

UNIT-1 LSRW SKILLS

ACTIVE LISTENING:

Active listening refers to the process of active and conscious listening, with full concentration on what is being said rather than just passively hearing the message of the speaker. It is a dynamic activity that seeks out the meaning of the messages. It is a conscious, active and systematic processing of info. It also involves actively showing verbal and non-verbal signs of listening.

The main difference b/w active and passive listening is that active listening is listening and reacting whereas passive listening is listening without reacting. Natural non-verbal cues like nodding, smiling, making eye contact etc. happens in active listening only.

STEPS TO IMPROVE ACTIVE LISTENING SKILLS:

- 1) Facing the speaker and maintaining appropriate eye contact.
- 2) Summarizing the speaker's content.
- 3) Observing and responding to non-verbal cues.
- 4) Note-making and asking questions for clarity.
- 5) Empathizing with the speaker.
- 6) Avoiding unwanted interjections.
- 7) Keeping an open-mind while listening.
- 8) Being patient and not jumping to conclusions.
- 9) Focusing on the content and avoiding distractions.
- 10) Avoid preparing your own content while listening.

* NOTE : Types of listening

BARRIERS TO ACTIVE LISTENING

The barriers to the process of listening may arise from either the speaker, listener or the circumstances of comm. These barriers might create misunderstanding and confusion and may lead to comm. breakdown. Some of these barriers are :-

- 1) Forged and forced attention
- 2) Premature evaluation of the subject matter and the speaker
- 3) Poor interpersonal relations
- 4) Non-attentive state of mind
- 5) Personal prejudice on the listener's part
- 6) Language barriers and semantic barriers
- 7) Psychological barriers
- 8) Emotional barriers
- 9) External distractions like using the phone etc.
- 10) Personal perceptions

PRONUNCIATION :

- The way in which a word is uttered, is known as pronunciation. A word can be spoken in diff. ways by various individuals/groups depending on many factors such as location of residence, cultural exposure, education, voice disorders etc. Therefore, there is no single way of pronouncing a word. It may refer to the standard way a general mass of people agree upon speaking the word.
- To pronounce words, we push air from our lungs up through our throat and vocal chords, through our mouth, tongue etc. The imp. aspects of pronunciation are -

- _/_/_
- Word stress - emphasis on certain syllables
 - Sentence stress - emphasis on certain words in a sentence
 - Intonation - the tone of our voice.

(*) - CONTD. IN THE LAST PAGE

Ways to improve pronunciation →

- simplify big words by breaking them into smaller ones.
- listening to native speakers and talking along
- Recording oneself to identify pronunciation weakness
- Keep practicing
- Reading out loud and know what each word sounds like.

TONGUE TWISTERS:

A tongue twister is a sequence of words that is difficult to pronounce quickly and correctly. Eg: She sells sea shells on the sea shore.

Benefits of Tongue twisters →

- They stretch and strengthen the muscles during speech
- They show which words and sounds are difficult to pronounce.
- They act as warm up activities for speech based activities
- They improve overall speaking practice.

WORD STRESS:

It refers to the emphasis or force added on a specific syllable in a word while pronouncing. In English words, we have more than one syllable and not each syllable is pronounced with the same weight.

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* Syllables are a unit of pronunciation with one vowel sound in each word. It is the basic unit of spoken English which consists of uninterrupted sounds.

Eg → Train : one syllable

Quality : three syllables (qua-lie-tie)*

READING :

Reading is a complex process of receiving and interpreting the written word. It involves recognition of what is written and comprehending the matter. Reading can make an individual a better writer and a speaker. Reading gives a better command over language and sharpens sentence structure.

In response to various requirements and in variety of situations, diff. styles of reading are used. They are -

- 1) **Skimming** - the process of reading a text or a passage in order to get the rough idea of what the passage is all about. It is a rapid reading technique. The main objective of skimming is to identify the central idea and the main points of the text. Eg: while reading a newspaper quickly.
- 2) **Scanning** - refers to the process of reading in order to access specific info. or facts as quickly as possible. It provides better comprehension while reading a specific / technical text. Eg: while looking for a telephone no., one quickly scans the directory.

3) Churning - it is the mixture of interpretation of a text / passage and inference drawn. It refers to the process of finding the summary of all the imp. topics and reading b/w the lines to get a closer and clear idea of the content. It also forms the inferring of lexical and contextual meanings.

