

YOUR GATEWAY TO
ENGLISH
LANGUAGE



BARRIERS IN COMMUNICATION

This session is to make the users aware of their current cognitive state and to suggest an alternative state where they have met the desired outcomes.

Mentor may ask the users to speak openly about their issues in communicating and their experiences

Suggest solutions for the same.

1) Lack of vocab: example. Build your vocabulary top down. Understand the vocabulary needed in common situations, less common but repeated situations and occasional social situations. Another strategy would be to have a work or profession related vocabulary

2) Shame: Mentors may remind them that the only opinion that matters is how they see themselves. This introspection would show them that their self-esteem is low and that they need to build it themselves.

3) Fear: Mentors may remind them that stage fright is the second most common fear and that a fear of public speaking is a related fear. This can be managed using various techniques such as nlp (**neuro Linguistic programming**) Suggest the visualization technique.

Mentor may ask the users to “not think about a yellow elephant”

Users would realize that they have just seen a yellow elephant. So, highlight that our minds cannot think in negatives. In our minds, we must first draw a picture of a yellow elephant and then try to not see it.

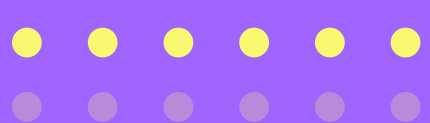
Likewise, if one is asked not to be sacred, the thoughts are immediately of fear.

Instead of this, imagine one's self or visualize one's self-speaking confidently with a group of demons, entertaining them with funny remarks, hand gestures etc. If you repeat this visualization over and over in your mind, it becomes your cognitive reality.

This session is about winning the confidence of the users and instilling a belief in them that the solutions to their problems are well within their reach.

SHORT ENGLISH PHRASES

A phrase is a small group of words that communicates a concept but isn't a full sentence. You use phrases in your writing and your speech every day.



While learning a new language it is important to pay attention to the most common phrases that are used in that language. Short English Phrases are important because we use it in our daily conversations and it also helps in improving your English quickly. These phrases are also easy to understand and can also be learnt quickly. In conclusion, learning the most common phrases that native English speakers use is one of the fastest way to learn Spoken English.

Few examples:

- Nice to meet you.
- What do you do?
- Excuse me
- What do you think?
- How does that sound?
- Do you mind_____?
- Long time no see.
- Don't take it personally.
- I am starving.
- I have no idea/clue.
- What's wrong?
- Get going.
- Nevermind
- Calm down

Do's

- Practice as much as possible
- Listen to native English speakers speaking frequently
- Try using these phrases in your everyday life.

Don'ts

- Don't worry about having a perfect accent
- Don't be afraid to ask people to repeat what they have said

Examples of short English phrases in real life situations:

Nice to meet you

When you meet a person for the first time, and after you learn each other's names, it is polite to say this phrase.

A: Hi, Tina, I am Chad.

B: Nice to meet you, Chad.

A: Nice to meet you, too.

What do you do?

Most people ask each other this question when they meet. It means what do you do for a living (what is your job).

A: What do you do, Sam?

B: I work as a HR Manager.

Excuse me

When you need to get through but there is someone blocking your way, say "Excuse me." You can also say this phrase to politely get someone's attention.

Excuse me, do you know what time it is?

What do you think?

When you want to hear someone's opinion on a topic, use this question.

I am not sure if we should paint the room yellow or blue. What do you think?

How does that sound?

If you suggest an idea or plan, use this phrase to find out what others think.

We could have dinner at 6, and then go for a movie. How does that sound?



Do you mind_____?

Used to ask some politely for a favour.

Do you mind turning on the radio?

Long time no see

It is used as an informal expression by people who haven't seen each other for an extended period of time.

Hey Ann! Long time no see.

Don't take it personally.

It's a polite way of stating your opinion or polite rejection.

Don't take it personally, but you are a bit loud.

I am starving

It means to be very hungry

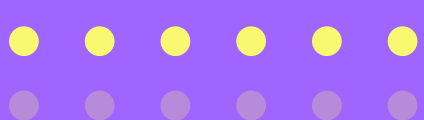
The food hasn't arrived as yet, I'm starving.

I have no idea/clue

If you don't know about something or do not understand something, you can use this phrase.

I'm sorry, I have no clue where the library is.

I have no idea about what she's speaking about.



How to practice Short English Phrases?

- Try practicing these phrases while speaking.
- Read, write and also listening can also help.
- Always note down new phrases.
- Use these phrases in real life situations while speaking to someone.

TRENDING WORDS IN ENGLISH

Gaslighting

Meaning: A form of psychological abuse in which you trick or control someone by making them believe things that are not true, especially by suggesting that they may be mentally ill.

