contains internal controls that allow it to maintain its physical parameters and reach a comfortable level. Different people from various backgrounds have varying degrees of tolerance. Some of them are able to wait for the innate regulation, while others are not. To reach the desired degree of comfort, they instantly return to exterior supporting mechanisms and appliances. Use of a fan, air conditioner, heater, parasol, audio system, or any other device may be included. The nervous system alerts the brain when a sensor detects an external disturbance, and the brain can then decide whether to take internal or external corrective action. In essence, it entails the internal and external transmission of signals, or internal communication within the body and with the brain. In order to communicate or interface with the outside world, some form of external communication is required, but a person's body is also engaged in internal communication at the same time. Intrapersonal dialogue is taking place[3], [4].

Conversations with the soul:

Our body is what communicates with the outside world. For the body's physiological health and to perform its physiological duties although it is not visible or audible, intrapersonal communication still takes place and is therefore physical. There is one slightly higher level internal communication. Instead than picturing oneself as Mr. X interacting with Mr. Y, a person is thought of as a soul. The soul is thought to be God's gift since it is serene and pure. It beyond what the physical body can feel. When a person separates themselves from their identity as a physical body, they become aware that they are souls and are beyond temporary emotions like physical joy, worldly happiness, sorrow, grief, wrath, etc. This super channel uses a distinct method of communication with the brain. The brief wild disturbances are removed via filtering. Excitation, rage, and other fleeting emotions are restrained. New levels of maturity and balanced behavior are the outcome. It leads to a calm mental state. It gives peace of mind in today's challenging, competitive, uncertain, and tense world. Decisions and actions taken in these circumstances are more mature and may help to strengthen interpersonal relationships. It has been found that spirituality and meditation help the body recover from the pressures and strains of today's fast-paced, harsh existence. Blood pressure and heart rate return to normal levels. Additionally, the pace of breathing stabilizes. A person experiences improved physical resistance to externally disturbing factors as well as good health and mental tranquilly. Communication with God or the super soul occurs during prayer[5], [6].

Personal Relationships:

Humans are social creatures. He needs to maintain close communication with numerous people in his daily life. This type of communication typically occurs one-on-one or in a small group between two individuals. It determines our level of interpersonal competence and our likelihood of success in life. Communication quality is a reflection of interpersonal relationships. Ineffective communication can lead to enemies while effective communication can lead to allies. Like a family, interpersonal communication typically involves a small group of people. They are physically situated in a restricted compact space. The parties are in close contact while communicating. Due to their close closeness, they may communicate using all of their senses. They can interact face-to-face, meet and greet, shake hands, smile at each other, communicate effortlessly, and hear each other's voices. They can also check the results of their communication. The likelihood of miscommunication can be reduced in

interpersonal communication because of the small group size and closeness among the participants. Either party may ask for personal clarification if they are unsure. Bidirectional or mutual and interactive communication is this type. The speaker is able to feel the receiver's response very effectively because of the sender's extensive use of gestures and facial expressions, which enhances the effectiveness of the communication. The other side has responded directly. So it is not essential to make a different setup for feedback. Due to our busy lives nowadays, there may be communication gaps even within families, which leads to a number of issues[7], [8].

DISCUSSION

In the field of technology and its applications, technical communication is essential for enabling effective and efficient information sharing. In this abstract, the level of technical communication is investigated by looking at its fundamental elements, difficulties, and solutions. The clarity, accuracy, accessibility, and applicability of knowledge given are only a few of the factors that make up the degree of technical communication. It entails conveying intricate ideas, directions, and data in a clear, understandable manner to a variety of audiences, from end users to technical experts. In order for technology endeavors to be successful, it is essential that technical information is shared, understood, and implemented correctly. The degree of technological communication may be hindered by a number of issues. These difficulties might be brought on by linguistic restrictions, the quick advancement of technology, a wide range of user backgrounds, and the usage of technical jargon. It can be difficult to understand and can result in mistakes or less than ideal results if there is not enough clarity, ambiguity in the directions, or poor documentation. Additionally, the growth of digital platforms and international partnerships makes it necessary for technical communication to take into account cross-cultural and linguistic issues[9], [10].

There are numerous tactics that can be used to raise the level of technical communication. It is possible to tailor communication to the requirements, prior knowledge, and skill levels of the recipients by first adopting a user-centered approach and performing a thorough audience study. Secondly, you may increase understanding and engagement by using plain, succinct language, staying away from jargon, and using visual aids. Third, including multimedia components in technical communication can make it more approachable and successful. Examples of this include interactive tutorials or films. The quality of communication can be improved over time by developing reliable feedback channels and making iterative adjustments based on user feedback. The success of technological endeavors is, therefore, greatly influenced by the quality of technical communication. Technical communicators can improve the precision, correctness, accessibility, and applicability of information communicated by addressing issues and putting in place useful techniques. A more effective use of technology is enabled by improved technical communication, which promotes innovation, knowledge transfer, and user empowerment. This results in progress and progression across a range of industries. In conclusion, the quality of technical communication is an important consideration in guaranteeing the successful exchange of information in the field of technology. For difficult ideas and instructions to be effectively communicated to a variety of audiences, technical writing must be accurate, clear, accessible, and relevant. The degree of technical communication can, however, be hampered by obstacles including linguistic differences, advancing technology, and a variety of user backgrounds.

A number of tactics can be used to raise the level of technical communication. These include of building strong feedback mechanisms, using a user-centered approach, using clear and succinct language, utilizing visual aids and multimedia components. Technical communicators can increase the quality of information flow, resulting in better knowledge,

engagement, and successful technology outcomes by addressing these issues and putting forth effective tactics. In general, the effectiveness, usefulness, and adoption of technology directly correlate with the level of technical communication. Innovating and transferring knowledge are made possible through good communication, which also enables consumers to make the most of technology. We can encourage development in a variety of sectors and ultimately contribute to a more productive and interconnected world by continuously aiming to better technical communication. Although there are fewer people involved in interpersonal communication, the nature of the communication varies too much. Whether or not the parties are acquainted will depend on their level of acquaintance. Members of a family, a workplace, or a group of friends are acquainted with one another. It is casual. It might be a regular feature of the friends' get-togethers or everyday schedule. It could depend on the members' age, education, background, nature, and interests. In contrast, there are occasions when the communicators in a formal or commercial setting are not fully aware of one another. The meeting's internal and external objectives may differ. Meetings of this kind include formal communication. Each participant may attempt to surpass or surpass the other participant. It needs to be handled carefully on both sides. The meeting shouldn't end if the participants are getting together for a shared interest or purpose. The salesperson can make an effort to persuade the opposing side by outlining the advantages of his offering. However, if he lacks communication skills, he can become stuck in a conversation and the bad parts might come out. The success or failure of medical representatives, insurance agents, credit card agents, and loan agents depends on their communication.

Organizational Communication:

There is some organizational structure in every organization. For instance, in a university, the hierarchy might begin with the chancellor, move on to the vice chancellor, the registrar, several institutes led by directors, and then faculty, staff, students, department heads, and division heads within the institutions. A director general, a board of directors, managing directors, chief operational officers, engineers, supervisors, and employees may be present in an industry. Controlling officers do not operate any organization alone. All of the organization's members are involved in running it. The effectiveness of an organization depends on effective communication at various organizational levels, depending on the purpose, time, and level. There could be interpersonal, external, and internal operational communication.

Internal Operational Communication:

A certain amount of internal communication is important for an organization's operation or functioning. A set of rules and regulations govern how the organizations are run. These are occasionally announced by the organization's leader. At the time of recruitment, various requirements are expressed for the newly hired individuals. There are academic rules in a university. The vice chancellor and the registrar occasionally publish them. This initial exchange may take the shape of a written document. However, the university has a number of bodies, including the faculty, academic council, senate, and syndicate, to come to the written text. At these levels, extensive conversations take place. The vice chancellor/registrar, head of the institute, head of the department, section head, etc. provide written circulars, give verbal instructions, and occasionally request specific information for ordinary, day-to-day work. These details might be gathered verbally or in writing. Today, intranet is utilised for both one-way and two-way internal communication. There may be weekly meetings at the institutions to assess the work and plan new tasks. A special, urgent meeting of everyone involved may be called in the event of an urgent matter, or just the individuals or group that are involved may be called. Meetings of directors, operational officers, engineers, and supervisors are also called in an industrial organization.

External Operational Communication:

The operation of the organization also necessitates contact with stakeholders, external bodies, and external people. University interaction with other universities, the university award commission, and the government necessitates communication. Communication with the All India Council for Technical Education (AICTE) is necessary for technical universities. The director of an educational institution must communicate with potential faculty, potential students, external board members, the faculty and academic council, equipment suppliers, guardians, project funding organizations, R&D organizations, and the businesses that hire the students. This external communication could take the shape of printed correspondence or emails. There might occasionally be phone conversations. We are all human beings, as stated in Personal Communication. Working together within the organization can lead to the creation of intimate friendships. For organizations to be healthy, it is essential. It is bad if people spend the entire day sitting next to each other, like two adjacent machines, and then get up in the evening. However, workplace coworkers typically form personal bonds with one another. They perform their jobs as family members. They communicate their feelings, joys, sorrows, and family issues in addition to saying hello. There may be personal discussions in addition to the exchange of formal information. It is crucial for the creation of a good organization. Personal touches between coworkers and from senior officers promote team development, foster mutual trust, and boost confidence.

Mass Communication:

This form of communication often involves one ton people, with n typically being a huge number. It could be delivered verbally, in writing or print, or even as a combination of the three. A local or distant mass communication may be used. A leader's inauguration address or an invited speech by a renowned speaker could be examples. It could also be a general body meeting of stockholders, an election meeting, and a general public assembly of a leader or a religious leader. Common courses of 200 to 300 students are now set up at the first year level at various educational institutions. The local address could be limited to a building or a gathering place. It needs setting up a podium with a public address system, including microphones and audio amplifiers, to cover the vast audience. Closed-circuit TV cameras and projection displays are also set up if the room or the area is particularly large.

Mass communication is not just restricted to meeting spaces and halls. Mass media communication uses a variety of various mediums today. News publications, regularly published news bulletins on paper, handbills, journals, books, audio and video cassettes, TV channels and shows, films, SMS and MMS through mobile phones, the internet, email and websites are the first to spread information. E-journals, e-books, and e-libraries are becoming more commonplace in place of print media. The earlier communications are essentially face-to-face. Mass communication loses the personal touch in both directions. Without a communication medium acting as the information transmitter mechanism, it is not possible. In many instances, the communication tries to raise awareness, form favorable opinions, win votes, warn the public, or entice consumers by making the product or service more well-known. The entertainment industry has grown to be the largest in the world today. Therefore, advertising material is forcibly included into the entertainment. The audience is at the mercy of the middleman, which is mass communication's biggest drawback. The menu is chosen by the editors. They might skew the data. In this situation, choosing and looking for the right information takes a lot of time.

Three characteristics the spread, the lack of a personal touch, and the requirement for a gateway and a gatekeeper define mass communication. Because of modern communication technologies, distances between places are no longer an issue. It can reach every region of the

globe and every person who is connected to the internet. The main drawback of mass communication is that it typically involves one-way communication, meaning that the performer or speaker is unable to see the audience. In this mode, there is no audience or spectator response online. Online feedback and improvement is not possible. While teleconferences and distant learning programs attempt to do this, they are not as successful as in-person meetings or in-class instruction. The gatekeeper and gateway are at blame for the second issue. An organization owns a newspaper, and that organization also employs the editor. The editor's and the company's policies may slant the news. The majority of the groups that own TV networks may be profit-driven. Unwanted communications and ads are present on both the Internet and mobile devices. When they have time between commercial breaks, TV shows pretend to be entertaining. The audience or viewer does, in theory, have a choice, but doing so would take a lot of time. He is dependent on other people.

Communication Issues:

Problems with communication can arise occasionally. A blind or deaf and stupid individual is happier than a typical person. He does not receive the communication, but at least he avoids a potential misunderstanding. Our biggest issues are brought on by misunderstandings. In management studies, a game is typically used to assess internal interpersonal communication. Some information is provided to the first individual. He says that verbally to the second person. The second one transfers it to the third, fourth, and so on, until it reaches the final one. Then it is examined to see whether anything was lost or altered along the communication process. When a person receives a communication, he uses all of his senses to process it, then he transfers it to his mind and further communicates it. Numerous personal characteristics of the individual influence the information's acquisition, processing, or interpretation, and subsequent transmission. The way information is sent depends greatly on a person's physical and mental health, as well as their age, gender, education, work history, affiliations, and, if any, financial interests. Another important factor is their communication style. For the information receiving end, the same holds true. Personal presumptions, perceptions, histories, conclusions, individual biases, and mental capacity all have a significant impact on how effectively communication is transmitted and received. Some people struggle with knowing when, where, and what to say. If these three things are ignored, one conversation could result in a lot of issues.

Technical and non-technical communication:

Why are general and technical communication different from one another? In technical communication, precise information must be communicated to the intended readers, audience, or viewers in written, oral, or visual form. Technical communication ought to result in a choice or a course of action for a plant, process, person, or procedure. It ought to convey some specific, factual information. It should be explicit, just like a prescription for medication. An engineering student, an engineering college instructor, a researcher, a guide, a writer, an editor of a technical bulletin, a journal, or a book, a website designer, and a training officer all need to be proficient in technical communication. It demands tangible results. The students will be given knowledge assignments, a detailed syllabus will be covered, lecture notes may be made, a technical paper, report, or project proposal may be generated. A printed document, a bulletin, a journal, an e-book, an e-journal, a training manual, a lab handbook, or an equipment operating manual could all be examples of the output. We generally have a lot of freedom in our day-to-day communication. As a means of communication, numerous generic examples or tales can be included. In informal communication, we can get away with using a lavish vocabulary, but in technical communication, this latitude is not available. There may be more engaging and lively general communication. The technical message is unambiguous and in black and white.

Technical and non-technical communication:

Therefore, when it comes to general communication, technical communication does not fall under a different category. We are concerned with general communication from the moment of our birth to the moment of our death. In the course of our daily activities, we communicate with others frequently and with the outside world just as many other individuals communicate with us frequently. Some communications are for definite purposes, while others are more informal. Whether we want it or invite it, we might hear some communication or sound. These include advertisements on television, mobile devices, and the internet. Starting with the news in the newspaper, on TV, or on the radio, we interact with a lot of people in our everyday lives at home, on the street, while travelling to and from work, and at the workplace. It necessitates extensive communication. The application distinguishes technical communication from general communication when we talk about it. It might be for lecturing, performing tasks, writing technical reports, a seminar, a technical paper, a B.Tech project report, an M.Tech or Ph.D. thesis, or preparing an exam paper and answer sheet; or it might be for facing or conducting an interview in an engineering institution. The fundamentals of communication are constant. While we can afford to employ beautiful language or be excessive with our vocabulary in general communication, technical communication focuses on factual portrayal. Instead of language, the content is the main focus. Grammar rules are less significant in technical communication. Technical communication has many uses, as was already said. However, some uses, such as technical papers for IEEE journals or transactions, M.Tech. Theses, or PhD theses, require adherence to particular formats and structures. It has a narrower range of applications.

Application of Technical Communication:

Many different areas and industries use technical communication to exchange complex information in order to achieve desired results. Technical communication is essential in a number of vital fields, including:

1. **Information Technology (IT):** Technical personnel in the IT sector must explain difficult software and hardware ideas, as well as instructions and troubleshooting manuals, to end users. Technical documentation, online assistance resources, and user manuals are crucial elements of technical communication in IT.
2. **Engineering:** To communicate design requirements, project reports, and safety rules to their colleagues, clients, and stakeholders, engineers rely on technical communication. In order to facilitate efficient collaboration and comprehension, technical communication ensures the precise and unambiguous transfer of engineering concepts, plans, and technical drawings.
3. **Science and research:** Technical communication is essential for disseminating research findings, methodology, and experimental techniques in these domains. The dissemination of knowledge and the advancement of science depend on clear and thorough technical communication in scientific papers, research reports, and conference presentations. Technical communication is essential for imparting assembly instructions, operating procedures, safety standards, and maintenance guidelines in the manufacturing and industrial sectors. Production processes are safe and effective when technical communication is clear and precise.
4. **Healthcare and Medicine:** Technical communication is used in the healthcare sector to inform patients, healthcare professionals, and patients about medical information, drug administration recommendations, patient instructions, and research findings. Accurate interpretation and application of medical procedures depend on effective technological

communication. Technical communication is essential to the aerospace and automotive industries because it allows for the accurate transmission of intricate engineering specifications, upkeep guidelines, and safety regulations. For the safe and effective operation of vehicles, spacecraft, and aeroplanes, clear technical documentation and user manuals are essential.

5. **Environmental and sustainability issues:** It's crucial to communicate technical information while describing environmental laws, sustainability strategies, and environmental effect evaluations. It contributes significantly to encouraging sustainable practices, educating the general public, and increasing awareness.
6. **Education and Training:** In order to explain difficult concepts to pupils and provide instructional resources, technical communication is crucial in educational contexts. By clearly presenting information and organizing it, it makes teaching and learning successful.

CONCLUSION

A key element in guaranteeing the effective transmission of information within the field of technology is the quality of technical communication. In order to effectively communicate complicated ideas and instructions to a range of audiences, one must be clear, accurate, accessible, and relevant. The level of technological communication can be hampered by difficulties like linguistic hurdles, developing technology, and a variety of user backgrounds. Several tactics can be used to raise the standard of technical communication. A user-centered strategy, clear and concise language, the use of visual aids and multimedia, and the development of effective feedback mechanisms are a few of these. Technical communicators can increase the quality of information flow, resulting in better knowledge, engagement, and successful technological endeavors by addressing these issues and putting forth practical alternatives.

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CHAPTER 3

INTRODUCTION TO PROBLEMS OF COMMUNICATION

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ABSTRACT:

The basis of human connection, effective communication affects all facets of social, professional, and personal relationships. However, there are several obstacles and difficulties that prevent effective communication, resulting in misunderstandings, disputes, and inefficiencies. This abstract examines communication issues by outlining major roadblocks that can occur in various settings and suggesting viable solutions. The relevance of communication and its function in promoting understanding and collaboration are covered in the opening paragraphs of the abstract. The main issues that prevent successful communication are then covered. Language hurdles, cultural variations, technology constraints, geographic distance, and individual communication styles are some of these difficulties.

KEYWORDS:

Communication Issues, Communication Plan, Effective Communication, General Communication, Internal Communication.

INTRODUCTION

Information is conveyed between a sender and a recipient during communication, which can have a variety of purposes. Communication can be used to coordinate efforts within an organization, communicate feelings, and transmit information through various communication methods. Communication problems can sometimes occur during interactions. Issues that prohibit parties from clearly and concisely communicating with one another are referred to as communication challenges. The major traits of communication issues might result from misreading what someone has said or interpreting their overall message in the wrong way. Language and cultural differences, gender disparities, emotional disconnection, and the use of jargon are some typical communication difficulties. Numerous questions asked after directives have been given, lack of interest shown during conversations, and silence when a question is posed are all signs of communication issues. The art of fostering talks between persons is known as conversation management. The beginning of the discussion, the actual dialogue, and the conclusion of the conversation all fall under this procedure. There shouldn't be any issues with communication here. It is usual to give a suitable introduction when beginning a conversation and to let the other participants do the same. In this way, as the dialogue progresses, one might address them by name. Start the conversation with related questions to lighten the mood and serve as a springboard for further discussion as another approach to establish a connection [1], [2].

The discussion that follows involves all parties in the process exchanging information. Asking open-ended questions is one approach to help manage the conversation's flow and keep it going. This enables the opposing parties to communicate their ideas in a way that goes beyond a simple affirmative or negative response. Making eye contact, paying attention when others are speaking, and actively listening to them are all ways to manage the discussion while being aware of nonverbal cues. It's time to properly finish the conversation once the

first exchange has taken place. Declaring that all pertinent topics have been covered and asking the other person if they have any other questions is a fantastic approach to terminate a conversation. If necessary, this will enable clarification. The discussion can come to a satisfying conclusion after the last questions are raised and addressed [3], [4].

Prevention of Conversation:

Anything that stops a conversation from happening is considered a conversation prevention strategy. A conversation can be prevented by a number of factors. The interruption of one person by another is one way that a discussion might be stopped. The use of nonverbal cues might also contribute to the process. Nonverbal communication can take many forms, such as rolling one's eyes at the beginning of a conversation to indicate disinterest, folding one's arms and leaning away from the other person, or, when approached, completely ignoring the other person to prevent them from initiating a conversation. Conversational disclaimers are a means to stop information from coming out as less straightforward, and they can be used in conversations that begin negatively before moving towards an action. A conversational disclaimer would read, "No offence, but you are way too sensitive," for instance. These should be avoided while speaking with other people since they can be seen as barriers to successful communication [5], [6].

Repairing conversations:

Conversation repair is another issue that can develop with communication abilities. The method used to identify and fix communication issues is conversation repair. When there is a communication breakdown and the parties are unsure of how to resolve the issue, this arises. Both parties could lack the communication skills required to offer the right solutions to the issue that arose throughout the communication exchange. Making excuses is a frequent problem that can undermine conversation healing. Placing the blame on a person or item unrelated to the communication exchange is an example of an excuse. A failure to take responsibility for their part in the breakdown of communication and placing all the blame on the opposing side may also be to blame. Apologies are another issue that may come up during conversation mending. Although offering an apology may be perceived as a method to make things right, doing so may hinder efforts to mend the relationship. When they are not sincere or stop further communication from happening, apologies might impede the process [7], [8].

Most typical workplace communication problems:

As our company expands and we begin to interact with more people, we establish numerous relationships and communication ties. Every communication has a sender, a message, and a recipient at a minimum. Although it might seem straightforward, communication is a really complicated topic. We obtain a complex network of options and possibilities with a number of common communication issues / obstacles when we multiply every communication by all available channels of communication. Examples of workplace communication issues are provided below:

1. Heavy jargon usage:

Complex, obscure, or too complicated terminology. The majority of departments and businesses employ their own jargon on a regular basis to give the impression that everyone speaks the same "language." Even more in-depth discussion is had regarding particular associations, linguistic variations, and "fields of experience." People's histories, perceptions, values, prejudices, needs, and expectations are among the areas of experience. Only within the context of their areas of expertise can our audience interpret messages. Communication is challenging when there is only a slight overlap in our areas of expertise [9], [10].

2. The start:

There is a golden guideline in debate and communication: avoid using abbreviations without description and referring to any local terms that aren't well-known before we get started. Indicate the purpose of the meeting, the topics we want to discuss, and the outcomes we want.

3. Emotional limitations and stigmas:

Some people could have trouble expressing their emotions, and some subjects might even be absolutely "off-limits" or taboo. Politics, religion, disability (both mental and physical), sexuality and sex, racism, and any viewpoint that will be viewed as unpopular are examples of taboo or difficult subjects.

4. Obstacles to nonverbal communication on a physical level:

Communication may be less effective if one is unable to interpret nonverbal clues including gestures, posture, and general visual communication. Face-to-face contact is frequently more effective than phone calls, texts, and other technology-dependent communication methods.

5. Prejudices and expectations:

This could lead to erroneous assumptions or stereotyping. People frequently hear what they expect to hear rather than what is spoken, and they draw the wrong conclusions as a result.

6. Cultural distinctions:

The accepted social standards and acceptable methods of expressing emotions differ widely among countries. The idea of private space, for instance, differs between cultures and between various social contexts.

7. Information amplification:

A typical person can receive as many as 110 emails each day in addition to phone conversations, video conferences, texts, group chats, social networks, and internal meetings. Overuse of email hinders communication and frequently results in the loss, deletion, forgetfulness, or ignoring of crucial information. An excessive volume of data can quickly irritate workers; we want knowledge that helps our processes run smoothly, therefore forcing us to the limit with continuous streaming is counterproductive.

DISCUSSION

Problems with communication can arise occasionally. A blind or deaf and stupid individual is happier than a typical person. He does not receive the communication, but at least he avoids a potential misunderstanding. Our biggest issues are brought on by misunderstandings. In management studies, a game is typically used to assess internal interpersonal communication. Some information is provided to the first individual. He says that verbally to the second person. The second one transfers it to the third, fourth, and so on, until it reaches the final one. Then it is examined to see whether anything was lost or altered along the communication process. When a person receives a communication, he uses all of his senses to process it, then he transfers it to his mind and further communicates it. Numerous personal characteristics of the individual influence the information's acquisition, processing, or interpretation, and subsequent transmission. The way information is sent depends greatly on a person's physical and mental health, as well as their age, gender, education, work history, affiliations, and, if any, financial interests. Another important factor is their communication style. For the information receiving end, the same holds true. Personal presumptions, perceptions, histories, conclusions, individual biases, and mental capacity all have a significant impact on how

effectively communication is transmitted and received. Some people struggle with knowing when, where, and what to say. If these three things are ignored, one conversation could result in a lot of issues.

Technical and non-technical communication:

Why are general and technical communication different from one another? In technical communication, precise information must be communicated to the intended readers, audience, or viewers in written, oral, or visual form. Technical communication ought to result in a choice or a course of action for a plant, process, person, or procedure. It ought to convey some specific, factual information. It should be explicit, just like a prescription for medication. An engineering student, an engineering college instructor, a researcher, a guide, a writer, an editor of a technical bulletin, a journal, or a book, a website designer, and a training officer all need to be proficient in technical communication. It demands tangible results. The students will be given knowledge assignments, a detailed syllabus will be covered, lecture notes may be made, a technical paper, report, or project proposal may be generated. A printed document, a bulletin, a journal, an e-book, an e-journal, a training manual, a lab handbook, or an equipment operating manual could all be examples of the output. We generally have a lot of freedom in our day-to-day communication. As a means of communication, numerous generic examples or tales can be included. In informal communication, we can get away with using a lavish vocabulary, but in technical communication, this latitude is not available. There may be more engaging and lively general communication. The technical message is unambiguous and in black and white.

Technical and non-technical communication:

Therefore, when it comes to general communication, technical communication does not fall under a different category. We are concerned with general communication from the moment of our birth to the moment of our death. In the course of our daily activities, we communicate with others frequently and with the outside world just as many other individuals communicate with us frequently. Some communications are for definite purposes, while others are more informal. Whether we want it or invite it, we might hear some communication or sound these include advertisements on television, mobile devices, and the internet. Starting with the news in the newspaper, on TV, or on the radio, we interact with a lot of people in our everyday lives at home, on the street, while travelling to and from work, and at the workplace. It necessitates extensive communication. The application distinguishes technical communication from general communication when we talk about it. It might be for lecturing, performing tasks, writing technical reports, a seminar, a technical paper, a B.Tech project report, an M.Tech or Ph.D. thesis, or preparing an exam paper and answer sheet; or it might be for facing or conducting an interview in an engineering institution. The fundamentals of communication are constant. While we can afford to employ beautiful language or be excessive with our vocabulary in general communication, technical communication focuses on factual portrayal. Instead of language, the content is the main focus.

Obstacles stand in the way of good communication:

1. Time zones:

Modern businesses have grasped the chance to build their teams with the greatest specialists by quickly adopting remote work and employing people from around the world. Actually, having staff who operate in various time zones has many advantages. Increased client happiness and response rates, as well as eventual company profit, are just a few notable instances. But despite how advantageous this may be for a company, it may also result in one

of the biggest communication problems. Coworkers from different time zones could become stuck on various projects or activities as a result of not being able to interact in real-time. This could result in significant delays or missed deadlines, which hurt a corporation. Employees who are dispersed throughout the world typically have regular calls to catch up on the most recent work news. However, due to different time zones, some projects may demand more regular updates than others, making coordination challenging. Having a weekly or daily online team calendar where employees can update their task status at the end of the day is also advised in addition to regular check-in conversations. This makes it simpler for colleagues who work outside the border to understand the precise status of projects and where they should start.

2. Cultural and linguistic differences:

Language hurdles and cultural misunderstandings might seriously exacerbate the already existing communication difficulty. Misunderstandings of words and body language can lead to hostility and disputes that have a detrimental effect on team cohesion. Businesses can lose a lot if employees are unable to cooperate because of bad working relationships caused by cultural differences. Because of this, it is imperative for a multicultural company to promote cross-cultural communication through intercultural training.

3. Choosing the appropriate technologies and instruments for communication:

The internet is now flooded with tools and apps, from design tools to communication tools and everything in between. Fortunately, you can usually find the majority of your company's demands by performing a quick google search. Finding the appropriate tools and channels for communication, however, is frequently one of the most pressing issues in organizational communication. For instance, emails are still a popular method for business communication. They are an excellent external communication route because of their authoritative tone. However, due to the same formality, they might not be as successful for internal communication. We are all aware of how time-consuming it is to sift through a sea of emails, many of which are doubtless unimportant, to uncover the pertinent information that is needed. Implementing a team chat with certain audio and video elements may prove more effective for everyday communication between staff. The main benefit of using such a tool is that it might increase the productivity of your team. Additionally, it can support the development of stronger interpersonal bonds. These kinds of communication channels, which are frequently used to share memes, GIFs, and other content, might encourage employees to loosen up and have more casual interactions. A significant communication difficulty is choosing the appropriate communication technology. The loss of important information and longer response times can result from using the incorrect one.

