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Paper: Communication Skills

Question / Answer

Q. (1): What is intensive and Extensive reading, explain in detail?

Answer: INTENSIVE READING:

Intensive reading involves learners reading in detail with specific learning aims and tasks. It can be compared with extensive reading, which involves learners reading texts for enjoyment and to develop general reading skills.

OR:

Intensive reading “calls attention to grammatical forms, discourse markers and other surface structure details for the purpose of understanding literal meaning, implications, rhetorical relationships, and the like.” An analogy is drawn to intensive reading as a “zoom lens” strategy.

CHARACTERISTICS:

1. Reader is intensively involved in looking inside the text.
2. Focus on linguistic or semantic details of a reading.
3. Focus on surface structure details such as grammar and discourse markers.
4. Identify key vocabulary.
5. Read carefully.
6. Reading speed is slower.

ACTIVITIES:

1. Identify main ideas and details.
2. Making inferences.
3. Looking at the order of information and how it effects the message.
4. Identifying words that connect one idea with another.
5. Identifying words that indicate change from one section to another.

EXTENSIVE READING:

Extensive reading involves learners reading texts for enjoyment and to develop general reading skills. It can be compared with intensive reading, which means reading in detail with specific learning aims and tasks.

OR:

1. Extensive reading is carried out “to achieve a general understanding of a text.”
2. Extensive reading occurs when students read large amount of high interest material, usually out of class, concentrating on meaning, reading for gist and skipping unknown words.
3. The aim of extensive reading is to build reader confidence and enjoyment rather than gaining language knowledge.

CHARACTERISTICS:

1. The purpose of reading is usually related to pleasure, information and general understanding.
2. Reading is its own reward.
3. Reading materials are well within the linguistic competence of the students in terms of vocabulary and grammar.
4. Reading is individual and silent.
5. Reading speed is usually faster than slower.
6. Teachers orient students to the goals of the program.
7. The teacher is a role model of a reader for the students

ACTIVITIES:

1. Interview each other about their reading.
2. Reading may be combined with a writing component. For example, after reading the newspaper, students may be asked to write a newspaper report.
3. Class time reading.
4. Students may set their own goals for their next session.
5. A reflection on what they noticed about their own reading.
6. A book report or summary.

Q. (2): What is Skimming and scanning, explain in detail?

Answer: Skimming:

Skimming is a strategic, selective reading method in which you focus on the main ideas of a text. When skimming, deliberately skip text that provides details, stories, data, or other elaboration. Instead of closely reading every word, focus on the introduction, chapter summaries, first and last sentences of paragraphs, bold words, and text features. Skimming is extracting the essence of the author’s main messages rather than the finer points.

OR:

THE TYPE OF reading technique in which we quickly read the passage or any kind of text in order to get the general idea of that particular text.

How to skim:

1. Read the title

2. Read the first sentence of each paragraph
3. Read the Subtitle or Introduction
4. Read the summary or last paragraph if there is one

When skimming:

1. Skimming can also be a good tool for conducting research and writing papers. Typically, when researching or writing, you will not need to read every word of every text closely, but will benefit more from skimming while evaluating your sources or identifying information important to your work.
2. Don't read everything in detail but just try to skip the text.
3. Read the first and last sentence of each paragraph.
4. Read the introduction and summary.
5. Read a few examples until you understand the concept of the text.

Scanning:

Scanning is reading a text quickly in order to find specific information, e.g. figures or names. It can be contrasted with skimming, which is reading quickly to get a general idea of meaning.

OR:

The type of reading technique in which we read in order to find and locate what we are searching for. We quickly skip the text and rapidly run through the text until we find our specific details.

In scanning we search for key words:

1. Particular name
2. Number
3. Telephone number
4. Program
5. Date

Scanning get only what you need:

1. Search for key words
2. Move quickly over the page
3. Less reading and more searching

Q. (3): What is Letter and Memo, explain in detail with differences?

Answer: Memo:

The memo is short for the memorandum, which means a note or record for any use in future. It is a short message used as a means of informal communication within the organization, for transmitting information in writing. It may be titled as interoffice communication, office memorandum, or interoffice correspondence, rather than a memorandum.

OR:

A memorandum or shortly known as a memo is a precise official note, used to inform, direct or advise the members within the same organization. However, the business deals with a number of external parties such as customers, clients, suppliers, government agencies, manufacturers, societies, etc. for which a different tool of communication is used, called as a business letter

Letter:

A business letter can be defined as the form of written communication that contains a long message, addressed to the party external to the organization, i.e. supplier, customer, manufacturer or client. It starts with a salutation, written professionally in the third person and has a complementary close with a signature.

OR:

The relationship between the sender and receiver plays a significant role in determining, the overall style in which the letter is drafted. These are used for a number of reasons such as a request for information or feedback, order placement, making complaints or grievances, enquiring something or taking follow-up.

Differences between Memo and Letter:

<u>Memo:</u>	<u>Letter:</u>
<ol style="list-style-type: none">1. The memo can be defined as a short message, written informally to communicate certain information to the members of the organization.2. The use of memorandum is internal to the organization, in the sense that it is exchanged between two departments, or units or sent by the manager to inform subordinates.3. There is no requirement of a signature in the memo, as it is used within the organization.4. Memos are written to inform or direct, a department or number of employees on a certain matter and so it is usually written from one to all perspective, such as mass communication.5. Technical jargons are commonly used in memos, as well as uses personal pronouns.	<ol style="list-style-type: none">1. Letters can be understood as a means of a verbal communication containing a brief message addressed to a party external to the business.2. The use of letter is external in nature, as it is exchanged between two business houses or between the company and client.3. Letter is to be duly signed by the one who sends it.4. Letters are private as it addresses to a particular party or client, so it is a form of one to one interpersonal communication.5. Letters avoid the use of technical jargons and terms which are not easy to comprehend.