Examples for gaslighting

- You are way too emotional
- You are crazy and just imagining things.
- You are being too dramatic because I was just joking.

Finfluencer

Meaning: Influencer who focuses on money related topics.

Examples

- Don't always put your money based on what a finfluencer says.
- How are TikTok finfluencers shaping the future of investing?
- She believes following this finfluencer was one of the best decisions she has ever made.

Situationship

Meaning: A relationship that is more than a friendship but less than a couple.

Examples

- I am really confused about Riya and Mark; they seem to be in a situationship.
- Ours was a classic situationship.

Janky

Meaning: Something that is not of a high quality.

Examples

- This laptop feels a bit janky.
- The elevator in the library is so janky.
- The bag I bought from that shop is so janky.
- I am using my janky phone to attend online classes.

Yeet

Meaning:

- A. To throw something with a lot of force
- B. To describe something that is funny or exciting.

Examples

- Can you yeet me that bottle please?
- He just grabbed my phone and yeeted it into the river.
- I yeeted it into the garbage.
- Look at his t-shirt, its yeet!!

Staycation

Meaning: A holiday that you take at home or near your home rather than travelling to another place.

Examples

- It's easy to have a staycation in a place like NYC.
- If you are tight on funds, consider taking a staycation and visiting a local water park, zoo or children's museum.
- If we travel less due to staycations, we will be saving the planet.

Binge- watching

Meaning: the practice of watching multiple episodes of a television programme in rapid succession.

Examples

- People who watch television online say they regularly indulge in binge- watching.
- I have been binge- watching all the seasons of money heist.
- It's not uncommon for viewers to binge-watch a whole season of programmes in just a couple of evenings.

Bit rot

Meaning: Digital information that cannot be opened or accessed.

Examples

- The file you sent last night is a bit rot. Could you send it again?
- We fought bit rot, made a web site, and started making releases.
- My coworkers were angry at me that my program stopped working. The failure must be due to bit rot.

Makerspace

Meaning: A place where people come together to create or invent something.

Examples

- Don't forget to bring your project files along to the makerspace.
- Gearbox is the first open makerspace for design and prototyping in Kenya.
- I am planning to build a makerspace in my school.

Gig worker

Meaning: gig = a job for a short time.

People who take up jobs for a short period of time.

Examples

- Example for gig workers;
 - a) Voice over artists
 - b) Video editors
 - c) Software trouble shooters
 - d) Uber drivers
- Instead of taking a regular 9-5 job, I prefer to be a gig worker.

FILLERS IN ENGLISH

Introduction:

What are Fillers?

A filler word is an apparently meaningless word, phrase, or sound that marks a pause or hesitation in speech.

Fillers words such as um or uh are words, sounds, or phrases people use to “fill in” empty spaces in communication. In speech, they usually indicate the speaker is thinking about what to say next.

Filler words are short sounds used when people need to "fill" in the gaps between thoughts or sentences

Do you know, their actual name is "discourse markers,"

2.WHY SHOULD WE LEARN THAT PARTICULAR AREA?

It is very important to know when and where we should use it.

In a formal scenario:

The over use of fillers can:

- Make our conversation sound unprofessional and boring.
- Suggest that we might be unprepared for a presentation or nervous in front of an audience.

To sound more confident, prepare thoroughly before a presentation to deliver your message without using fillers

3.EXAMPLES

Filler words in conversation

Here are some common spoken filler words and phrases we might use in conversation:

Um: "I, um, don't think you want to go that way."

Uh: "Can you, uh, give this one more look before turning it in?"

Er: "This sounds like it, er, could possibly be a violation."

When it's okay to use filler words

While you should generally try to avoid using filler words in professional communication, there are some situations that lend themselves to using these tools in casual situations, such as when:

- **You need time to organize your thoughts:** You may use filler words or phrases as you decide how best to deliver your next statement during a conversation.
- **You're thinking of a word or calculating a figure:** If you need to remember a word or perform a calculation in your head, you might use a filler word to let the listener know you're not done speaking, such as, "Okay, let me see..."
- **You'd like to reduce the intensity of a comment:** Adding a filler word or phrase can soften a sensitive comment, like "I think, um, you should try that one more time."
- **You're trying to make an exchange more casual:** Filler words often help make a situation more casual, which can be helpful when you need to appear relatable.
- **You want to strengthen or weaken your statement:** Adding filler words like "really," "very" and "sort of" can reflect your level of confidence in your statements.
- **You want to engage the listener:** Filler words like "right?" and "you know?" can encourage feedback from listeners and promote engagement during informal interactions.

DON'TS:

Don't use filler words that make you sound lazy or confused (uh, um, something like that)..

When Should You *Not* Use Filler Words?