4) Assimilation - it is the end product of the mixture of skimming, scanning, churning in most of the reading processes. It is the process of taking in and fully comprehending the text so that any questions based on the text may be answered. It includes understanding of the structure of the text, author's viewpoint, punctuation and summarising.

WRITING :

Writing is the process of using symbols (alphabets, punctuation marks, spaces etc.) to communicate thoughts and ideas in a readable form. In order to write correctly, one must have knowledge of grammar, punctuation, vocabulary and sentence construction.

Written comm. is the most common and effective mode of business comm. in any organisation. Therefore it is essential for every individual to enhance their writing skills.

CHARACTERISTICS OF EFFECTIVE WRITING :-

i) Clarity → it refers to the ability of being unambiguous and easily understood. Clarity is achieved when the writer

has communicated the idea to the readers in a proper manner. If the ideas are vague, then the prepared content will be meaningless, sloppy, illogical or incomplete thinking causes lack of clarity in writing. Therefore, one should use straightforward representation to achieve clarity.

- 2) Accuracy → it refers to the correct usage of grammar, punctuation, spelling or sentence construction. There has to be precision in the use of words, sentences, phrases and paragraphs. By using simple, technical, exact words & phrases and by avoiding overuse of jargons, one can achieve accuracy in writing.
- 3) Coherency → accuracy in writing leads to coherency. Info. needs to be arranged into proper headings and sub-headings, so that the reader's time is not wasted on trying to find relevant info.
- 4) Descriptiveness → refers to the process of covering each aspect of the object and subject described. Descriptive language should be able to create an image in the mind of the reader of the concept in action.
- 5) Brevity → it is the quality of being brief but comprehensive in expression. One should be able to give max info. with min. words. By avoiding repetition and wordiness, one can make writing brief.
- 6) Appropriateness of lang. → lang. used in writing must be appropriate in its purpose of comm. The target audience must be kept in ~~the~~ mind while choosing words.

The style and content must meet the reader's expectations and requirements.

- 7) Bias-free writing → writing must be devoid of any kind of bias and should remain impartial. Sexist words that encourage gender bias, insensitive words that refer to age bias, words that upset people with disabilities and stereotypical words that direct towards racial and ethnic bias must be avoided at any cost.

METHODS OF WRITING:

The building blocks of preparing a good content is to first understand how to arrange sentences and paragraphs coherently. A sentence is a group of words and phrases that is systematically arranged to produce meaning.

A paragraph on the other hand can be defined as a distinct piece of writing which consists of several related sentences and deals it one controlling idea which is known as the topic or theme of the para. Two ways of presenting a para. are →

- a) **INDUCTIVE PATTERN**:- an inductive para. begins with the evidence or reasons leading to the statement made by the writer. The individual supporting ideas appear one by one and in the end, they ultimately lead to the general statement containing the core idea. Therefore, they are conclusion oriented.

- b) **DEDUCTIVE PATTERN**:- a deductive para. usually begins with the claim. It is the opp. of inductive para. The core idea is stated in the first few sentences of the para. It is then

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followed by supporting ideas with egs. and illustrations.

- c) **SPATIAL PATTERN**:- para. developed using this method describes items as they are in their physical location. It organises and arranges info. acc. to how things fit together in the physical space. This method emphasises on the description of a particular idea by providing details related to location, direction etc.
- d) **LINEAR PATTERN**:- paras. using this method are developed in a sequential or a linear manner. with logical progression of an idea. The structure goes from one point to the next in a chosen sequence where the ideas maybe grouped in order of importance of topic.
- e) **CHRONOLOGICAL PATTERN**:- This method organises the ideas in a para. in their order of appearance in time. This technique gives importance to the date and time while organising the sentences. Each section or para. represents a certain moment in time and the sub points can explain the imp. events that occurred within the time.
- f) **EXPOSITORY PATTERN**:- This type of para attempts to explain the central idea of the topic and its key points in a detailed manner by using examples, illustrations, statistics etc.
- g) **INTERRUPTED PATTERN**:- punctuation marks serve as a interrupters and add emphasis to the sentences in an interrupted pattern. They interrupt the flow of the sentences

by breaking the chunks of ideas primarily to elaborate or to make the sentences more emphatic. Words or phrases also act as interrupters.

* Reasons for incorrect pronunciation :-

- a) Dependency on native language or mother tongue
- b) Putting too much stress on individual words incorrectly.
- c) Mixing up of vowels
- d) Not listening to the sounds of words carefully.
- e) Reading difficulties or hearing issues
- f) Speech impairment.