5. General lack of efficient communication techniques:

Since every firm is unique, every internal communication plan will take that into account. It is crucial to remember that each level of communication lateral, downward, and upward should have its own set of behaviors. Potential crisis scenarios should need extra consideration when creating a foolproof downward communication plan. For instance, the majority of staff members stated that they would have loved to receive more frequent business updates during the Covid19 pandemic. In these kinds of circumstances, managers should keep in mind that openness is essential to any company's sustainability. Regular check-ins with employees are essential for employee retention in the unstable, modern workplace. The information that has to be discussed in upward communication comes from the workforce. As a result, there is no set timetable or method that works for every issue. However, managers that want to offer their staff a voice should do regular brief evaluations or presentations about the most recent projects and solicit input. Finally, department directors

should create and implement communication opportunities wherever possible to promote lateral communication inside an organization. A fantastic approach to do it is through regular meetings, or so-called dailies, which should encompass the manager's own attendance and report. The group becomes more cohesive and feels appreciated as a result of managers offering information on their own activities. There should be carefully focused plans of action to promote each of the three different types of workplace communication downward, upward, and lateral. When an internal communication plan is put into place and includes executable procedures for each of the three key communication scenarios, effective communication in the workplace is most likely to flourish. Inconsistent avenues of communication

Recall how important it was for an organization to establish a transparent internal communication plan? That's because particular communication routes are more effective at conveying particular messages. Selecting the most beneficial communication tools for your company should be your first step. Following that, it's advised to maintain consistency in how you present corporate news. Many modern employees commonly struggle with the communication issue of having erratic communication channels, which results in haphazard tool switching. Employees are more likely to squander time looking for the information they need across all available communication channels than to devote important time to their jobs. As a result, organizations risk a sharp decline in staff productivity if internal communication is not organized consistently.

Employee disengagement Lack of or poor staff involvement is another issue that affects communication. Sincere to goodness, a major aspect of enhancing workplace communication is employee involvement. Your efforts to encourage effective communication at work will be ineffective as long as they don't show any interest in listening. It's crucial to find the perfect messaging to inspire your staff. Although it is one of the most difficult communication obstacles to overcome, doing so will probably completely improve your company. The more motivated and open-minded individuals are, the more value they will add to a company. There is typically no need for additional back-and-forth explanations, which saves time. As a result, it might lead to shorter deadlines being required and, ultimately, a greater ability to take on new projects. As a result, if you have your employees' dedication, you will quickly notice a difference in both their performance and your organization as a whole.

Inadequate feedback:

Many people find giving feedback difficult to communicate, especially when it involves giving bad comments. Giving someone terrible news is never fun, but feedback is necessary for both professional and personal growth. However, feedback is a two-way process. Feedback from high management as well as lower-level employees is important and required for a company to develop and strengthen internal communication. Even while none of us particularly appreciate receiving criticism, honest, constructive, and development-focused feedback ultimately serves the interests of the company as well as the employees. Keeping your staff informed of crucial business decisions is a great strategy to promote employee engagement. On the other hand, it's not ideal to distract people with unimportant material, overcrowd their inboxes, and disrupt their concentration and productivity. Avoid unnecessary meetings and emails at all costs because they induce distractions and lower productivity. Make sure all the issues are pertinent to the entire team before scheduling a meeting or sending an email. In the end, excessive information sharing can squander business resources and cost workers valuable time. As indicated previously, a well-thought-out internal communication plan should be used to distribute company news and departmental updates.

Absence of cooperation:

According to the most recent data on workplace cooperation, 75% of employees consider teamwork and collaboration to be extremely vital. Collaboration is also one of the top four talents for workers to have in order to succeed in the future. Data emphasizes the need of cross-team and cross-departmental collaboration within an organization for career advancement and a successful business.

The Translate into a communication issue for businesses:

Most likely, each of us may recall a circumstance in which we were compelled to work with our least favorite coworkers. Adaptability in these situations is crucial. Projects are swiftly derailed if the persons involved do not set their personal sentiments aside, regardless of potential hostility and past or present problems. Preventative steps should be done because this obviously creates risks to a corporation. Through a variety of problem-solving activities, some firms attempt to promote collaboration and nurture a beneficial communication flow amongst employees. For instance, team building exercises are among the most entertaining and successful strategies to promote cooperation. Inadequate onboarding communications every new employee must go through a meticulous and demanding onboarding process in order to develop into a useful addition to the organization. The creation of easily understood onboarding policies and training sessions is necessary to facilitate the integration of the new employee.

Onboarding has become a more difficult procedure and a challenge that can lead to unproductive workplace communication, especially in the case of remote working. Working remotely has the drawback of reducing team members' shared experiences. As a result, building solid interpersonal ties becomes more difficult, especially for those who have just integrated. Technical hiccups can quickly disrupt productive office communication when working remotely. It's normal for a new hire to initially feel overwhelmed by the volume of information provided. It might be intimidating and stressful to be a newcomer and not know where to look for assistance. Managers must be sympathetic and tolerant of the trial-and-error process involved in adjusting to a new workplace. Managers can decide to temporarily use a single communication platform where they deliver all the necessary onboarding information in order to streamline the onboarding process for new hires. It may also be more effective to introduce new information gradually during the onboarding process rather than bombarding a new team member with it all at once. This is so that workers can integrate more quickly. Additionally, if managers encourage new hires to ask questions - whenever necessary - the onboarding communication and process will probably go more smoothly. For building trust and fostering employee involvement, an open-door policy is advised. Poor communication abilities it is quite acceptable to acknowledge that some people communicate more effectively than others.

For extroverts, for instance, speaking is as natural to them as breathing. For introverts, though, it might occasionally present difficulties. Actually, trying is the key to effective communication. The good news is that even if some of us are not naturally brilliant communicators, anything is possible if we put our minds to it. Fortunately, there are several online training programs and courses available today that can assist you in improving your communication abilities. As more businesses come to understand the value of effective workplace communication, they are beginning to roll out communication programmers for their staff. They can concentrate on taking foreign language classes to help the workforce become more international. Or on verbal or nonverbal interactions, etc. It is clear that there is increased interest in efficient internal communication. Additionally, HR representatives and managers pay close attention to a candidate's communication abilities when performing a

hiring process. These very talents are frequently looked into and have a big impact on hiring. Employees with weak communication skills present a communication issue since they impede general communication and could put the organization at a disadvantage. Businesses must hire people with good communication skills since their workforce reflects on them in every way.

CONCLUSION

The successful operation of people, groups, and societies depends on effective communication. However, a number of obstacles and difficulties frequently prevent effective communication outcomes. This paragraph summarizes the communication issues covered in the earlier sections and highlights the importance of resolving them. This investigation made it clear that various factors can prevent effective communication. Effective communication is difficult because of a variety of factors, including linguistic and cultural diversity, technical constraints, geographic separation, and personal communication preferences. These obstacles may cause miscommunication, disagreements, and inefficiencies that have an adverse effect on interpersonal relationships, teamwork, and overall efficiency. Adopting tactics that encourage lucid and sympathetic communication is essential to resolving these issues. In order to break down communication barriers, it's essential to be able to understand and respond to other people's perspectives through active listening. People can promote understanding and create stronger bonds by actively conversing with others and displaying genuine interest in their views and opinions.

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CHAPTER 4

APPLICATION OF VERBAL AND NONVERBAL COMMUNICATION

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ABSTRACT:

In order to convey ideas, express feelings, and forge deep connections, verbal and nonverbal communication two different but related kinds of human interaction are essential. The dynamics and importance of verbal and nonverbal communication are examined in this abstract, emphasizing each type's special qualities, interdependence, and influence on numerous facets of interpersonal and social relationships. The introduction of the abstract defines verbal and nonverbal communication and emphasizes the ways in which they are complimentary. Verbal communication includes spoken or written words, whereas nonverbal communication includes gestures, body language, facial expressions, and vocal intonation. It emphasizes how important both are to good communication and how they affect how communications are understood and perceived overall.

KEYWORDS:

Body Language, Communication Includes, Eye Contact, Verbal Nonverbal, Verbal Communication.

INTRODUCTION

There are two major types of communication verbal communication and nonverbal communication both verbal and nonverbal cues. Verbal Communication is the process by which two people or groups share information or messages. Among many persons. A face-to-face conversation is possible verbally. The method Depending on the language, sounds, words, and expression may be employed. Verbal additionally, sounds and emotional cues like a grin help with communication. There was giggling, scowling, clapping, looking, etc. A language is made up of letters that carry distinct meanings in the language of concern. When we speak, we employ words. According to the language being spoken. Thousands of languages exist. Over the globe. Every one of us needs to communicate. However, most of the Verbal communication throughout the world, whether it be a conversation or a letter, causes challenges. disagreement within the home between a husband and wife or other family members conflict between neighbors, coworkers, employees and employers, politicians between religious groups; all of these issues are brought on or made worse[1], [2].

Inappropriate exchange of information, miscommunication, or misinterpretation of message. To restrain our agitated behavior or end the argument, the best approach is to sit in silence for a while. The conversation might be one-on-one. A person or a group. Most of the conversations could be personal in nature. The exchange of information should be able to create, maintain, and reinforce relations. The manners used in formal and informal communication vary. Etiquette and protocols are necessary for communication. The people's education level It's crucial to communicate, and the goal or subject of that conversation, as well. The communication at a business, educational facility, or university we must communicate in a certain hierarchy within the home. In the executive there are established communication routes in place in offices. It resembles an upward ladder leading down. An

employee cannot address the highest-ranking officer directly. He must approach through cops in the middle. Some individuals struggle with more difficulties speaking in public. A politician's capacity to draw, speak to, and amuse big Crowds serve as the vote bank's ATM card. Governmental organizations demand spokesman to explain and persuade the general audience about their policies. Religious Leaders urge the general population to continue increasing the number of disciples and spreading their outlook. Mass media is necessary for marketing professionals to increase the acceptance of their goods and services. They must convince the public to purchase it [3], [4].

Nonverbal Communication:

Other forms of expression are utilised in nonverbal communication to convey the feelings or communicate the facts or the message. It has to do with how body language is used and gestures when conversing.

Artefacts:

It focuses on a person's outward appearance, including their clothing, hair, and skin color. Jeweler, cosmetics, or other items that are personal to the wearer. A number of People use specific methods to distinguish themselves from others. It aids them in getting people's attention and gaining popularity. TV personalities and actors and models are typically dressed in certain ways. A few of them have the usual hair. Style, a ponytail, a moustache, a beard, or an ordinary outfit. Unruly hair, Gandhi is recognized by his dhoti, stick, and spectacles. Brief and rectangular the individual is identifiable by a moustache, a little stick (band), and a military costume [5], [6].

Haptic, a different mode, haptic, makes use of various touch sensations. Before a mother when you embrace a youngster, it feels secure and loved without limits. The customary handshake is used when people first meet. The pressure, the touch, and Warmth from the two hands carries various emotions in various ways. People. When we must interact with a lot of individuals during a major event, it is a light handshake that serves just as formality. Just stating that we have met one another. A warm handshake applies extra force to the hands and is maintained. For a while. It is a guarantee of shared feelings for one another. Similarly Touching each other's backs while in an embrace expresses affection and affection. We give someone a hand pat on the back when congratulating them. Another man. The individual receives praise and admiration in addition to inspiring words for the future. When an elderly person places his hand on his the person feels someone's touch on his back, shoulder, or head. Provide for him. In his miserable state, he finds some solace. As soon as a leader, guru, parent, or other figure bestows blessings by placing a hand on the head. We are frequently inspired. Additionally, some people utilize their lips, chins, or foreheads as various individuals to represent the kind and degree of love [7], [8].

Chromatics:

This topic focuses on the length, use, and waste of time. Some attendees are arriving late to meetings or events to demonstrate their importance. Programmer. Being on time at work demonstrates your honesty and irregularity. Is a sign of irresponsibility? Once an appointment has been set, you must arrive on time. It shows that you are sincere and respectful to the other person. If you if you have a business interest or if you are terrified of the other person, you might go. Prior to time. If you arrive late, the other person may exit to signal that he is finished. Resentful or is not interested in a person like you who is unconventional, or you are not capable of wasting his time. Continually waiting could indicate inactivity or you either fear that person, have a personal stake in something, or simply don't care. Intend to sour the relationship. One who speaks during the speech or

conversation to the point, takes only the time required. A poor speaker who makes irrelevant, unplanned speech will ruin everyone's time.

DISCUSSION

Be unable to talk for the time period specified. Time management therefore represents the personality of the subject. Just as important as what to say is when to say it. Important. The timing of expressing or providing certain information has a great deal of significance. Some individuals have excessive concern with drafting, quality, typing, presentation and printing. They risk missing the deadline during this process. If current the newspaper is published tomorrow, but it means nothing. It has to do with the working zone, which can be specified physically or not. In the majority of offices, the amount of furniture and the size of the office increase the officer's position. Each worker's workspace is determined by the cubicle or office size, or some other arbitrary limit. You may go over the territory of a junior or a colleague, but you may not trespass on a senior's territory. Or a boss without a clear objective and authorization. Likewise, in a meeting, the chair is occupied by the chairperson, and members often sit in a row behind them. Based on authority. Therefore, some unwritten conventions are communicated through space. And the seat's placement; it is protocol. It might not be accurate, but for licensed professionals such as doctors, lawyers, chartered accountants, and others, or the size of the office and the consultant's experience are indicators of their professional level[9], [10].

Kinesics:

Haptic, artefacts, and other nonverbal communication techniques Kinesics is used the most widely, followed by chromatics and proxemics. Whether on purpose or not, it strengthens and supports the verbal communication Moods, emotions, internal thoughts, likes, and dislikes are communicated through when verbal and nonverbal communication are in harmony, joys and sorrows are expressed. Some People are con artists. If they are verbal and nonverbal, they might be caught. Communication is not consistent. What you say matters when communicating effectively. Not crucial, but how you say something is crucial. Depending on the level of linguistic moreover, body language. First impressions are crucial, as the saying goes. Before when you engage in formal communication, people begin to criticize you. The focus generated by Depending on the initial assessment of you, both you and the importance accorded to you

Your nonverbal communication, which. When speaking to someone in person, you are constantly observed. It is hearing while looking. Especially when personal First impressions and body language during an interview are quite important. There is a proverb states that a child learns their qualities from the cradle. From the doorstep, one can view the of a daughter-in-law. For verbal exchanges, we require official initiation with a handshake or hello from the other side. Holding out a hand, discussing the weather, cricket, or another current issue, or enquiring however, nonverbal communication happens on its own. Soon after when you observe and interact with somebody, the kinesics begins to show itself in various gestures. These actions come naturally and unbidden to a candid person. Anything we say could be heard or not by the other person, sometimes because of a linguistic barrier even though we may not be understood, the other person can always read our body language. Person. Even a young child can read your body language.

Occasionally it is however, there are situations when it is almost difficult to avoid nonverbal communication. According to reports, verbal communication carries about 35% of the message. About 65 percent of communication is nonverbal and contains information. Kinesics comes in many different varieties. They include outward appearance, posture, and gestures, expressions on the face, and eye movements. We have a concept of what a

policeman and a military man should look like. a tall, solid man or woman wearing a uniform and sporting a moustache, speaking with a loud voice. Overall, it gives off an air of authority. The crooks and those who lie will cover their faces. A person wearing trousers and a strapped T-shirt is

Not fitting the stereotype of a teacher. A poet, artist, or painter might have a man with long hair, a full beard, or an uncovered face immersed in thought, wearing a Kurt and Pajama. A political figure is dressed in a manner consistent with his party's customs. Press reporters are frequently seen with a camera, a journal, and a pen. In the event of a media person, arrangement. A lawyer typically wears a black coat, a tie, and white slacks.

Position:

Everyone has a unique way of standing, sitting, and walking. It belongs to their character. Under various physiological and psychological circumstances, the Posture could alter. Additionally, social, economic, educational, and cultural heritage. If a villager who is ignorant, underprivileged, and socially isolated is the peasant arrives when an officer calls for him in a pitiful state. His looks and stance reflect his heritage. He'll take a statuesque stance. With hands clasped and a bowed down face. He resembles a balloon that can be popped. The air is taken out. Additionally, a college professor's physical characteristics and His posture makes an impression on the students. If he dedicates more time to the black board that doesn't face the pupils as much causes disruption in the classroom. Class. Some educators adopt a posture that makes his incompetence obvious to the students. Of assurance. Some teachers put their hands on the students' shoulders as they offer questions. He doesn't seem to have anticipated the situation if he doesn't wiggle his fingers or shake his head. A query or he is looking for the solution himself. In a job interview setting, how do everything is crucial when you arrive, including how you greet and sit. swiftly entering or leaving the interview room without saying hello, sitting down without asking permission, and seating sitting in a relaxed stance with the legs crossed or one on the other, swinging the These are all cons, a chair on a horizontal plane. Gestures can supplement or replace spoken communication, according to various emotions or gestures convey our thoughts.

Different gesture norms exist:

Distinct connotations in various regions of the world. Hence, common for any side, understanding gestures is essential. When we were in primary school Days, we used various hand motions to ask the teacher for permission. For a brief or extended natural call, or to go get some water. To prevent someone from when speaking in public or during an oral exam, we raise our right hand, typically. When an interviewee or student requests to sit, we move our hand in a standard format. The first finger of the left hand is used to denote a suspect or a guilty party. The right hand. In India, two hands are united to respectfully shake hands with someone. Raised. To greet, individuals in Japan bow. In some nations or in line with western as per custom, a handshake is given. Senior is greeted by a military soldier who lifts their feet to by standing at attention and saluting. A public figure or leader declares his He waves his hand in greeting. When victory is celebrated, the victor person raises both hands and just the right one, waving the first two fingers. Spread into a V shape. Nodding the head in agreement with a statement is considered consent. The horizontal head movement that indicates disagreement plane. Staring steadily while tensing your face muscles is how anger is shown. A hand with uplifted fingers is waved in the air to say goodbye. Playing whilst to Children whisper by placing their first finger vertically over their lips. Refusing the A light-hearted demand is made with a closed hand and raised thumb. We extend our hand when someone asks for assistance or advice on the road. And use the (right) hand's initial finger to indicate the direction. If someone continues if someone is talking and we don't want to hear them, we

close our eyes to indicate that are not enthusiastic. Even monkeys display their teeth when they're angry. Adding a hand to

For solace, one uses the shoulder. The other person is touched behind with a hand. For admiration. Protest is indicated in a board meeting by banging fists on the table. Buddhists use a term called mudra to describe various finger and hand positions. Delivering various messages. Additionally, in a classical dance, eye, hand, and feet, which are used to portray the tale or topic and communicate various ideas. In an If a member of our group or family exhibits reckless behavior and brings Discredit, we keep our heads bowed when we meet. In television and films some common gestures are employed for seduction in programs and by prostitutes. In In general, young infants and adolescents express their love with flying kisses, in whose (right) hand's fingers regularly brush against the lips before disengaging.

Eye Contact:

Looking into each other's eyes communicates a sense of faith. It is said that a person can communicate more effectively with another person when they make eye contact. Don't lie. When someone lies, they do it to protect their reputation and because they lack the bravery to Look the other person in the eye while facing him. Making eye contact with an unidentified Physical attraction may be signaled by sex opposite. Eye contact with infants is the mum offers supportive words. The students' eye contact during instruction is a reflection of how much attention they gave. The use of eye contact during the learning process aids in comprehension and memorization. The practice of making eye contact with Unknown individual of the opposing sex is not allowed. Occasionally, avoiding eye contact is regarded as a display of deference to an elder or a religious leader. This eye Contact is viewed as disrespectful. A noted indicator of deficiency is a blank stare. Of comprehension. Eye contact can occasionally aid in the fostering of relationships. If the

It is assumed that the other person is trying to ignore you if he is not making eye contact with you. Eye contact can be used as a threat in specific situations. If you determine If you make eye contact with an animal, it can see it as a threat and attack. In Personal eye contact can occasionally be deceptive if done on purpose. Eye blinking too frequently is an indication of lying. One eye blinking is a symptom of a plot. Crossed arms on the chest show that a person is of a stern disposition, according to II.

Body language:

A closed off personality or lacks interest in the other person. Similar posture could also imply that the individual is deeply contemplating something. During debates that are critical this posture conveys disapproval. One-on-one communication in group settings since there is no physical contact, the answer is expressed through body language.

Facial Expression:

The human face is controlled by numerous muscles. During The human face sends various messages during a discussion. It expresses how we feel on the inside. Usually, we cannot prevent it, whether we want it or not. Expressions and emotions coexist a side. Fear, disgust, want, astonishment, wrath, agreement, disagreement, joy, grief, greed, focus, disdain, elation, perplexity, surprise, zeal, smarts, the expression on the face conveys impatience and keenness. It is presumed the person's personality is transparent. Some individuals cheat. They believe differently and communicate otherwise. Some managers follow verbal instructions. That individual. There are a lot of yes guys who always agree with the boss when he is present. However, as soon as the boss leaves, they begin to criticize and disobey. Several incompetent bosses are unable to comprehend such individuals. They view them as the most obedient, trustworthy, and devoted people, but they might not be. Such people could lead the

employer astray with their external manifestation, which differs greatly from inside feelings. For sure in some circumstances, emotional control is required. Depending on the occasion and location, we consciously separate our communication from our feelings. Communication is more effective when there are fewer obstacles in place, according to II.3. Affected by the organizational, interpersonal, and intrapersonal obstacles.

Intrapersonal Barriers:

Assumptions: When we converse with someone in the workplace, a family, or a group of friends, whether it's a social group or a small class of students, we presume that everyone is on the same academic level. We assume that they will have similar viewpoints to our own. But this is untrue. The material being taught by the teacher is considered to be straightforward. The pupil can be studying. The subject in question. He needs a lot of background information or cross references, which maybe missing on occasion. While seated like a student, the teacher should be thinking. When we converse with a stranger or someone we don't know, we are unaware of his or her background in education, society, economy, and psychology. Thus, we follow some assumptions regarding the recipient. When presumptions are incorrect, the message by the opposing side may not be favorably received.

Attitudes:

When viewed from several perspectives, the same object can appear differently. For any object should be clearly understood, it should be observed from all angles, and it should be examined in every dimension. Communication can lead to bias. Whether it is a friend or family member a group, an office, or an organization, there are certain notions that a particular always correct, but there is also a presumption that the other person will be always in error. Power, position, age, and other factors are sometimes used as individual connection. When there is bias, the opposing viewpoint is rejected or appreciated. Generally speaking, a senior officer or boss is always regarded as correct. The youngster is always viewed as immature by the father. In every system the modification is opposed.

Context:

The comprehension of two people cannot be the same, just as no two human faces are the same. Precisely the same. Our interactions are focused on listening, comprehending, analysing, and interpretation. Age, sex, education, and social factors all have an impact on these processes. Financial situation, prior experience, education, occupation, area of interest, and time. The communication should alter as the audience's background does. We claim that electrical current and water both flow from higher to lower levels. From potential that is higher to potential that is lower. So, the instructor needs to have greater knowledge. More details ought to be available to the communicator. However, when speaking, we should be reasonable. To achieve proper communication, we should assume the listener's position. Communication. It may not be ideal to discuss ending poverty while seated in a palace. Convincing. In engineering institutes, practical demonstrations back up the theory. Farming cannot be taught solely in a classroom setting. First-year students, where the students' native tongues are their first languages, high-fi there's a chance the professor won't be liked. The saint was preaching to a small village group when has to simplify his language and it should be supported by more illustrations. The same subject taught at diploma level or first year level, may have different content and delivery style, compared to teaching at final year or post graduate level. Sometimes over simplification is boring. Speak to convince and explain, not to impress them. In a computer program, the programming language has one to one correspondence. In general language, some words have more than one meaning. It depends on the context. If it is not clarified, the message it is misinterpreted. Many a times the

statements of some leaders are misinterpreted by the media. The next day, again clarification is required.

Thinking:

Some people are overconfident about themselves. In a classroom teaching, when you discuss about fundamentals, the students feel that it is not necessary to be discussed. During viva or interview, when fundamental questions are asked, the students are not able to reply. During the flight, when the airhostess gives the safety instructions, the overconfident passengers neglect it, and in case of emergency landing they do not know what to do. If you caution your son or daughter, about safe driving or other problems in life, they are not in a mood to hear you and when the situation arises, they may be helpless. It is easy to teach to an ignorant person but, it is difficult to teach to the person, who does not know, what he does not know and still thinks that he knows everything. More accidents are made by the people who know driving rather than those who do not.

Inferences:

We communicate with reference to a certain situation by drawing some inferences. When the officer is on a round and some staff of other department is talking with the staff in his department, the officer wrongly infers that the other person is instigating his staff. They may be talking something else. When you are passing and two of your friends are talking in a joyous mood, you presume that they are criticizing you and joking at you. When a mother in law sees her daughter in law, talking with the neighbors, she thinks that the daughter in law is complaining about her. In all these conditions, the communication may be the reaction under wrong assumption and may lead to explosion in relations. In laboratory experiment the teacher explains the theory, gives idea about nature of variation of parameters under different input conditions and the expected graphical variation between input and output parameters. The students are supposed to substantiate the theory by practical verification. They should not manipulate the readings and graph. If the readings are not taken properly then also, the graph may be wrong and may lead to wrong conclusion. If the student is aware about the deviation in practical condition, he can state that the present results are under given conditions, and there is some error or deviation from theoretical concept.

Imperviousness:

Due to our experience and training, we develop some belief. But, some people are very rigid. They are not willing to accept the other philosophy. Religious and political ideologies are examples of this. They are not ready to change with time and technology. When computerization and automations were introduced the labor unions advocated that it will lead to unemployment. In spite of concrete proof and well documented information, we are not ready to accept the facts. Ostrich cannot stop the sand storm by putting its head in the sand. Due to rigidity of opinions, some people are not able to accept the change. The textile mills of Ahmedabad could not adapt to the technological changes and they vanished. Parents may think that the children are always wrong and the children may think that the parents are always wrong. This type of orthodox approach leads to clashes in communication. Under this condition, if the communication on either side is supported by logical arguments, which can convince the other side, and if the two parties are open minded to understand the logic, some conclusion can be arrived at. Otherwise, there is a quarrel and deadlock in communication or negotiations. So, intrapersonal barriers are psychological.

CONCLUSION

Messages are conveyed, emotions are expressed, and meaningful relationships are made through both verbal and nonverbal communication, which are fundamental elements of

human contact. The dynamics and importance of verbal and nonverbal communication have been explored throughout this investigation, revealing their distinctive qualities, reciprocal influence, and impact on numerous facets of interpersonal and social relationships. The main method of expressing explicit information and ideas is verbal communication, which includes spoken and written language. It gives messages organization and clarity, enabling precise expression and comprehension. However, it is essential to remember that verbal communication alone cannot convey a message's meaning and intent in its entirety.

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CHAPTER 5

A BRIEF INTRODUCTION TO CULTURAL AND LINGUISTIC BARRIERS, AND VERBAL COMMUNICATION

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ABSTRACT:

The sharing of ideas, information, and emotions is made possible by verbal communication, which is a crucial component of human contact. However, linguistic and cultural differences frequently provide serious obstacles to clear verbal communication, preventing comprehension and leading to misconceptions. This abstract offers a succinct introduction to the intricacies of linguistic and cultural barriers in verbal communication, stressing their effects and offering solutions. The abstract starts off by highlighting the value of linguistic and cultural variety in the connected world of today. It acknowledges how varied societal conventions, values, and communication practices affect how people vocally express themselves. Similar to this, linguistic variations, such as language competency and dialects, add to the complexity of verbal communication.

KEYWORDS:

Body Language, Communication Skill, Linguistic Cultural, People Verbal Communication.

INTRODUCTION

There are word-based sentences in the verbal communication we do. It necessitates a strong vocabulary or extensive word knowledge. We occasionally say I have no words to express, when praising someone or expressing our happiness after a victory. Even when we talk modestly, there are instances when we find ourselves speechless. It might occur in communication at first. Sometimes we attempt to communicate in English while thinking in our native tongue. In certain situations, we translate our speech internally from the native tongue to English. However, once you master communication, it will turn into a pastime. You'll think and speak in English right away. Forget about translating while thinking separately. Get your thoughts out in the language you want to use, and your tongue won't get stuck trying to find words that are similar. Your discourse will be clear and concise. Never consider the words others have used when speaking. You must speak in your own language. You must communicate with your audience in a way that will reach their hearts and minds. It will be artificial if not. It will be a dubbing created for another person. Do not hold off till you have a larger vocabulary. Start communicating. Once you talk with confidence, what you say doesn't matter as much as how you say it. Actually, it's not the words themselves that matter, but rather how you use them. As you work on your communication skills, you'll become aware of your weaknesses. Try consciously expanding and improving your vocabulary [1], [2].

Typically, I tell my young friends and family members to read local newspapers in the beginning in order to expand their vocabulary before moving on to English-language publications. Reading dictionaries and encyclopedias won't help you expand your vocabulary. In written communication, do not hesitate to use a dictionary anytime you have any worries about the spelling of a term. They should only be used to dispel confusion. Sometimes we have a nice selection of dresses in our closet, but we seldom ever wear some of them. You're unsure about how you'll appear in that clothing. Dressing differently enhances your

personality. In a similar vein, immediately use the words in your repertoire. We have a variety of terms to choose from that have comparable meanings. By using it, you are able to determine which word to use when. The location, the time, and the audience type all affect the words that are chosen. Depending on the circumstance, there should be a change in language. We cannot use colorful language in a sympathy message. The placement of several specific words in the sentence must be considered. You can play with the words if you have a large vocabulary. The same or similar words might have several meanings in the same sentence. You can use several words that start with the same letter in one sentence. But first learn to stand, then walk if you feel comfortable, then jump, and eventually run while using your communication skills[3], [4].

Misalignment of nonverbal and verbal cues:

We say pleased to meet you or it is our pleasure to have Mr. so and so here when we welcome or greet someone. If there is no expression of pleasure on our faces, it is meaningless. The voice of the defense minister should be loud enough and his fist should be firmly raised in the air to convey the strength and resolve when he declares, we are ready and determined to face any challenge from the enemies. He shouldn't have to steady his feet. The nonverbal communication, such as body language or gestures, supports spoken communication. The voice must be raised, and the eyebrows must be arched, if the employer must fire the employees. When we apologies or express regret, our faces should reflect our feelings of regret or repentance. When the institute director summons the misbehaving student and their guardians, they verbally apologies but their facial expressions don't support their written or oral undertaking.