As we've seen, there are times when using filler words is helpful, and times when they're harmful. Here's when you should not use filler words, or when you should try to remove filler words.

In Public Speaking: It's natural to drop a few "ums" when you're presenting that deck to investors, speaking in front of a captive collegiate audience, or in your all team huddle on Zoom. But if you're too casual, and fill every silent space with an "um," "so," or "alright" then you'll start to lose people's attention, appear frazzled and anxious, and may lose some of your credibility.

Try to be mindful of your filler words when you're speaking publicly, and don't be afraid to pause between sentences to take a breath. This will give your listeners time to think on what you've already said.

In Podcasting: You don't want your podcast to be littered with dozens of "ums" and "ahs". It sounds less professional, distracts your audience, and may diminish your credibility.

In the Media (YouTube, TV, etc): Similarly to podcasting, you don't want to use these verbal crutches when you're appearing on TV, speaking as a guest on someone's YouTube channel, or making video content online. A lot of YouTube channels are very casual, so you'll definitely get away with it, but reducing the number of filler words in your speech will help clarify your message and streamline things.

In Formal Writing: Whenever you're writing something formal, whether it's a white paper, blog, college essay, or update for shareholders you don't want to use casual fillers or phrases. Write directly and cut the fluff from your sentences.

5. EXAMPLES USING SITUATIONS IN DAILY LIFE

Let's see an example:

Alexander: Fred, do you like hockey?

Formal Fred: No, I do not like hockey.

Alexander: Charlie, do you like hockey?

Chill Charlie: Um, well...not really, y'know?

Charlie's answer, using filler words, sounds friendlier. On the other hand, this way of speaking would not be suitable in a formal situation, such as a job interview.

Filler words can also be considered lazy and even rude:

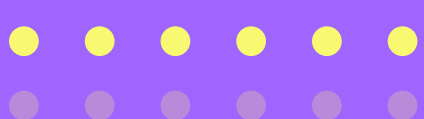
Dad: What did you learn at school today? Did you do history?

Teen: Uh, yeah, something like that.

Dad: [angry] Don't answer me like that. Did you or did you not do history?

But remember, the main purpose of filler words is to give us time to think. This is an excellent skill for an English learner to have.

If we can avoid 'lazy' filler words, like 'uh' and 'um', and use more precise filler words, it will improve the way we speak and so filler words are certainly a good thing!



6 HOW TO PRACTICE

Tips for avoiding using filler words

Here are some tips for avoiding using filler words:

Slow down

Slowing down your speech is an effective way to lessen your fillers. When you talk too fast, it can be difficult for your speech to catch up with your thoughts, increasing your use of filler words. When you speak slowly, you're able to articulate your thoughts more clearly. Slowing down also improves your pronunciation and intonation, allowing you to emphasise important words and phrases. This helps your audience retain information better.

Accept pauses. When speaking, let yourself pause for a moment without filling the silence. Give yourself a chance to think before you speak.

Change your habits. Note the common filler words you use when speaking and writing. Consciously avoid these words as you communicate by choosing other words.

Speak slowly. Slowing down your speech is an effective way to lessen your fillers. When you talk too fast, it can be difficult for your speech to catch up with your thoughts, increasing your use of filler words. When you speak slowly, you're able to articulate your thoughts more clearly. Slowing down also improves your pronunciation and intonation, allowing you to emphasise important words and phrases. This helps your audience retain information better.

Practice your words. To help you use filler words less, prepare for meetings and presentations ahead of time. The more familiar you are with your content, the less you need to use extra words. Preparing your speech can help you get over your nerves and make you feel more confident. Practising also helps you become more comfortable with your speech, preventing you from stuttering and overusing verbal fillers.

Another benefit of preparing your speech is that it lets you plan your pauses. You can identify when and how long to pause in your speech to make sure that it delivers your intended meaning.

COMMON ERRORS IN ENGLISH

Common mispronunciations :

- Woman/ women
- Restaurant
- Et Cetera
- Jewelry
- Schedule
- Photography
- Hotel
- Coupon
- Debt
- Mayonnaise
- Pizza
- Cucumber
- Chocolate
- Menu

CORRECT THE FOLLOWING MISTAKES :

I didn't understood.

I am studied at MG University.

I can't able to attend the class.

I like listening music.

Where they are coming?

Corrections :

I didn't understood.

I didn't understand.

I am studied at MG University.

I studied at MG University.

I can't able to attend the class.

I can't attend the class/ I am unable to attend the class.

I like listening music.

I like listening to music.

Where they are coming to?

Where are they coming to?

