

## 2. Fluency and Etiquette

1. What is language fluency?

ans: The language fluency is an ability of an individual to communicate effectively and clearly without any hesitation with other people, in their common language.

2. Mention any two types of etiquettes?

ans: 1) Social Etiquettes.

2) Business Etiquettes.

3. Name the six levels of language fluency developed by CEFR?

ans: 1) Breakthrough

2) Elementary

3) Intermediate

4) Upper Intermediate

5) Advanced

6) Mastery or Proficiency

4. What is the full form of CEFR?

ans: Common European Framework of Reference (CEFR)

5. What is Body language?

ans: Stand straight, maintain eye contact. Keep good postures. Put a smile on the face while presenting. Look at the audience or a person you are addressing.

1. Write a note on politeness strategies?

ans: According to Brown and Levinson (1978:65) certain acts can damage or threaten other person's face & these acts are known as face threatening acts. These acts have potential to damage the image of the speaker. Hence speaker need to adopt certain language strategies to avoid offences in corporate culture. The strategies to avoid includes Juxtaposing criticism with compliments, creating common ground to make the conversation easy, using jokes or puns, addressing the person with name, using honorifics like Mr./Ms., sir/Madam etc. and special discourse markers such as please, however, moreover although etc..

2. Explain Intonation?

ans: Intonation is set of rules which helps the listener to understand how the words are being spoken in languages based on the inflection patterns & emphasis on certain words. When you regulate your voice to express the tone to express your communication more successfully is very much necessary. It is when you decide whether to be loud or soft, faster or slower, dramatic or emotional, casual or rational etc. It is considered is one of the significant techniques in business communication. Speaker can change the message by

Changing the tone, stress on words, pitch & tempo of speech while talking. Effective voice modulation can transform dull technical presentation into audience captivating one.

3. What is language politeness?

ans: Politeness strategies can be further divided into four main strategies.

on Reward Strategy

Positive politeness

Negative politeness

off - Reward strategies.

on - reward strategy:

Direct way to of saying things without any ambiguity, in concise manner. For example instead of "please send us the offers" verb "do" is used like "do send the offers".

positive politeness:

It is usually seen in group of friends, or in an environment where people in the group know each other well, It usually helps to communicate effectively by expressing friendliness & interests in hearer's needs can be maintained. It refers to one's self esteem.

Negative politeness:

It refers to one's freedom to act. There is greater use of indirect speech is involved in negative politeness. It normally makes the request less infringing.

off reward:

This politeness strategies relies on implications. It is indirect & involves breaking of conventional norms to imply recommended course of action. The politeness in sentence is communicate in such a manner that it is impossible to attribute one clear intention behind the act, it is metaphor, it is vague, ironic and can be ambiguous.

1. What is language etiquette? Explain with the help of corporate language etiquette?

ans: Language etiquettes can be defined as 'system of norms and rules of polite speech behaviour which ensures the existence of polite communication & correctness of the linguistic action in any communication event'.

Corporate Language Etiquettes:

Maintaining professional image at workplace while dealing with clients, co-worker & customer. Whether you are having face to face communication e-mail or telephone you need to observe professional language & tactful communication skills. Following are the means to achieve it.

- Introduce yourself -

Introduce yourself first at workplace when you interact with new people, dial a call or in conference. Tell your name, your role in company. If you are meeting a person for the first time, give handshake or greet person.

• Use title -  
Name are the first piece of information we get about anyone; hence, it becomes most important to pay attention to names. If you don't understand the pronunciation of the proper nouns, ask the person to repeat it in polite manner. Secondly, during announcements or presentations if you are addressing a person who is elder or on higher position, use the title to introduce him/her or to refer his/her presence.

• Body language -  
Stand straight, maintain eye contact, keep good postures. Put a smile on the face. While presenting look at the audience or a person you are addressing. Acknowledge the speaker. Don't speak loudly & fast. Keep at least one foot distance between you and speaker. Respect the personal space.