Why certain actors in films or plays may captivate audiences with their acting by synchronizing verbal and nonverbal cues even when they are not going through sadness or tragedy. One must correctly employ both verbal and nonverbal cues, as well as body language, for efficient communication. If not, it could result in misunderstandings and have unfavorable effects. Communication also heavily depends on how someone seems. Our idea of a police officer or military officer is a big, sturdy individual with a moustache and a strong face. In a teaching queue, a lecturer needs a clear, loud voice and a fair arrangement. We don't have control over some things. A short, slender body type may make it harder for the lecturer to maintain class discipline. He needs to make up for that with more effort and technical prowess. Dress also represents how we express ourselves[5], [6].

Colorful attire denotes a happy mood, white attire is appropriate for a gathering to offer condolences, a neat, polished appearance conveys decency and dignity, Khaki, or a dark green shade, denotes authority, and saffron signifies a fighting spirit. The person's hairstyle also reflects his personality. Wearing sleepers, chapels, or shoes that are polished, unpolished, or damaged also demonstrates simplicity, fashion consciousness, carelessness, decency, etc. Different people have distinctive ways of sitting, standing, walking, and talking that reveal something about their nature, characteristics, or mood. It is simple to make a distinction between the father of the bride and the father of the bridegroom in a marriage. All of these characteristics demand close observation, comprehension, and interpretation. This procedure happens instantly. There might also be misunderstandings from time to time. However, in general, it offers a useful hint. Even handwriting supposedly reveals a person's personality. There are certain specialists with this kind of knowledge available nowadays[7], [8].

Emotions:In some situations, emotions can aid in communication. A talented performer immerses himself or herself in the terrible scene's realism, which may cause audience members to cry and elicit pity. But occasionally it seems out of the ordinary. Tears caused by

glycerin might be seen. The subject of cricket match fixing once came up. One well-known batsman broke down in tears while speaking on TV to demonstrate his innocence. However, he was unable to articulate himself during this procedure. He could have made his point more effectively if he had been able to contain his tears. When someone retires and has to communicate their feelings, if they become emotional, they find it difficult to do so. If a politician faces accusations and loses his passion rather than defending himself with reasoned justifications, the public may conclude that he is in error. Some women use crying to demonstrate their innocence, but it can also show the opposite. Some people lose control during group discussions. Normal conversation turns into a dispute as a result of their momentary emotional response. Some people's unchecked emotions also turn official discussions into personal ones where they make personal accusations. Natural emotions that are in control can improve the effectiveness of communication. However, when displayed, irritable feelings or overly exaggerated emotional expressions have a detrimental impact. Some people think that the best defense is an attack.

Even though they are in the right, they alienate other people with their hostility. Being nice in conversation is ideal, but you shouldn't come across as a beggar. Overbearing politeness can sometimes be seen. If the other man is mature enough, he will recognize that it is only flattery. Flattery may make some people happy, but it may not always be effective with everyone or all of the time. When some people communicate in this way, other people who are listening to the communication may be able to determine the vested interests of the concerned individuals. This condition is quite damaging in the long run. Unnecessarily elevated voices occur when certain people become agitated while conversing. They disrupt the flow of conversation. So, one should restrain their emotions when speaking. A person should keep his or her voice in check, know the difference between flattery and civility, and avoid turning a conversation into a fight, and refrain from using overly theatrical facial expressions[9], [10].

DISCUSSION

The selectivity functions as a filter in both spoken and written communication. In electronic communication, analogue and digital filters are taken into account. Band pass filters are a type of filter that allows the signal in a specific frequency range. The other kind of filter is a band stop filter, which stops a signal from travelling in a specific frequency range. Additionally, in general communication, such selectivity may be detrimental to one or both parties. Students can choose to study in a way that is focused on exams. The majority of them might not be interested if you try to teach them the principles or specific skills that they will need in their future lives or careers. Nowadays, there are a lot of advertising in TV shows. A few picky viewers will skip the commercial. The general public can be targeted from a marketing perspective, but discerning viewers are lost. However, the majority of viewers only regard television as entertainment. Religious or educational programming cannot reach such a discerning audience. In these situations, the communicator conveys the message or ideas, but the effectiveness of reception is constrained by the audience's, viewers, or students' preferences. Similar to this, in a multidisciplinary conference, the keynote speaker, invited speaker, or inaugural speech speaker shouldn't be picky about his field of interest or experience. Members of the audience from other fields should be able to comprehend and value Tran's disciplinary concepts.

Disturbances:

Technology and cost are crucial factors in electronic media including radio, TV, telephone, and communications. If subpar gear or technology is used purely for cost savings, there may be a lot of interferences. The clarity and quality of the audio and video are compromised.

Inconsistency or poor communication results from frequent interruptions and communication loss. The biggest disruption in news publications and multimedia communications is unwelcome advertising intrusion. Even electronic media is not immune to this issue. There are numerous physical ways that annoying noise might interfere with intended communication. In a classroom, it might be the teacher from the adjacent classroom; in a political gathering, it might be a voice from another gathering nearby; in a parliamentary setting, it might be a disturbance brought on by the opposing camp; and in a social setting, it might be a disturbance brought on by antisocial elements.

Cultural and linguistic barriers:

Opportunities in every field have flooded in as a result of globalization. Business and education are not an exception. The language of the destination country should be understood by any students, teachers, or professionals travelling there. Hindi is the official language of India. Hindi proficiency is required for intercultural communication at the national level. English serves as the universal language of communication on a worldwide scale. English may be helpful for research academics to search the literature. Knowing German and French may give you an advantage while researching a particular subject or place. Due to British control in India, English has grown in popularity and has shown to be quite helpful in today's age of global competition. Although China's economy and technology are advancing quickly, its greatest disadvantage right now is the country's low English-speaking population. The ability to communicate in the target language is essential for businesses and industries interested in capturing international markets. Along with language proficiency, it's important to understand the local culture, traditions, and customs.

Different etiquettes are observed in various regions of the world. If you don't adhere to it, you might be viewed as disrespectful and rejected by that society. In different parts of India and around the world, people welcome one another in a variety of ways. Religions, holidays, clothes, cuisine, and other cultural practices differ greatly from one location to another. You are an outcast if you dress differently. Politicians are shrewd enough to adapt local clothing codes when they travel to different parts of the state or country, allowing them to claim to be native sons of those lands. There are higher chances of cheating when you go sightseeing because people can tell you are an outsider by the way you dress and speak. The mall culture has migrated to India, however in order to be effective, they must understand the business practices of regional hawkers or shopkeepers as well as the psychology of the local populace. Indian consumers prefer credit over cash payments and desire affordable, high-quality goods. International hotel and restaurant chains exist. They ought to be aware of the differences between vegetarian and non-vegetarian behaviors. It is important when catering the food, even for airlines. The idea of Jain food is being adopted by numerous restaurants and caterers, even among vegetarians.

Listening skill barriers:

A good listener comes before a good communicator. Bidirectional communication is typically effective. While we can talk, we must also give others a chance to do so. Listening is essential for a two-way conversation. Hearing is only possible through the ears. Certain things are heard whether we want them to be or not. Even though we don't want to, there are instances when we hear the noise and other people's abuse as well. The phrase "you can talk, my ears are open" is sometimes used when someone wants to talk but we are not interested in hearing it. Hearing is merely a mechanical process. Hearing carefully is listening. It is supported by the mind's attention. If it is heard in this way, the brain can get some important information, assess it, and then use it to make a decision or come to a logical conclusion. We take into account signal to noise ratio in data acquisition systems. The signal must outweigh

the noise. Otherwise, important information will be twisted or lost. Some people are conceited or haughty. They engage in one-way conversation. They try to impose their thinking on others while preventing them from speaking, or even when they do, they ignore them. Without hearing the other person out, we are unable to understand his point of view. We cannot determine whether something is right or bad without understanding the point. The absence of listening is another factor that often leads to arguments or breaks up sessions. Sometimes the two sides are so enraged and enthusiastic that they are unable to hear one another. Minor errors can occur on either side of a traffic accident and are mostly accidental. However, no one is prepared to listen to one another, so they start fighting. Any conflict can be resolved quickly if both sides keep quiet and listen to one another in silence. We must make sure the other side knows you are paying attention to him while listening. Eye contact, a smile, a brief head nod, or other kind gestures can all be signs of attentive listening. Someone needs consolation if they are dissatisfied, experiencing problems, or failing a key task or exam. He'll be alleviated of his sorrow if someone is willing to listen to his awful tale. When a person loses their father unexpectedly, they need someone to listen to them talk about the grief and offer them a shoulder to cry on. If it is acceptable, he is excused without any expressions of sympathy. A child needs its mother's lap so that it can rest its head, express its distress, and cry. The child's confidence that his or her mother will pay attention is the world's greatest comfort.

Organizational Obstacles:

There are established guidelines and channels for communication in the majority of enterprises. It is known as representation via appropriate channels. A staff member or faculty member in a government engineering college must, with the appropriate forwarding remarks, communicate verbally or typically in writing to the section head, who then does the same for the head of the department, principal, and director of technical education at the state level. Private organizations also have a similar organizational structure. The director and faculty cannot speak to one another directly in this situation. There is no personal touch. The number of intermediary steps lengthens the process. If the choice is not made in a timely manner, it is meaningless. Each intermediate controlling officer makes a comment based on how well he understands and is interested in the topic. Each level has a broad range of bias. In addition to using the established channels, certain people have a direct line to the highest ranking official. They further slant the subject according to their interests. In some instances, it also results in corruption. When the highest authority makes a decision, it is communicated through the aforementioned channels in the opposite order. Once more, the message may be distorted while being transmitted. It is challenging to confirm the initial message. The communication chasm between the staff or faculty and the highest authority is occasionally exploited inappropriately by the intermediate officers.

Several Links:

In the workplace and in daily life, we use a variety of links for communication. Some of them might be parallel while others might be in series. Certain information may be lost, corrupted, or biased throughout the transmission process. It depends on the person's educational, social, and economic background, level on the organizational ladder, maturity, understanding, area of personal interest, and analytical skill. The loss or distortion may be cumulative if the message goes through several stages. Some intelligent people attempt to extrapolate or interpolate the information, which may be beyond their capacity or occasionally done on purpose for their own benefit and may be detrimental to the individual in question. The institution's head can draw the incorrect judgment if they attempt to get information about a senior employee from a peon or another biased person. In engineering institutions, we frequently ask students to provide feedback to the professors. While some students can

provide objective criticism, others could harbor biases. Some people employ their rationale regarding what information is beneficial or useless while communicating information. While it is true that the organization's leader cannot speak with every individual individually, there should be a dependable, competent, and objective channel of communication in place. Choosing the right feedback links is crucial. If not, it can deliver inaccurate or skewed information, leading to the incorrect conclusion. Inappropriate links, in turn, send the wrong message about management policies and may cause employee unhappiness.

Fear Barrier:

Any organization would benefit from a welcoming or family-like atmosphere. It is feasible for a small, developing organization. There should be a casual meeting between the staff and the managing director. The organization should occasionally hold gatherings for its family. The participants in this kind of gathering should put aside their positions. They ought to communicate openly with one another. It aids in gathering unofficial comments from different levels. The top executive finds it challenging to stay in touch with every employee as the company expands. There can be the development of intermediate power centers. They deliberately widen the chasm between management and workers. Concern is raised regarding the senior manager. Everyone is concerned for his safety. Positive feedback is controlled on all levels due to job-related fear rather than providing honest feedback. Corrective actions cannot be made in a timely manner due to a lack of appropriate input. Dissatisfaction grows across all stakeholders, including customers, staff, and clients. The company eventually goes out of business with little chance of recovery. In the organization, there should be freedom of expression. The top management has the authority to make decisions and choose a course of action, but it is also important to consult and listen to the workforce. It's not necessary for wisdom to only be found at the top. The youth of today are more exposed, receive better training, and have more time to learn about the newest information and technologies. It would be wise to solicit suggestions from all stakeholders. If they are deemed compelling, they should be given the opportunity to be tested, and helpful proposals should be valued and the concerned individual should be compensated or recognized.

Competing Forces:

For a larger organization to function well, the creation of various parts is required. There may be academic and administrative wings in a college of engineering. Electrical, electronics, computer, instrumentation and control, civil, mechanical, chemical, textile, rubber-plastic, environmental, applied mechanics, and other departments may exist on the academic side. There may be academic sections, establishment sections, account sections, student sections, purchasing sections, etc. on the administration side. There aren't only one department or one component of the institute. Administration and academic departments occasionally try to take precedence over one another. Competition for growth is beneficial among academic departments as well, provided it is healthy. However, there shouldn't be any competition or leg-pulling between the parties. If this is the case, each department or area is exceptional on its own, but the overall production is zero. The organization's communications that leave the organization shape the institution's reputation. The reputation of the organization could suffer if there are bad tendencies among the various groupings. The institution's director or vice chancellor is in charge of bringing different forces together and producing the right outcomes in order to enhance and protect the organization's reputation. If not, the conflicting forces obstruct effective communication and organizational development.

Media as a communication barrier:

Any organization must communicate frequently, whether it's for routine business or extraordinary occasions. The information that needs to be presented may take the form of

Alfa numeric data, descriptive text, or a combination of the two. Additionally, graphs, charts, histograms, and tables are employed in various industrial and other applications. There are several options accessible in this information technology era to transmit, show, and convey the information. Internet, intranet, films, slides, transparencies, audio and video cassettes and CDs, computer presentations, websites, web seminars, newspapers, TV channels and TV shows, press conferences, teleconferences, videoconferences, etc. are a few examples of the various communication methods. The target audience, the target market, the time and urgency of communication, the type and size of the message, the competitors and their strategies all influence the choice of medium or mode. It is simple and quick to communicate via phone, mobile, email, and fax, but for official records, a hard copy of the letter must be transmitted via regular mail, registered mail, or speed post. Postal letters may be important for security and confidentiality reasons as well. Telephones and emails are used for interview calls since they allow for instant access, however letters are required as documentation of the call. Additionally, combination mode may be used for purchasing inquiries. A pre-informed and interested group may examine the website, but specific individuals or groups can be informed via printed copies of leaflets. Better security and privacy protections are available in e-media, but on the flip side, hackers are clever enough to get your password and access your email, ATM, or any other e-transaction or e-document.

Information Explosion:

In the past, scholars had to rely on paper copies of the references, which limited the breadth and speed of the literature they could access. Today, you may enter any search term and instantly find hundreds of thousands of references. There are numerous informational sites and search engines like Wikipedia, IEEE Online, Science Direct, etc. available. Information is exploding everywhere. It occasionally turns out to be a wastebasket. The process of screening and searching for meaningful information is really challenging. In certain circumstances, the list gets smaller and even disappears if you narrow down the search key. The process of searching through the trash can is time-consuming, exhausting, dull, and tedious. Information quality suffers when it is overabundant. Our personal space of information and entertainment is being invaded by marketing representatives from credit card, insurance, and other companies through intrusive commercials, some phone websites, calls, and SMS on the phone, TV, and internet. Unwanted calls and messages squander a significant amount of our quality time while we are at work and conducting business. It is a necessary evil of the information era. Print and soft forms of undesirable communications or information must be filtered out using specialized software, technology, and additional personnel. It increases the system's price and effectiveness. Therefore, good reading and listening can help you produce flowers, whereas poor listening can help you grow thorns.

Communication across cultural boundaries has become possible thanks to globalization. At the same time, it has created opportunities for difficulties. A global village has emerged on the planet. People used to be hesitant to relocate for employment to another city or state in the past. The possibilities in the area satisfied them. Many engineering students now travel to southern states for their education and abroad for higher study. Even for employment, national and global corporations offer positions in remote locations, and occasionally individuals choose to relocate to other nations for employment, business expansion, or marketing purposes. In general, effective communication is essential to success. Many people use their communication skills to rise to the top. Cross-cultural communication is a challenge for anyone studying abroad or at home in business, marketing, or higher education. Each region has its own unique language, religion, festivals, beliefs, customs, traditions, body language, and body slang. In some situations, humans use some common sounds to

communicate instead of words. The meaning and significance of body language, gestures, and noises may vary among areas and nations.

On occasion, it could lead to misunderstandings, arguments, and poor communication. It's important to know these facts before travelling to a foreign, remote location. If not, you might run into trouble. If you are unfamiliar with sign language, which some individuals use, you will either be unable to understand it or risk misinterpreting it. Some employees in some foreign offices must communicate with people in a variety of languages. He must frequently change between different languages. The people's backgrounds may also be extremely diverse. Perception is crucial when communicating between cultures. We must acknowledge that there are some cultural differences when speaking with the other community. We should acknowledge it and accept it. During the foreign trip, it was noticed that the local business community sometimes responded better to western tourists than to Asian tourists. They evaluate those using exchange rates. The clash between cultures may be primarily a result of accepted and unacceptable views. You ought to be able to recognize the expectations of the opposing side in such circumstances. It's hard to get to know them. We only know about it because of terrible experience. NGOs (non-governmental groups) run into this issue when undertaking missions abroad.

CONCLUSION

Forging connections, communicating ideas, and promoting understanding all require effective verbal communication. However, communication might be hampered by considerable difficulties caused by linguistic and cultural obstacles. This summary of the main ideas covered in the earlier parts emphasizes the significance of removing linguistic and cultural obstacles in order to improve verbal communication. The variance of cultural conventions, values, and communication practices causes difficulties in verbal communication across cultures. If these distinctions are not acknowledged and appreciated, they may cause misunderstandings and disputes. Overcoming these barriers requires cultivating cultural awareness, being aware of various communication methods, and embracing diversity. People can close gaps and advance good cross-cultural communication by acknowledging and appreciating cultural differences.

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CHAPTER 6

IMPORTANCE AND APPLICATION OF LISTENING SKILL

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ABSTRACT:

A crucial component of good communication is listening, but it's frequently overlooked and misapplied. The complex listening process is examined in this abstract, along with its importance, essential components, and methods for engaging actively. Individuals can develop more effective communication skills and create deeper bonds by understanding the dynamics of listening. Beginning with a discussion of the value of listening in personal encounters, professional situations, and daily life, the abstract moves on to more specific topics. It emphasizes that listening entails more than just hearing what someone is saying; it also entails actively listening to what they are saying, comprehending what they are saying, and effectively reacting

KEYWORDS:

Hearing System, Listening Process, Listening Ability, Pay Attention, Speaker Audience.

INTRODUCTION

There are five senses in a human body. These include: using the eyes to see, using the ears to hear, using the nose to smell, and using the tongue to taste, using the skin to feel, and using the nerve system to sense beneath the surface. The human body therefore has five senses and five sensors, which aid the brain, the body's primary controller. The nervous system's transmission network carries the signals picked up by the five sensing elements to the brain. Our nervous system receives the control messages from the brain after it has analyzed the signals. Unless we choose to do otherwise, the five senses collect signals throughout the day and throughout our lives. It's possible that this behavior continues without any explicit effort. One of these is listening with the ears. Whether we want them to or not, audio or sound signals always end up in our ears. Through the hearing system, they are then transmitted to the brain. While no more effort is needed to hear normal sound, in order to not hear, some action is required. Hearing is therefore a natural activity for all humans, barring those who have hearing system issues. Even lower-level creatures have the ability to hear. So how does a human's hearing differ from that of an animal? The process of hearing is purely mechanical or physiological. It doesn't call for specialized knowledge. Humans have been endowed with highly developed brains. The five senses provide the human body with a wealth of essential information. One of the crucial systems for the inflow of auditory information in this reference is the hearing system[1], [2].

Listening and hearing are not the same. In a classroom, the lecture is delivered by the teacher, and since everyone can hear it, they all hear it. However, they might not all listen to the same music. It is assumed that the other side hears what a leader says when they give inspiring sermons, saints preach, or elders give counsel. But not all of them might be inclined to pay attention. After physically receiving the message, listening continues. The information that is received must be comprehended, processed, and may prompt a reaction or action. Response is the act of acknowledging a message. In addition to the ability to hear, listening demands focus. It is known as attentive or careful hearing. The process of analyzing the information also involves the neurological system and the hearing system. So that the appropriate

response or essential action can be performed. It is stated that a person's ability to hear determines whether or not they will choose to listen. A person with hearing loss, on the other hand, will pay closer attention. He is aware of his limits. His eagerness inspires him to listen carefully and intently. The instructor has successfully completed his physical portion of the one-hour presentation. If the majority of the pupils pay attention, his talk was successful. It depends on the speaker's ability to be understood, to capture their interest, and to keep it for an hour. On the student side, physical hearing capacity is important, but attention-paying ability which is determined by interest, background, and level is more important. The listening process is about to begin. None of the presenters just talk for the sake of talking.

They communicate with some objectivity. As part of the teaching and learning process, the teacher speaks. The pupil may not learn if he only hears and does not listen. He is the victim. If the majority of the pupils behave in this way, the teacher may feel dissatisfied, discouraged, or even irritated. In religious gatherings, the preacher gives his sermons, but if some of the audience members arrive merely to show up, they lose. The children's lives or career may be ruined if they don't heed the instruction. Company meetings are often for the benefit of both parties; however, if one party does not pay attention to or ignores the other, it may have an adverse effect on the company relationship as a whole. When the wrong people are sent to represent an organization, it often hurts that organization's reputation and interests. A large percentage of people may automatically hear salespeople, insurance agents, credit card agents, or radio or TV commercials, but it is considered a bother. Most folks just ignore it. If the advertiser is really clever or if the commercial is created properly, it may catch the audience's attention, encourage listening, and reach at least a portion of the target audience[3], [4].

Need for Effective Listening:

A speaker starts the communication process, which then goes through the transmission process. It ends with the audience serving as the reception. The alignment of the transmitter and receiver is crucial to communication success. Depending on the installed connectivity, TV and radio stations transmit or broadcast the programs for the entire region, state, country, or world. The reception is determined not only by the linked televisions but also by the televisions that are turned on and tuned to that specific station, channel, and programmer. If the hearing system is healthy, hearing is a natural process that happens automatically. However, listening is a choice. In addition to hearing, there are numerous other audience characteristics. So listening is more than simply using your hearing. When we talk about listening ability, many additional traits and behaviors on the other side are also required. Like other skills, listening ability may be improved with more work. From person to person, it could differ. Being a good listener necessitates a certain set of traits and behaviors from the listener. What then constitutes good listening abilities or what are their requirements? The speaker and the audience, or the transmitter and the receiver, may also influence the dos and don'ts for effective listening[5], [6].

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DISCUSSION

In addition to hearing, there are numerous other audience characteristics. So listening is more than simply using your hearing. When we talk about listening ability, many additional traits and behaviors on the other side are also required. Like other skills, listening ability may be improved with more work. From person to person, it could differ. Being a good listener necessitates a certain set of traits and behaviors from the listener. What then constitutes good listening abilities or what are their requirements? The speaker and the audience, or the transmitter and the receiver, may also influence the dos and don'ts for effective listening [7], [8].

Acceptability: We argue that current flows from higher potential to lower potential in electrical systems. Water moves from a higher level to a lower level in a hydraulic system. It is assumed that someone is at a higher level of understanding when you accept them as a teacher, guru, or guide. In older religious gatherings and even now, the guru's seat is at a higher height, while the disciples sit on the ground or at a lower level. This custom represents the guru or teacher's acceptance at a higher intellectual or spiritual level [9], [10].

Interest: Without interest, listening is ineffective. We can force the students or audience to hear the lecture or speech by mandating attendance for theory classes or meetings, but they may or may not listen. The lecture's intent is unclear. In a public gathering, some attendees come to hear their leader, and while they will listen to him, there are some dissenting factors present as well. They may yell epithets, throw rocks, and physically intimidate the audience in an effort to end the meeting.

Non-evaluation: Once the speaker has been recognized as an authority in the subject, he or she should be given the freedom to talk and be heard unfiltered. We shouldn't consider the speaker's look, clothing, personality, or beliefs. A good listener will focus solely on the speaker's speech or lecture's substance. A clever speaker may infer the audience's thoughts from their vocal and nonverbal reactions and body language. The audience should refrain from judging the veracity or caliber of the statements while they are being heard. The speaker may notice it and grow uncomfortable; the listener may miss the track.

Interaction in a school setting can be beneficial and desirable. However, some children have a short attention span or a propensity for inquiries. The teacher prepares his lecture; a skilled teacher also anticipates some inquiries or queries, but some students prevent the teacher from finishing the topic in his way by interfering unnecessarily with frequent and occasionally unrelated questions. The teacher could become agitated or frustrated as a result. Unnecessary questions can occasionally derail a discussion in public forums or at expert courses. Some seasoned speakers find it appealing. They purposefully turn the lecture into an interactive session because they get paid for a set amount of time, usually one or two hours. The audience does not benefit from the speaker's expertise towards the end of the session because of irrelevant inquiries and sidetracked topics. The audience should be professional in order to get the most out of a one- or two-hour presentation that is pertinent to the speaker's area of expertise. Prior to asking any questions, the speaker should be given the opportunity to speak and be understood.

Questions: It is true that the audience may not first be persuaded by the idea or understand the theory being taught by the speaker. There is an appropriate approach to ask the question. Asking the questions politely is appropriate. If the questions are not posed at the appropriate moment and in the appropriate manner, the listener's arrogance may be shown. It seems as though the listener questions the expert's credibility or subject matter knowledge. Sometimes, a question may have good intentions and be merely a casual inquiry, but if it is not handled correctly, the speaker may feel offended.

Healthy Reflections: The speaker hopes that the audience will pay attention to him and value what he has to say. He anticipates the audience's approval. The teacher gets inspired if the pupils' looks and eyes show that they are ready to learn. The teacher becomes irritated if the pupils regularly see their watches during the final class of the day or if some of them are nodding off during the after-lunch class. The teacher is encouraged to exert greater effort in the classroom if the pupils' smiling smiles at the end of the lesson show that they have learned anything. In public speeches or performances, laughter and brief applause provide the speaker or performer with a sense of accomplishment. In a musical performance, the audience's swaying heads and customary hand gestures indicate that the artist has moved them. Students in the room nodded their heads in agreement with the speaker's rational and persuasive argument. Impedance matching and fine tuning are indicated by this kind of response and gestures. It causes the condition known as resonance, which results to maximum output on the speaker's side and maximum gain on the audience's side.

Expression of Internal Feelings: Typically, we are reserved in expressing our genuine reaction to the speech or performance under the guise of politeness. Some people are able to answer with complete openness. The listeners' motions and vocal and nonverbal expressions influence the speaker. The audience or listeners feel closer to the speaker. Additionally, he exposes himself. He is urged to provide further specifics. He wants to compete on the home pitch. Some caution is required when making this kind of reflection and reaction. It shouldn't be artificial, or at the very least, it shouldn't look artificial, as it could send the incorrect message. Encouragement should not morph into flattery. The importance of body language, gestures, and facial expressions should be emphasized more. Although words can be helpful, they can sometimes be upsetting to the speaker and to others.

Request for Detail: In general, we support communication sessions that are interactive. It anticipates some prior knowledge from the listener. The audience is uneasy if the speaker starts asking questions in the first session without any prior context. On the other hand, if the teacher or speaker gives a general overview of the subject, highlights the topic, and then discusses each topic in turn, the audience can understand, it sparks more interest, and they are enticed to ask intermittent questions, while the speaker can stay on course and is motivated to move forward in the right direction. It aids in obtaining additional information. When the presentation is over, the speaker is happy that the audience received what they had hoped for, and the audience is happy that they had learned something useful. In these exchanges, the speaker may be addressed by his first name, lending an air of familiarity. If the speaker is a highly senior individual, he or she should be addressed as sir or madam to show respect for their position of authority. A religious leader should be addressed as Guru. The volume and tone of the voice are crucial during the engagement. The most crucial need is that the inquiries and assertions of inquiry be as brief, pertinent, and modest as feasible. The audience has come to hear the speaker to learn something, not a specific listener, hence it is undesirable for them to ask questions repeatedly. Just remember to refrain from asking questions or making inquiries solely to verify your attendance, importance, or superiority.

Nonverbal cue: In telephone conversation, when we hear something from the other side, we usually say hello and then frequently yes or no to show that we are paying attention to the call. Response from the audience is required during public lectures as well to determine whether or not the speaker and audience maintain a constant and consistent connection. Different listeners acknowledge speech or delivery in different ways. Eye contact, audience faces, postures indicating eagerness and impatience to listen and learn, nodding heads, frequently confirming by saying yes or producing similar audio sounds, saying wash(very good, very good) in public shows, swinging heads and hands in a musical programmer are all

examples of appropriate responses. Nonverbal cues are typically more persuasive and communicative than verbal ones in most situations.

Requirements for good listening:

Focus is the first prerequisite for listening. When listening, the heart, intellect, nerve system, eyes, and ears should all be completely engaged. The goal of listening is to get the most out of the speaker. It requires focusing on the speech rather than the speaker's appearance, attire, posture, upbringing, or social, financial, or political standing. Any preconceptions or any positive or negative stories about the speaker should be disregarded in order to effectively accept the speech or message. An opposing party with a stake in the disruption and distraction may be present during the conversation, and there may be physical, technological, or audible disturbance. A competent listener should be resistant to these influences and causes. Our own beliefs and opinions should not get in the way of hearing any expert viewpoint or theory. The message should first be recorded on the listener's mental CD. Positive feedback in the form of words and expressions is appreciated to ensure that the speaker and listener are tuned properly. Questions and queries are also preferable for genuine doubts. The audience's prompting is equally beneficial and motivating for the speaker.