IDIOMS & THEIR MEANING

- ✓ Idioms are expressions that are used to convey a hidden or inner meaning
- ✓ One may have to read between the lines to understand the meaning of the idiom
- ✓ Idioms are closely related to the society that one lives & also to one's culture
- ✓ Therefore, It is not always appropriate to translate idioms from one language to another
- ✓ This is because the underlying situation for an idiom in one language may not be relevant in another language – because culture varies

» Idiom: Beat around the bush

Meaning: “To avoid talking about what’s important”

Used in sentence:

If you keep beating around the bush I will not understand what you are trying to say

What is your sentence?

» Idiom: Get your act together

Meaning: “Get organized and do things effectively”

Used in sentence:

Unless you get your act together, you are not going to win the game

What is your sentence?

» Idiom: A bird in the hand is better than two in the bush

Meaning: “An opportunity in hand, currently, is better than a prospect in the future, because time never repeats itself.”

Used in sentence:

The police arrested 3 criminals and saw another one running but didn’t chase him, because she knew a bird in one hand is better than two in the bush.

What is your sentence?

» Idiom: Chip off the old block

Meaning: "A person is similar in behaviour or actions to his parents."

Used in sentence:

When grandmother saw her grandson collecting coins like her son used to do, she knew he was a Chip off the old block.

What is your sentence?

» Idiom: Do unto others as you would have them do unto you

Meaning: "Treat people the same way you want to be treated."

Used in sentence:

I felt Peter was a little cold today towards that homeless man, he should do unto others as he would have them do unto him, because who knows about time.

What is your sentence?

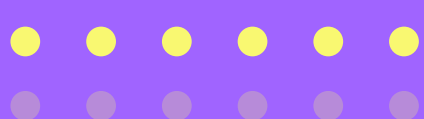
» Idiom: Don't cry over spilt milk

Meaning: "Don't cry over what has happened as it can not be fixed."

Used in sentence:

Walter failed his examination but his dad came and said just one thing, "Son, Don't cry over spilt milk.

What is your sentence?



» Idiom: Every cloud has a silver lining

Meaning: “Bad things one day eventually lead to good things.”

Used in sentence:

See, yesterday you were so morose as your phone was stolen but look at you today, you got a promotion. Is it rightly said that every cloud has a silver lining.

What is your sentence?

» Idiom: Beside yourself with joy

Meaning: “To be extremely happy.”

Used in sentence:

I can see that you are beside yourself with joy on being selected for the job, congratulations.

What is your sentence?

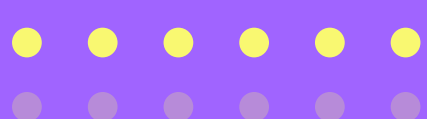
» Idiom: Fair and square

Meaning: “Being direct or fair.”

Used in sentence:

To tell you fair and square, I did everything that I was meant to do, but I still feel unfulfilled.

What is your sentence?



» Idiom: Having an Ace up the sleeve

Meaning: “Have an advantage that is currently being withheld for future purposes.”

Used in sentence:

Brian kept quiet at the board meeting, who knew he had an Ace hidden up his sleeve the whole time.

What is your sentence?

» Idiom: A black sheep

Meaning: “Being a disgrace for the family.”

Used in sentence:

They don't talk about Olive anymore, turns out he was the Black sheep for the family, he married someone else while he was still arranged to his fiancé.

What is your sentence?

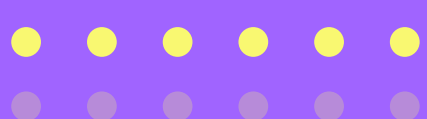
» Idiom: Bear a grudge

Meaning: “To continue to feel angry or unfriendly for someone or something because of a particular past incident.”

Used in sentence:

I Bear a grudge against him for not taking me into confidence

What is your sentence?



» Idiom: By the skin of your teeth

Meaning: “To just barely get by or make it.”

Used in sentence:

Lester made the dance team By the skin of his teeth, you see the audition gates were about to get closed.

What is your sentence?

» Idiom: Draw the line

Meaning: “To stop before a point where something okay gets not okay.”

Used in sentence:

Hey buddy, that’s enough, Draw the line before someone comes and beats you to a pulp.

What is your sentence?

» Idiom: Easier said than done

Meaning: “Not as easy as it appears to be.”

Used in sentence:

Listen, losing weight is easier said than done, many people lack commitment.

What is your sentence?

» Idiom: Break a leg

Meaning: "Saying good luck to someone."

Used in sentence:

Hey Barry, it's time for you to get on the stage and present your monologue, break a leg.

What is your sentence?

» Idiom: Fish out of water

Meaning: "To be out of your comfort zone."

Used in sentence:

Tom felt like a fish out of water when his father took him to a Star Wars convention in Cochin

What is your sentence?

» Idiom: Go the extra mile

Meaning: "To make an extra effort."

Used in sentence:

He was willing to go the extra mile for the love of his profession

What is your sentence?

