

English language and communication

Course objectives:

The Oral Communication course is mainly geared towards improving and boosting your oral and communication skills.

It seeks to provide you with opportunities to comprehend the pillars of communication, be it verbal /non-verbal from a practical perspective.

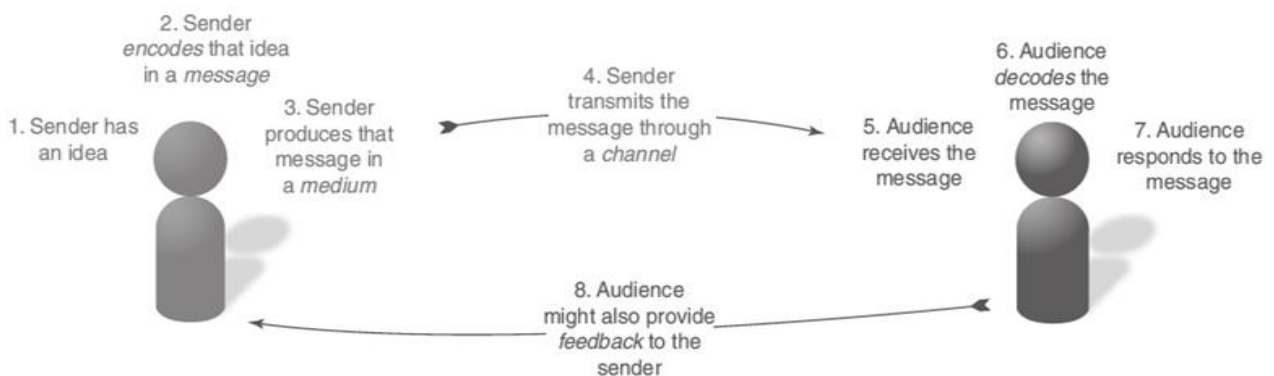
Fundamentals of Communication

1. Definition of communication

Communication is a process of exchanging information, ideas, thoughts, feelings and emotions through speech, signals, writing, or behaviour. In communication process, a sender (encoder) encodes a message and then using a medium/channel sends it to the receiver (decoder) who decodes the message and after processing information, sends back appropriate feedback/reply using a medium/channel.

The meaning of ORAL refers to what is uttered by the mouth or in words: Spoken.

2. How does the communication process work?



a- Source the Sender

Sender/ Encoder is a person who transmits the message. A sender uses symbols (words or graphics, or visual aids) to convey the message and produce the required response. The process of conversion of subject matter into symbols is called **encoding**.

b- Message:

The message is simply the information you want to communicate. It is a key information, idea, or thought conveyed by the speaker in words or in actions.

c- Encoding:

Encoding is the process of assembling the message (information, ideas and thoughts) into a representative design with the objective of ensuring that the receiver can comprehend it.

d- The Code:

The code in communications is replacing a piece of information such as a letter, word, or phrase with an arbitrarily selected equivalent or language.

e- Channel:

Is the medium used by the sender to send the message to the receiver. This may be in-person, via telephone, e-mail, text message or written correspondence.

f- Decoding:

Now would be an appropriate time to remind yourself that you can just as easily fill the role of decoder as you can encoder. This is where listening, and reading directions carefully. Decoding is impossible if the decoder cannot even understand the message.

g- Receiver:

The recipient/decoder is a person from whom the message is intended/ targeted.

h- Decoding:

The receiver converts the symbols, words or signs received from the sender into meaningful information

i- Feedback:

Feedback helps the sender in confirming the correct interpretation of a message by the decoder. Feedback may be verbal (through word) or non verbal (smiles, sighs etc.) It may take written form also in form of letters and emails.

j- Context:

Context is simply the environment in which your message is delivered. Communication is affected by the context in which it takes place. This context may be physical, social, chronological or cultural.

1. **Physical Context:** The physical context is the environment where the communication takes place. This context can influence the content and quality of interaction.
2. **Social Context:** The social context refers to the nature of the relationship between the communicators and who is present.
3. **Chronological Context:** It's the way in which time influences interactions.
4. **The Cultural Context:** This context includes the cultural backgrounds of both communicators.