Negative elements should be avoided while listening. The speaker can utilize the tools and tactics to captivate the audience, but the listener should judge the speaker based on the speech's content rather than the tools and techniques employed. Even if not all of the words are comprehended, the message may still be understood. Some presenters and lecturers are skilled showmen. It shouldn't serve as a guide for the listeners. Listening should be the primary focus throughout this time. Many points may be lost if you start to analyse the speech or attempt to take notes. Some audience members find it difficult to comprehend and value the speech because they lack the necessary background or comprehension. Some of them could begin to slouch or yawn, make superfluous noises or movements, or drowse. Some pupils struggle to comprehend in class, some show little attention, while some have excessive confidence in their expertise. The fact that they cause commotion or irritate others is not a good indicator. If the speech doesn't interest you, you are free to leave without bothering anyone else, but you have no right to stop the others from listening. In some auditoriums, the speaker's door is close by, and numerous latecomers annoy the speaker and the audience. After some time, latecomers shouldn't be permitted to enter by the front entrance and the front gate should be closed. Listening styles There are many different listening styles, including appreciative listening, sympathetic listening, thorough listening, and critical listening.

Detailed Listening:

It mostly takes part in the teaching and learning process. The student is the listener while a teacher from a school, a college, or a tutor in a tuition class is lecturing. He pays attention, but not merely to hear. He needs to obtain some credits for a particular course by passing it. The learning process is facilitated by the teacher. The student can comprehend the topic and the subjects if he listens attentively. He requires less work to get the reading material ready. He can readily enlighten the audience. This style of listening tries to commit the idea and theory to memory so that it can be recalled and recreated as needed in the future. Comprehensive listening is required for all study materials, including televised lectures, audio cassettes, and videotapes, as well as for distance learning. Similar to this, this kind of listening is required when detailed directions are given for a specific task, a prescription is given, equipment specs are mentioned, or a recipe for a food item is provided.

Critical Listening:

When someone is being interviewed, questions are posed to them, and they respond. Similarly, during an oral examination, students respond to questions. Finally, when an M.Tech. Or Ph.D. student is presenting and defending a project, listening critically is essential for assessment. There can be injustice to the candidate if some points are not fully heard and are missed. When different parties are called to present their quoted item to the purchase committee for an expensive item, critical listening aids in making the right choice. Critical listening provides a comparative understanding of practical and technically competent proposals while evaluating research proposals. There are many specifics included when the consultants offer project suggestions for any industrial project. Prior to drawing any conclusions, careful listening and analysis are required.

Listening as a pastime and for fun:

Classical music piques the interest of some people. It could be vocal or instrumental. Numerous musical instruments exist, including the guitar, violin, drums, sitar, and table. Many musicians use these instruments during musical performances. It may be challenging for individuals who are unfamiliar to consume, but those who are familiar with classical music or classical dance coupled with music appreciate it. With that, they actually zoom. They pay attention to it with their hearts as well as their ears and minds for that reason. Some people are drawn to lighter melodies or music. They also hear it and like it, but they don't need to pay as much attention. It is only done for fun and to pass the time. In certain songs, the words are just as significant as the music. We will enjoy them more if we carefully listen to them. Similar to how paying close attention helps us understand what is being said and enjoy it more in comedy, imitation, and theatre performances.

Empathetic Listening:

To show someone we care about them, we must listen with empathy. Losing a parent, failing an exam, losing a job, contracting a disease, suffering significant losses in business or the stock market may all leave a person feeling extremely let down. His heart is torn apart. He occasionally struggles to publicly communicate his disappointment. He needs some close friends and family members who can support him during difficult times. When he encounters such people, he describes the incident and breaks down in tears. He needs a shoulder to cry on so that he can rest his head. Although the listener is powerless to alter the situation, he feels much relief after being heard. A mother's lap is the only place a youngster may lay their head and air their grievances. The child is certain that the mother would always make time to listen to it and ease its suffering with a comforting touch and sympathetic words. Additionally, active listening fosters mutual respect and trust, relieves stress and anxiety, and supports group problem-solving. It is really helpful in mediation. A third party is chosen to serve as the mediator when two parties are at odds. Even if the mediator is unable to resolve the conflict, the parties can rest easy knowing that their legitimate arguments were taken into consideration. Sometimes a personality conflict is what starts a fight.

A sympathetic understanding is ensured by attentive listening. If the listener puts himself in the position of the representative, it is conceivable. He should be encouraged to speak, truly heard, and not interrupted or dissuaded from standing up for something. Respecting the speaker's emotions and reflecting them favorably are important. The speaker will feel appreciated and gain more self-confidence and self-esteem as a result of passionate listening. His importance should be recognized because if he feels trusted, he will participate and because of the shown faith, he will donate his time to the team. He opens out and expresses his ideas. The main goal is to let the expression of feelings and emotions. Avoid using the judging, critiquing, or evaluating method. While expressing compassion for a certain side, the

mediator should not come across as biased in favor of that side. His impartiality is crucial. Therefore, each party should receive the appropriate amount of time and attention. When the two parties are 180 degrees apart, some of them may lose their cool during interaction out of irritation and powerlessness. Both parties must be treated equally by the mediator, who must do so without any personal animus or prejudice. Empathetic listening helps the client open up and find relief throughout the counselling session.

Listening, Active and Passive:

There are two types of listening: active and passive. The possibility of listening being related with a purpose is highlighted in the aforementioned classification of listening. The goal can only be achieved if listening is done actively and effectively. Whether it's for educational or assessment purposes, to empathize with someone, or just to appreciate classical music. Listening that is active or attentive requires attention as its primary component. If we are interested in minute details while listening, attentiveness is required. Interest draws attention. We encounter crosstalk or background conversation in our daily activities. We can be having a conversation with a group or our family as we check into a hotel. Different groups may be seated at different tables at the same time. Most of them do not follow protocol. They might speak aloud. You must hear it, whether you want to or not. By default, this communication occurs. We didn't choose it, and it's not in our best interests. We might dismiss it. Even though we may not be paying close attention, passive listening bothers us. Some people like to have the radio or TV on while reading a book or the news. The song or music continues. They keep reading like they always do. The reading is meant for everyone. The ambient music is not upsetting. However, because it is not a priority, the radio or TV programming will bother someone who is reading for an exam. If someone is interested in a TV show or TV talk show, he or she may be interested in the incident, discussion, or information being presented. Active listening is needed.

CONCLUSION

The listening process is an essential component of good communication, contributing significantly to rapport-building, understanding, and the development of deep connections. The dynamics and significance of the listening process have been highlighted throughout this investigation, along with its stages, difficulties, and active involvement techniques. Beyond merely hearing, listening requires actively listening to the speaker, understanding what they are saying, and responding accordingly. A framework for comprehending the complexity of attentive hearing is provided by the stages of listening, which include receiving, understanding, assessing, and responding. People can improve their listening abilities and communication outcomes by intentionally using active listening tactics including keeping eye contact, offering feedback, and asking clarifying questions.

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CHAPTER 7

IMPORTANCE AND TYPES OF INTERVIEWS OF TECHNICAL COMMUNICATION

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ABSTRACT:

Interviews are crucial instruments in technical communication because they provide a fruitful way to obtain data, carry out research, and promote efficient knowledge transfer. This abstract examines the value of interviews in technical communication and illustrates the numerous interview formats that are frequently employed in this area. The introduction of the abstract emphasizes the value of interviews in technical communication. Technical communicators can gain firsthand knowledge from subject matter experts (SMEs), end users, stakeholders, and expert panels through interviews, which are an essential part of the information gathering process. As a result, technical documentation is accurate and credible. They also make research and validation easier.

KEYWORDS:

Communicators Gain, General Knowledge, Interview Crucial, Matter Experts, Technical Communication.

INTRODUCTION

A conversation between two or more people takes the form of an interview. One party conducts interview for a certain reason. The interview could be for a new job, a promotion at work, confirmation of a certain post, admission, choosing a spouse, or any other reason. Media professionals will also speak with public figures, celebrities, or anyone with a message for the general audience. The format of the interview may alter depending on its goal. We might put more emphasis on the employment interviews. According to him, an interview serves to determine whether a candidate is qualified for a post or position or to confirm a candidate's credentials, level, or achievement[1], [2]. The word "interview" itself refers to this process. It is important to evaluate all of his qualities, not only his ability to communicate orally and in writing. Nowadays, it is rumored that during job interviews, employers only assign academic achievement 50% weight and 50% weight to other life qualities. Technical skill can be quickly acquired through training or by gaining experience, but inherent qualities are difficult to modify. Aside from technical expertise, other crucial qualifications include a breadth of knowledge, oral and written communication skills, adaptability, honesty, integrity, and loyalty, as well as leadership, managerial skills, and the capacity to operate in a team. Typically, a group of professionals conducts the employment interviews. On the panel, various specialists may be present to evaluate the various talents. The technical background and adaptability are examined by professional experts[3], [4].

Whatever is learned in college may not be beneficial for the rest of one's life; it is simply required as a foundation. Because technology is evolving so quickly these days, a person must be able to keep up with the latest developments or risk having his knowledge become outdated. Interdisciplinary knowledge and approach are required even in technical skill. Working in watertight areas, such as those related to electrical, mechanical, chemical, computer, information technology, electronics, communication, instrumentation, control, or

similar fields, is not permitted. Technical experts must communicate at various levels and at various times. He ought to be able to interact well with coworkers, seniors, and the managing director. Once more, the communication could be spoken or written, private or public, via phone, fax, or email. The selecting committee includes certain individuals with the ability to decipher body language, gestures, facial expressions, eye contact, and eye movement. Many additional qualities, including knowledge, communication, self-assurance, morality, and mental stability, are evaluated directly or indirectly. Background checks are done on social, economic, and psychological factors. Nowadays, spiritual quotient (SQ) is also tested, in addition to IQ, EQ, and emotional quotient. Through a process called an interview, both qualitative and quantitative information and statistics regarding his abilities and limitations are derived. We encounter several interviews throughout our lives at various points and phases, but the majority of them are informal. We go through them routinely, but when it comes to job interviews, our future is on the line. They must be taken seriously, and we must be well-prepared. Such interviews are very tense, whether we like it or not. Appropriate preparation is required to overcome them successfully and release the stress. If you don't, it's probable that the interview will lead you in the opposite direction, rather than ahead[5], [6].

Interviews for Jobs:

Initial Choice: A new business must hire both technical and non-technical workers. The business will need more technical and non-technical employees as it expands. Every year while the business is operating, some employees may leave for new positions, some ineffective and useless workers may be fired, some employees may retire, and some employees may depart in search of better opportunities. It may be looking for better or closer employment opportunities, a better or more convenient location, self-employment, or any other reason. In order to address all of these shortcomings, new hiring is required. It is the first round of hiring[7], [8].

Task-specific choice: Initial hiring is frequently open to all. Nowadays, the majority of information technology (IT) organizations hire students in a variety of engineering specialties as well as non-engineers. After initial recruitment, they go through six months or a year of training. Large corporations work on interdisciplinary projects. They evaluate the candidates' attitude, aptitude, and approach during the training period. Following training, there is a formal interview to evaluate their talents and assign them to the different responsibilities. It is a choice based on the assignment. Different engineers work on different projects. Different talents are needed for marketing, manufacturing, maintenance, management, design, and R&D.

Evaluation interview: In some businesses, separate teams are given distinct projects. The entire project assignment is broken down into many modules and given to various groups. The entire project might be a deadline-driven assignment. The completion of numerous modules is necessary for the project to be completed. Each group leader for a module is required to frequently check in with his team members and gauge their progress in order to create a new action plan. Through interaction and interviews, this procedure determines the quantity of work accomplished in terms of completed jobs as well as the quality of the work in relation to the supplied specifications. The interviewing procedure also identifies the system's strong and weak points. If certain employees are incapable, they may be fired or given additional training. The evaluation is required for the confirmation of probationers or trainees in some offices and sectors. Additionally, promotion to the next higher grade or job is required[9], [10].

Interviews that persuade: The business might create a new policy. It might decide to pursue a new product in an effort to diversify its business. It might combine with another company

or work together. In this situation, it is important to inform the staff about the obstacles, chances, benefits, and drawbacks of the shift. The objective of interactions and interviews is to provide a briefing and, if possible, to look for new directions or choices. It fosters interpersonal trust and culminates in the workers' unwavering support.

DISCUSSION

The worker might occasionally be irritated. His productivity at work is impacted. Here, a counsellor must be effective. The employee might not be prepared to address his issue with others due to self-esteem issues. He must develop a rapport with the counsellor. The worker should feel that someone genuinely cares about him. Without doing a formal interview, he ought to be talked to in a friendly setting. He'll reveal himself. He will speak openly and without reservation about his personal, professional, and familial issues. He will be content if they can be resolved. He will give his all to the task at hand, increasing his effectiveness and the company's productivity in the process.

Resolution of Conflict: There are various departments in a big company. Everyone attempts to establish their own efficacy. Competitions are beneficial, but occasionally people try to make the other person less effective in order to show that they are superior. Both individuals might excel on their own. Their efforts, however, are not bilateral. They disagree on egos. Divergent interests result in a decreased effective productivity. Under these circumstances, each group must first have an individual interview. It is important to determine the problem's underlying cause. They should receive appropriate counselling, and a peaceful resolution should be found that won't wound their egos. Different departments might occasionally clash in engineering colleges, posing difficulties for the director. Process and instrumentation departments frequently disagree in the chemical industry. Production and buying or marketing divisions may clash in various sectors. Interviews for disciplinary action: There is a work manual for every organization. The employees receive a briefing on their responsibilities and rights at the time of their appointment. The rules may occasionally be communicated in writing. Some people are unwilling to work out of habit. The commanding officer must accept work from these individuals. It is simple to work alone, but it is highly challenging to obtain labor from others. There is no concern about losing one's employment at government and semi-government institutions. Labor unions may at times encourage employees in private companies to refrain from working under specific circumstances or to perform their duties in accordance with the rules. This breeds disobedience.

Due to personality conflicts or personal prejudice, indiscipline cases are occasionally recorded in everyday situations. The case must be resolved by the commanding officer. He needs to confirm the information by speaking with the affected parties. He must determine if the complaint is valid or not. He must persuade the workforce of the company's rules, repercussions, and importance in order to create a good working environment. He should make an effort to identify the answer. To establish good tradition, disciplinary action may be taken against someone who is at fault but refuses to accept responsibility. People who cause trouble should be isolated, identified, and punished. In instances of examination malpractice at a university, the students and their guardians are contacted by the examination reform committee. Their first defense is that, despite a failsafe system in place for alerting them, they are unaware of the rules. Interviews are conducted with parents and pupils who have been called. They initially refuse to acknowledge the error. After extensive discussion and a question-and-answer period, it is once again determined that there has been an irregularity and that the student will be subject to the proper disciplinary measures. But persuading the opposing side takes a lot of thought. Court cases can be avoided in a university or any other organization if disciplinary action is done following a methodical interview and dialogue. The examination reform committee's job in this situation is to interview each party and

determine the veracity and seriousness of the complaint. It evaluates the situation objectively as a third party, without favoring one side over the other, draws certain conclusions, and then suggests the course of action to be followed.

Interviews after Dismissal: Some workers may lose their jobs in certain organizations. There could be a variety of explanations for the end. Let's say a consulting company hires some staff in anticipation of a new project. However, if no other tasks are offered, the affected individuals must be fired. When an industry has a sudden downturn, the company may not be able to keep all of its employees, forcing some of them to be let go. Some businesses may decide to diversify their sources of output or activity. The type of labor that is needed may vary. It might be required to scale back the previous workforce. Some jobs, such as marketing, involve extensive travel, and some employees find it uncomfortable to work remotely or travel frequently. There are various restrictions on going outside, working a shift, and working at unusual hours for female employees as well. There is no other option if the current personnel are unwilling to update their skills or training for certain occupations except to fire them. It is simple to fire someone in a private organization, but due to established rules and powerful labor unions, it is exceedingly challenging to do so in government, semi-government, and public enterprises. The management sets up an interview with the employee to discuss the situation and present various solutions, such as section change, posting or promotion outside the company, training, deputation, etc. If nothing can be worked out, the person will be fired. It is challenging for the person to be qualified for any other employment in the event of a termination. He might receive advice to willingly leave. This interviewing process aids in preventing disagreements, disputes, and legal proceedings. After going through this procedure, the departing employee might not harbor resentment towards the business and, even after leaving, he might not act against the interests of the business.

Exit Interview: A person may have worked for a business or an organization in one or more roles, in one or more sections, and then left to take a position with better prospects, travel abroad, or retire. There is a method for conducting exit interviews in each of these situations. In most circumstances, a departing employee will keep their feelings to themselves and claim that his departure is solely personal and that there is no problem with the company. Just a formal leaving interview, really. Employers may occasionally be really eager to learn some important information from the extroverted person. The extroverted individual occasionally exhibits bias. If someone is penalized or denied promotion, he might have prejudices against particular people and hold very different views. A person will open up if the departure interview is fair and if he is treated well. He might disclose a lot of information about the company that the CEO might never know. He might discuss politics within the organization, unethical behavior by some, autocratic behavior by some controlling officers, bias and favoritism within the organization, good and bad organizational traditions, unwanted activities, indiscipline, the success and failure of controlling officers, the leadership of some individuals, and so forth. After a lengthy career, a person who retires from a senior position could offer some useful suggestions for improving the organization.

Media interview Interviews with politicians, celebrities, and other achievements are also conducted by members of the press and TV channels. In some instances, the declarations or the interviews are printed or shown live on television. The individual conducting the interview should use caution when speaking and nonverbally expressing himself in audio and video recordings. It clearly demonstrates a person's degree of maturity, intelligence, and integrity. His reputation is impacted, and occasionally the organization's or party's reputation is also at risk. Due to a lack of evidence in the print media, the speaker has the option of agreeing or disagreeing with the speech that was published. It is not possible when capturing

audio or video. Many accused people are interviewed by the media, and both pro and con opinions are offered. Such interviews skew public perception, making it often exceedingly challenging for judges to determine the truth. Interviews with candidates for office are conducted by the media during election season. The candidates discuss their personal ideologies, party platforms, and visions. If candidates are presented well, it aids voters in learning more about them. Editing is a choice and a right for media professionals. They each have their own prejudices, preferences, and dislikes. It gives the candidate an excellent opportunity as a tool, but occasionally the media will portray the candidate whatever they choose. Candidates enjoy making a lot of empty promises that they can't keep. Matrimonial Interview: In this scenario, the interview used to be one-sided in the past. To choose a life partner or wife, the males or parents interviewed the girls. Boys and girls today each have their own likes, dislikes, and personal preferences. They try to learn as much as they can about one another throughout the interview. They enquire about a person's social, economic, educational, and intellectual background, as well as about their family, place of employment, hobbies, and shared interests. For making decisions, the information shared during the interview is helpful. Many hidden traits are also revealed through verbal and nonverbal communication, body language, gestures, style, confidence, etc.

Tele Interview:

In the modern world, it is possible to conduct interviews over the phone, the internet, via email, using a webcam, etc. This is true whether the interview is for a job, a marriage, or a commercial deal. The initial interviews may be conducted over the phone, through webcam, or by internet chatting when the potential candidates are dispersed over a broad area. Additional interviews might be scheduled if there is some initial interest.

Business Interviews:

When someone needs a loan from a bank to buy a house or start a business, the bank manager asks the client questions about his intentions, job stability, ability to pay back the loan, and the viability of the business idea. After a preliminary review of the submitted materials, interviews are scheduled in educational or research institutions when proposals are sent for a new college, a new course, or a research project to determine the project's sustainability and advantages to the stakeholders. Interviews and interactions may be important when two organizations want to collaborate on a project. Admission interviews begin at the kindergarten level in private educational institutions. The parents are questioned about their socioeconomic, educational, and employment backgrounds rather than the kids. The interviews frequently have as their goal determining the parents' ability to pay for donations. If the admissions procedure is simplified at the higher secondary and graduate levels, interviews are only used to verify eligibility requirements, the legitimacy of papers, and the results of a written test administered as an entrance examination. First screening at M.Tech and MBA level interviews is based on the results of the entrance examination. A group discussion and personal interview come next.

Passport/Visa Interview:

Special types of documentation are necessary for these interviews. The type of visa needed will depend on the type of visit visitor, immigrant, H1 visa, etc. They must submit a specific list of documents, and in most circumstances, the personal interview is more crucial when applying for a visa. They might take into account the candidate's intentions, financial situation, and social and economic background. In addition to providing documentation, the candidate must persuade the committee members of his visit intention through conversation and body language. Ph.D. Interview: Before registering as a candidate for a Ph.D., a candidate must present a research plan. The specialists make an effort to confirm the

candidate's academic standing, research technique, and background in the field required to begin the study.

Interview Preparation:

The interviewer generally has no restrictions. The sky is the limit for him. The contestant only has a few different kinds and numbers of arrows at his disposal. Effective usage of each of them is required. Actually, he must take use of the chance to shoot all of his available arrows. You might be brilliant, involved in a ton of extracurricular activities, wear a lot of medals around your neck, have a ton of certificates highlighting your accomplishments, or even have an excellent grade or mark sheet from a reputable organization. You might also be very attractive or handsome, but in most cases, these are only basic or preliminary requirements. Just a key or password will get you into the interview room. The interview room entrance does not guarantee your selection. Interview success is not based on who you are, what you have, what you know, or what you believe about yourself.

The interviewer should be persuaded of who you are, what you know, and what you are capable of by the time the interview is over. There may be several stages to an interview, such as a written test, a group discussion, and a personal interview. Typically, there is an objective test while taking a written exam. General knowledge and/or technical knowledge tests may be objective. A selection panel for a personal interview could consist of four, five, or more people. The interview could go anything from five minutes to an hour or longer. Most of the time, each expert only has brief interactions with you, either directly or indirectly. It takes relatively little time to learn about your academic or professional background, as well as your other accomplishments and experience. Each of them just sees a brief glimpse of your skills, similar to how a camera's flash briefly captures your image. Therefore, at the conclusion of the interview, it is not who you are but how people see you that matters. The level of your job profile is determined during the interview by more than just your responses or dialogue. By maintaining a positive outlook, you should be able to demonstrate not only what you have accomplished but also what you are capable of accomplishing and that too, not just for you but for them. In many different industries, technical communication is essential for expressing complex ideas, instructions, and information. Interviews are useful tools for gathering data, doing research, and exchanging knowledge in technical communication. This article examines the value of interviews in technical communication and discusses the various interview formats that are frequently employed in this area.

Interviews are crucial in technical communication:

Information gathering: Interviews offer a chance to get direct information from stakeholders or subject matter experts (SMEs). Technical communicators can gain insightful information, comprehend requirements, and obtain particular information needed to produce correct and pertinent documentation through organized or semi-structured interviews. Interviews give technical communicators the chance to conduct research by obtaining expert input and validation. Through these interviews, information is verified, technical terms are made clear, and the correctness and reliability of the documentation being created are all ensured. **User-Centered Approach:** Through direct interaction with end users or other members of the target audience, interviews help technical communicators adopt a user-centered approach. As a result of this direct involvement, user needs, preferences, and issues are better understood, which facilitates the development of user-focused documentation and powerful communication tools. **Problem-Solving and Troubleshooting:** When it comes to resolving problems or troubleshooting technological issues, interviews are crucial. Interviewing technical specialists or customer service representatives assists in identifying and resolving

issues, enabling the development of thorough and trustworthy FAQs or troubleshooting manuals.

Interview formats for technical communication:

Interviews with subject matter experts (SMEs): SME interviews involve speaking with people who are highly knowledgeable and skilled in a certain technical field. These discussions are held to develop in-depth understandings of sophisticated technical topics, practices, or technology.

User interviews: During user interviews, participants converse directly with end users or other members of the target audience. Technical communicators can better grasp user perspectives, wants, preferences, and issues with the aid of these interviews. User interviews help to provide intuitive, user-friendly material that is user-focused. Interviewing people who have a stake in or influence over the technical communication project is known as a stakeholder interview. In order to make sure that the documentation satisfies the stakeholders' needs and objectives, these interviews seek to understand their expectations, requirements, and goals.

Expert Panel Interviews: In an expert panel interview, a number of authorities or professionals in a specific field participate. These interviews are useful for learning other points of view, sharing concepts, and developing insights on difficult technical subjects. Expert panel interviews aid in ensuring thorough and complete documentation.

Theoretical Knowledge:

Different types of questions are asked in exams for graduation and post-graduate. Technical expertise is typically tested objectively during job interviews. About sixty objective questions must be answered in an hour. Short questions with (A), (B), (C), or (D) as the possible responses are known as objective questions. The best response should be indicated with a (A), (B), (C), or (D). Different subject groupings fall under various engineering branches. Numerous books covering thousands of questions corresponding to various subject groups of those engineering branches have been published by a variety of publishers for the objective questions for branches like electrical, mechanical, civil, electronics, communication, instrumentation, control, computer, information technology, chemical, etc. These brief, objective questions deal with core ideas, common values for certain parameters, or straightforward computations based on engineering equations. In every area of engineering, there may be tens of thousands of similar queries. There is no restriction on it. These books provide some insight into the nature of questions.

We try to emphasize these essential concepts when teaching engineering in the classroom, but the students are too focused on their exams and grades at that point to recognize the teacher's efforts. In their last year, when university interviews begin, they become aware of the importance of fundamentals. This shortcoming is also highlighted by the companies who come for interviews. We scheduled special summer learning courses to review the fundamentals during the break. Fundamentals tablets or concentrated dozes cannot be administered in this manner. The students found these sessions to be tedious and uninteresting. The objective test aids in the screening of a large number of applicants, narrowing the field down to a manageable number of candidates for personal interviews by setting a cut-off point. Additionally, quick questions are asked during a personal technical interview to ascertain the candidates' backgrounds. The range of queries is unlimited on the expert side. They may typically be connected to the sector and duty.

A candidate for a job on a state electricity board can anticipate inquiries regarding the electrical power system. It could involve power system protection, generation, transmission,

and distribution. A candidate for a mechanical engineer position in the chemical, fertilizer, or petrochemical industries may be questioned about the mechanical equipment used in those industries and its upkeep. The selection, application, operation, testing, and calibration of various instruments, scads systems, and control based on programmable logic controllers (PLC) and distributed control systems (DCS) may be discussed with an instrumentation and control engineer. The interviewer's knowledge and experience may influence the questions. In this situation, it is challenging to forecast the questions. If you are applying for a professor position at an engineering college, you should be familiar with the courses that are offered, the topics they cover, and the content. Sometimes the candidate is offered the option of subject or topic in order to favor them.

You can take advantage of the opportunity if you have researched a particular subject or topic or if you excel in a particular field. But some applicants are completely unprepared for either an oral examination or an interview. They are unable to choose a subject or topic. They may not always feel at ease with the subject or topic they have chosen. The candidate will feel uncomfortable if we start inquiring about things linked to his current employment when they are already employed. You ought to be able to discuss your experience. If you have completed a project at the undergraduate, graduate, or doctoral levels and are given the chance to discuss it, you should be able to do so with assurance, but most individuals struggle with this as well. A few candidates find it difficult to talk about themselves.

General Information A written objective test or even a personal interview may be used to assess general knowledge. Nowadays, broad knowledge is more widely recognized. In some excellent schools, pupils are encouraged to enhance their general knowledge even in the early grades. Many publishers have released numerous general knowledge books. Similarly, in this written objective test, you get around an hour to respond to sixty questions. A short inquiry has several possible solutions (A), (B), (C), and (D), and the best one should be chosen. The development of general knowledge cannot happen overnight. On the night before the interview, it cannot be prepared. There are a lot of information sources available today. It might be the internet, websites, different search engines, and relevant books, journals, periodicals, TV shows, news articles, etc. Your general interest in and awareness of current events and historical events are expected by general knowledge. It could include a wide range of topics, including sports, politics, religion, history, geography, science, movies, world leaders, famous people, and more. Your exam-focused reading and knowledge will not be useful in this situation. All throughout your career, it is a constant process. Make sure your memory isn't volatile and keep your eyes and ears open. You should read the newspaper and watch the news on TV the day before the interview. The most recent occurrences in your city, state, country, and the world should be known to you.

CONCLUSION

Interviews are essential in the field of technical communication because they are effective instruments for data collection, research, and user-centered methodologies. Technical communicators can gain access to the knowledge of subject matter experts through interviews, comprehend user viewpoints, match stakeholder needs with documentation, and foster thorough insights on challenging technical topics. Interviews are crucial in technical communication because they make it easier to acquire precise information. Technical communicators can gain personal knowledge and assure the validity and authenticity of their material by interacting with subject matter experts. User interviews offer insightful user viewpoints that help to produce user-centered documentation that caters to their needs and preferences.

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CHAPTER 8

CATEGORIES OF INTERVIEW QUESTIONS AND BASIC OF INTERVIEW

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ABSTRACT:

In many different fields, the interviewing process is a crucial part of employment, research, and information collection. This abstract examines the many types of interview questions and offers an introduction to the fundamentals of interviewing. People can improve the efficiency and results of the interview process by comprehending various question categories and becoming an expert in interviewing techniques. The abstract starts out by highlighting how crucial interviews are for choosing suitable individuals, conducting research, and acquiring important data. Interviews provide you the chance to explore in-depth ideas and viewpoints while serving as an interactive platform for evaluating your credentials, abilities, and fit.

KEYWORDS:

Communication Skills, Cultural Fit, Group Discussion, Interview Questions, Technical Communication.

INTRODUCTION

Mock Interview You have a lot of free time while you're studying. Plan some practice interviews before your campus interviews. Mock interviews are held as part of training and preparation for the interview in several educational institutions. You can take on several roles when conducting and showing up for a fake interview in a student group. Your faculty members will be happy to provide a hand with this endeavor. You can invite some outside experts to conduct the mock interview as part of the student forum activities. It will provide accurate information regarding the entire interview procedure. It will assist you in getting over any fears or insecurities you may have. The audio recording will reveal any communication issues you had during the interview. Body language and gestures can be captured on camera. The group should openly analyses each candidate's strengths and weaknesses after the mock interview. It will significantly aid in improvement. Etiquette, manners, style, expression, and other traits can be learned and enhanced as needed. You may only have one chance to apply for an actual interview with a particular firm and position, so don't take any chances. However, practice makes perfect, as is the case with mock interviews. Knowing your limitations will help you make improvements. Additionally, you are aware of the interviewer's strategy. If professionals from various businesses are invited to the mock interview, they can also inform you of what is expected of them. The difference between the institute and the industry is obvious. You may work more to better yourself, and you can concentrate your preparation more[1], [2].