» Idiom: Step up your game

Meaning: “To start performing better”

Used in sentence:

Jennifer better step up her game if she wants to make big in Basketball.

What is your sentence?

» Idiom: Straight from the Horse’s mouth

Meaning: “Directly from the person involved.”

Used in sentence:

Listen to the news straight from the horse’s mouth, his factory burned down right in front of his eyes.

What is your sentence?

» Idiom: Has bigger fish to fry

Meaning: “Has more important work to do.”

Used in sentence:

Please don’t bother me today with any calls, I have bigger fish to fry.

What is your sentence?

» Idiom: Bite off more than you can chew

Meaning: “Take on a difficult work that is beyond your capabilities.”

Used in sentence:

Andrew told his boss that he will triple the sales but in reality, he bit off more than he can chew and now all of us are in trouble.

What is your sentence?

» Idiom: Call it a day

Meaning: “Stop working on something.”

Used in sentence:

Ah! So what we didn't complete the puzzle today, let's call it a day and come back again tomorrow.

What is your sentence?

» Idiom: Stab someone in the back

Meaning: “To betray a close person.”

Used in sentence:

My uncle trusted his driver so much but he stabbed him at the back when he saw all the money bags.

What is your sentence?



ACTIVE AND PASSIVE VOICE

What is it?

We have heard of the basic structure of sentences(S+V+O) where subject is the doer of the action, verb is the action and object is the one on which the action is done.

In Life we often face situations where we need to communicate about the objects alone and the actions with or without the subjects.

Sentences made in this manner with a focus on the object of the action are written in Passive voice. It is important to note that all Passive voice statements have an object; however the subject(doer of the action) may or may not be mentioned.

Thus we use passive voice in three circumstances

1) We wish to highlight the object of the action and not the subject

Examples:

- The felicitation was given by the secretary.
- HR department is headed by Radha.
- The report was submitted by the committee
- The operation is going to be performed by the Surgeon.

2) We do not know the Subject (doer of the action).

Examples:

- Shops were closed on account of the hartal.
- Milk is brought home daily.
- Operations are performed successfully
- Students are expected to maintain decorum.

3) Subject of the action is obvious (need not mention explicitly)

- She had been married off. (By her parents)
- The suspects have been arrested. (By the police)
- Tax on FMC goods have been increased. (By the govt)
- She was advised to take complete rest (By the doctor)

It is important to note that all passive voice sentences are written using the past participle form of the verb and that the tense of the sentence must not change from active to passive or vice versa.

Example: Rama Kills Ravana in Ramayana. (active voice sentence in simple present tense).

Ravana is killed by Rama (passive voice sentence in simple present tense).

Basic rules for making Passive voice.

1) Since the past participle form of the verb is used in all tenses in passive voice, the tense is identified or expressed using the appropriate auxiliary verb.

Example: Ravana is killed by Rama. The auxiliary verb used is 'is.

2) Agreement for verb must be with the object

Example: The books(plural) are kept on the shelf.

The book(singular) is kept on the shelf.

3) Subject pronouns are to be used for the object and object pronouns are to be used for the subject.

Example: The mentor guides the students. (Active)

He (the mentor) guides them(students).

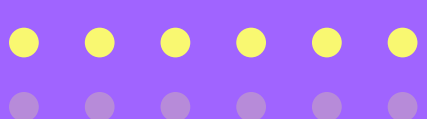
The students are guided by the mentor (Passive)

They(students) are guided by him (the mentor)

TELEPHONE ENGLISH

Introduction

People find speaking on the phone in a language that's not their own quite difficult at first because they can't see the other person's body language.



Why Should We Learn That

You answer the phone and you hear someone speaking in English “DON'T BE AFRAID TO REPLY”. The fear of talking on the phone in a second language will disappear if you practice often.

EXAMPLES

The DOS AND DONTs of Telephone Etiquette

DO – Smile when you talk to people. Although they might not be able to see you, a smile can be heard in your voice and the caller will be much more relaxed in their conversation with you.

People love talking to happy people.

DON'T – Be distracted. Although the caller may not be able to see what you're doing, if they don't have your full attention it will be heard in your tone and responses.

Distractions can be anything from responding to an email, replying to a text, scrolling through online shopping, reading a news article or nibbling on that doughnut that has been sitting next to you calling your name.

If you wouldn't do these things with the person in front of you, don't do it when you're on the phone.

DO – When you answer the phone, greet the caller warmly and advise who they are talking to. Always answer the phone with your name at the end of your greeting.

You will have an upward inflection on your name which will stay in the mind of the caller. Personal calls received should also be formalised. Some ways you can answer the phone are “Hello this is (say name)” and business calls can be answered with “Good Morning/Afternoon, (say business name), this is (say name)”.

