

K.T.S.P Mandal's  
**Sahebraoji Buttepatil Mahavidyalaya**  
**FYBCOM**

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## **Communication Skills**

### **Topic Name: Dialogue**

#### **What is Dialogue?**

Conversation is not just the utterance of words. Tone, facial expressions and gestures add to what we say. Intonation, which is the rise and fall of the voice, also plays an important role in effective speaking. The best way to master this is to practice conversations and dialogues in English with friends, each taking on different roles.

#### **General Speaking Strategies**

It is important to develop good communication skills in any situation. If you can express your thoughts and ideas well, you will be noticed and noticed by others. Below are some strategies you can adopt to improve your communication:

- a) Ready to express yourself as often and everywhere as possible.
- b) Stay updated with information on topics of interest like current events and controversial topics.
- c) Change the topic of conversation according to the listener's mood and interest.
- d) Watch the audience's body language for feedback on how well you are conveying your ideas.
- e) Look enthusiastic and energetic as you speak.

#### ***Exercise:***

**Q. Write line dialogue for the following situations. You can do this while working in pairs in class.**

**a) You are helping your mother to clean the fridge.**

**Ans:**

**I:** Mom, do you want me to help you clean the fridge?

**Mother:** Oh yes! Of course you can.

**b) Mahesh suggested his friend Bernard to go to the library.**

**Ans:**

**Mahesh:** We should go to the library and study.

**Barnard:** Is Library open Mahesh?

**Mahesh:** I'm not sure. Let's check it out

**c) The girl asks her mother if she can go shopping.**

**Ans:**

**Daughter:** Mom, I was wondering if we could go out shopping.

**Mother:** Yes we can. But, in the evening

**Exercise.**

**Write appropriate expressions of apologies or responses either in agreement disagreement in the given blanks:**

**a) Please do me a favour by keeping this bag inside.**

**Ans:** I'm afraid I cannot keep your bag insert

**b) I hope you the like the book I gave you.**

**Ans:** Yes, of course I liked.

**c) I can no more tolerate your coming late to the office.**

**Ans:** I'm sorry, Please forgive me.

**d) I feel that children nowadays, have lost the reading habit.**

**Ans:** Yes, I agree with you.

**e) I'm sorry, The glass slipped from my hand and broke into pieces**

**Ans:** There is no need to apologies. Don't worry.

**Q. Write a 10-line dialogue for the following situations**

**a) president of a car manufacturing unit and a distributor**

**Ans:**

**Distributor:** Good morning sir, How are you?

**President:** I am fine, thank you. What about you?

**Distributor:** I am doing good.

**President:** How is the business going on?

**Distributor:** The business is going good. There have been more than 50% sales this season. The customers gave heavy responses to the new brand of cars.

**President:** Well , that's a good news you have given. Let's hope the business does well throughout the year.

**Distributor:** Thank you sir. The business will surely do well, We have a well trained staff to handle our valuable customers.

**President:** You are welcome. I am glad to hear this.

**b) A cardiologist and a patient.**

**Ans:**

**Cardiologist:** How are you Mr. Agarwal?

**Mr. Agarwal :** I am not fine doctor. The chest pain was severe last night.

**Cardiologist:** Let me see it. Please relax yourself. Do not worry.

**Mr. Agarwal:** Are there any complications?

**Cardiologist:** I have to check you, if your reports are normal, then you do not have to worry.

**Mr. Agarwal :** Let's hope everything is fine.

**Cardiologist:** It will be mr, Agarwal. Why don't you lie on the bed? While I perform a check-up on you.

**Mr. Agarwal:** Yes! That will be fine.

**Cardiologist:** Do not worry Mr. Agarwal, everything will be normal, just relax.

**c) Sales representative of a cell phone company with a customer.**

**Ans:**

**Sales-representative:** How can I help you madam?

**Customer:** Well, I am looking for a cell phone to buy.

**Sales-representative:** What kind of cell phone madam? The latest one or the usual one?

**Customer:** Show me the latest one.

**Sales-representative:** Any colour choice madam?

**Customer:** Not exactly, anything will do, except for the technology.

**Sales-representative:** That is appreciable madam. Here are some samples of the latest ones you are looking for These are smartphones.

**Customer:** Well, you have a good stock to sell. Can you give any discount if I buy a pair of them?

**Sales-representative:** Thank you madam, let me check with my supervisor about the discount.

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## **Topic Name: PRESENTATION SKILLS**

### ***Exercise***

#### **Q. 1. What is ‘Presentation’? What are the different types of presentations?**

Answer: Presenting a topic clearly and effectively is an important talent to get a message or opinion across and today, presentation skills are required in almost every field. Whether you are a student, administrator or professional, whether you want to start your own business, apply for a grant or represent an elected position, you will be asked to make a presentation.

#### **a) Meaning:**

Presentation skills refer to all the qualities required to prepare and deliver a clear and effective oral presentation. Your potential employer may want you to give briefings and reports to colleagues, conduct training sessions, present information or any other tasks that involve speaking to clients, or in front of an audience. Delivering engaging and easy-to-understand conversations is a key component of strong oral communication skills that are a job requirement for many positions.