Collect Internal Information:

Companies present an overview of their business when they appear for interviews. Then, though, there would be no time for strategy planning. If you are interested in a position with the organization, try to learn more about it. Some businesses frequently visit your institution to conduct campus interviews. It's possible that some of your seniors have already started working there. Try to gather information about the company's strategy, selection process, pay

structure, total manpower, general policy, perks, working hours, working conditions, the company's strengths and weaknesses, its clients, profitability, potential for expansion, regular manpower requirements, etc. from them or from other sources. If chosen, this material will aid in decision-making and assist you in interview preparation. Some applicants simply show up for the interview and then dive right into the specifics after being chosen. You will be well-prepared for the interview if you are familiar with the selection process, the many phases of interviews for a company, and the makeup of the selection committee[3], [4].

Group Debate:

Companies at the national and international levels devote enough attention to the interview procedure. They organize group discussions as a component of the hiring process as well. Special approaches are required for a group conversation, and there are several things to keep in mind. We'll address group discussion approaches separately. Reading a book won't help you get ready for the group discussion. It needs some practice, just like in a fake interview. There are two-hour long laboratory sessions in engineering colleges. The practical may often be finished in an hour and a half[5], [6]. You are allowed an additional 30 minutes in each lab session. You can practice having a group discussion during this time. Create groups, then have discussions in them. You can also ask your lab teachers for assistance. You can also occasionally invite in some experts who can instruct you on how to conduct group discussions and take part in them in a variety of ways, as well as provide you advice on tactics for improving your group discussion skills. After the group discussion is over, you can have another one about how the group discussion session went. You can evaluate the pros and cons of different participants, and you know how to lead, participate in, and summarize the group discussion. You also know how to resolve conflicts that may arise if they arise during the group discussion.

Communication:

Your ability to communicate effectively will mostly determine whether you succeed or fail in an interview. It begins with listening, followed by communication on your end. Some applicants have a terrible sense of patience, whether it be during an interview or an oral test. They begin to respond before fully hearing the question. It's not enough to just hear the question. You must pay close attention. It is backed by the interviewer's gestures or body language. You can grasp the question and provide an appropriate response if you have listened carefully. It's possible that your response won't be pertinent if you didn't comprehend the inquiry. Some of the inquiries resemble remarks; they can be intended to test your tolerance or receptivity. Being on the receiving end of this procedure, you shouldn't lose your patience. Your response should be succinct and straight-forward. You shouldn't engage in a protracted conversation. If you try to speak more during the question-and-answer period, you risk trapping yourself. You'll ruin the interview by asking pointless questions. Your voice should be constant, clear, and courteous throughout whatever discussion you have. You cannot acquire or improve good communication skills overnight. In engineering schools, we work to both directly and indirectly develop it. Technical or communication skills may be taught as a formal curriculum at many engineering universities. But reading a book will not help you improve your communication skills. Actually, it develops by repetition and habit[7], [8].

DISCUSSION

My granddaughter, who is just in primary school, has a communication style that surprises me when compared to our generation. Seminars are organized in the majority of engineering colleges to promote communication. Both a seminar report and a seminar presentation can help you improve your writing and communication skills. ISTE, IEEE, ISA, and other

organizations sponsor a variety of student forums in engineering universities. On a local, state, and federal level, they organize a number of seminars and paper presenting events called techiest. The students should make the most of these opportunities to improve their communication skills, which will be very useful in interviews. Even though some applicants lack in the technical department, they nonetheless have an advantage over the competition due to their superior communication skills. It is challenging to evaluate a person's technical abilities in a short amount of time. However, a candidate's communication style shows many of their inborn talents and limitations. The candidate's success is determined by what the other interviewers know about them, not what you know or what you know about yourself. The technique of facing the interview is governed by your communication. CV for IV3.9 Our resume is often included with the application. There are two different sorts of resumes. One is a thorough one called a CV that includes your name, contact information, academic history, interests, other training, project, extracurricular and extracurricular activities, publications, and accomplishments.

The resume needs to be outstanding. It will persuade the opposing party to study it and confirm your suitability and eligibility for the position. The second is a resume summary that highlights the key elements of your background. It should be brief and to the point. Keep extra copies of this concise CV on hand for distribution to the experts during the interview. Your ten page resume might take them too long to read. You can provide further information if there is a question. Whatever information you have included on your resume should be retained in your memory and recited verbatim. You are not permitted to look up information on your own accomplishments, projects, or experiences in the printed version. It is for quick reference only. It gives the wrong impression if you have to read from the copy. You must immediately address the interviewers. Use the opportunity to discuss it and make an impression if one of them expresses interest in your project, magazine, or any other topic that you feel strongly about. The resume copy can serve as a prompt for you, but it should not be read[9], [10].

Issues: In a typical interview, the interviewer will pose questions, and the candidate will respond. You are not permitted to respond to their questions. You are not to learn from them. However, if throughout the discussion a certain question is not apparent to you, you can ask for clarification or to find out exactly what they are asking of you. However, it must be done formally. If you sense that they are truly interested in you and that you are most likely to be chosen but still have some inquiries or questions, you should bring up these concerns towards the end of the interview. Here are some suggested short-term and long-term preparations that will help you be prepared for the interview. There are some more preparation methods.

General Interview Advice:

Dress code: The candidate being interviewed does not have a clearly established dress code. You should wear something that complements the position and makes you feel at ease throughout the interview. Even though you might not purchase a new dress for the interview, it should be well-pressed and laundered. You feel uncomfortable every day if you don't wear a suit and tie, and on the day of the interview, if you do. On the one hand, the interview itself may be stressful, and on the other hand, wearing a suit and sitting in a non-air-conditioned room will make you feel quite hot. You won't feel comfortable giving a trial lecture if you're applying for a teaching position. Wearing a suit and tie may be necessary or advantageous if the interview is for a position at the executive level, as a management of a large corporation, as a principal or director of an engineering college. Some sober attire is preferred for a lecturer or assistant professor. People of our generation can be considered quite traditional in this regard. It is better to wear a light-colored, plain shirt or one with a little amount of lining or check pattern. Normal trousers may be preferable, but a person in the teaching or any other

job seems strange wearing jeans and a T-shirt with amazing designs and texts. In the sake of global culture, even some teachers now dress like teenagers outside in business schools. Slippers in an interview setting seem strange. Sports shoes are not ideal; instead, wear black shoes with gloss. Sober clothing that you feel comfortable in is preferred for girls as well. It is not advisable if a girl wears a shawl for an interview even though she does not typically do so and regularly drapes it over her shoulder.

The importance of nonverbal cues: During the interview process, the expert panel tries to learn a lot about you. In your resume or CV, you have covered a wide range of topics. You must firmly establish its validity. Sometimes a professional will write a CV that extols the individual in ways that may not be accurate. Therefore, throughout the interview process, the resume is also validated and verified. When you are in an interview, your nonverbal cues reveal a lot about you. Even if it may occasionally be an inadvertent natural occurrence, if you are aware of it, you can control the circumstances and make the best of them. The interviewers pay close attention to everything you do, including how you enter the room, how you greet people, how you sit, your facial expressions during conversations, and how you're hands, feet, and other parts of your body move. Avoid abruptly and regularly altering your body position or that of your chair. During the interview, be aware of and carefully control your posture. Bad posture can have a detrimental impact, while good posture can have a favorable impact. Sit straight and, if required, use your hands to explain. Playing with your tie or other clothing accessory, messing with your hair, making dramatic motions, resting your hands on another chair, etc., all reflect poorly on you. Rearrange your chair, thank the panelists, and then pack up your files, papers, and other belongings before leaving. Keep a smile on your face and walk out quietly without making any noise with your shoes. Your face should not look tense during the interview.

Categories of Interview Questions: It is impossible to address every question posed in various interviews. The organization, position, and reason for the interview may all affect the questions that are asked. The questions are intended to elicit information about the applicant, and the course of the interview reveals a candidate's aptitude for communication as well as their knowledge, experience, and other attributes. The mindset and approach are more significant than your responses.

Personal Information: Some inquiries are made regarding the candidate's private information. These questions include information about the candidate's name, family history, hometown, father's occupation, and other topics. Such inquiries typically aid in verifying the candidate's identity and assist the candidate in settling into the interview space after entering.

Qualification: A few inquiries are made to determine the candidate's academic standing. He might be questioned about his first degree or diploma, the institution and college he attended, the year he passed, his grades, his class, or his grade point average. He is also questioned about any postgraduate or doctoral degrees, if any, as well as any ranks or medals received while conducting the research.

Experience: Additional questions are posed to determine the candidate's experience at various organizations for varying lengths of time, on varying roles, and the type of the work involved in each situation. Some candidates now often switch jobs. In one sense, it shows that you are adaptable to working in many positions, locations, and job types. A frequent change in employment is viewed negatively. The firm may be to blame for your job change, but the interviewers may question your skills or moral character. Only mention experiences that are pertinent. Don't hold anything back. Career development some inquiries are meant to find out how your career has developed. How have you improved yourself during the change in organization and position? What kind of training have you received, and how have you honed

your qualifications or skills? The trajectory of your job development should be rising without plateauing.

Contribution: Due to the value they add to the organization, certain applicants turn into assets. Some companies are renowned for having excellent managing directors, chief executives, or workers. By the reputation of some good academics, some reputable colleges and educational institutions can be identified. If you are one of them, you have the chance to emphasize your value to the company. Along with your development, the company's development and your contribution to it are crucial. When questions concerning your strengths and weaknesses are posed, you should be able to take use of the situation to your advantage. Someone might excel academically, someone might excel in administration or research, someone might excel at project planning and development, someone might excel at design, someone might excel at marketing, while others might be better suited for production or maintenance. These abilities are work-related. There are numerous personal traits that can help someone succeed in their work and contribute to their organization. You shouldn't come out as arrogant when you describe your advantages. You can subtly point out some of your flaws so that they end up indirectly enhancing your personality. Your strengths should not outweigh your weaknesses.

Question Types for Interviews:

Behavioral Questions: Behavioral questions are designed to evaluate a candidate's previous actions and experiences in order to forecast their performance going forward. Typically, these inquiries start with the words "Tell me about a time when..." or "Give me an example of..." Understanding how candidates have handled particular circumstances in the past, such as addressing disagreements, problem-solving, or working in teams, is the goal. Give an example of a difficult project you worked on. How did you overcome challenges and guarantee the project's success? **Situational Questions:** To evaluate a candidate's problem-solving and decision-making abilities, situational questions present fictitious scenarios. With the use of these inquiries, employers may determine how potential employees might react in various circumstances or problems. Situational questions reveal a candidate's mental process and capacity for critical thought. What measures would you take, for instance, if you had a pressing deadline and realized you needed more resources to do the task? **Technical Questions:** Technical questions test a candidate's understanding and proficiency in a particular subject or set of skills. These inquiries test a candidate's knowledge of technical terms, devices, or procedures related to the position. Programming languages, software programs, industry standards, and other technical details may be the focus of technical queries.

For instance, "Can you describe the steps involved in debugging software applications and how you go about it?" **Questions Based on Competencies:** The focus of competency-based questions is on the unique abilities and skills needed for the position. These inquiries assess a candidate's capacity to exhibit the necessary abilities, such as adaptability, leadership, and problem-solving. Employers can evaluate a candidate's alignment with the necessary job competencies by using competency-based questions. Give me an example of a moment when you had to settle a dispute inside a team. What was the outcome and how did you handle the situation? **Questions about cultural fit** determine a candidate's affinity with the values and culture of the organization. These inquiries help ascertain whether a candidate's views, convictions, and working manner fit with the company's culture. The focus of cultural fit questions is on how candidates would contribute to the overall organizational culture and fit into team dynamics. Give an example of your ideal workplace and the culture of the business where you feel most at home. Employers can evaluate several facets of a candidate's qualifications, talents, problem-solving abilities, technical expertise, and cultural fit by using

these kinds of interview questions. Combining question kinds enables a thorough assessment, resulting in more well-informed recruiting selections.

The significance of interview questions:

The hiring process depends heavily on interview questions since they offer vital information about a candidate's credentials, abilities, experiences, and prospective fit with a company. The following are the main arguments supporting the significance of interview questions:

Assessing Qualifications: Through the use of interview questions, employers can evaluate a candidate's qualifications and ascertain whether they have the required training, credentials, or relevant experience for the position. Evaluation of a candidate's suitability for the role is aided by questions regarding specific qualifications. Employers are able to assess a candidate's abilities and competences needed for the position by asking certain interview questions. Employers can assess a candidate's capacity for problem-solving, communication, leadership, teamwork, flexibility, and other job-specific capabilities by asking about rigor experiences or fictitious scenarios. Employers can forecast performance using behavioral and situational interview questions by looking at a candidate's past actions and decision-making process. Employers can determine whether a candidate will fit in with the organization and be able to perform the job demands by learning how the candidate has handled similar situations in the past.

Assessing Technical Proficiency: For positions requiring specialized technical expertise, such as software development, engineering, or data analysis, technical interview questions are essential. Employers can assess a candidate's technical knowledge, comprehension, and applicability in the workplace using the questions they provide. Examining a candidate's cultural fit and alignment with the organization's values, mission, and company culture can also be done during an interview. Employers can tell if a candidate's attitudes, convictions, and working method match with the culture of the business and the dynamics of the team by asking questions about cultural fit. Employers can learn more information during interviews that isn't contained in resumes or other application papers by asking specific questions. They enable for a more in-depth investigation of a candidate's history, experiences, motivations, and career goals, empowering companies to make more knowledgeable recruiting decisions.

Facilitating Candidate Engagement: Organized and thought-provoking interview questions give candidates a dynamic and engaging interview experience. Candidates can demonstrate their abilities, experiences, and distinctive attributes during this engagement, which enables a more thorough evaluation.

Role of Interview Question in Technical Communication:

Interview questions play a bigger part in technical communication than only the employment process. Interview questions are useful resources for acquiring data, doing research, and improving the general caliber of documentation and communication materials in technical communication. In technical communication, the following are some crucial functions of interview questions:

Information gathering: Technical communicators can obtain first-hand information from stakeholders, end users, or subject matter experts (SMEs) by asking interview questions. Technical communicators can get the precise information, insights, and needs needed to produce accurate and pertinent documentation by asking targeted questions. Technical communicators can do research and validate material using the interview questions. Technical communicators can get professional opinions, insights, and perspectives by speaking to subject-matter experts one-on-one or in expert panels. Through these interviews,

information is verified, technical terms are made clear, and the correctness and reliability of the documentation being created are all ensured.

User-Centered Approach: Adopting a user-centered approach to technical communication requires careful consideration of the interview questions. Technical communicators can interact directly with end users and learn about their wants, preferences, and issues by conducting user interviews or focus groups. These observations guide the development of user-focused documentation that is simple to understand, appealing to the target audience, and intuitive.

Troubleshooting and Problem-Solving: Interview questions help with technical communication's troubleshooting and problem-solving processes. Technology communicators can detect and address problems, gather troubleshooting data, and provide thorough and trustworthy troubleshooting guides or FAQs by speaking with technology specialists or support staff. Questions asked during interviews help to improve the overall quality of technical documentation. Technical communicators can improve the quality, relevance, and thoroughness of their documentation by using interviews to obtain insights, specific information, and real-world examples. As a result, the documentation produced meets the demands of the target audience successfully and offers useful advice or answers.

Ensure Clarity and Understanding: Interview questions assist ensure technical communication is clear and understandable. Technical communicators can clarify ambiguities, improve their comprehension of complex topics, and provide documentation that is clear, succinct, and simple to grasp for the target audience by following up with questions or asking for clarification during interviews.

CONCLUSION

In order to have a successful interview process, it is crucial to understand the different types of interview questions as well as the fundamentals of conducting interviews. The major ideas mentioned in the earlier sections are recapped in this conclusion, emphasizing the importance of comprehending question types and interviewing foundations. The behavioral, situational, and technical categories of interview questions give interviewers a framework for efficiently evaluating candidates' credentials, problem-solving skills, and domain-specific knowledge. Interviewers can elicit thorough responses that offer insightful information about candidates' competence and eligibility for the position by designing questions within these areas.

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CHAPTER 9

INTERDICTION AND IMPORTANCE OF GROUP DISCUSSION

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ABSTRACT:

Group conversations are crucial parts of efficient communication and decision-making processes in a variety of contexts, from academic institutions to business settings. This abstract discusses the value of group conversations, emphasizing how they promote cooperation, improve decision-making, and take into account various viewpoints. The importance of group talks as a strategy for encouraging collaborative workplaces is highlighted in the abstract's first paragraph. Group conversations enable people to exchange concepts, information, and skills, fostering teamwork and synergy. Participants can pool their collective brains and problem-solving skills by participating in constructive discourse, resulting in more creative and successful outcomes.

KEYWORDS:

Course Action, Group Discussion, Group Conversation, Group Debate, Language Gestures.

INTRODUCTION

You may encounter a variety of group discussion formats when you are students and afterwards as professionals. We have one-to-one communication when we are talking to others personally. Communication during formal gatherings can occur between two or more participants and even hundreds of people. A seminar includes presentations from scholars or specialists as well as conversation among them. Public presentations are part of a symposium. A panel discussion requires professionals to address a particular subject in front of a sizable audience. There are presentations by various speakers, one at a time in a session, at conferences and conventions as well. The lectures are followed by a question-and-answer period. Another kind of group communication is group discussion. It might be done by five to 10 people, or more than two. To prevent a throng and mayhem, the upper number is restricted. Information exchange between various group leaders in an organization may be arranged. It could be between the department leaders of an institute and the institution heads of a university. There are times when an organization's manufacturing, marketing, maintenance, or management issues need to be resolved. When a new policy is being developed, a group discussion is important to examine the pros and cons of the policy, as well as to persuade one another. Adding new branches, increasing enrollment, and revising the curriculum in an engineering college all require group discussions in order to weigh possibilities and make decisions[1], [2].

Today's national and international businesses set up group discussions for the likely candidates during the interview process. It is a step in the hiring process. In addition to the candidate's reported academic accomplishments, projects, training, extracurricular activities, and extracurricular activities, the group discussion aids in discovering personal qualities of the candidate that may be crucial in relation to the employment position in the organization. Group discussion is a crucial component of the application process for admission to business schools as well. It assists in evaluating a candidate's leadership qualities, personality, problem-solving skills, and ability to make decisions. We might focus more on the panel

discussion during the hiring or admissions process. During your final year and pre-final year of your degree programme, set aside some time to prepare for your job interview or MBA interview. Attend seminars and different symposiums that are organized for professionals and students at the state or national level. Present technical papers, listen to industry specialists, take part in the question and answer periods, and watch the pros moderating a panel discussion. Find some time for this during your laboratory sessions and other free time. On the eve of the university interview, this competence cannot be acquired overnight. If necessary, a professional might be requested to facilitate the group discussion in student forums[3], [4].

Discussion in Groups for the Recruitment Process:

Establishment of Groups: Aptitude tests are usually the first step in the hiring process. The objective test may consist of brief technical questions, general questions, and general knowledge questions to gauge the candidate's aptitude for logic and analysis. Some candidates may be shortlisted from this test for further interview. They schedule group discussion sessions for second elimination prior to a personal interview. If a considerable number of applicants are chosen for further consideration, subgroups of no more than ten people may be formed for the group discussion. Therefore, the formation of a fairly small group is the first need for the group discussion. They are seated at a table. In some circumstances, a broad topic of current interest might be provided for discussion[5], [6]. The applicants may occasionally be given a situational problem to tackle at the conclusion of the session to test their abilities to solve problems.

The candidates might be given a little window of time to prepare. They do not have time to refer to anything, but if given some time, they could make some notes that might assist them explain their ideas throughout the debate. They are able to plan out the topics, questions, and order, among other things. There might be more than two viewpoints or solutions if the subject is exceedingly broad. Each group member may have a different viewpoint or solution. For each suggestion, each participant establishes a single-member group. Some issues are up for discussion, such as democracy vs. autocracy, the benefits and drawbacks of globalization, whether or not government subsidies are desirable, the appropriate level of taxation, whether or not mobile phones should be allowed in educational institutions, and whether or not television broadcasts live by a channel during times of war or terrorist attack should be allowed. Some members may argue in favor of or against these subjects[7], [8].

The entire group might be split into subgroups A and B depending on their positions in this situation. They might defend the selected course of action. One coordinator may or may not be chosen throughout the discussion. If a coordinator is appointed, he or she will be able to see that everyone has an opportunity to speak, there is no cross-talk, the discussion moves along as intended and the subject is not diverted, time is shared fairly among groups and individuals, there is no personality conflict, the group discussion is conducted in a healthy environment, and at the conclusion, some conclusion is drawn outlining benefits and drawbacks. In the event that there are several options, the discussion will assist in determining which option is best. It can also recommend a course of action if the brainstorming session is for a formal organization policy. Therefore, if a coordinator is present for the group discussion, his function is crucial. He must perform the duties of an umpire or a match referee without showing favoritism or bias towards any group or individual. He should be able to analyse the issues quickly so that he can keep an eye on the conversation, step in when necessary, keep everyone on topic, and come to a conclusion or summary at the end. It might be a standard operating procedure or course of action from the official gatherings. The other team members of the group discussion are also expected to pay attention to certain details and acquire the essential abilities[9], [10].

DISCUSSION

Communication: Most students seem to be highly at ease responding to written questions, but they struggle to explain themselves verbally. Some students also inquire about their ability to write or draw and explain during oral exams. It exhibits a lack of verbal expression. A strong oral communication ability is the first prerequisite for group discussions. Good vocabulary is beneficial in oral communication, but effective vocabulary use is more helpful than a wide vocabulary. Even if you carry millions of arrows, they will be useless if you lack the competence to employ them when necessary.

Confidence: The confidence is the second point. Speaking clearly and confidently will help the other people hear your arguments clearly, and it will also provide authority to them. Arguments that are only half-hearted show that you are unsure of what you are saying.

Awareness: Knowledge of current events is essential when attending an interview that will involve a group discussion. If a topic such as the current state of the stock market, the global economic crisis, the nuclear agreement, the political stability of the nation, or the price of oil is put up for group discussion and you are unfamiliar with any of these topics, you are unable to participate in the discussion and your arguments may not be logical.

Observation: By watching others, you can learn a lot about the group discussion. It can be carried out during a training phase and a practice session. Watch how other people respond to comments and questions, and how they agree or disagree with one another. Study proper discussion manners. Learn how to conduct group discussions as well.

Develop your group conversation skills via practice:

Create your own group, then lead a discussion for learning purposes. Make an effort to learn how to ask questions, gather information, and solicit feedback from others. You can evaluate the session after the practical lesson. What are the advantages and disadvantages of each member? How does one team member perform better than the others? What do your teammates think of you as a team player? How can you become better? Can you assume the duties of a coordinator or group leader?

Participation: Following observation and a practice session, you can get ready to take part in the discussion in real time. In the beginning, you might need background knowledge on the subject so that you can prepare some questions and arguments, gather some examples or queries that will work in your favor. However, by actively participating in some group discussions, you will gain real experience with them. Your talents and shortcomings will become more apparent to you. If you work hard, you can better yourself.

Listening: It's important to be patient when presenting your thoughts during a group discussion. You should first pay attention to the other individual. He can be arguing for or against the subject. You can understand other people's logic or that of your adversary if you pay attention to what they have to say. Your argument can be changed on the fly. You can try to bring up a topic that has previously been discussed and dismissed if you are not listening to others or are unable to hear them. You can find yourself in an uncomfortable situation as a result of your lack of focus.

Arguments: The justifications must make sense. They ought to be supported by examples or other evidence. The strength of your voice does not determine the validity of your argument. It might work the opposite way. A disagreement arises if everyone attempts to speak louder. The meeting ends without producing anything useful. If the other directors are influential, the personalities may conflict during a board meeting. There is no wholesome conversation. If there is discord among the department heads in an educational institution, each one may try to

point the finger at the other, refuse to take ownership of mistakes, and fail to raise their hands when something goes wrong. In these situations, the principal or director must serve as a vital coordinator. Such arguments should ultimately aim to comprehend and persuade each other rather than only supersede or overturn the others.

Participation: When a pressing subject arises in formal meetings, some attendees shrewdly skip the conversation. They lack the guts to disagree with any side. But doing that is lying to oneself. You cannot afford to remain distant during a group conversation for work-related purposes. Only if you are actively involved can you be evaluated. No points are awarded for remaining silent during an interview. Your supervisor might offer you some credit or a favor for not speaking out in your official meeting about a contentious topic. Your participation in the current format of the group discussion is the only factor used to evaluate your skills. **Opinion:** You can be asked to speak in favor of or against anything during the group discussion in various circumstances. Most of the time, you decide whether to speak in favor of or against the subject. You make the choice to support or oppose a certain ideology, philosophy, policy, or choice. It shows your way of thinking. You will have plenty of opportunity during the encounter to persuade the other participants of your beliefs. Your viewpoint should remain constant throughout the conversation.

Discussion in Groups Etiquettes:

Members must adhere to specific guidelines if they want the discussion to proceed healthily. They must adhere to specific etiquettes in order to preserve their mutual respect and the propriety of the meeting.

There are several interview etiquette DOs and DON'Ts. DO:

1. Speak to the gathering with a clear, pleasant voice that is not too loud or too low.
2. Appreciate other people's opinions; listen to them with an open mind; and take them favorably. If at all feasible, concur and give thanks.
3. You might concur or disagree. Displaying disapproval nicely.
4. Be succinct, use good time management, and turn to talk.
5. If you are correct, others might also be. Embrace it.
6. Plan ahead or improvise your viewpoints and justifications. Discuss pertinent topics.
7. Maintain the coordinator's or chairperson's dignity and that of the other members.
8. Retain eye contact with other people.
9. Use appropriate facial expressions, gestures, and body language.
10. Acknowledge the idea before gently expressing dissent with phrases like "I can understand, but," "it is a good point, but," and "I appreciate, but."
11. Use appropriate language to express disagreement: it may not always be the case due to.... It may not be unquestionably accurate because. It is not backed by evidence believe you meant that.

DO NOT: Some things are not preferred in the group debate.

1. Never yell during a group conversation.
2. Do not become ecstatic or furious during a group debate.
3. Do not interrupt somebody before they have finished speaking.
4. Do not use offensive language or words.
5. Do not squander time. Avoid going off-point with your point.
6. Avoid developing preconceptions about other people or their opinions.
7. Keep your arguments on point.
8. Ask for permission or be polite in general before speaking.
9. When you've finished, thank you.

10. Be rational; if required, offer accurate examples or statistics.
11. Don't just disagree to disagree.
12. Avoid placing the coordinator or a group leader in an uncomfortable situation.
13. Do not leave the group discussion mid-sentence.
14. Avoid slamming your fist on the table and pay attention to other people's points of view.
15. Do not engage in nonverbal communication with your coworkers or friends during other people's speeches, such as the usual eye movement or caustic smile.
16. Avoid cross-talking.
17. Do not interrupt the conversation.
18. In group discussions, stay away from accusations.

Role-playing in a Group Discussion: In a conversation, certain roles are always present. A coordinator could be just one person. He must serve as a referee or an umpire. He must work independently of any group, without favoritism or prejudice towards any group, ideology, or hypothesis, much like the speaker of the parliament. It is his duty to lead the group debate effectively. He will control the flow of the meeting, include everyone in the conversation, prevent conflicts, and sum up or draw a conclusion at the end. Select a course of action in the event of formal discussion. For specific themes, the participants are split into two groups. The participants must choose whether to argue in favor of or against in this situation. Therefore, the participants have a choice between three roles.

A number of roles are to be played by the participants in some group talks. Think about a subject like cell phone use in a school. This subject can be explored from the perspectives of students, teachers and lecturers, department heads, a principal or director, management, the university administration, parents, and the general public. The participants can be given distinct roles so they can argue from diverse perspectives and cover a variety of stake holders. Similar to this, the parties involved in a discussion on capitation fees in engineering or medical schools include students, faculty, the institute management, the government, guardians, employers, and the general public. Different roles might be given to the players. There are other topics like this that call for discussion from a variety of perspectives. Depending on the role they have been given, the participants can express their opinions. It turns into a genuine brainstorming session. The issues surrounding the matter can be examined in great detail. If the participants are well-prepared for this type of situation, they can discuss the advantages and disadvantages, strengths and weaknesses, scope and limitations of monitoring, requirements and misuse.

The number of candidates in the group, their educational backgrounds, their readiness, and the infrastructure all affect how well the debate goes. Anywhere, including the open or a lawn, can be used to set up a training session or informal group discussion. But proper arrangement is required when it is a component of the choosing process. Around a round table or a longer table, the chairs can be positioned. The coordinator may sit at the head of the table on the left side, and the two groups may sit at the head of the table on the right side, where the debate calls for support and opposition. The candidates may be asked to choose a side in specific circumstances. The precise role may occasionally be assigned to the candidates. The candidates should be able to see and hear each other during the discussion. The participants are placed in a U, circular, rectangular, or square shape for this purpose and are limited in number. They might be audible due to the room's acoustics, but placing collar microphones or table microphones is preferable. All participants should be able to see each other and their facial expressions, body language, and gestures thanks to adequate illumination in the room. Experts from the company may sit on the other side of a group discussion for selection purposes. The participants can be seen and heard by them. These

days, a closed-circuit TV camera allows you to watch and listen in on the conversation from the other room. As per process, the discussion group is chosen first.

The candidates may be given some time to decide which side they will support and to prepare their arguments. The coordinator or referee may be chosen by the competitors or by the business. The participants in a discussion with numerous stakeholders may be asked to choose a role or they may be given a specified role, and the meeting's goal may be explained to them beforehand. It is possible to specify the total duration of the group discussion and the average amount of time allotted to each member. If there are explicit guidelines for the debate, they may be stated or it may be assumed that everyone is aware of and abides by them. If there is a specified evaluation standard and the organizers so choose, they may make an announcement or they may leave it up to the group discussion reviewers. The group conversation may have start and stop indications. The time allotted for the group discussion may be extended or shortened as required, depending on how it goes.