DON'T – Shout or whisper. Being overly loud or overly quiet can make a phone conversation very awkward and might mean you don't get all of the information to the person on the other end. Try and speak in a calm tone that will be easy to hear and understand.

DO – Speak clearly. You have something to say and the person at the other end wants to hear it. No one wants to repeat themselves many times during a conversation. Speak as clearly as possible to avoid this.

DON'T – Leave the caller on hold for too long. No one likes sitting on hold. If you leave your caller on hold for too long they may think they have been forgotten and may hang up. If this is a business call this could result in a lost sale or an unhappy customer.

DO – Make the caller feel welcome. Although it is a phone call, if your answers are short or you don't sound interested, the caller may leave the call feeling unwelcome and that their query hasn't been answered or problem resolved.

EXAMPLES USING SITUATIONS IN DAILY LIFE

Answering the phone (informal)

- Hello. Madhav here. (caller unknown)
- Hi, Anjana. How are you?
- Hey, Anuroop. What's up?

Asking to speak with someone

- Hi. Is Naina there? (informal)
- Can you put Mohit on? (informal)
- Can I talk to Sandeep? Tell him Marilyn's calling. (informal)
- May I speak to Mr. Pillai in the accounting department, please?
- Good morning. Is Dr Sudha available, please?

Connecting someone

- Just a sec. I'll get him. (informal)
- Hang on a moment. I'll see if she's in. (informal)
- One moment please. I'll see if he's available.
- Hold the line please. I'll put you through in a moment
- Please hold while I put you through to the manager's office.
- All of our staff is busy at this time. Please hold for the next available person.

Making a request

- Could you please repeat that?
- Would you mind spelling that for me?
- Could you speak up a little, please?
- Can you speak a little slower, please? My English isn't very good, I'm afraid.
- Could you let me know when she'll be in the office,
- Would you mind calling back in an hour? I'm in a please?

- meeting just now.
- Can you call again? I think we have a bad connection.
- Please hold for just a minute. I have another call.
- Please don't call this number again.

Connecting someone

- Can I take a message?
- Would you like to leave a message?
- Tanya's not in. I can tell him you called if you like.
(informal)
- No, that's okay. I'll call him later. (informal)
- I'm sorry, but Vinu's not here at the moment.
Can I take a message?
- I'm afraid he's stepped out. Would you like to leave a message?
- She's busy right now. Would you like her to return your call?
- He's in a meeting at the moment. Can he call you back when he's free?
- Fine. I'll let him know you called.
- I'll make sure she gets your message.

Leaving a message

- Can I leave a message?
- Would you mind giving her a message?
- Would it be possible to leave a message?
- Could you tell her Pearly called?
- Could you ask him to call Shiva when he gets in?
- I don't think he has my number. Do you have a pen handy?
- Thanks. It's Vishnu and my number is 222 3456.

Ending a conversation

- Well, I guess I'd better get going.
Talk again soon, OK? (informal)
- Thanks for calling. Bye for now.
- I have to let you go now.
- I have another call coming through. I'd better run.
- I'm afraid that's my other line.
- I'll talk to you again soon. Bye Sharma.

HOW TO PRACTICE

- Call yourself
- Introduce yourself properly
- Do Prepare ahead
- Record your conversations
- Key Vocabulary

Familiarize yourself with the following terms, which are common to many telephone conversations:

- This is ...
- May (Can, Could) I speak to...?
- I'm calling ...
- Hold the line a moment...
- Put someone through...
- Who's calling...?
- Take a message
- Call, Ring, Phone

CONVERSATION WITH THE MILKMAN

COLLOCATIONS

Fresh milk (പുതിയ പാൽ), curdled milk (തൈര് പാൽ), off milk, sour milk (പുളിച്ച പാൽ), കൊഴുപ്പ് നിറഞ്ഞ പാൽ full-cream milk, full-fat milk , whole milk (പരിപൂർണ്ണമായ പാൽ), low-fat milk (കൊഴുപ്പ് കുറഞ്ഞ പാൽ), semi-skimmed milk (പകുതി പാട കളഞ്ഞത് പാൽ), non-fat milk (കൊഴുപ്പില്ലാത്ത പാൽ), skimmed milk (പാട കളഞ്ഞത് പാൽ), creamy milk, cold milk, warm milk, cow's milk (പശുവിൻ പാൽ), goat's milk (ആട്ടിൻ പാൽ), breast milk (മുലപ്പാൽ), baby milk (കുഞ്ഞിന്റെ പാൽ), formula milk, coconut milk (തേങ്ങാപ്പാൽ), soya milk, condensed milk (സാന്ദ്രീകരിച്ച പാൽ), evaporated milk (ബാഷ്പീകരിച്ച പാൽ), dried milk, powdered milk (പൊടിച്ച പാൽ), pasteurized milk, unpasteurized milk, homogenized milk (ഏകീകൃത പാൽ), long-life milk (വളരെ കാലം കേടു വരാതെ ഇരിക്കുന്ന പാൽ), UHT milk (Ultra High Temperature milk), organic milk (ജൈവ പാൽ).