3. Categories of Communication

- a) **Oral Communication:** Oral Communication is done through spoken words. It may be face-to-face talk, telephonic talk, video chat, television, radio or chat internet such as Skype, or WhatsApp.
- b) **Written Communication:** Communication is written in words or symbols and is transmitted via e-mail, letters, memos etc. It is most commonly used in business and its contents, style, vocabulary, precision and clarity are very important in achieving its objective.
- c) **Non-verbal Communication:** Communicate with body language. Information is exchanged through non-verbal ways such as: Facial expression, posture, eye contact, Body space.
- d) **Formal Communication can be:**
 - **Upward communication:** It includes messages from subordinates to superiors to convey messages like: Report what they have done; Communicate problems, Make suggestions, etc
 - **Downward communication:** It occurs whenever superiors initiate messages to their subordinates such as: Transmitting work schedule, informing the company's mission and objectives, giving job's instructions, and giving feedback about employees' performance.
 - **Horizontal communication:** It consists of a message between members of an organization with equal rank.

It serves purposes like: Coordinating tasks, sharing information, solving problems, building rapport.

E) Informal Communication: Informal communication takes place outside of the formal channels. It does not follow lines of authority as in the case of formal communication.

Informal communication is usually oral and may be covered even by simple glance, gesture, smile or silence.

4. Barriers to effective Communication

Communication barriers can include anything that prevents or disables communicators from delivering the right message to the right person at the right time, or a receiver from getting the right message at the right time.

1. Physical noise: External noise is the most obvious type. This includes sounds that distract communicators, such as the babble of voices in the next room or the annoying ring of someone's cell phone in a meeting.

2. Physiological noise: Hearing disorders fall into this category, as do illnesses and disabilities that make it difficult to send or receive a message.

3. Semantic noise: Semantic noise is a communication barrier caused by misunderstandings about the meaning of words. Semantic noise occurs due to the message's different meanings between the sender and receiver.

4. Psychological noise: The psychological noise interferes with understanding, it happens inside the sender or receiver's head like fear, hostility, defensiveness, etc.

5. Cultural noise: Cultural noise is a communication barrier caused by the incorrect interpretation of another person's behavior. Cultural noise is generated, in particular, by the nonverbal communication of people from various cultural backgrounds. Non-verbal cues do not have the same meaning in every culture and society.

5. Types of communication:

- a) **Intrapersonal:** Intrapersonal communication is a communicator's internal use of language or thought. It can be useful to envision. Intrapersonal communication occurring in the mind of the individual in a model which contains a sender, receiver, and feedback loop.
- b) **Interpersonal:** Communication with other people that ranges from the highly personal to the highly impersonal. Interpersonal communication allows us to establish, maintain, and disengage from relationships with other people.
- c) **Group communication:** Communication among members of a team or a collective about topics such as common goals, strategies, and conflicts.
- d) **Mass communication:** Communication generated by media organizations that is designed to reach large audiences.
This type of communication is transmitted via television, Internet, radio, print media, and even the entertainment industry.
- e) **Public communication:** Communication in which one person gives a speech to other people, most often in a public setting. This speech has predetermined goals and is about a topic that affects a large community.

6. In your own words, answer these questions.

a-What is communication?

.....
.....

b-What motivates people to communicate?

.....
.....

c-Why do people communicate?

.....
.....

d-What does happen between people during communication?

.....
.....

e-How do they give meaning to each other's messages?

.....
.....

f-How do they use language (verbal/non-verbal) to create and exchange meaningful messages?

.....
.....

g-What is effective communication?

.....
.....

7- Explain the following quotations?

The first step to bridging the Communication Gap is to better understand the other perspective.

[Fredrik Nael](#)

.....
.....

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

[Peter Drucker](#)

.....
.....

Communication leads to community, that is, to understanding, intimacy and mutual valuing.

[Rollo May](#)

.....
.....

LESSON 1: REMEMBERING

Ingrid the Informant

Ingrid arrives late for her appointment with Inspector Gordon. How does he get from her the information that he needs?