• Professional Tone -  
It doesn't matter if you are meeting face to face, on phone or through emails, each interaction needs to be professional. To strike up the conversation compliment on something. Remark on your surroundings, it can be from weather to the book one is holding.

• Proper Grammar -  
Each message, written or spoken reflects you, so make sure it is professional. Proofread your mails for typo errors. Use proper grammar & punctuation.

use proper grammar and punctuation. Use proper capitalisation and slang in professional communication. To avoid the errors in formal writing use online apps for proofreading. While writing emails describe the subject of email in subject line. It helps the recipient to locate the email. Similarly, during speech use simple words & complete sentences.

• Social Behaviour -

All of us have become so attached to our phones, tablets & wearable devices that it is hard to disconnect. Using electronic distractions during meetings and corporate conversations is offensive. During meeting time switch off the phone or keep it on silent. Secondly, if it is one to one conversation or personal conversation avoid using speakerphone at workplace.

2. Explain politeness strategies with examples.

Ans: According to Brown and Levinson (1978:65) certain acts can damage or threaten other person's face and these acts are known as face threatening acts. These acts have potential to damage the image of the speaker. Hence, speaker need to adopt certain language strategies to avoid offences in corporate culture. The strategies include juxtaposing criticism with compliments, creating common ground to make the conversation easy, using jokes or puns, addressing the person with name, using

honorifics like Mr/Ms, Sir/Madam etc, and special discourse markers such as please, however, moreover although etc.

Politeness Strategies can be further divided into four main strategies: on record strategy, positive politeness, negative politeness and off-record strategies.

### 1. on record strategy -

Direct way to of saying things without any ambiguity, in concise manner.

### 2. Positive politeness -

It is usually seen in group of friends, or in an environment where people in the group know each other well. It usually helps to communicate effectively by expressing friendliness and interests in hearer's needs can be maintained. It refers to one's self esteem.

### 3. Negative politeness -

It refers to one's freedom to act. There is greater use of indirect speech is involved in negative politeness. It normally makes the request less infringing.

### 4. off record -

This politeness strategy relies on implications. It is indirect & involved breaking of conventional norms to imply recommended course of action. The politeness in sentence is communicated in such a manner that it is impossible to attribute one clear intention behind the act. It uses metaphor, it is vague ironic & can be ambiguous.

3. Elaborate intonation and voice modulation with the help of elements of voice modulation?

ans:- The noun modulation has several meanings, including a change of key in music or of the sound of a person's voice. It always involves deliberate modification or slight change, like an actor adjusting his pitch or volume depending on the role he's playing or the mood of the scene. The Latin root, modulationem, has a musical meaning: "rhythm, singing and playing or melody". In simple words modulation is defined as manner of speaking in which the loudness, pitch, or tone of the voice is modified. It is rise and fall of voice pitch. Proper intonation & voice modulation is key for language fluency & etiquette.

Intonation is set of rules which helps the listener to understand how the words are being spoken in language based on the inflection pattern & emphasis on certain words. When you regulate your voice to express the emotion it is called as modulation. Using your voice & tone to express your communication more successfully is very much necessary. It is when you decide whether to be loud or soft, faster or slower, dramatic or emotional, casual or rational etc. It is considered as one of the significant techniques in business communication. Speaker can change the message by changing the tone, stress on words, pitch &

tempo of speech while talking. Effective voice modulation can transform dull technique presentation into audience captivating one.

### Elements of Voice Modulation -

#### 1. Volume (Loudness):-

It plays a vital role to give clarity in speech. It is very easy way to modulate your vocal tone. It is necessary to be loud enough to reach the audience or the recipient but at the same time it should not end up in shouting.

#### 2. Pitch (Rise and fall):-

When we speak our voice create high & low sounds. For impressive speech capitalize on this fact vary your speech by using high & low sounds. Modulate to stress certain keywords while speaking.