QUANTITY

Litre, pint, bottle, carton, cup, glass, jug.



VERBS

[drink (കുടിക്കുക), have (കുടിക്കുക), take (എടുക്കുക), add (ചേർക്കുക), pour (ഒഴിക്കുക), spill (ഒഴിക്കുക), deliver (വിതരണം ചെയ്യുക), boil (തിളപ്പിക്കുക), heat (ചൂടാക്കുക), scald (വെട്ടിതിളപ്പിക്കുക), produce (ഉൽപ്പാദിപ്പിക്കുക)]

NOUNS

Milk powder, milk pudding, milk shake, milk chocolate, milk product, milk bottle, milk churn, milk jug, milk production, milk yield, cheese, cream, coleslaw, butter, margarine, yogurt, custard, juice, ice cream, butter milk, ghee, cottage cheese, sour cream, cream cheese, curd, whey, paneer, flavoured milk, lassi, skim milk.

CONVERSATION

Mikman Good morning ma'am. Here's your milk.

ഇതാ നിങ്ങളുടെ പാൽ

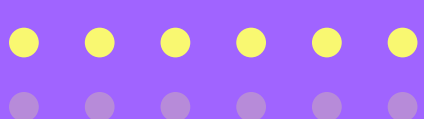
Apama Very good morning and thank you. നന്ദി

(The milkman starts to leave from there. Suddenly Aparna stops him and asks)

Hey... yesterday's milk was not so good. That had curdled split. So, I couldn't make tea yesterday.

ഇന്നലെത്തെ പാൽ അത്ര നല്ലതല്ലായിരുന്നു. അത് കട്ടപിടിച്ചു പിളർന്നു അതുകൊണ്ട് ഇന്നലെ ചായ ഉണ്ടാക്കാൻ പറ്റിയില്ല.

(The man stares at her not knowing what to say)



PERSONALITY DEVELOPMENT ENTRI

WHY IS PERSONALITY DEVELOPMENT NECESSARY?

- ✔ People with good personalities are liked universally.
- ✔ They live happier and stress-free Lives.
- ✔ with a better lifestyle, Ones thinking changes and so does one's outlook on life.
- ✔ Staying positive attracts more opportunities for one, while negativity ruins even what is in hand.
- ✔ Helps one achieve Life Goals.
- ✔ People with good personalities land jobs easily.
- ✔ They are very successful in handling people too.

HERE ARE SOME NO DOS

- ✔ Talking loudly.
- ✔ Shaking legs while sitting on a chair or putting a finger in-ear or nose.
- ✔ Chewing food loudly while eating or slurping while having tea or coffee.
- ✔ Interrupting others and not allowing them to complete speaking.
- ✔ Being Inconsiderate.
- ✔ Being boastful, Exaggerating or lying about yourself.
- ✔ Shaking hands while sitting on a chair after meeting someone older.
- ✔ Not being up to date.
- ✔ Arriving in the office shabbily.
- ✔ Being unkept. Not being dressed for the occasion.
- ✔ Projecting a lack of confidence in doing any work etc.



»» KEEP AN EYE ON YOUR DRESS SENSE

Dress sense plays a crucial role in personality, even if a person is not talking to you, even then one can tell a lot about you by looking at the dress sense and getup.

Therefore, keep in mind that in any official meeting or professional place, wear clean clothes. On the other hand, if you are going to a party, then wear party wear. Dress to the occasion. Make sure that the clothes are always pressed and there are no stains on them.

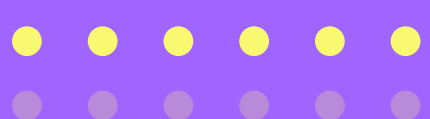
Those who are not familiar with you also form an impression about you by looking at your dress sense. For example, if you wear clothes that are shabby or torn, then people will start thinking of you as careless. On the contrary, people who are usually very loaded are also considered pretentious. You should dress according to the season and occasion. For example, party wear in the office will not suit you. Make sure your clothes are clean and pressed.

»» YOUR APPEARANCE

This is also very important to take care of yourself and your looks. Your complexion does not matter, but it will be good for your personality to take care of some things. Be well groomed. Always keep the nails clean, and never put on too much makeup to look good. Keep your footwear in such a way that matches your dress. Also, keep yourself groomed. In any professional field you will see that people have properly set hair, a well-maintained body, and are well groomed, and these things impress anyone at first glance.