- **Inspector:** Ingrid. You're late. Did you forget our appointment?
- **Ingrid:** I'm sorry. It must have slipped my mind.
- **Inspector:** OK, Ingrid. We want you to tell us where Biggs is hiding.
- **Ingrid:** I'm sorry. I seem to be drawing a blank.
- **Inspector:** I see. Maybe this will help refresh your memory.
(The inspector gives Ingrid fifty dollars).
- **Ingrid:** Come to think of it, I do seem to remember something about a bridge.
- **Inspector:** Which bridge?
- **Ingrid:** The name escapes me.
(The inspector hands Ingrid another fifty dollars)
Hmm ... it's on the tip of my tongue.
(He gives her a hundred dollars)

Oh, yes! The Bay Bridge.

- **Inspector:** One last thing, Ingrid. Is there a shipment coming in tonight?
- **Ingrid:** Now that you mention it, I think there is, but for the life of me I can't remember at what time.
- **Inspector:** Maybe you need a little inspiration.
(He hands her fifty dollars).
- **Ingrid:** Wait. It's coming to me now...
(He gives her a hundred dollars.)
That's right! There's a shipment coming in at 11:30 tonight.
- **Inspector:** Thanks, Ingrid. You've been a big help. Remind me to take you out to dinner sometime.
- **Ingrid:** Your treat?

I. SORTING

- *Complete the chart below with expressions from both the dialogue and the second exercise.*

Remembering	Forgetting
.....
.....
.....
.....
.....

II. MATCHING

- *Make a phrase by matching the correct words and phrases. Try to do it without looking at the dialogue.*

A	B	NEW PHRASE
1. refresh your	a. right!
2. come	b. a blank
3. it slipped my	c. tongue

4. That's	d. memory
5. to draw	e. to think of it
6. for the life	f. escapes me
7. it's coming	g. you mention it
8. It's on the tip of my	h. mind
9. Now that	i. to me now
10. The name	j. of me I can't remember

III. PAIR WORK

- *Using the phrases above, what's another way of saying:*

1. To help someone remember
2. "At first I did not remember, but after some more thought, now I do."
3. "I am very close to remembering and saying something."
4. "I would not have thought of it otherwise, but what you have just said has made me remember."
5. "Right now I am remembering."
6. "My memory right now is failing me completely."
7. "It is difficult for me to remember the name."
8. To forget to do something.
9. "I'm trying very hard to remember, but it's not working."
10. "I now remember!"

IV. WHERE WERE YOU?

- Have you any memories of some important event? Where were you and what were you doing at the time? Imagine a dialogue between you and you partner

WORKSHEET 1: IDIOMS

Spain. When Cristina Sanchez was a little girl, she loved to watch her father fight bulls. She knew that bullfighting was a dangerous profession. And she knew that there were no women bullfighters in Spain. But still she wanted to become a matador, to follow in her father's footsteps. So at the age of 12, Cristina started practicing with cows.

Her father was opposed to her future plans. "It's impossible. Women don't become bullfighters," he said. But Cristina insisted. "I didn't want the role of a traditional woman," she says. Finally, her father changed his mind and gave in. he saw that Cristina had bullfighting in her blood. He gave her the green light to attend the most famous school in Spain to learn the ropes of bullfighting. And then he became her trainer. Now Cristina is a star in her country. As the first female matador, she is always in the public eye. But if hasn't been sooth sailing for her. She has been hurt three times by bulls. Also, many people are angry about her participation in the sport. Some male matador refuse to share the bullring with her, and she often hears insults from the audience. "When I hear insults from the crowd," says Cristina, "it makes me try harder. I want those people to eat their words."

I. Write the idioms and expressions in front of their corresponding meanings.

- in one's personality or character.
- agree to something you didn't want to agree to before
- admit that what one said is wrong
- disagree strongly with a plan, an idea, etc.
- learn how to do something
- well known; in the news
- easy and without any problems
- feel very upset or unhappy about a situation
- give someone permission to do or start something
- begin to think differently about something

II. Answer these questions.

1. Is your family opposed to any of your ideas or dreams?
2. Are boys and girls treated in the same way in the Moroccan families?
3. How have female roles in the society changed over the last few years?