Characteristics Evaluated in Group Discussions:

Communication ability: Each participant in a group discussion must express his or her point of view on a topic. He must argue when a specific duty is given or chosen, taking into account his own position and circumstance. A strong vocabulary is necessary for self-expression in effective communication. Whatever you think, you ought to be able to communicate it clearly. The right words must be chosen from a vast vocabulary. You should be able to speak clearly and loudly while expressing yourself with ease. Your nonverbal communication, which includes appropriate eye contact, expressions on your face, body language, and gestures that don't offend anyone, can support your verbal message. General Information The topic of a group conversation may be revealed right away when you join. You might not have time to read or prepare in any other way, so all you can do is write down your thoughts as they come to you, priorities them, and explain their importance using any examples or statistics that come to mind. You should develop the habit of studying outside of the classroom and during the designated study sessions if you want to achieve this. You should stay up to date on local, national, and international events and topics. You should make it a practice to read newspapers, watch different TV channels, and browse websites to keep up with current events.

Technical knowledge: It's possible that technical questions about VLSI technology, instrumentation and control communication networks, nuclear technology, non-traditional energy sources, communication protocols, and space technology will be asked during an engineering firm job interview. You should have the essential technical background in that field because you are an engineer in that field.

Logical Approach: You shouldn't argue merely for the sake of argument during the conversation. It ought to persuade the opposing side. You must express your thoughts logically, in the right order, and whenever appropriate, with the supporting evidence or facts.

Modes of Group Discussion: A few dos and don'ts for the group discussion were already discussed. For the Group Discussion, you must adhere to a set of rules and conventions so that you can disagree or argue without hurting anyone. Your tone of voice, your words, your actions, and your body language should promote constructive debate. Some sentences provide your message gloss at the beginning or end.

Role-playing: If you are given a certain role in the group debate and can defend it, it shows that you are adaptable to playing multiple parts.

Group Dynamics: Although every one of us does admirably on a personal level, some of us struggle to function well in a group setting. In the group conversation, we must listen to,

comprehend, and value others. Respect and mutual decency must be maintained between us. We shouldn't get overexcited, according to the counterargument. We must control our fury. Despite the opposing side's provocation, we shouldn't lose our cool. It routinely occurs in some of our formal gatherings. Some individuals talk merely for the sake of talking. Some people like to throw stones into still water only to signal their presence. In such circumstances, you ought to be able to retain your mental stability.

Leadership: If you are given the coordinator's position in a group discussion, it will demonstrate your leadership abilities. Your leadership abilities will be reflected in how you plan and lead the group discussion, how you manage people and time, and how you guide the group to a shared conclusion. In the course of your duties as a manager, executive, or chief executive officer of a corporation, you are responsible for resolving conflicts amongst employees or engineers from several departments. You can demonstrate your leadership abilities in group discussions. One corporation visited our engineering institute for a campus interview. For those of the candidates who had made the short list, a group discussion was to be held. The group discussion could be managed autonomously by one student. He didn't say much throughout the group discussion, but he demonstrated his leadership abilities and was chosen. A candidate shouldn't try to dominate a group discussion by speaking loudly or by interrupting people. An argument is very different from a group discussion. Your ability to lead others can be demonstrated by getting their attention with logical reasons, clear communication, effective body language and gestures, listening to others, and persuading them with your ideas.

Honesty, Integrity, and Frankness: During personal interviews at various engineering institutions or at the public service commission, I've noticed that some of the members are watchers who continuously grade you without ever speaking to you. Your words, tone, arguments, facial expressions, body language, and gestures during a group conversation convey your sincerity, integrity, and forthrightness. You are exposed if your verbal and nonverbal communications do not line up.

Justification of Topic: When you debate, your points should support the stance you have taken on the subject, either in support of or against it. If you are allocated a certain position, you must represent that role's perspective on the subject at hand. Your argument shouldn't be vague in any way. Some people fight in both directions at meetings in an effort to win over the boss and avoid upsetting the other participants. Similar to this, you must defend the issue you chose in a group debate.

Consistency: You should take a consistent stance when arguing. You shouldn't switch colors while the conversation is going on. If your arguments are supported by facts, examples, and reliable data, you are not allowed to stray from your position. You cannot be consistent if you approach the conversation without the necessary background or preparation. Time management calls for making the best use of your own time while avoiding interfering with others' schedules. You may effectively manage your time and contribute to effective time management by avoiding repetition and irrelevant topics.

Convergence: The conversation in the group should lead to a summary, a conclusion, or a course of action. Each person has a duty to contribute in this direction. If their points of contention conflict, the discussion might go on forever with no useful resolution. All participants in a group discussion should act with some decorum. Avoid making personal accusations, and observe polite behavior, formal language, and appropriate body language and gestures.

Case studies and topic-based discussions:

If you are aware of current events, it's probable that the topic will be one you are already familiar with. But it might not always be the case. You should be able to participate in a discussion on any subject that is presented to you in a group setting. It demonstrates how flexible you are. Listen carefully when a topic or theme for a group discussion is announced. You shouldn't leap into the conversation without thinking it through first. The arguments for and against the topic can be formulated as soon as it is mentioned. You have a choice of sides. In a group conversation, your thoughts alone are not crucial; the underlying concept is. You ought to be able to defend your position when it's your turn. If you are unprepared, the other side can seize control before you can defend yourself. All of the participants will attempt to debate in the beginning. Those with a reasonable attitude will be able to make it through this. It's possible that time is limited. You should assign some of the points you've thought of a priority and deal with them in that order. With strong arguments and their appropriate presentation at the outset, you can grab people's attention and exert control; without them, you're gone.

You are unnoticed. The biggest challenge in a group discussion is that multiple participants may have similar thoughts. You have a decent possibility of speaking about the ideas you had if you can take the initiative and go first. If you wait, the others might address your arguments and you might not have relevant points to make. You can prepare a number of points in the beginning, and as others talk, you can extrapolate and interpolate their arguments to come up with new ones using your dynamic thinking process. The quantity of points made is unimportant; what matters is how you support them and how you persuade people. During this procedure, the opponents may question and cast some doubt on your way of thinking. You should be able to foresee some questions relating to your arguments and be prepared with the responses, otherwise your arguments might occasionally get you into trouble. The issue presented for group discussion may frequently be a case study. The case study may relate to a current issue with the business or a potential scenario. It tests your ability to solve problems, and as a potential manager or executive of the organization, you can't avoid it. You should be knowledgeable about the company's operations before to the interview, regardless of whether it is a manufacturing company, marketing company, consulting firm, software company, or R&D organization.

If you are aware with current business trends, you may have some sense of the difficulties, difficulties, and issues the organization is facing. You might learn a little bit about the case study that will be used for the group discussion. With this method of approach, you are somewhat prepared to handle case studies of a similar nature. Case studies provide you extra chances to use your analytical abilities. Understanding what occurred, why it occurred, and under what circumstances it occurred provides insight into the company's and its competitors' strengths and shortcomings. It is vital to make recommendations for treatments or a future course of action after thoroughly analyzing the problem. Also in this case, other people may provide various remedies. Each approach could have benefits, drawbacks, restrictions, and limiting factors. The opposing group can bring up issues you weren't expecting. You need to address these issues. There could be various viewpoints in each circumstance. A specific scenario or solution for an organization may involve a variety of stakeholders, including employees, managers, engineers, consumers, marketers, shareholders, the government, and society. Under these circumstances, the case needs to be investigated thoroughly. Take into account all options. The choice is based on the benefits, drawbacks, scope, and restrictions of each solution.

CONCLUSION

As they promote collaboration, improve decision-making, and take into account multiple perspectives, group talks are extremely important in a variety of circumstances. This summary of the important ideas covered in the earlier sections emphasizes the value of group discussions in fostering successful communication and group problem-solving. Team members can openly exchange ideas, knowledge, and skills in collaborative environments that are created by group conversations. Individuals can tap into the group's collective intellect through constructive discussion, which boosts productivity, innovation, and creativity. Collaboration in group settings enables the pooling of varied knowledge, expertise, and viewpoints, leading to comprehensive solutions and reasoned choice-making.

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CHAPTER 10

APPLICATION AND ADVANTAGES OF EFFECTIVE READING SKILLS

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ABSTRACT:

To grasp and analyses written content properly and effectively, one needs effective reading abilities. This abstract gives a general overview of the range of competent reading abilities, including a variety of skills and techniques that go into it. The development of vocabulary, decoding, fluency, comprehension, critical thinking, knowledge of text organization and structure, skimming and scanning, active reading practices, adaptation to various kinds of texts, and metacognition are important components. By honing these abilities, people may improve their reading comprehension, which has a positive impact on their academic achievement, their ability to learn more, their communication skills, and their capacity to think critically about the world.

KEYWORDS:

Critical Thinking, Effective Reading, Reading Abilities, Reading Comprehension, Skimming Scanning.

INTRODUCTION

We encounter several readings in the course of our daily activities. Normal script is read aloud by eyes. Blind people utilize specialized material that has been prepared in braille and read by feeling touch with their fingertips. There are also computer peripherals a method of reading the information or data. Digital data or binary data that has been converted to alpha numeric data may be used. Punch card readers were utilized in the past. The information may now be stored on a tape, a CD, or any other type of memory with the right reading heads and system. In the morning, we begin by reading the newspaper while simultaneously watching TV shows on TV channels[1], [2]. Along with visual and acoustic content, such as speech or music, certain written messages are displayed. The textual script could be used for audiovisual interpretation, for The TV channels now show advertisements or breaking news, or the current prices of different stocks along with their names. If only the names and phone numbers of callers and called numbers are displayed on mobile phones. Short, readable alpha-numeric messages are exchanged via SMS. Milestones, indications, shop and street boards, and advertising hoardings are all present when we go out, which we may or may not read. We communicate in writing by typing, printing, and faxing letters, memos, and other documents[3], [4].

When searching for information or checking emails on a computer, reading is necessary. Reading computer programmers is required. We are concerned with prices of things presented when making sales and purchases. We encounter menus and invoices in motels. We are concerned with many types of communication in our office. In order to facilitate communication, most offices adhere to written communication for correspondence and paperwork. The ability to read and write in daily life is the basic definition of literacy. A newborn is incapable of speaking, reading, or writing. It starts learning reading and writing

when it enters school. It begins by learning the mother tongue or a nearby language, and eventually it might pick up a national language[5], [6].

Reading Objective:

Reading can have a variety of purposes for various people at various times. As previously stated, reading plays a variety of roles in our daily activities. Shapes with a range of uses. However, it is a crucial kind of communication. Either reading is possible intentional or accidental. It's possible that a deaf person cannot hear. He is limited to reading the material or instructions. Throughout his academic career, a student is quite interested in reading. A professor must compile the most recent research and data. In order to properly teach, he must read. We must read emails and information on numerous websites and search engines when communicating electronically. An editor of news, a proofreader, or an auditor must read. We choose the material based on the purpose and focus they give to reading, which differs depending on the purpose. When a professor or student studies for a test or a lesson. Retention of the information is required for the purpose. When we read a newspaper, a novel, a magazine, or a children's book, retention is not crucial. He moves slowly and deliberately. We may retain information, but it is not required to retain the material word for word. It is not necessary to read through the study papers word for word when a researcher reviews them. He needs to assess what has been done, what the constraints are, and whether there is room for expansion, improvement, or adopting a new technique. He has His judgment in this regard is comparable to an open-book exam. He need to have the ability to connect the references. Even in official correspondence, word-for-word specifics are not crucial [7], [8].

The details being picked up by a section officer or the office supervisor. He adds a note regarding any information that has to be transmitted, received, or any action that needs to be taken. It's possible that the CEO (chief executive officer) didn't read the entire letter. Some writing shortcuts are used in SMS to save time when writing and reading, such as writing you as U and two, to, or too as 2. It needs to be understood in its appropriate context otherwise it could be misleading. The ingredients and method are crucial when a woman reads a recipe. Once anIf not read in the appropriate setting, it could mislead. The ingredients and method are crucial when a woman reads a recipe. Thorough reading is required when the examiner evaluates an answer book. Need to determine whether something is correct or incorrect. The idea and design may be crucial when reading a technical document. During the reading process of the PG or PhD thesis, focus may be placed on concept, creativity, and understanding. Real data is more significant. In a classroom setting, the student not only listens to the teacher's speech but also reads whatever is printed on the board. Reading and hearing integrate the functions of the eyes and ears. It shows to be a more effective method of communication.

The students' memory retention has improved. The textual content was previously printed and available. Nowadays, a lot of information is available in soft form because to the growth of e-media and e-libraries. The selection of useful information is quite difficult because of the flood and unchecked radiation of information. For the general public, a news reader must read the news on the TV station. She only needs to alert the people of the news. She must read aloud, clearly, and with the correct pronunciation, without skipping any words. The other reading styles are silent. It's possible that the other guy isn't reading what you are. Additionally, your background and area of interest support the reading. It could be challenging for someone without technical training to understand a technical article. A person may have an affinity for a particular field and be able to concentrate well when reading in that area depending on his or her personal interests in poetry, literature, science, technology, politics, sports, entertainment, and theatre. When we mention reading with purpose, the majority of our pupils are focused on exams. Their goal is to achieve the highest grade with

the fewest efforts. It's possible that none of them are interested in fundamentals, depth of knowledge, or more reading. If an instructor provides helpful notes, students won't need to read a text book. They might not read other books if there is only one excellent text book accessible. An engineering we have to give them seminars, projects, and extra assignments in college, which can tempt them to stray from their textbook and lecture notes [8], [9].

DISCUSSION

A student who reads for Due to the huge amount of overall options, he can afford to ignore some issues from the assessment. If he is not ambitious about earning high marks, grades, or medals, he only needs to attempt a small number of carefully chosen questions to pass. A teacher who uses reading to teach a subject cannot afford to leave out any material. He needs to read a lot more and very thoroughly. However, we often schedule forty hours of instruction for one subject. Therefore, if you intend to publish a book on a technical subject, his reading range may be restricted. You may occasionally have distinct subjects for to read a variety of literature. You must compile accurate facts and justification. It takes a lot of work, initially in the reading and then in the writing. In when we read for pleasure, our emotions are not involved. When reading speech from a script, an actor or actress must associate their emotions with the words spoken. Words, feelings, facial expressions, gestures, and body language all play a part in acting[10].

Skimming and scanning:

When we receive a book from the library or as a free copy, we are curious to find out if it will be helpful to us or our students. Various book salesmen frequently visit us with a stack of books to recommend for our library or for our students. We can check the title first. In certain cases, the title is deceptive. It doesn't provide any context for the topic being discussed. Even if it provides a general idea of the subject, the coverage is unclear. Similar topics may also be covered at the high school, college, post-graduate, and research levels. First, we simply read the book in fast forward. Turning the pages, we change the pages, attempt to read a few titles and subtitles, a few sentences, and try to take note of any important terms that could assist us in determining whether the material relates to the topic of our choice. Explains the topic. These days, several technical publications have large indexes but relatively weak substance. When a Ph.D. student is conducting research, he consults hundreds of references to refine his topic. In the past, technical documents were referred to in hard copies. Nowadays, we may find hundreds or thousands of references online and in e-books. The issue is not the content itself, but rather the difficult task of choosing useful material. There could be a ton of references if you provide a wide search key. You might not receive even one reference. The research researcher reads over the articles, papers, or even the paper abstracts in the first round. The in-depth information is of little interest to him. In the references, he wants to look for certain significant phrases or terms. The papers are sorted and listed.

He gets into the specifics if he discovers anything of value. Skimming is the act of quickly reading a book or reference. It's a preliminary survey. In the earliest stages of a satellite survey of the earth or moon, greater chunks of land are surveyed. Possible resolution units include km. It resembles skimming. Once a certain area of interest is found, a change can be required. Reviewing a book or piece of literature also similar practices are used. Skimming is the practice of quickly reading through the content. When we create a report or a project proposal a group coordinator could complicate things for the national board of accreditation, NAAC, or a request for a new UG or PG course. The vice chancellor or institute director only reads the report in general before submission. He might not have the time to read it word-for-word, but he can check to see if the necessary elements are covered. For this reason, entire paragraphs or pages are quickly read. Approximately 200 words per minute is thought to be

the average reading speed. Skimming can occur at a rate of more than 700 words per minute. It reads quickly in this reference. The retention rate could be less than half because of the quicker process. Retention is not as critical when reading for purposes other than exams. A quick glance can help you determine the target audience, their occupation, and their educational level. Additionally, skimming aids in determining whether the communication is intended for commercial gain, is a general report, a formal letter, an article, or both. The message may try to describe something, provide information solely, provide an explanation, give instructions, or persuade. A general understanding of the content, target audience, purpose, It might be done for instructional or elucidation purposes. Or to persuade. Skimming provides a broad overview of the communication's content, target audience, goal, and nature.

Scanning:

It is the thorough examination of some printed material. For each subject in schools and colleges, a different text book is required. The class's subjects are taught by the professors and teachers. The learner needs to have a thorough comprehension of the material. He has to read the entire textbook. He'll read the book cover to cover and word for word. He can only comprehend the themes covered by the subject after that. This reading is a cursory review. He must read everything in its entirety slowly. He is not simply reading for the sake of it. He must read, comprehend, and retain. The theory, explanation, justification, idea, conclusion, and applications so that he can replicate it in an exam. He must change the facts or data. To enlightenment. You must read and comprehend the equipment specs when a tender enquiry is put out and you want to submit a bid for the item. Only after understanding can you give an equipment quote. It necessitates a quick scan or careful reading and analysis of the specs. When evaluating the answer book, the examiner skims through it to determine what is correct and what is incorrect. A newspaper or book's proofreader must scan the script letter by letter and look for errors. To check for spelling errors, missing letters, or words, and to offer repairs word by word.

Comprehension:

A doctor must carefully read the pathology results before he can recommend a medication. The actor or actress can scan the script before taking the part in a film, television show, or drama. However, while performing, he or she must scan and replicate it. A person's essay can be evaluated by skimming, while a technical report or technical paper needs to be scanned. Understanding: Reading a newspaper, magazine, or a book may be the only activity you do to pass the time. In this situation, something can be forgotten by default but we are not making any special attempts to comprehend, consider, and remember it. All printed content, however, may not be read solely for leisure. It is read with a particular intent. It necessitates knowledge of the subject matter. Following your comprehension of the subject matter, you must take some action. After reading and comprehending the content, action may be performed right away in some circumstances or it may take a while. The knowledge of the subject and the information must be retained within that period.

We refer to a volatile memory and a non-volatile memory in computer systems. In a volatile memory, the data is lost as soon as the power is cut off. There is certain information in entertainment, news, and movies that will likely not be very important in the future. Its fine if something is comprehended and retained, but most of the time that knowledge won't be important in the future. We might not take the time to consider, comprehend, and remember it. Its fine if something is comprehended and retained, but most of the time that knowledge won't be important in the future. We might not take the time to consider, comprehend, and remember it. This strategy is not advised for a student. Some of the subjects in a semester are prerequisites for subjects in higher semesters, thus the student must read and comprehend the

material in order to replicate it on the exam at the conclusion of the semester. He cannot comprehend the courses in the higher semesters if he does not retain the understanding of the lower semester subjects. In a technical interview held on campus for a job, understanding of courses from all semesters is required. If a document has a long-term necessity, it should be retained in the mind for a longer period of time after reading and understanding it. Understanding the knowledge or material implies remembering it and applying it correctly. Understanding is a prerequisite for comprehension. Understanding is influenced by background, interest, and focus. While most housewives can comprehend and remember the most from TV dramas, they cannot do so from the Discovery Channel or Business Channel. Cartoon films and video games are the easiest for kids to understand and remember. A student or researcher must cultivate an interest in the subject matter and acquire the essential knowledge. The literature connected to the professionals' fields should pique their attention. The ability to comprehend is also based on linguistic proficiency. The majority of us are comfortable speaking our mother tongue or a national language, however when our knowledge or vocation advance, we may learn more languages. Parts authors use very plain language in parts of their books. It doesn't take much effort to understand it while reading.

The mind immediately stores the information. The rate of reading can be accelerated. Some topics are challenging. There is a lot of technical jargon used, thus cross references are necessary for comprehension. Some authors' writing styles actually make the subject more difficult. The reading and retention rates are slowed. Sometimes the penmanship in a handwritten script makes it difficult or impossible to read. Some writers continue to use vocabulary that is fluid. The information is presented in a clear, logical order. Such information aids in subject preparation through independent research without outside assistance.

Advice for improving comprehension:

Step by step, gradually advance your reading. You can struggle greatly if you attempt to read a book that is on a higher level right away. There could be a lot of cross references needed. Start with a basic or introductory book on the subject before moving on to more advanced works. Vocabulary: A strong vocabulary is helpful in grasping the topic, but it shouldn't get in the way of your learning. Keep a dictionary close at hand. Check the meaning to ensure there are no misunderstandings. The new words can be underlined so you can subsequently comprehend their meaning. But it might leave some gaps that could harm understanding and retention. Broader bandwidth of subjects is preferred. Understanding any subject is aided by interdisciplinary knowledge. That is why we provide introduction courses in various fields in the first year of engineering degree or diploma studies. Knowledge is no longer contained in airtight containers. Scanning may be more successful if done after first skimming. Some authors outline the structure of the book and provide guidance on how to read it. It might help you read and comprehend the material.

Without prejudice sometimes we have preconceived notions about the topic, presentational approach, or author after reading only a tiny amount of the text. By carefully and completely reading it only if we have a correct grasp of the book can we avoid bias and prejudice from impairing our comprehension and memory? Form the practice of recording points as a student so that you can remember what you have read. It could get boring to read continuously. Making lecture notes is a good idea if you're a teacher. Following reading, you push yourself to comprehend and articulate. Your understanding and memory will improve. As a teacher, you prepare notes by considering potential inquiries from your students. Both the questions and their responses are things you prepare. It will result in complete comprehension of the subject, and it will increase your confidence as a teacher.

Application:

Numerous areas of life might benefit from having strong reading abilities. Strong reading abilities are very helpful in the following areas

Education: Reading is essential for doing well in school. A student's ability to absorb and analyses information from many sources, such as textbooks, research papers, and literature, depends on their reading comprehension skills. It aids with exam success, conceptual understanding, and the growth of critical thinking skills in students.

Professional Development Reading comprehension is a requirement for promotion. Professionals may keep up with best practices, research findings, and industry developments by engaging in effective reading. It improves their capacity for comprehending and interpreting legal documents, business letters, reports, and other written materials, which results in better decision-making and problem-solving. Reading comprehension is essential for efficient communication. They aid people in understanding letters, emails, texts, and other written.

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3. **Reading comprehension:** it is essential for efficient communication. They lessen misconceptions by assisting people in effectively interpreting documents, emails, communications, and printed directions. As reading widely exposes people to a variety of writing styles, vocabulary, and grammatical structures, good reading skills also help one become a better writer.
4. **Research and Information collecting:** Research and information collecting require excellent reading skills. They make it possible for people to access pertinent sources, skim through documents, and extract crucial information fast. Researchers who can read well are better able to analyses material critically, identify reliable sources, and combine data into cohesive reports or articles.
5. **Personal Development:** Reading is a stimulating activity that promotes lifelong learning. People can examine other viewpoints, cultures, and ideas through effective reading. It encourages intellectual development, increases knowledge, and improves empathy and understanding of various points of view.
6. **Reading abilities:** it is provide you access to knowledge and insights that can point you in the right direction for solving problems. Reading enables people to obtain new views, learn from the experiences of others, and use their imagination to solve problems in a variety of circumstances.
7. **Reading:** it can be used as a source of enjoyment and leisure. Reading works of literature, novels, or other genres can take readers to new worlds, arouse feelings, and offer a much-needed vacation from the stresses of everyday life.Strong reading abilities are essential for success in a variety of fields, including education, career development, communication, research, personal development, problem solving, and enjoyment. They enable people to gain knowledge, acquire information, and successfully traverse a variety of life's challenges.

Advantages:

The benefits of having strong reading abilities are numerous, both personally and professionally. The following are some major advantages of being a strong reader:

Enhanced Comprehension People with good reading abilities may comprehend and understand written material more quickly. This entails understanding the key concepts, identifying the supporting information, and drawing connections between various ideas. A deeper understanding of diverse areas and themes results from improved comprehension. **Expanded Knowledge** Reading is a key tool for learning new information and skills. Effective reading skills enable people to study a variety of topics, obtain knowledge from many viewpoints, and broaden their intellectual horizons. The continual learning process aids in personal development.

Improved Communication Regular reading improves language, vocabulary, and grammatical skills. It introduces people to various writing genres and aids in their understanding of efficient communication methods. As a result, individuals improve their verbal and writing communication skills, which is useful in both professional and social settings. **Analytical and Critical Thinking:** Reading critically and analytically entails assessing data, spotting biases, and creating well-founded views. Strong critical thinking abilities are developed by good readers, empowering them to analyse complicated situations, work through dilemmas, and come to reasoned judgments. **Enhanced Focus and Concentration:** Reading calls for focus and concentration, particularly when reading complex or lengthy texts. Reading frequently helps people cultivate and enhance their capacity for sustained attention.

Scope of effective reading skills:

Strong vocabulary enables readers to comprehend and decipher the meaning of words they come across in writings. Increasing vocabulary helps readers understand complicated concepts and improves comprehension.

Decoding: The capacity to recognize and pronounce words correctly is referred to as decoding. It requires comprehending word patterns, syllables, and phonics. Decoding abilities that are strong make reading easier and lessen the cognitive burden needed for understanding.

Fluency: The speed, precision, and fluidity of reading are all related to fluency. Fluent readers are able to concentrate on more difficult comprehension tests because they can recognize and understand material with ease.

Comprehension: Understanding a text's meaning is necessary for comprehension. To understand the major concepts, infer meaning, and come to conclusions from the text, effective readers use techniques including summarizing, forecasting, questioning, and forming inferences. Effective readers use critical thinking while they are reading. They assess the author's claims, look for biases, examine the data, and take other points of view into account. The ability to think critically helps readers create their own viewpoints and participate in informed debates.

Text Structure and Organization: Being aware of how various sorts of texts (such as narratives, expository texts, and scientific papers) are structured and organized makes it easier for readers to read and understand them. Understanding subject sentences, transitions, headers, and subheadings helps you extract information and pinpoint important concepts.

Skimming and scanning are methods for swiftly extracting information from a text. While scanning entails looking for particular information, skimming involves quickly reading the material to acquire a broad summary. These abilities come in handy when looking for particular information or when time is of the essence. Active reading entails interacting with the material by underlining, underlining, taking notes, and asking questions. These methods encourage greater comprehension, improve memory retention, and encourage participation in the learning process.

Ability to adapt: Skilled readers may change their reading techniques to suit various text genres and needs. When reading novels, textbooks, research papers, or news stories, they choose a variety of tactics, adapting their strategies to the unique needs of each genre. When reading, metacognitive abilities include being aware of and in control of one's own thought processes. Effective readers keep track of their understanding, spot places of uncertainty, and use techniques to get over obstacles. They are conscious of their strengths and limitations and make a conscious effort to develop their reading abilities.

CONCLUSION

Effective reading abilities are essential for enabling people to comprehend and confidently traverse the huge universe of written information. People may become proficient readers by using a variety of skills and approaches, including vocabulary growth, decoding, fluency, comprehension, critical thinking, text structure analysis, skimming and scanning, active reading techniques, adaptation, and metacognition. People may open the doors to academic achievement, career advancement, and personal enrichment by developing these talents. The basis for understanding is laid by a strong vocabulary and decoding abilities, which allow readers to understand complicated texts. Fluency makes reading easy and comfortable, whereas comprehension techniques like summarizing, asking questions, and drawing conclusions increase comprehension.

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CHAPTER 11

APPLICATION OF GRAMMAR AND VOCABULARY AND ITS ADVANTAGES

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ABSTRACT:

Grammar and vocabulary are crucial parts of language skills and are crucial for clear communication and comprehension. The relevance and interactions between grammar and vocabulary in language acquisition and use are summarized in this abstract. The rules and structures guiding how words are arranged and combined to make coherent sentences are referred to as grammar. It includes things like word order, agreement, sentence structure, verb tenses, and punctuation. A firm command of grammar ensures that spoken and written language is clear and coherent, enabling proper expression and understanding.

KEYWORDS:

Active Form, Grammar Vocabulary, Large Vocabulary, Sentence Structure, Vocabulary Enables.

INTRODUCTION

Learning the alphabets prepares us for entering the world of language. After that, we learn grammar and words. The number of terms in our vocabulary continues to grow as we learn more. The process of learning new words and expanding our vocabulary may begin more quickly. The rate at which we acquire new words in the (English) language increases over the elementary and secondary school years. The vocabulary battery charges up quickly at first but eventually reaches saturation. As we study engineering, our vocabulary may get more and more technical while fewer generic terms may be introduced. It doesn't add much to our overall vocabulary. Our exposure is limited, and the majority of the kids in our cohort could experience something similar. Rich vocabulary enables fluency of expression and self-assurance in conversation. Money that is sitting in a bank or treasury does not help the economy of a nation expand; rather, it is the movement or turnover of money that spurs economic expansion. The terms that are unused in our vocabulary safe are not important either. The consistency and ease with which words are spoken affects how well they are communicated. We must not undervalue the value of words. If you possess a wealth of words, you may experiment with them, put them to various uses, and work marvels with them. The typical process of vocabulary acquisition is considered as being saturated. You must make extra efforts for your vocabulary to increase more effectively [1], [2].