»» IMPROVE YOUR COMMUNICATION SKILLS

Your behaviour with another person shows your inner personality. So, keep in mind that talk to the most



respectful, whether he is younger or older than you or rich or poor, your behaviour should be the same towards everyone. Whenever you meet someone, do not forget to smile, and greet them. On the other hand, if you feel that the person in front is saying something wrong, then explain it to him comfortably and not shout at him. Do not argue with people over everything. Listen, understand, and then speak only if something is wrong. Any communication first reveals one's personality. It most needs to be improved. You should speak by making your tone soft. Your voice should neither be too loud nor too slow. Try to speak your mind with a smile and don't drag the point. Complete the conversation in few words.

- ✔ Always keep your voice soft and neither speak slowly nor fast.
 - ✔ Before speaking anything, think that the person in front of you will not feel bad about what you said.
 - ✔ Whenever you talk, talk only by looking at the person in front.
 - ✔ Enhance your ability to listen before you speak. The more attentively you listen to the talk of the person in front, the more the person in front will listen to you.
- it is important to know English language in India as well. so try that you also learn to speak English, for which you read magazines, read books, and try to talk to your friends in English.
- ✔ Try to explain anything in short words.

»» WORK ON YOUR BODY LANGUAGE

First, improve the way you sit (Posture). Whenever you sit in front of someone, then sit in such a way that looking at the person in front of you, do not feel as if you are

someone, do not stand in such a way that it seems that you portray a bad attitude. Don't stand at all with your hands in pockets or similar methods

The way you sit up is also enough to expose your personality. If you are meeting someone professionally, then do not sit there with your feet on your feet like at home. Keep your posture comfortable but do not stretch. Have a rhythm in walking. Of course, go easy. If someone is ahead of you, don't push them or be in a hurry to walk.

»» MAINTAIN YOUR SELF-CONFIDENCE

It is very important to have good self-esteem. If you feel that your confidence is weak, then first, identify your strengths and weaknesses. When you know your strength, then you can use it to increase your confidence and overcome your weaknesses. Try to keep smiling always, because your smiling face will increase your confidence. Do all your work carefully. Keep in mind that always do easy things first and try to do difficult things later. Your confidence will increase due to easy tasks and self-confidence will help you to finish difficult tasks easily. Maintain your confidence while meeting anyone, while talking, in the meeting, in an interview, or in any other place. Good looks build confidence. Apart from this, by keeping your information updated, learning new things, and taking initiative in any work also increase confidence. Try to do the thing that scares you. Once you do that, it will boost your confidence immensely.

»» TREAT PEOPLE WITH RESPECT

Try to treat every person you meet, whether rich or poor, with respect. There is a saying – Speak with taste, you will get respect free of cost. Tie it in a knot. Use this mantra in your speech and behaviour. You will also not

be aware that everyone who is soft-spoken is liked and admired by everyone. On the contrary, no one likes a person who has a bad attitude or is rude.

»» **READ MORE, BE UP TO DATE, LEARN A NEW LANGUAGE, UPSKILLING**

You can learn any skill that is not very common. This also adds to your personality.

Let's say you like French literature, you read a translation of it. But if you learn French, you will enjoy reading literature more. At the same time, people will also appreciate you because of your ability. Apart from this, try to read and learn as much as you can. These days the internet has made everything very easy. You can learn to make new dishes through YouTube. You can do any online course or anything else according to your interest. All this will further groom your personality.

»» **MOBILE MANNERS ARE ALSO VERY NECESSARY**

This is the age of mobile, in such a situation it is very important to have mobile manners. First, pick up the mobile before the full ringing. Do not talk loudly on mobile. If calling someone, introduce yourself first. Don't assume that the person may have already fed your number. Many a time, it becomes a mistake. If you are not able to pick up someone's phone due to being busy, then message him and tell him about your being preoccupied and say that you will call as soon as you are free. While talking to someone on the phone, do not hold a conversation with someone else. If you are in a meeting or meeting, do not keep playing with your mobile.

»» CREATE YOUR OWN IDENTITY

By developing personality, you lead a better life than others. This creates a positive thought about you in the minds of people and then people want to join you and want to be like you, emulate your qualities and follow your methods.

»» INTROSPECT YOUR OUTLOOK ON LIFE

Personality development improves the way you live your life. Your lifestyle and thinking towards life changes and you start paying more attention to positive things instead of shortcomings in life, due to which you are happier and happiness reduces stress in your life like this.

If you also have a negative attitude, then you will only find problems in every work of life. Whereas the person who has a positive attitude, he sees a way out of that difficulty somewhere in every difficulty. With this your work never stops and you always move forward in life.

THANK YOU