III. Complete the dialogue with the given idioms.

Give in - be angry about - give me the green light - learn the ropes - opposed to – change my mind.

A: Hi, honey. How was your first day at work?

B: It wasn't bad. I'm starting to (1) In a few months, I'll have enough money for a motorcycle.

A: You know I don't like motorcycles. I'm absolutely (2) the idea.

B: But Stefano has one. And a lot of other kids do too.

A: I know, but I think motorcycles are very dangerous.

B: But, Mom, ...

A: I'm not going to (3) You won't make me (4)

B: Oh, Mom. Have a heart! You have to (5) on this one!

A: Sorry, Denny. Please don't (6) this. It's for your own good.

LESSON 2: DECISIONS

Fickle Fernando

Fernando is talking to his sister. What is his problem? Complete the dialogue using the phrases in the box at the bottom. There is only one correct order.

- **Fernando:** I can't make up my mind.
- **Mercedes:** 1.
- **Fernando:** About Adela and Karen. Right now I'm leaning toward Adela. But then again, Karen is also good.
- **Mercedes:** 2.
- **Fernando:** I have mixed feelings about them. On the one hand, Adela has a good sense of humor. On the other hand, Karen has a great car.
- **Mercedes:** 3.
- **Fernando:** I could go either way. On the plus side, laughter makes the relationship fun, but on the minus side she keeps laughing even when we're kissing.
- **Mercedes:** 4.
- **Fernando:** Yeah, but I kind of had my heart set on Adela. So I'm debating whether to break up with Karen or simply not tell her about Adela.
- **Mercedes:** 5.
- **Fernando:** You're right. I think I'm going to go with telling the truth. On second thought, maybe I should just stay with Martha.
- **Mercedes:** 6.

- a- Then Karen's the one for you
- b- Who's Martha?
- c- About what?
- d- What's more important to you — laughter or transportation?
- e- Tell me what you like about them
- f- I always say honesty is the best policy.

I. SORTING

- *Underline phrases and expressions of making or inability of making decisions in the dialogue above.*

II. PHRASE JUMBLE

- *Re-write the following in the correct order. Once you are done, go back and underline the part of the expressions which you want to remember.*

1. toward I'm leaning Adela.....
2. I way go either could.....
3. I'm go going with to vanilla.....
4. mind my I can't up make.....

5. But tea also again then like I.....
6. I mixed about feelings them have.....
7. I heart my on had set food Mexican
8. On thought chocolate second I'll the have one.....
9. I'm whether debating to call her or letter her write a
10. On side the plus beautiful it's; minus the on expensive side it's.....
11. On hand one the we out go can; other the on hand home stay can we TV and watch.....

III. CLOZE

- *Only one phrase is possible to complete the sentence.*

1. Maybe I will....., maybe I won't
 - a. but then again
 - b. I had my heart set on
 - c. on the one hand
 - d. on the minus side
2.stay at home or go out tonight.
 - a. I had my heart set on
 - b. on second thought
 - c. on the plus side
 - d. I'm debating whether to
3. I think..... buying a new car instead.
 - a. on the one hand
 - b. on second thought
 - c. I'm going to go with
 - d. I could go either way
4.really. I like both public transit and driving.
 - a. I could go either way
 - b. On second thought
 - c. I'm leaning toward driving
 - d. But then again, driving
5. I don't know which to choose. Right now..... the blue one.
 - a. I could go either way
 - b. I'm leaning toward
 - c. I'm going to go with
 - d. I had my heart set on
6. I'll write her a letter..... I'll give her a call
 - a. On second thought
 - b. But then again
 - c. On the plus side
 - d. On the minus side
7. A: Where are you going this summer?
B: I don't know.....
 - a. I could go either way.
 - b. I can't make up my mind
 - c. But then again, no.
 - d. On the other hand, yes.
8.Erik is responsible. -..... .Kristina is responsible and efficient.
 - a. On the one hand, on the other hand
 - b. On the plus side, on the minus side
 - c. On the other hand, on the one hand
 - d. On the minus side, on the plus side
9. A: I thought you wanted to buy the house on Market Street?
B: Sure I like the one on Market, but.....the one on Church
 - a. on second thought
 - b. then again
 - c. on the one hand
 - d. I had my heart set on

10. Well,it's close to where I work:....., it's far away from the beach
- a. On the one hand, on the other hand
 - b. On the plus side, on the minus side
 - c. On the other hand, on the one hand
 - d. On the minus side, on the plus side

WORKSHEET 2: HEALTH RELATED IDIOMS

Read this short story. What is it about?