#### 3. Pace (rate):-

Since the communication is two-way process is necessary for listener to listen & comprehend, you must speak at a rate geared towards those two goals. Determine your normal pace of speech, slow down a little but do not speak in monotone. Speed up your delivery while discussing fewer interesting facts.

#### 4. Pause (Silence):-

One way to achieve successful pace is to use pause



pause to ask for & to answer question, to allow idea to sink in, and to use references. Pauses don't lengthen the speech, they improvise it.

### 5. Resonance (Timbre) :-

Resonance is voice quality that results from sound vibrations in the pharynx, oral cavity and nasal cavity.

### 6. Intonation :-

It complements the rise & fall of the voice while speaking.

### 3. Business Speeches

1. What are the different types of business speeches?  
ans: The different types of business speeches are:-

- Informative speech / speaking
- Persuasive speech / speaking
- Special Occasion speech / speaking

2. Define persuasive speech?  
ans: The speech which is being delivered with the intention of convincing the audience to accept the opinion, viewpoint or fact and create influence on the audience to do something, is called the persuasive business speech.

3. What are the kinds of persuasive speech?  
ans: The persuasive speech comprises three kinds, which are defined as:-

1. Factual persuasive speech.
2. Value persuasive speech.
3. Policy persuasive speech.

4. What is apology speech?  
ans: Every individual is familiar with the idea of Apology speech. When a actor, singer, politician, musician, professional athlete, or celebrity gets caught doing something inappropriate, then he/she decides to apologize publicly for making such mess. This is called an Apology speech.

5. Define Eulogy?

ans: Before defining the purpose of delivering eulogy speeches, there should be a little of what a eulogy is. The speech which is given in the honor of a person who has died is called the eulogy.

6. What are the occasion for a toast?

ans: Everyone is asked to deliver a toast at least once in life. A toast is a speech that is delivered with the purpose of appreciating or congratulating or remembering someone's achievements. Usually for congratulating someone about getting a new job or giving honor or celebrating a marriage the toast is delivered.

7. What is the purpose of introductory speech?

ans: Introduction speeches are short speeches used in business & personal situations to introduce another person. The speeches should be positive, complimentary and short. The introduction speech includes some personal information about the person you are introducing & it is relevant to their current situation.

8. Name any 4 types of ceremonial speech?

- ans:
- 1) Toasts
  - 2) Roasts
  - 3) Eulogies
  - 4) Speech of dedication.

9. Define occasional speech. Mention few occasions that demands speech.

ans: Special occasional calls for special occasion speeches, a type of speech designed to celebrate an event or person in an emotional way.

- 1) Retirement speech
- 2) Promotion Announcement speech
- 3) Acceptance of promotion speech.

10. Explain the importance of visualization for effective presentation.

ans: For you to be a great winner, practice visualization to achieve your goals. Anxiety is common during the presentation and therefore you can fight anxiety in your mind and be more comfortable. Consistent visualization prepares your mind, & you will soon conquer anxiety. If you are an introvert, do not hesitate to take a course on how to be an effective public speaker as an introvert.

11. Mention the different visual aids used for a presentation.

- ans:
- 1) Text on Visual Aids.
  - 2) Diagrams & charts on Visual Aids.
  - 3) Other sources of visual interest.
  - 4) Overhead Transparencies.

12. Why is it important for a speaker to know the audience?

ans: Do not forget your purpose & audience in mind when preparing & presenting a message - Shift your focus to the audience because the main aim of the speech is to benefit them through motivation, teaching or entertainment. Rehearse to check how beneficial the speech would be to the audience.

13. Mention the importance of Time Management in effective presentation.

ans: Have someone else run the stopwatch, so you won't be distracted. Read slowly and clearly. Include pauses for emphasis or for audience reaction if you're saying something that might cause listeners to laugh or gasp.

14. Define two-way conversation?

ans: All communication must be two-way. Even if one person does most of the talking in a conversation, he or she is looking for a response & stopping to answer questions. The speaker quickly recognizes that a blank look means the receiver is not listening.