Increasing Vocabulary:

1. Reading may improve one's vocabulary. Reading a dictionary won't help; general reading would. Beginners could have teething issues. Read the local newspaper first, then the English newspaper, one after the other. If you have any questions regarding a term you read in an English newspaper while reading a regional newspaper.
2. Read books with an increasing number of new words. Using the context to understand new terms. Use a dictionary if required, and get familiar with several ways to use a term for various purposes. Try to employ the new terms whenever an opportunity presents itself. You will remember the term and how to apply it because of this practice.

3. Keep track of the new terms you learn. This list ought to expand over time. You shouldn't exclude any words from your vocabulary. Loudly speaking the new words may help them stick in the mind more effectively. Sometimes it helps to recall words by thinking about their opposites and comparable ones. By identifying the reference object or verb it may be used with, it is possible to recall an adjective or adverb[3], [4].
4. Sometimes mnemonic devices or memory techniques might help you recall the term. Although it may be divided into two or three smaller terms with somewhat distinct meanings, this activity does a great job of imprinting the word in our minds.
5. Sometimes the spelling or meaning of what is being read or written is unclear. Without hesitation, utilize the dictionary. The reading/writing table should have a physical copy of the dictionary nearby. E-dictionaries are also readily available online[5], [6].
6. There are many word-based card games available. In these games, words must begin with a certain letter, conclude with a certain letter, or be made with a certain letter in the middle. It makes the mind reorganize its vocabulary. The game needs a partner in order to be played. E-card games may be played on a computer by one person.
7. Some training packages on the internet include visual vocabulary. Using the accompanying images, the words may be comprehended and learned. Access may sometimes be free, and other times it may need money and registration[7], [8].
8. Some students practice for exams like the TOEFL, GRE, SAT, and IELTS. For them, a rapid and large vocabulary expansion is required. There are specialized publications, electronic books, and e-learning courses online. There are certain word lists.
9. There are hints to help you learn them.
10. There are online communities where people share advice, techniques, and resources for expanding their vocabulary. Both online and offline vocabulary exams enable people to gauge their own vocabulary development.
11. The same word might have a varied meaning depending on the situation. While certain words may sound the same when spoken, their spelling and meaning may vary. Such words aid in developing dramatic appeal in both oral and written communication. They are readily recalled in that format. Some individuals do crossword puzzles as a way to kill time or for enjoyment, but they also aid in vocabulary development.
12. Words found in dictionaries may be meaningless, but words in your hands sometimes turn out to be swords. The same is true for writers and journalists.

Grammar:

Grammar offers the empirical basis for every language. Any building may be built on top of a firm foundation. Without the fundamental support of a foundation, an architect's artistic design has no value. Similar to how the art of language may be created via the use of beautiful words, a solid grammatical foundation is necessary. The scope of this work does not permit comprehensive coverage of grammar. Here, several key issues that are crucial for effective technical communication are covered. Grammar is less important in technical communication than it is in other types of writing. But everything comes down to perception. A person at the executive level cannot afford to ignore grammar while communicating. Students should be cautious with their communication's grammar to get off to a solid start. The majority of individuals may only speak English as a second language. It could be challenging to sprint on an unfamiliar, fresh pitch[9], [10].

DISCUSSION

It could begin by crawling or perhaps simply creeping when it first starts walking. The majority of individuals are intimidated by grammar. It shouldn't be difficult. If we are unable to chew it, we must swallow it. The best trainers will wrap the bitter pill in sugar to prevent the first reluctance to even take it. In a school of the arts, the needs for English instructors could be quite varied. For technical people, there are less requirements.

Tenses and Time Concept:

Tenses are the most typical area of communication difficulty. It causes numerous errors. The present, past, and future tenses are the three possible tenses. The time span of activities is also expressed through tenses. Some actions or occasions repeat often. These things keep happening. We attempt to characterize an ongoing occurrence or action. The live transmission of any event or the commentary on a cricket match are ideal examples. We must also discuss some of them as they happen in day-to-day life. There have been some prior occurrences. We wish to explain it or make an effort to remember it. Some things will happen in the future. They might be an individual's action, a future plan to carry out an activity, a forecast about a future government policy, an individual's or organization's goal.

Passivity:

Instead of using the active form, the passive form may be used to transform problematic phrase constructions using ambiguous or indefinite nouns as the subject. Actress Aishwarya Ray receives blind calls from unknown parties. In this active form, harassing Aishwarya is more important than anybody else. Actress Aishwarya Ray gets a blind call from someone. This passive style is more powerful. One notices the youngsters' lack of seriousness. One observer is unimportant in this case. It is often seen that kids lack genuineness. It is more successful. The subject of the verb or action may not always matter. The action taken serving Mr. Sharma with the notice is more significant than the action itself. Peon is not crucial in this case. Notice delivery is crucial. A peon delivered the notice to Mr. Sharma. Tajmahal was harmed by someone. Someone is not significant in this case. Tajmahal has significance. Therefore, the phrase "Tajmahal was damaged by someone" is preferable. Rabindranath Tagore was awarded the Nobel Prize. The passive language can be more successful if we wish to draw attention to the Nobel Prize.

Rabindranath Tagore earned a noble award. The active form may spotlight one individual when there are two people participating, which is undesirable. The passive form in this situation might be used to emphasize the other individual who is impacted by the first person's conduct. Gandhi was murdered by Gods. Gods, who is not the protagonist, is highlighted in this version of the statement. Gandhi is a well-known figure worldwide. Consequently, the passive form that follows is more powerful. Gods assassinated Gandhi. The American people chose Mr. Obama to be their president. In this case, Mr. Obama's election is more significant. This passive version, "Mr. Obama was elected as President by the American Public," is more persuasive. Some laws or actions lead to unhappiness among the public, workers, or students. In these circumstances, the passive form is often utilised, and the decision-maker or authority is purposefully obscured. Instead of saying, "The director forbids cell phones in the college," use the passive voice.

The following uses passive voice without referencing any authority:

The college has a strict policy on cell phones. As opposed to active voice the government has decreased the oil price subsidies. The use of the passive voice in both instances avoids mentioning authority. Active form may be used when credit has to be given or votes need to

be retrieved. It gives me pleasure to name you the organization's Vice President. The government has made the decision to increase its workers' dearness allowances.

Conditional Sentences:

The examples given before included sentences in the past, present, or future tenses. The conditional statements vary somewhat from one another. These are a combination of sentences. These phrases take into account a circumstance, either actual or made up. The condition is stated in one half of the sentence, and the action taken in response to that condition is stated in the other portion of the sentence. The conditional assertions are divided into three categories: plausible, improbable, and impossible, depending on which of the three requirements are met.

Probable Condition:

It will be cozy if we go in an air-conditioned bus. It presents or recommends an alternative that aids in decision-making. If we travel in an air-conditioned bus, the first clause of this phrase expresses an open possibility. It is known as an if clause. Simple present tense is used. The second phrase, "it will be comfortable," is written in the simple future tense. The "if" clause in this sentence denotes a likely circumstance or course of action that may or may not take place. It is the cause if it happens. The second action, which is the result or major phrase in this sentence, follows it. One may remember cause and consequence.

Application:

Many facets of communication and language use depend on the use of grammar and vocabulary. The following are some crucial situations where grammar and vocabulary are crucial:

1. For written communication to be efficient, grammar and vocabulary are crucial. Whether it's an email, essay, report, or any other kind of written communication, proper grammar promotes the clarity, coherence, and correctness of written documents. A large vocabulary enables authors to choose the words that best represent their thoughts and successfully interest readers.
2. Oral Communication: In oral communication, grammar and vocabulary help people communicate their ideas clearly and fluidly. A large vocabulary enables the use of varied and exact words, boosting the speaker's capacity to communicate effectively and precisely express their message. Good grammar aids in the construction of grammatically correct sentences.
3. Academic Success: Grammar and vocabulary are essential in academic contexts in order to succeed in assignments, research papers, and tests. The ability to articulate arguments and ideas rationally depends on using proper syntax, and the ability to express complicated ideas and show a depth of knowledge depends on a rich vocabulary. Writing well-written, well-structured academic work requires a solid mastery of grammar and a large vocabulary.
4. Grammar and vocabulary proficiency are essential in professional settings, according to professional communication. Employers place a high importance on effective written and spoken communication skills that are supported by correct grammar and a broad vocabulary. In order to effectively express information, offer ideas, collaborate with coworkers, and interact with clients or consumers, communication must be clear and succinct.
5. Grammar and vocabulary are essential to learning a language and being proficient in it. Learners can form sentences and express themselves clearly by understanding grammatical principles. The expansion of a learner's vocabulary increases their ability to

understand and generate more complex and diverse phrases. Learners must master grammar and vocabulary in order to become fluent and self-assured in their target language.

6. Grammar and vocabulary are essential for effective interpersonal communication, whether it be in informal talks, social situations, or official settings. Clarity in discourse is maintained, intended meaning is communicated, and misunderstandings are prevented thanks to proper language. A wide vocabulary enables people to communicate clearly, participate in insightful conversations, and understand the viewpoints of others.
7. Grammar and vocabulary are key components of reading comprehension. Readers are better able to comprehend sentence structure, verb agreements, and the general structure of a work when they have a firm knowledge of grammar. The ability to interpret unknown words, understand subtle meaning differences, and determine the author's intended message are all made possible by vocabulary knowledge.
8. Understanding cultural settings is made possible by grammar and vocabulary. Different grammatical structures and vocabulary reflect the values, beliefs, and ways of life of different languages and civilizations. Grammar and vocabulary mastery aids in understanding and appreciating other cultures, promoting intercultural dialogue and understanding.

Idioms:

Sometimes the language used in verbal or written communication is flawless. Even if there are no grammatical, spelling, or pronunciation errors, the writing might nonetheless become boring. We consume a variety of foods, some of which may have the same or comparable basic elements. So why are there so many different types of food and recipes? To appease a range of palates, provide some creativity, and make the meal colorful, diversity is required. In other circumstances, presenting the meal becomes more significant than just preparing it. It pulls in consumers. It aids in building the brand's reputation. A broad spectrum of clients are satisfied with it. Why McDonald's has gained such global renown? Variation and new presenting techniques are particularly helpful when communicating in a language, both orally and in writing. Some individuals are excellent communicators, writers, poets, and speakers. They act in a similar manner to others, yet they do it differently. They have the ability to pique readers' and viewers' curiosity. In either an oral speech or a written piece, you must make a striking effect. Idioms are among the most effective tools that are present in all languages of the globe. It provides diversity, color, and spices. According to reports, the Chinese language is exceedingly idiomatic. Idioms are often employed in the English language as well. Idioms often develop together with the society. They are often community- or region-specific. A phrase made up of many words is an idiom. The phrase has a distinct word meaning in everyday speech, but when employed as an idiom in a certain context, it has a completely other meaning. As a result, it is difficult for a novice or outsider to grasp and interpret the idiom. For this, specialized idiom study in a specific language is required. If not, it could lead to misunderstanding. There is an attempt to define some of the idioms and their applications. There are too many idioms to list them all here.

Eponyms:

Eponyms are taken into consideration in many nations, civilizations, and even fields of research. The epithet may refer to a real or imagined person, place, object, or aspect of history, mythology, politics, or literature. After that person, character, or thing, a location, tribe, religion, discovery, theory, or any other thing may bear their name. Some names for cities, nations, monuments, locations, restaurants, etc. have developed in this way. Jesus Christ is connected to the Gregorian calendar and year system in English. The previous years are now referred to as B.C., or before Christ, while the current year is 2013 AD. The Churchill era, the Gandhi an age, etc. all relate to distinct historical periods. Cities like

Washington, British Columbia, etc. have such names. Kennedy Airport, Indira Gandhi Airport, Chhatrapati Shiva Airport, etc. are some examples of airport names. The names of scientists, inventors, researchers, and other figures are often associated with innovations, mathematical theorems, legislation, illnesses, medications, etc. Well-known examples are Faraday's law, Ohm's law, Boyle's law, and Dalton's law.

Even certain technical quantities are included in the names of scientists: Newton for force, Joule for energy, Farad for capacitance, and Ohm for resistance.

These are instances of eponyms used in science and engineering; otherwise, they are proper nouns used by scientists. Some audio or video albums are referred to by the name of the performer, the vocalist, or the title of a well-known song. Famous eponyms include Harry Potter, Pogo, Laurel & Hardy, Tarzan, etc. They operate similarly to trademarks. Some adjectives are formed from the names of people, places, or nations, such as Indian, American, Gujarati, Gandhi a Philosophy, Darwinian, Galvanic, etc. Astronomical objects and stars are often referred to by the names of scientists. It's a lengthy list. Some names serve as the basis for things like cartoon characters, chemical elements, businesses, cuisines, philosophies, inventions, minerals, theorems, prizes, and awards. The Pythagorean Theorem, the Nobel Prize, the Bhavnagar Award, Spiderman, Bajaj Auto, and McDonald's are all instances of eponymy.

One-word alternatives:

One word alternative: We like using lengthy phrases to explain things in tales, novels, and general descriptions. It could be essential to define a theory, law, or regulation, explain the precise notion, or both during instruction or in a text book. But sometimes with communication, it takes a while. Compact representation is ideal for scientific descriptions as well. Nowadays, the majority of communication takes place through SMS (short messaging services) on phones and the internet. If a whole sentence or a lengthy phrase can be encapsulated in a single word, the message or description is more concise. The distinctions between vocabulary and grammar to talk, listen, read, and write in the language or languages we know, we require grammar and vocabulary. Although grammar and vocabulary both deal with words, there are four significant differences between the two:

Grammar takes into account the function of words, their ability to take on different forms, and the appropriate sequence in which they should appear in sentences. Vocabulary takes into account the meaning of words. Grammar is more complex and, in my opinion, harder to master. The vocabulary is simpler and calls on memorization of word definitions. Standard norms that have remained mostly constant throughout time form the foundation of grammar. The vocabulary of a language or a person, however, changes as terms become obsolete and new ones are regularly developed and mastered. The best way to use grammar is to adhere to a style manual or grammar book. The best way to utilize vocabulary is to consult a dictionary.

Advantage:

The benefits of grammar and vocabulary knowledge for communication, language acquisition, and personal growth are many. Here are a few significant benefits:

1. **Effective Communication** People who have good language and vocabulary are able to express their thoughts, ideas, and feelings precisely and clearly. A wide vocabulary enables nuanced expression and the choice of the most suitable words, while proper grammar guarantees the accuracy of communications. Better comprehension, fewer misunderstandings, and improved interpersonal connections are all results of effective communication.

2. Strong grammar and vocabulary abilities are necessary for writing that is both clear and comprehensible. Sentences flow more easily and thoughts are more rationally arranged when grammar is used properly. A large vocabulary gives authors a variety of words and expressions to accurately express their ideas and successfully captivate readers. For academic performance, professional communication, and persuasive writing, clear and logical writing is essential.
3. Grammar and vocabulary proficiency are necessary for good reading comprehension. Readers may better understand sentence structure, word connections, and the overall meaning of a work by having a thorough grasp of grammar. Vocabulary skills enable readers to understand the meaning of terms they come across in the text, making it easier for them to understand the author's point of view and thoughts.
4. Grammar and vocabulary knowledge are essential for learning a language and becoming proficient in it. Understanding grammar helps students build sentences correctly and comprehend a language's grammatical principles. The expansion of a learner's vocabulary increases their capacity to comprehend and use a broad variety of words and phrases, improving their overall language competency and fluency.
5. Improved Critical Thinking Strong grammar and language skills improve critical thinking abilities. People who are proficient in grammar can analyse the organization of arguments and assess the veracity of statements. A wide vocabulary enables more accurate and nuanced thinking, allowing people to communicate their ideas clearly and in detail. For problem-solving, decision-making, and interacting with complicated concepts, effective critical thinking is essential. Grammar and vocabulary proficiency are highly regarded in the professional sector. For success in job applications, interviews, presentations, and professional interactions, it is important to have good written and verbal communication skills. Professionals who can express their views succinctly and clearly stand out and benefit from this skill in their jobs.
6. Cultural Understanding being grammatically and vocabulary proficient aids in understanding and appreciating other cultures. An in-depth knowledge of grammar and vocabulary makes it easier to communicate and connect with people from different cultural backgrounds since language represents the values, traditions, and practices of a society. In a globalized environment, it develops relationships and intercultural understanding.
7. Self-expression and Confidence Good grammar and vocabulary allow people to communicate effectively and with confidence. People feel more confident in their communication when they can express their ideas clearly and with a variety of words. This self-assurance permeates all facets of life, including interpersonal interactions, academic endeavors, and career aspirations.

CONCLUSION

Grammar and vocabulary are two crucial language elements that cooperate to promote clear communication and comprehension. While vocabulary includes the enormous variety of words and phrases that give language depth and richness, grammar offers the basic foundation for grouping words and creating coherent sentences. People who have a solid command of grammar are better equipped to express their ideas in a precise and correct manner. The coherence and accuracy of written and spoken language are ensured by an

understanding of sentence structure, verb tenses, word order, and agreement. People may communicate their thoughts in a manner that is clear to others by following grammatical principles. The variety of words accessible for communication, however, is greatly increased by vocabulary.

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CHAPTER 12

APPLICATION OF WRITTEN COMMUNICATION AND ITS FUTURE REQUIREMENT

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ABSTRACT:

Writing effectively is essential in many facets of personal, intellectual, and professional life. In light of recent technological developments and shifting communication patterns, this abstract examines the uses of written communication as well as the needs of the future. Academic writing, commercial correspondence, technical writing, creative writing, internet communication, personal correspondence, public relations, legal and governmental papers, publishing, and journalism are just a few of the numerous fields in which written communication is used. One may develop connections, shape views, effectively express their ideas, and succeed in a variety of fields by using effective written communication.

KEYWORDS:

Communication, Effective Written, Social Media, Technical Writing, Written Communication.

INTRODUCTION

Oral and written communication are both different types of communication. You sometimes have to deal with a lot of written correspondence as a student, a professor, an employee, an employer, a professional, a supervisor, a manager, the head of the department, or the head of the institution. We cannot master written communication just by mastering the alphabet or words. Millions of words may be found in the dictionary, but without adequate coordination and linking, they are useless. It requires extensive reading, training, and practice in all facets of written communication. If not used appropriately, the same musical instruments and melodies may create noise. They produce lovely music that enters via our ears, touches the mind, moves the heart, and awakens the soul when they are handled correctly and in harmony. Each language uses a particular collection of alphabets to create words. Different words are created by combining several sets of alphabets. These terms are connected using specific rules and conventions from each language [1], [2].

When we are young, we first learn to talk. Simply by seeing people communicate with one another whether at home, inside our family, on the streets, or otherwise we begin to understand words and how they are used. Our official instruction in writing begins when we enroll in school. We begin to learn writing in our mother tongue, which may be our regional language, at various stages. From there, we go on to Hindi, then English, Sanskrit, and other languages as and when appropriate. Because each language is written in a specific script, the alphabets are first presented when a language is studied. After that, we study the terms' definitions and spellings. We sometimes attempt to compare a term to its counterpart in a language that we are already familiar with. If a term refers to the name of an actual thing, it is best to understand the meaning of the words by some photos or models[3], [4]. If the word refers to an adverb, such as color (black, white, green, yellow, and dark, bright), we can experience the adverb's characteristics, such as its warmth or coolness, roughness or smoothness, loudness or lowness, speed or slowness, etc., to learn about it. We can also detect good or bad odors by smelling. Our vocabulary expands as we acquire new terms in

school and as we mature. In order to expand our vocabulary while learning a language other than our native tongue, we must make extra effort. Before reading the English newspaper, students should read the local paper. You can comprehend the message on your own, without anybody else's assistance. Refer back to the local newspaper if further information is needed for correlation and comprehension. The same may be said for watching local, Hindi, and English news networks. Once you have a basic vocabulary, make it a point to add at least 10 new words each day. By developing this practice, you may gradually and steadily increase your vocabulary. You may practice speaking English orally by listening to and watching people communicate. But in order to communicate in writing, you must be familiar with the language's syntax; otherwise, mistakes might be made and you could end up paying dearly for them. The dictionary should always be consulted if you are unsure about the spelling, pronunciation, or meaning at any time.

If you have to do a lot of writing in your line of work, you should always have a dictionary on hand. Refer to the dictionary without hesitation to get the answer. Online dictionaries are now accessible as well. There is software that checks a computer-typed script for spelling. However, there may be a number of terms that sound similar and have spellings that are similar or identical but have distinct meanings. The author is aware of what he plans to write, but the computer is unaware of what the author is thinking. Therefore, the author must use his or her own judgment. We are preoccupied with writing in one way or another at every stage of our careers, from our school years to our professional years. We may have numerous alternative terms for the same aim, but choosing the right phrase is crucial. Our ability to choose the right words determines our writing style. It takes time to establish the greatest style[5], [6].

It develops through repetition and persistent work. Expression fluency requires more than just vocabulary. Even if you may have a lot of arrows in your quiver, only the right arrow should be utilised on the right day and at the right moment. The ability to recall all potential words and choose the best one should be part of the cognitive process. The word choice ought to be in line with the reading demographic. Layman's language should be utilised while writing a screenplay for nontechnical people or technicians; otherwise, they won't be able to understand it. Higher level language may be utilised when academics, professionals, and executives are the intended audience; otherwise, they can feel undervalued. When writing for readers who are less sophisticated, you may use longer words for explanation and description. The writing should be concise for advanced readers. Repetition and using too many words should be avoided. Word luxury is not something you want. Writing combines art and science. While an art may be produced, a science can only be studied. One's individual attribute is their writing style. It could be unique compared to other things. Your remarks might leave a lasting impression. Words have the power to both work and do harm. The use of adequate and illustrative language is crucial[7], [8].

Word Selection:

Adaptability: When writing a text, we must take into account whether the background is technical or not. We may place greater emphasis on application and outside work for non-technical people. We may use technical language to convey the idea and internal specifics for technical people. Different techniques are needed for textbooks prepared for diploma, graduate, and postgraduate levels on the same topic. Sometimes we have to take a person's social, economic, or educational background into account for non-technical people. The terminology used to address individuals in various sorts of groupings may vary. Even the readers' age range is significant. Fairy tales could pique the attention of elementary school kids. Students in their upper secondary years could be interested in adventures. Science fiction could pique the curiosity of college students. Your use of language, vocabulary, and

examples should be in line with the group's goals. Attempt as you may, people might not comprehend or sometimes misunderstand and misinterpret if you attempt to utilize the same phrases and terminology with all the groups. We are aware that many news stories spark debate; the individual must then explain that their intention was to say one thing rather than another. But by then, significant harm has already been done[9], [10].

DISCUSSION

Whatever is written should be easy for the other person to understand. There should be a one-to-one relationship between input and output, much as in computer programming. There are various issues that arise if I write with one intention and you interpret it in a different manner. Any instructions to be provided, any requests to be made, any commands to be issued, and any actions to be performed should be obvious from the written communication in official communication. Communication ambiguity might lead to misunderstanding during implementation. Some commanding officials lack courage and are unsure of themselves. When a choice or a course of action for a particular employee is to be proposed to a higher officer, they make a comment that is unclear to the higher officer. The message ought to be self-explanatory. It shouldn't need to be translated by an interpreter. Time would be wasted on both sides if the communicator were to be contacted for clarification. Effectiveness is essential in every kind of communication, whether it be formal, informal, commercial, or technical. In one round, the opposite party should be aware of the communicator's expectation or goal thanks to the formal communication. In the event of uncertainty, the opposing party requests clarification or further information. The applicant is once again referred to in relation to the letter or application. This defense justifies the delay in decision-making in government institutions.

Economy: Words are a luxury that a poet or novelist can afford. They use lavish language while describing the objects. They may write paragraphs upon paragraphs and pages upon pages praising a lady's attractiveness. In literature, the goal is different. The poets and writers give their imaginations form. The readers may amuse themselves, learn something new, and have fun. However, in technical writing, this kind of luxury might result in time loss for both parties. In official communication, you must clearly define your objectives and only provide pertinent information. Your writings may not be viewed by anybody. If the correspondence or letter is excessively long, it can end up in the waste paper basket. The message has to be succinct, pleasant, and direct. These days, we use this strategy in email and SMS. It reduces transmission time, memory space requirements, stationery costs if printed, reading time requirements, and grabs attention, which prompts instant attention and action. One drawback is that we compromise spelling, grammar, and authentic English in the interest of economy.

Precision: The words must be required, adequate, and suitable. It is crucial, especially in technical communication and technical explanation. If we attempt to summarize the substance of a page or pages in certain books, it would probably just be one or two lines. It's similar to Hindi TV shows, when a half-hour episode doesn't see even a single word of the plot advance. There are various technical works by well-known writers who argue against this. It is challenging to substitute a paragraph with a few words in your language if you need to make lecture notes or a summary of any subject from such a book. Technical instructors need to study these texts. Simpler books may be used by students.

Some recommendations: Use basic, short, and well-known terms wherever possible. Depending on the audience's education level, some word complexity is acceptable. Otherwise, they could think they are being undervalued. You should be able to speak in an approachable manner if the audience requests it. The goal of writing is to explain or transmit ideas in a way that readers can comprehend, accept, and enjoy rather than to impress them

with your vocabulary or expertise. To minimize ambiguity, explicit and concrete language should be utilised. Use of acronyms should be avoided unless they have been introduced before. Clichés are words or phrases that are overused and have evolved into political catchphrases; they should be avoided. Additionally, if at all feasible, avoid using jargon. It should be avoided if it uses language that only engineers, physicians, chemists, programmers, and other professionals would understand. Some individuals like fusing words from several languages, which is undesirable. We may use a variety of methods to illustrate the same concept in a classroom setting. A dictionary may include many terms with the same meaning. This repetition or duplication is required for educating, explaining, and comprehending, but it should be avoided in communicating.

Some individuals have a poor tendency of employing two phrases that are redundant, such as return back, resume again, tight fit, and assemble together. Some individuals write in a circumstantial or roundabout manner rather than explicitly stating the items. It fails to convey the intended idea. An effective writer should use the fewest words possible to say as much as possible. Usually, we use terms like he, his, him, etc. in spoken and written communication. Despite the author's innocence, the women could not like his or her communication style. Such bias may be avoided by a cautious writer. He/she, him/her, and there are inconvenient to write everywhere. It is preferable to stay away from both situations. Some of the terms, including chairman and manpower, should be changed to chairperson and employees, respectively. Reference to a certain cast or community may also spark conflict. Even words like blind, ugly, poor and backward may be upsetting. Indirect references should be utilised whenever feasible.

The first stage in a written message is to choose the right, essential, and adequate words. Only isolated words and sentences lack meaning. For a sentence to be formed, the right word combinations are necessary. Both verbal and written communication use sentences to convey ideas. The construction and choice of the phrase are equally crucial to word choice. It should include the intended readers' educational, social, economic, political, and professional backgrounds, as well as their comprehension and familiarity with the issue or subject. The sentences shouldn't be too complicated. Small statements using straightforward language and basic words may be formed from them. Numerous commas, colons, semicolons, inverted commas, etc. are needed in long phrases.

The sentence may not communicate the intended idea if they are not utilised correctly. It's conceivable that it will be misconstrued. The language of the sentences in general written communication, such as newspapers, books, novels, biographies, autobiographies, etc., should be directed towards the broad population of readers. They ought to have no trouble understanding. They shouldn't have to worry about it. Engineering college textbooks are designed for students pursuing a diploma, degree, or a postgraduate degree. The wording of the phrases should be kept basic in this instance as well, keeping in mind the average student proficiency. The more gifted students may consult books at a higher level, but normal students should purchase technical literature that may be self-explanatory. They ought to be able to study it themselves, without assistance from anybody else.

Guide Lines for Sentence Construction:

Shortness: Short sentences are easy for a writer to construct. After the little statement is finished, it immediately enters the reader's thoughts. It is simple for the reader to learn and retain. The reader must read and then consider the author's message when a sentence spans three or more lines. If he comprehends, the knowledge is retained in the mind. The sentence may be simple, compound, or complicated depending on its structure. Any sort of phrase may be utilised in written communication, depending on the needs. The right blend of length,

short, simple, compound, and complicated phrases may aid in capturing and holding the reader's attention. It might be challenging to avoid using lengthy sentences in an abstract, a conclusion, or a listing. It is simple to read a sentence if there are five to ten words each sentence on average. It is challenging to read sentences with 11 to 15 words, and it is extremely challenging to read sentences with 16 to 20 words. It is customary in technical writing to use a middle range.

Break Points: Body language, gestures, facial expressions, pauses, and visual aids all complement verbal communication. Only words and punctuation are used in written communication. They assist in destroying it. Distinct punctuation at various points gives the statement a distinct meaning. Therefore, it's important to comprehend and correctly employ punctuation.

Word optimization: Sentences may be made shorter by carefully choosing your words. It shortens the reading time and increases interest without losing the content. When feasible, replace the clustered phrases with single words. For example, use *may* instead of *there is a chance that*, *must* instead of *it is important that*, *when* instead of *under the circumstances in which*, etc. Eliminate superfluous phrases like *in my opinion*, *between Holy and Diwali*, etc. Instead of using indirect language, use direct expressions, such as *knows* for *is aware of* or *has knowledge of*. Avoid repetition. The words *assemble* and *assemble together* for *"limited in size and small for assemble together might also work"*. The focus of a statement may be changed and ambiguity is removed by rearranging the words. Active voice may result in word economy instead of passive voice.

Development of Paragraph:

Introduction: Sentences are formed by words, and paragraphs by sentences. It is not common practice to write nonstop for an extended period of time in any written communication or depiction. The description is often broken up into a number of paragraph-sized chunks. Although there is no set rule, a page is often split into three to four paragraphs. A paragraph consists of a number of lines and phrases.