Boston, MA, USA

Ed Rosenthal lives in a nursing home in Boston with other elderly people. Ed is a Senior citizen, 91 years old.

When Ed was 84 years old, a doctor came to the nursing home. She saw that Ed was out of shape and his body was weak. She told him to exercise and get in shape. So Ed started going to the exercise center to pump iron. He worked out for seven years, day in day out.

Now Ed has big muscles, and his stomach is as flat as a pancake. He feels like a million dollars. His family and friends are surprised. They cannot believe their eyes. Now Ed Rosenthal, at 91, is as fit as a fiddle!

I. Write each of the underlined expressions in the text in front of its corresponding meaning given below.

- a. in good physical condition
- b. healthy and physically fit
- c. lift weights
- d. a person more than 65 years old
- e. very flat
- f. not believe what one sees because of surprise
- g. exercise
- h. regularly; all the time
- i. be very healthy and happy
- j. not in good physical condition

II. Pair work. Answer the questions.

*Do you work out? If so, how often? Where? What do you do? Do you pump iron?

*What things do you do day in day out?

*When you're Ed's age, what kind of shape will you be in?

III. Complete the sentences. Write something true about yourself.

*In my opinion, the best ways to stay as fit as a fiddle are

*When I'm a senior citizen,

*I feel like a million dollar dollars when

IV. Complete the dialogue. Use the following idiomatic expressions.

In shape Out of shape senior citizen fit as a fiddle work out
Not believe her eyes feel like a million dollars

A: Grandpa, do you want to go for a bike ride with me today?

B: No, I don't think so.

A: Come on, Grandpa! Please!

B: Give me a break, Ana. I'm a (1), you know. I'm too much (2) to ride a bike.

A: You should (3) like Grandma. She's as (4)

B: All right, all right. I know I should get (5) I'll go with you if we don't go too far or too fast.

A: Oh, thanks, Grandpa! We'll just ride to the park. You're going to (6) after you exercise.

B: Your grandmother will (7) when she sees me on a bike!

LESSON 3: SHARING PROBLEMS

One good way of letting a person know that you are listening is to use phrases to identify with the speaker - not necessarily to agree with the speaker, but to try to show that you are interested in what he or she is saying by responding. Tibor and Roberta are sharing a house in Sydney, Australia, where they are doing an English course. Can you relate to their complaints?

Roberta walks in, throws her bag down, and slams the door behind her.

- **Tibor:** One of those days, huh?
- **Roberta:** Yeah. I'm just a little angry because no one seems to understand my English.
- **Tibor:** Oh, don't you hate that? Every time I go out people ask me, 'Where are you from?'
- **Roberta:** I hate when that happens. The other day I said 'Good morning to the doorman and he said 'Buon giorno.' That really made me angry.
- **Tibor:** I can imagine. But if it makes you feel any better, this morning I had to ask the woman at the post office to write down the price for the stamps because I couldn't understand her accent.
- **Roberta:** Ouch. That must've been really embarrassing,
- **Tibor:** Very. I'm going to go to a different post office next time
- **Roberta:** I don't blame you. Sometimes I wonder if my English will ever sound perfect.
- **Tibor:** Tell me about it.
- **Roberta:** Sometimes I feel like giving up.
- **Tibor:** I know the feeling. At first I felt like I was learning a lot, and now..
(Tibor shakes his head)
- **Roberta:** I know what you mean. I want to be treated as a native speaker of English
-not as a woman from Italy.
- **Tibor:** Yeah, I can relate.
- **Roberta:** What?