15. What is receiver driven conversation?

ans: In a relaxed conversation, the speed at which information goes from sender to receiver is driven by the receiver's needs, not the sender's. During a conversation, if the person listening doesn't

Signal that he or she understands - with a 'nod' or by saying "uhuh" - the sender stops to create a milestone of mutual understanding before moving on.

16. Explain the importance of silence in presentation?  
ans: Silence in a presentation is crucial for several reasons. It allows the audience time to absorb information, reflect on key points, & focus on a sense of anticipation. Well-timed pauses can emphasize important ideas, build suspense, & give the speaker a moment to gather thoughts.

17. Name few audio aids used in presentation?  
ans: Microphones, Speakers, Sound systems, Audio clips, Voiceovers

18. Why can GIFs be used in presentation?  
ans: GIFs can enhance presentations by adding dynamic visual elements. They can convey complex ideas in a concise & engaging manner, making presentations more interactive & memorable for the audience.

19. What are the factors to consider knowing the audience?  
ans: Considering factors such as demographics (age, gender, location), psychographics (interests, values, beliefs), prior knowledge, language proficiency & cultural background.

20. How should a presenter prepare for a Q and A session?

ans:- By anticipating potential questions related to the presentation content, practicing concise responses, and staying familiar with relevant background information. It's also helpful to create a list of key points or messages to reinforce during the Q and A and to remain open-minded and adaptable to unexpected questions.

21. Explain informative business speech & types of informative business speech?

ans:- An informative business speech aims to convey factual information, insights, or knowledge to an audience in a clear & engaging manner.

Types of business speeches:

- 1) Industry overview speech - provides a comprehensive understanding of the current state, trends & challenges within a specific industry.
- 2) Market Analysis speech - Offers insights into market conditions, customer behaviour & competitive landscape to assist strategic decision-making.
- 3) Project update speech - Stakeholders about the progress, milestones & challenges of a specific project.
- 4) ~~CSP~~ Corporate CSR (Corporate Social Responsibility) -



Highlights the organizations social & environmental initiatives, fostering transparency & engagement

2. Describe the different types of persuasive speech?

ans:- 1) Problem-solving speech:-

Identifies an issue & proposes a solution. focuses on convincing the audience that a specific problem exists & that the proposed solution is viable.

2) Monroe's Motivated Sequence:-

Follows a five-step pattern: attention, need, satisfaction, visualization & action. Designed to capture attention; build a case for change, and guide the audience towards a specific action.

3) Refutation speech:-

Acknowledges opposing viewpoints & refutes them.

4) Comparative Advantage speech:-

Compares two or more options & highlights the advantages of one over the others.

5) Emotional Appeal speech:-

Focuses on eliciting emotions to sway the audience uses, storytelling, anecdotes or powerful language to create an emotional connection & motivate the audience to act.

3. Write an introductory speech in 200-250 words introducing the new team leader to the team.

ans:

Good morning Team,  
I am thrilled to stand before you today to introduce our new team leader, SHIVA PRA SAD - with an impressive background in logistics bring a wealth of knowledge & a fresh perspective to our team.

Throughout his career, SHIVA has consistently demonstrated exceptional leadership skills; fostering collaboration & achieving remarkable results. He is not just a leader but a mentor known for his ability to inspire & guide team members to reach their full potential.

As we embark on this new chapter under Shiva's guidance, I am confident that he will lead us to even greater heights. Shiva is committed to open communication, innovation and creating a positive work environment that encourages both personal & professional growth.

Let's extend a warm welcome to Shiva & I encourage each one of you to embrace this opportunity to work together, leveraging his experience to achieve our collective goals. Here's to a successful journey ahead under Shiva's leadership.

Thank You  
Nandana.  
Manager

A. Imagine you are launching a new product, write a speech in 150-200 words explaining the product & marketing strategies?

ans.:

Ladies and Gentleman,  
I am thrilled to introduce our groundbreaking product, the Quantum experience. This cutting-edge device is not just a product, it's a leap into the future of technology. The Quantum experience combines state-of-the-art quantum computing capabilities with sleek design, providing users with an unprecedented processing speed & efficiency.