There could be a theme among these sentences in a paragraph. The introduction of the subject in the first sentence ensures a seamless start. The next paragraphs provide the relevant background information on the subject. Before ending, the final paragraph brings the description to a close. The reader will love the writing if the description is composed of coherently spaced out paragraphs. The reader may readily comprehend the information since the notion is developed gradually. The concerns of technical staff include technical reports, technical proposals, technical manuals, operational manuals, technical papers, instructional books, laboratory write-ups, reference books, etc. This kind of content explains a thing, a method, a practice, a plan, a project, or a suggestion. When writing the paragraph, the goal, applicability, and intended audience should all be taken into account. It could be used for social, commercial, educational, printing, publishing, or presenting purposes. In each of these situations, a different strategy may be used. The main idea, which is intended to be communicated to the readers, is the focal focus of each paragraph. The paragraphs must be connected, consistent, and continuous. It attempts to rationally persuade the reader towards the end.

The human body is made up of many different organs, and cells make up those organs. Cells arranged correctly create healthy organs. The body's health is determined by the coordinated operation of the organs. The paragraphs are essential components of the script's body. Once a subject has been chosen, the author should consider all the data pertinent to the writing's goal, its audience, and its use. In general writing, there may be a variety of concepts relating to the subject. It is necessary to choose the important ones. Additionally, there could be a wealth of

knowledge in technical writing. The essential data should be sorted out from this. The importance and priority should be determined. It will aid in choosing the write-up's titles, subtitles, number of paragraphs, total length, and organizational structure. Technical papers are often formatted with a maximum word limit or page count when submitted to conferences or technical publications. These considerations will assist in determining the overall format of the paper or write-up, the importance of each sub-component, and the level of information required in each situation. Brainstorming is required before writing anything. You will experience an idea wind storm from all angles, as the name suggests. If you don't align them, the consequence may be zero. The concepts may change because they are brittle. You must translate the soft copies of your thoughts into the written report's hard copy. Professional writers are able to capture thoughts in their natural flow and convey them verbatim. Beginners and even seasoned individuals should first establish some kind of action plan. When making travel plans, we prioritize the destination, travel time, and direction. Determine the key spots and write them down, just as you would with direction and travel indications. Alternative suggestions, answers, steps, and strategies must to be written down. Create a precise plan with all the milestones, much like a map. The full flow chart of your article should be worked up, taking into account all the required procedures involved, much as the schedule of a planned vacation.

Paragraph Sentences:

A paragraph is made up of many sentences there are primarily two sorts of sentences. The first form is known as a theme sentence, while the second is known as a supporting sentence. A paragraph's first sentence should describe a subtopic of the primary subject. Large numbers of subtitles may not be able to be provided in a proper manner. The notion that will be communicated in that paragraph, however, is centered in the first phrase of the paragraph. Consequently, the subject sentence is the first phrase in the paragraph. Some paragraphs employ next phrases to deepen the notion after introducing the subtheme in the main sentence. Supporting sentences are what these sentences are known as. These phrases could provide a thorough description of the concept. An experiment's full protocol may also be described, as well as a process's electrical, mechanical, thermal, chemical, hydraulic, pneumatic, or physiological aspects. Here, specific design process phases may also be included. Deductive method refers to the organizing manner of the paragraph when the main sentence and supporting sentences appear at the beginning of the paragraph. The supporting assertions come first in an inductively organized paragraph method, and the theme statement serves as the paragraph's conclusion, much like a closing comment. The subject sentence may be anywhere in an explanatory paragraph; it is not required to appear at the start or the conclusion.

Application of Written Communication:

Writing effectively is important in many facets of personal, intellectual, and professional life. The following are some important uses for written communication:

- 1. Academic Writing:** Effective written communication is crucial for success in the classroom. Writing assignments, research papers, essays, and reports are common among students. They can express their thoughts effectively, provide evidence to back up their claims, and exhibit analytical and critical thinking abilities when they write well. Written communication is essential in professional situations, according to professional correspondence. Organizations employ emails, memos, reports, and other written materials for internal and external communication. Professionals must efficiently interact with customers, work with colleagues, and cooperate while maintaining a professional demeanor.

2. **Business Communication:** Written communication is essential in the business sector for a variety of tasks, such as proposals, company strategies, marketing materials, and presentations. Businesses may transmit their corporate identity, build trust, negotiate agreements, and manage client relationships via effective written communication.
3. **Technical Writing:** Written communication is essential for recording processes, procedures, research results, and technical requirements in technical domains including engineering, computer science, and healthcare. Clarity, precision, and correctness are essential in technical writing if you want to successfully convey difficult information to your audience.
4. **Writing for Creative Expression:** Writing provides a platform for creative expression. Through narrative and creative language usage, writers of fiction, poetry, scripts, and other types of creative writing may enthrall readers and explore concepts.
5. **Social media and online communication:** Written communication has expanded with the emergence of social media and digital platforms. Written communication is used by people to express their ideas, participate in debates, exchange information, and create communities online. In order to maintain an online presence, deliver messages clearly, and engage audiences, effective written communication is essential.
6. **Personal Correspondence:** Through letters, cards, and emails, written communication enables people to sustain personal relationships. It allows people to show thanks, interact with loved ones who may be separated by great distances, and exchange news. Written communication is more intimate and may be kept as a memento.
7. **Public relations and media:** Both the public relations and media sectors depend heavily on effective written communication. To effectively transmit messages, affect public opinion, and engage the target audience, press releases, media comments, speeches, and articles must be carefully drafted.
8. **Legal and administrative documents:** Written communication is essential in legal and administrative settings. Precision, clarity, and conformity to predetermined forms and linguistic norms are requirements for legal documents, contracts, rules, regulations, and official reports. Written communication is at the core of both publishing and journalism. The public receives news, stories, and information from authors, journalists, and editors via written communication. Writing skill that is compelling, truthful, and ethical is crucial in various disciplines.

Future Scope of Written Communication:

1. **Digital platforms and social media:** Written communication will continue to change in various contexts as a result of the rising use of digital platforms and social media. Short-form textual material, such as status updates, captions, and microblogs, will spread more widely. Emoji's, GIFs, and other visual aids will be used in conjunction with textual text to enable clear and expressive communication.
2. **Integration of Visual and Multimedia:** Written communication is likely to use more Visual and Multimedia components. Written information may be made more effective and engaging by including info graphics, videos, interactive components, and augmented reality (AR) technology. The communication process will be more thorough and engaging if pictures are combined with textual information.
3. **Personalization and AI-powered assistance:** AI technologies will become more prevalent in written communication. AI-powered writing assistants and chatbots will aid people in editing their written work, pointing out mistakes, and making suggestions for improvements. Based on individual preferences and analyses of the target audience, these technologies may also customize textual communication.
4. **Multilingual Written Communication:** It is Made Easier by Machine Translation As global connection grows, machine translation technology will advance. Real-time

translation tools will make it possible to communicate without difficulty across language boundaries, increasing chances for understanding and cooperation in a variety of settings.

5. **Accessibility and inclusiveness:** Insuring accessibility and inclusiveness for all people will be a priority in written communication in the future. It will become increasingly common to use plain language techniques to write material that is simple to grasp. Written material will be more inclusive for people with disabilities if accessibility requirements are taken into account, for as by including alternate text for pictures and subtitles for videos.
6. **Analytics and content that is data-driven:** Written communication methods will be greatly influenced by data analytics. Organizations will be able to analyse engagement metrics, optimize communication strategies, and modify written content to target certain audiences with the use of data-driven insights. Written communication will become more focused and efficient as a result of this strategy.
7. **Experiences in Virtual and Augmented Reality:** Immersive experiences will be included into textual communication as virtual and augmented reality technology develop. Written communication will be integrated into these immersive settings via virtual meetings, interactive storytelling, and virtual schools, opening up new opportunities for interesting and dynamic written material.
8. **Block chain Technology and Trust:** By promoting trust, authenticity, and transparency, block chain technology has the ability to influence textual communication. Block chain may be used to securely store documents, authenticate material, and monitor modifications and alterations, improving the reliability and integrity of written communication.
9. **Integration with Voice and Speech Technologies:** Written communication will become more smoothly integrated with voice interfaces and speech recognition as voice and speech technologies progress. By bridging the gap between spoken and written communication, voice assistants and speech-to-text technology will provide more adaptable and practical communication alternatives.
10. **Environmental Sustainability:** As environmental sustainability becomes more of a priority, written communication will probably move towards digital forms, which will cut down on paper use. The prevalence of e-books, digital papers, and internet platforms will increase, lessening the environmental effect of conventional printed publications.

CONCLUSION

The foundation of human contact is written communication, which has uses in the personal, intellectual, and professional spheres. It is essential for expressing thoughts, exchanging knowledge, fostering connections, and succeeding. Future needs for written communication will become more crucial as technology develops and communication practices change. Academic writing, commercial correspondence, technical writing, creative writing, internet communication, personal correspondence, public relations, legal and governmental papers, publishing, and journalism are just a few of the numerous fields in which written communication is used. People may communicate themselves clearly, influence others, and interact with a variety of audiences when they write effectively.

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CHAPTER 13

AN OVERVIEW ON EFFECTIVE PRESENTATION STRATEGIES

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ABSTRACT:

For engaging an audience, communicating a clear message, and persuading the audience to pay attention, effective presenting tactics are crucial. This abstract gives a general overview of the essential elements and uses of successful presenting techniques in a variety of fields. A well-structured presentation with a logical flow makes it easier for the audience to follow and understand the content. A consistent narrative, proper headers and subheadings, and an outline of major ideas are all components of clear organization. Slides, charts, and other visuals assist convey important ideas and increase audience engagement. When employing visuals effectively, it's important to use hues, typefaces, and pictures that complement the idea being communicated while still being aesthetically pleasing and succinct.

KEYWORDS:

Clear Organization, Effective Presenting, Laboratory Work, National Worldwide, Presenting Techniques.

INTRODUCTION

Presentation matters at all stages and in all spheres of life. What you know or who you are don't matter as much as what other people know about you. You may refer to a specific person, a group of people, a company, or an entire sector of the economy. There is a saying that states you cannot sell your berries without communicating. Selling is more than just a business transaction; it's about persuading someone else of the merits of your concept, theory, or product. Presentation skills have been emphasized from elementary school. Your presentation approach will depend on the setting, the audience, and the goal of the presentation to determine how best to use you're presenting talents. You may need to adjust your plan from time to time by keeping an eye on your rivals or competitors. As a student at engineering institutions, you will have to take a lot of tests and interview questions. Engineering education is inadequate without practicals or laboratory practise. You do the laboratory work and give the report. You are making a written presentation. You must demonstrate your practical knowledge orally throughout the test. The laboratory work serves to verify the theoretical work you have been studying. You may demonstrate your comprehension of the theory and its application in practice during the oral examination[1], [2].

Seminars are a requirement for the upper semesters as you progress. Different subjects are assigned to the students, and they must prepare and deliver the seminar. Your written presentation is part of the seminar report, and your oral presentation is part of the seminar delivery. In addition, there are smaller and bigger initiatives. These tasks might include some software development, design and manufacture, and theoretical research. Written reports, demonstrations, and presentations are required in this situation as well. A lot of literature review, analysis, modelling, simulation, design, manufacturing, and software development are needed for M.Tech. And Ph.D. dissertations. Once again, both the written and oral presentations will be used as the basis for the examination. Technical papers must be presented in conferences and symposiums held at the state, national, and worldwide levels by

academics, professionals, and students. In the process of teaching and learning, the instructors use a variety of presenting formats. Different presentational techniques are used in both expert lectures and well-attended seminars held in colleges. Presentations are scheduled when various equipment, hardware, and software companies visit institutions. Replacement presentations are held when national and international businesses visit engineering colleges or business schools for placements in order to inform the students about their firm, their product, their operations, future goals, and the need for human resources. The head of the department in the institute or principal/director of the institute must set up presentations for the committee members in order to be approved for affiliation with the university, for approval of university grants commission, for initial approval of the courses and later, for renewal of approval by All India Council of Technical Education (AICTE), and during assessment of programmers by National Board of Accreditation (NBA or NAAC). The institution must persuade the state-level fee committee established by the state government about the charge structure.

When academics are sought out for teaching positions, trial lectures are often scheduled. When a professor or research researcher requests a project grant from a public or private funding body, he or she must persuade the committee members of the feasibility, breadth, and societal significance of the study. Budget needs must also be justified through presentation inside the institution. The shareholders and board of directors must be persuaded when a corporation must make a significant financial choice. When there is a significant change in business policy or operations, the managing director must gain the trust of his employees, supervisors, and engineers via presentation and engagement. A pharmaceutical business must persuade the public, physicians, and government authorities while developing new medications via presentations at different levels. A presentation is required to raise awareness of the product and its benefits whenever a large firm launches a new product or the most recent model of a vehicle, scooter, refrigerator, washing machine, TV, home theatre or piece of software[3], [4].

During an election, several parties and their candidates are required to give speeches outlining their platform, accomplishments, ideologies, and long-term goals. Organizations like SAC/ISRO are required to provide public presentations in the event of noteworthy accomplishments like the moon mission. The ministers and government must set up presentations detailing the stance and measures taken as well as government policy during certain crises, disasters, or significant events like terrorist attacks. Financial and activity reports must be given and approved at each organization's annual general meeting. Periodic reviews of the activities and progress in relation to the financial or activity objectives are customary in many organizations. A section head or group leader must here discuss the work completed, the issues encountered, the actions taken, and the next course of action. These reviews may be presented every month or every three months. It will assist in resolving issues with upkeep, raw materials, equipment purchases, marketing, manpower shortages, hiring, training, and strategy changes, among other issues[5], [6].

Specifying the goal:

The importance of presentations was previously emphasized, and an effective presentation approach may help presentations accomplish their goals. The presentation may be created by internal specialists, but in modern times, external experts are also able to aid with strategy selection and presentation creation. The presentation has a clear goal in mind. The format of the presentation and the accompanying approach rely on the goal. First, it's important to clearly identify the goal and communicate it to the person creating the presentation. As a technical institution student, you are focused on your academic goals. Presentation of laboratory work, technical seminars, a technical paper, a small project, an M.Tech. Thesis, or

a doctoral thesis are all expected of students. The university's faculty, departmental heads, and directors/principals are involved in presentations for the purpose of programmer or institute affiliation, programmer or institute accreditation, grant or budget approval by university, state and federal funding authorities, recognizing and accrediting authorities, and private and public funding agencies. Presentations to stakeholders on a product, a policy, and activities are a worry for the organizations. Certain presentations have a marketing focus. Some presentations serve as a means of accomplishment promotion. A general body meeting, a budget meeting, an annual activity report, a periodic review, or a training activity could all include presentations as part of the regular course of business[7], [8].

DISCUSSION

The presentations' overall subject matter is mentioned in the outset. Additionally, it is emphasized that the presentation has a goal. One method of mass communication is a presentation. Typically in a during a presentation, one individual interacts with a lot of others. The presenter initiates communication, which the audience then receives, viewers. Knowing the target audience is also essential for every presentation. To achieve the goal. Students, teachers, and other professionals might be in the audience. customers, board of directors members, coworkers in the workplace, new hires, Shareholders, the general public, enthusiasts, conference delegates, selectors, panel of experts from a university, government, or other organization for affiliation or approval of a project or grant, its continuance, or its endorsement. The group could be well-known. Or new to the speaker; the group may be homogeneous or not. The participants may be educated, illiterate, from various socioeconomic backgrounds, background in terms of economics, education, and politics. The lecture will go nicely. If the audience or viewers are interested in the presentation, it will be well received. We sometimes provide joint expert lectures for students from many disciplines of engineering. If he is also an expert in another engineering field, he can have bias towards that one. An engineer. He could concentrate on a particular area of engineering. The discourse perhaps not be valued by students in other fields[9], [10].

Without the audience's background, it is impossible to establish and keep the audience's attention. On occasion, we combine students from different semesters. As a lecture. Our auditorium sometimes holds more people, and to the delight of the we fill the hall with students of the keynote speaker to demonstrate the event's success. Several semesters. If the subject is more advanced, the students in the upper semester can appreciate it, but lower-semester pupils are unable to do so because, they can't comprehend it, unfortunately. As a result, audience level is important. It is although it's conceivable that the pupils didn't grasp the lesson, if they're doing okay

If they are disciplined, they could make an honest attempt to pay attention and follow the lesson. So, Audience discipline and earnestness are crucial. Some educators are regarded as to excel as educators. They are best able to control their subjects. But, if the same instructor discusses a different subject or attempts to clarify principles. Perhaps not be well-liked by the pupils. They concentrate on exams. They do. Not comprehend the significance of the principles or any other subject being discussed. As students get closer to the end, they'll see how important the basics are. Similar inquiries during campus interviews each year. Therefore, it follows that the audience is equally crucial. We have seen that a variety of elements, even in the case of a student audience, the importance of factors including background, level, interest, discipline, and sincerity for the presentation's success. These elements could also be relevant for other kinds of

Audience as well therefore, it's important to first understand your target so that they can comprehend you. When one has go to an unfamiliar location for a presentation and

unknowing audience, it is important to learn more about them directly or indirectly. the audience's makeup. You'll be better able to determine what they need and expectations. You may suitably plan your presentation. Professionals, Political, social, and religious leaders, as well as marketing professionals, must address the communities with varying social, economic, and cultural backgrounds

Proficiency with the language. There are several variations within the same nation. Language. At the international level, English is regarded as the most popular language. Language as a means of exchange. China and India both have rapidly expanding economies. The globe. India benefited through the expansion of the British Empire's English is widely spoken. China initially struggled with the issue because of its amount of people who can speak English, however this issue is being resolved slowly. Additionally, the same English dialect spoken across India and the rest of the globe has a wide range of accents. Despite the similarity of the terminology, regional differences the many pronunciation variations make it difficult to comprehend one another.

Once again, communication is not exclusively verbal and represented via words. Is backed by body language and other forms of nonverbal communication. Gestures. Lips, face, eyes, fingers, hands, and legs all convey different indications and codes. Worldwide, their normal motions are neither universal nor standardized. In certain cases, they express entirely distinct meanings in the various world. In certain circumstances, it could lead to ambiguity, confusion, and misunderstanding. Additionally, certain social and religious convictions must be taken into account. We might call its blind faith, yet it's hard to argue against it. In this context, there might be a few important concerns, including child marriage, widow marriage, family planning, corruption, a change of faith, etc. If you must discuss any of them, you must to navigate the audience and issue with difficulty. Several speeches, followed by their reaction either age- or gender-specific. Due to increased health awareness, people are now practicing Yoga has gained a lot of popularity. I saw a yoga master addressing the school.

Children, adults, professionals, members of the Indian Medical Council, and others Agricultural women's club, yoga instructors, engineers, and also politicians. I've seen that he can adjust his delivery to the different groups of viewers. We must also take the audience's disposition into account. When pupils are upset about something, they may not be in a good mood. To hear their most cherished and finest instructor. When the employees are striking and are the employees may not regard political labor union leaders since they are under their influence. And their managing director is heard. Therefore, the audience's mood is another factor. Factor. You need unique tools to address the audience's mood or temperament. Your presentation preparation. Where the monitoring is done at some of the institutions Students sometimes do not go on a mood strike because discipline is not strictly enforced. They select the appropriate times to study and not study. Providing your audience is ready, There can be frequent conversations and questions answered. You can prepare for the inquiries and questions. You might have a presentation that is well-prepared for the same.

Some knowledgeable speakers anticipate these inquiries and concerns and their audience's questions are all answered in the presentation since it is so flawless. Did so without being asked. Questions may be raised, but the presenter won't be adversely affected. His equilibrium. He feels inspired and driven knowing that the crowd is with him. Whatever it is he says. The audience in formal presentations could be well-known. The demonstration may be a typical course of action. The main themes of the presentation could be familiar to It's possible that the audience is psychologically preparing for the same. The speaker is also acquainted with the audience's preferences, dislikes, history, and educational level. If authorized a senior officer who is respected and disciplined for his job is giving the presentation. The presentation's duration. As soon as a committee or delegation arrives, the

visiting team's criteria and expectations may be clearly stated. The Institute must demonstrate its strength and capabilities, display excellent practices,

accomplishments, ambitions, and a stronger competitive edge. In this presentation, the head of the organization or a senior individual who has undergone testing may be tasked with presentation. Additionally, with a budget meeting or annual general body meeting a set schedule. Informational in nature, the presentation. It mostly contains facts. And numbers. The audience is informed of the costs, earnings, profits, dividends, at the budget meeting, as well as tax liabilities. The annual report details the year's activities. The year, goals attained, successes and failures, restrictions, and effects of Future activities and external influences, such as changes in government policy, may be indicated. And growth strategies might be discussed. Some presentations, like those for M.Tech. And Ph.D. defenses, examination and evaluation objectives. The audience size might be rather tiny. It may include your mentor as well as a few internal and external auditors. The test takers are generally an authority on the topic. The talk is entirely technical. It ought to be precise and succinct. As a presentation, the applicant must persuade the Members, should consider the significance of the job done, the goal, the equipment, and software used, fresh concepts created, and the application. He need to be prepared to

Confront a number of inquiries and questions. He should be prepared and foresee most of them. Getting ready for the same. The panel may sometimes include experts from several specialties. To persuade exporters from other regions, further effort is needed. Some of the questions could irritate you only to see how lively and stable your mind is. The candidate's answer. You should respond graciously to such inquiries. Should you not Admit and explain it if you already know or if it is beyond the purview of your employment. Do not play a bluff. Do not overstate or make inflated statements in the presentation regarding your work. Not all scientists can be Newton or Einstein. The speech need to be methodical, well sequenced, well-organized, and backed by diagrams, images, observation charts, graphs, etc. Some components, such as review work, your contribution or effort should be filmed in a fast-forward mode and detail. If a half-hour time limit is set for such a presentation, many applicants squander their time. Time for the introduction and job evaluation. The time is before they get to the primary task

Nearing the end. The most crucial portion of the task must be completed quickly. They consequently, they are unable to persuade the panel of the quality of the job they have done. Suffer on the evaluation side. Similar to how the audience may be at technical conferences a mixed bunch. It may also take a different amount of time for the paper presentation. Initially, 30 minutes may be designated; but, throughout the session, it may be shortened. When the session begins and when it is your time, it may be cut short to 20 minutes. Ten to fifteen minutes. You need flexible planning. Presentation of technical papers is ignoring the paper's reading. The arranging of the procedure for printing, the paper may be in-depth. But the content of the presentation itself can take the form of slides showing the paper's main highlights. Additionally, in this case, you have to run everything through quickly. Spend extra time on your exploratory or analysis performed or programmer created. Specifics might be saved for the query.Session for questions and answers. Complete your primary task before the warning signal. Presentation is over after the warning signal. When presenting in this manner, the Due thought must be given to the content, time management, order, and priorities.

Presentations for marketing purposes fall under a different category. The advertising might be for a concept, programmer, item, consumer commodity, food item, pharmaceutical, or service a proposition, a piece of real estate, a film or TV show, a law, etc. The viewers might be customers, consumers, medical professionals, physicians, engineers, or industry field,

distributors, salespeople, engineers in sales and services, viewers, and media personnel, in certain situations, the whole public. Depending on the item or product being marketed, both the target audience and the tactic might change.

Some presentations aim to educate audiences, while others are meant to amuse them. Purpose. There are several programming available on TV stations. Certain of them are aimed towards young children, school-age children, and little children, there are some for women, some for thinkers, and others for those just looking to pass the time. They integrate factual information with amusing elements in order to appeal to the target audience. Facts, happenings, tales, etc. A lot of people are trying to make one channel or one programming is more well-liked than another. Depending on the sex, age, and depending on the audience's interests and educational background, they present several qualities that make for fun. A few of them are successful in turning their addiction into programmers, among those with poor mental health. They compete in the sprint to the finish. Sometimes we lose sight of what is right and wrong. Sometimes, the truth isn't what it seems. Vulgarity is accumulated, and some improbable things could happen in the name of a reality programmer. Displayed, which might harm the impressionable brains of children. Your presentation's locale, locality, location, and setting are all crucial. They choose the audience's size and caliber. There might be a technical incident. A regional, national, or worldwide conference organized by IEEE, ISA, ISTE or a reputable professional organization on a national or worldwide scale. It may be organized at a reputable university that is conveniently located in a large metropolis. Apart from owing to the event's technical importance and the allure of sight-seeing both a large and high-quality audience. These organizers' materials also include abundantly, and it develops into a major event. It may sometimes turn into a state. A national or regional event. The local chapter or state section may be in charge of organizing it.

The audience in this instance is often local or from cities close by. It could be on a small or larger scale. Participants' numbers may be constrained. Some events benefit from the good name of the organizing organization. If an internationally renowned institution organizes a conference, which produces a large difference. The conferences held in India by the Indian Institute of Technology and Indian Institutes of Management. The site is chosen based on the event's purpose, scale, and organizers. The building accessible at the location is crucial for the presentation. It determines the atmosphere of the occasion and presentation space available. In the past, we solely used oral presentations. The accuracy of design of proper audibility may be ensured by the room and microphone setup. If the space is compact and possible. The crowd reaction is visible to the presenter. He could be driven or discouraged by the audience's body language, gestures, and audible reaction. He may alter his presentation in real time. For a while, projectors for film and slides they utilized. These days, presentations often make use of multimedia technologies.

For a straightforward presentation or standard lesson, overhead projectors and transparencies are a possibility. It would be feasible for a little space of 80 square feet. Or a meter. It assists in saving time by projecting key information and illustrations. Affords the presenter greater comfort and more time to make eye contact with the audience. Computers, laptops, CDs, and LCD projectors are suitable for common presentations. Using an appropriate sound system. Using a pen drive is a relatively simple approach to present while offering a broad memory. They let a bunch of people present. A closed auditorium with 100–500 people. Religious and political gatherings, yoga retreats, closed-circuit television, cameras, and high-quality audio are used to accompany the presentation. Systems. The audience for the presentation is expanded to hundreds of thousands of individuals.

Because it is one-sided, the human touch is gone. It is often set up in a level area. It makes sense for a major media campaign. For programmers for distant learning, state and federal

organizations operate a variety of Instructional sessions. It is a closed recording studio with a presenter end. Decent computer and audio/video equipment, including many cameras. A specialist when he delivers his speech, either to a local audience or to simulate a classroom environment Students might be scheduled. However, the primary audience is dispersed across the state. The planet or a country. These educational channels include Tec sat, Edu sat, and Elkay. Numerous institutions provide reception centers with the appropriate resources. Both software and hardware. It brings a presentation from a renowned specialist to your attention. Using satellite communication, your doorway. There is a on the audience's side. The ability to ask inquiries. Typically, video transmission is a one-way process.

Additionally, the audio is bidirectional enabling interaction. An audiovisual presentation for repeated usage of the same presentation, it may also be sent. These days, videoconferencing is gaining popularity as well. A presenter could be present. Or a group of specialists at one end, linked to a number of receiving audience. Both audio and video may be bidirectional in certain circumstances. The presenter gains knowledge about the facilities available based on the location. And he can put the presentation together. Occasionally, dynamic shifts or Depending on the circumstance (presence, mood, reaction, and inquiries), adjustments may be made. And audience questions. The hardware, software, and additional facility extra expenses. Depending on the funds available and the need for the objective, the best facility is usable.

Application:

- 1. Presentations for business and professional audiences:** In the business sector, persuasive presenting techniques are essential for communicating concepts, suggestions, reports, and company plans. Professionals may more effectively convey their message to customers, colleagues, and stakeholders by using convincing delivery styles, clear organization, and engaging images.
- 2. Academic and educational presentations:** Powerful presenting techniques are useful in these contexts. Presentations are used by teachers and students to conduct lectures, communicate research results, and interact with one another. Great presentations that make use of clear information, interactive components, and great images improve understanding and speed up learning. Sales and marketing professionals depend on powerful presenting techniques to highlight their goods, services, and business proposals. Engaging images, engaging narrative, and a crystal-clear call to action encourage prospective customers to act, which promotes company development.
- 3. Public Speaking Engagements:** Whether at conferences, seminars, or other open forums, public speaking engagements need strong presenting techniques. A compelling presentation is one that engages the audience, communicates clearly, and makes great use of voice and body language.
- 4. Presentations:** It are widely used in training sessions and workshops to teach participants new information and skills. Presentation techniques that include interactive elements, understandable explanations, and useful examples improve participant involvement and promote efficient learning.
- 5. Presentations for Projects and Teams:** When providing project updates or team deliverables, effective presentation techniques are essential. Team members may successfully convey progress, accomplishments, and difficulties when presentations are succinct, organized, and have clear goals and important points.
- 6. Presentations to Investors and Stakeholders:** Making the value and potential of a project or company clear in presentations to investors and stakeholders requires excellent communication tactics. To entice investment and win support, presenters must effectively communicate financial information, growth possibilities, and strategic goals.

7. **Presentations at Conferences and Panel Discussions:** When giving presentations or taking part in panel discussions at conferences or other professional events, effective presenting techniques are crucial. Presenters must hold the audience's interest, communicate their ideas clearly, and participate in lively debates with other speakers.
8. **Presentations for non-profits and advocacy groups:** In order to effectively communicate their purpose, objectives, and effects, non-profit organizations and advocacy groups must use effective presentation tactics. Audiences may be moved to support the cause and take action through captivating stories, arresting imagery, and a clear call to action.
9. **Online Presentations and Webinars:** As virtual communication has become more prevalent, online presentations and webinars need good presenting tactics. Clear communication methods, interactive aspects, and attention-grabbing graphics all contribute to keeping audiences engaged and promoting learning from a distance.

CONCLUSION

Effective presenting techniques are essential for holding an audience's attention, communicating a message clearly, and persuading them to take action. Presenters may make memorable presentations across a range of topics by including essential elements such a clear structure, captivating graphics, convincing narrative, dynamic delivery, audience involvement, crystal-clear communication, and careful planning. Planning carefully and taking the audience's wants and expectations into account are essential for effective presentations. The audience can readily follow and understand the material due to clear organization, which guarantees that the information flows logically and coherently. Through the skillful use of graphs, charts, and pictures, engaging visuals increase audience participation and complement the presenter's message.

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