#### **b) Kinds of Presentation:**

There are different kinds of presentation. They are explained as follows:

- i) Overhead projection transparencies.
- ii) 35mm slides
- iii) Computer projection (PowerPoint, applications such as excel, etc.)
- iv) Flipcharts or black or white boards, sometimes used as ‘scratchpads’ to expand on a point.
- v) Video or film
- vi) Real objects (such as a product or plant specimen)

## **Q. 2. How to use visual aids for effective presentation?**

Ans : Visual aids help the presentation to make things happen. Visual aids help achieve presentation objectives by emphasizing what is being said. Clear illustrations multiply the audience's level of understanding of the content presented and should be used to reinforce your message, illustrate points and create excitement.

Visual aids involve the audience and require a transition from one activity to another: from listening to seeing. When one uses visual aids, their use encourages gesture and movement as part of the presentation. This extra movement reinforces the 1 control you, the speaker, need over the presentation. Use of visual aids, then, it is mutually beneficial for the audience and you.

Visual aids add impact and interest to a presentation. They enable to appeal to multiple emotions at the same time, thereby increasing the audience's level of understanding and retention. With pictures, the concepts or ideas present are no longer just words – but words and images.

## **Q. 3. Write a detailed note on 'Language of Presentations'.**

Answer : A presentation is a form of oral communication, and therefore one should use spoken language instead of written language while making it.

### **a) Simplicity and Clarity:**

If you want your audience to understand your message, your language should be simple and clear.

- i. Use short words and short sentences.
- ii. Do not use jargon unless you are sure your audience understands it.
- iii. In general, talk about concrete facts rather than abstract ideas.
- iv. Use active verbs instead of passive verbs. Active verbs are very easy to understand. They are more powerful. Consider these two sentences, which say the same thing
- v. Toyota sold nine million vehicles last year.
- vi. Toyota sold nine million vehicles last year.

Which is easier to understand? Which is more immediate? Which is more powerful?

### **b) Welcoming:**

- i. Good morning and welcome to [Company Name, Conference Hall Name, Hotel, etc.].
- ii. Thank you all very much for coming today.
- iii. I hope you have a pleasant journey today.

c) Introducing your presentation:

- i) The purpose of today's presentation is to
- ii) The purpose of my presentation today is to... iii) In today's presentation I'd like to ... show you.... / explain to you how ....
- iii) In today's presentation I'm hoping to ... give you an update on... / give you an overview of ....
- iv) In today's presentation I'm planning to... look at.../ explain... You can also outline your presentation to give the audience a clear overview of what they can expect:
- v) In today's presentation I'm hoping to cover three points: Firstly,..., after that we will look at..., and finally I'll.... OR In today's presentation I'd like to cover three points: firstly,..., secondly..., and finally....

**Q. 4. What are the important points to remember while presenting?**

Answer: Developing classroom presentation skills is important to improve communication and create a positive learning experience. For an effective presentation we need to follow some important points. Following are some important points to keep in mind while presenting.

Important points for presentation:

- 1) The first important point of a good presentation is to maintain an audible tone so that each member of the audience can clearly hear what is being said.
- 2) Secondly, a good way to improve audibility is to change the volume of the voice and make sure that the words are pronounced and pronounced as clearly as possible.
- 3) Simplify and limit the number of words on each screen. Use key phrases and include only essential information.
- 4) Limit punctuation and avoid putting words in all capital letters, white space on the slide will increase readability.
- 5) Use contrasting colors for text and background. Light text is best on a dark background. A patterned background can reduce the readability of text.
- 6) Avoid using flashy transitions like text fly-ins. These features can be seen impressive at first, but distracting and gets old quickly. 7) Overuse of special effects like animations and sounds can make your presentation “cutesy” and negatively affect your credibility.

- 7) Use good quality images that reinforce and complement your message. Make sure your image retains its impact and resolution when projected onto a large screen.
- 8) If you use build (lines of text appear every time you click the mouse), the content should appear on the screen in a consistent, simple manner; Top or left is best. Just “build” the screen to make your point because builds can slow down your presentation.
- 9) Limit the number of slides. Presenters who constantly “flip” to the next slide are likely to lose their audience. A good rule of thumb is one slide per minute.
- 10) Learn to navigate your presentation non-linearly. PowerPoint allows the presenter to move forward or backward through all intermediate slides without paging.
- 11) Learn and practice how to go back and forth in your presentation. Viewers often ask to see the previous screen again.
- 12) Know how to and practice moving forward and backward within your presentation. Audience often ask to see the previous screen again.
- 13) If possible, view your slides on the same screen you will be using for your presentation. Make sure the slides are readable from a back row seat. Text and graphical images should be large enough to read, but not so large as to appear “loud”.
- 14) Make a plan B in case of technical difficulties. Note that transparencies and handouts will not show animations or other special effects.
- 15) Practice your presentation with someone who has never seen it before. Ask them for honest feedback on colors, content, and any effects or graphical images you’ve included.
- 16) Do not read from your slides. The content of your slides is for the audience, not the presenter.
- 17) Don’t talk on your slides. Many presenters face the direction of their presentation rather than their audience.
- 18) Do not apologize for anything in your presentation. If you believe something will be hard to read or understand, don't use it.
- 19) 19) When possible, run your presentation from the hard disk rather than a floppy disk. Running from a floppy disk may slow your presentation.