I. MATCHING

- *In pairs, make a phrase by matching the correct word(s). Try to do it without the dialogue.*

1. I hate when that 2. One of those 3. I can 4. I don't 5. I can	a. blame you. b. relate. c. happens. d. days, huh? e. imagine.
1. I know 2. That must've 3. Tell me 4. Don't you 5. I know what	f. about it g. the feeling h. you mean. i. been terrible j. hate that?

II. DISCUSSION

1. What things frustrate you about your English?
2. What do you find the most difficult to do in English?
3. What things do you like in your English classes? What things don't you like?
4. What kinds of teachers do you not like?
5. What do you like about the room you are in right now and what don't you like about it?

III. PAIR WORK

- *Which phrases from the dialogue can be used to respond to the following questions?*

1. I locked the keys in my car
 - a. I know what you mean.
 - b. I can imagine
 - c. I hate when that happens.

2. That's the second time I've tripped and fallen today!
 - a. I can imagine.
 - b. One of those days, huh?
 - c. I don't blame you.

3. I miss home a lot.
 - a. I know what you mean.
 - b. That must've been horrible!
 - c. One of those days, huh?

4. I don't feel so well. I'm going to leave work early today.
 - a. I know what you mean.
 - b. I don't blame you.
 - c. That must've been awful!

5. I worked until three in the morning! I'm so tired.
 - a. I can imagine
 - b. That must've been embarrassing!
 - c. Don't you hate that?

6. Every time I eat popcorn I get thirsty.
 - a. Don't you hate that?
 - b. One of those days, huh?
 - c. That must've been embarrassing!

7. He told me he had fallen in love with someone else.
 - a. I don't blame you.
 - b. Tell me about it.
 - c. That must've been awful!

8. I think I'm ugly and stupid.
 - a. I know the feeling
 - b. I hate when that happens.
 - c. That must've been embarrassing!

9. I'm tired of learning English.
 - a. Tell me about it.
 - b. One of those days, huh?
 - c. That must've been awful!

10. I understand most phrasal verbs but I'm too dumb to know how to use them.
 - a. I can relate
 - b. I don't blame you.
 - c. I can imagine

WORKSHEET 3: MARRIAGE RELATED IDIOMS

Read this short story and underline the idioms and expressions that it contains.

Antillo, Italy.

Vittoria Celemi and Sebastio Maraconi live in a small village in Sicily. They are in love. One day, Sebastio gives Vittoria an engagement ring and asks her to marry him. Vittoria accepts, but she adds, "Let's wait to get married until we can afford the perfect wedding! We don't have enough money now."

Vittoria begins to shop for a wedding dress, and she soon finds the perfect one. It's long, lacy, and beautiful. But it costs an arm and a leg! So Vittoria starts to save her money. She makes a small payment every year. She saves up for 40 years!

At long last, after a 40-year engagement, Vittoria can buy the wedding dress. She and Sebastio decide to tie the knot. At the wedding, Vittoria looks beautiful in her dress. The newlyweds are in seventh heaven. They dance, drink champagne, and eat caviar. Afterwards, they ride off in a horse-drawn carriage. Their friends watch them and think, 'It's about time!'

Write the idioms and expressions in front of their corresponding meanings.

- after a very long time ; finally
- be very expensive
- keep money so one can use it later
- it's later than expected
- be very happy
- marry
- have enough money to buy something

Read this conversation and fill in the blanks with some of the idioms above.

A : Eva, hi ! what's new ?
 B : Oh, hi, Stephanie. Guess what ! Mario and I are going to (1) in june !
 A : Congratulations, (2) ! You've been engaged for five years ! I
 wasn't sure you were ever going to (3)

B : Yeah. I had cold feet.
 A : But now you're ready ?
 B : Yeah, I know Mario's the one for me. (4) !
 A : Are you going to have a big wedding ?
 B : We don't know yet. I hope so. If we (5)it, I'd like about 300
 guests, a dance band, champagne ...
 A : Cool. I know a great band- the Hot Peppers. And they don't (6)

B : Oh, really ? I want to get the details, but I should go now. I'll call you soon.