Our marketing strategy revolves around showcasing the tangible benefits that quantum experience brings to everyday life. From solving complex problems in seconds to revolutionizing data analysis, this device empowers users to achieve more than ever before. We'll leverage social media campaigns, influencer partnerships, and immersive online experiences to engage our audience & create a buzz.

Join us on this journey as we redefine possibilities & set new standards in technology. Quantum experience is not just a product, it's an embodiment of innovation,

efficiency & a greener future. Thank you for being part of this revolution.

Q. You have been promoted as Sales Head of your company. Prepare a promotion acceptance speech in about 250 words.

ans:- Thank you all for this incredible honor. I am truly humbled & excited to accept the role of Sales Head at our esteemed company. This promotion is not just a personal achievement, but a testament to the collaborative efforts of our dedicated team.

I want to express my gratitude to the leadership team for ensuring me with the responsibility. It's a privilege to work alongside such talented individuals who have consistently demonstrated commitment & excellence together, we have achieved remarkable milestones, and I am confident that our future successes will be even more extraordinary.

Our sales team has been the backbone of our company. As we navigate the dynamic landscape for the market, I am eager to lead initiatives that will enhance our competitiveness & ensure sustainable success. Together, we will not meet but exceed expectations, reinforcing our position as a market leader.

I look forward to collaborating with

each of you, Thank you again for this incredible opportunity let's embark on this exciting journey together & write the next chapter of success of our company.

6. Mr Rai is retiring from your company after completing 40 long years of service. Prepare a farewell speech of 250 words for the retirement ceremony of Mr Rai.

ans: =

Ladies & gentleman,  
Today is a bittersweet moment as we gather to bid farewell to a remarkable colleague. Mr Rai, who has decided on impressive 40 years of his life to our company. As we celebrate the end of an era, we reflect on the indelible mark Mr. Rai has left on our organization.

Mr. Rai's journey with us been nothing short of inspiring his commitment, passion, and unwavering dedication have been the cornerstones of his remarkable career. Through four decades, he has not only witnessed the evolution of our company but has actually contributed to its growth & success.

As we bid farewell, let us express our deepest gratitude for the wealth of knowledge Mr. Rai shared with us. His impact reaches beyond the professional realm, touching the lives of those fortunate enough to work along side him. While we will miss his daily presence, we wish him

a retirement filled with well-deserved relaxation, new adventures & the joy that comes from a lifetime of accomplishments.

Mr. Rai your legacy will endure in the fabric of our company & your absence will be keenly felt. Congratulations, & thank you for 40 years of exemplary service.

Cheers to a well-earned retirement.

7. What are the guidelines for using audio visual aids?

ans:- Relevance: Ensure they directly support your message or lesson.

Clarity: Keep visuals simple & clear avoid clutter.

Consistency: Maintain a consistent style & format for better understanding.

Engagement: Use visuals to engage & captivate your audience.

Accessibility: Consider diverse learning styles & ensure accessibility for all.

Timing: Consider audio-visual elements with your speech to enhance comprehension.

Feedback: Gather feedback to improve future presentations.

8. Write a speech thanking the guest of honor who inaugurated the new branch of your company.

ans:- Ladies and gentlemen,

I stand before you with immense gratitude and joy as we celebrate a momentous occasion: the inauguration of our new branch. It is an honor to extend my deepest thanks to our distinguished guest of honor, Tiju, whose presence has added unparalleled significance to this event.

Tiju your unwavering support & commitment to excellence have inspired us all. Your presence today not only marks the beginning of a new chapter of our company but also symbolizes the strength of collaboration & shared success.

We are truly fortunate to have someone of your stature grace this occasion, and we appreciate the time you've taken from your busy schedule to be with us.

On behalf of Triangle Weavers, I extend our heartfelt gratitude for your invaluable contribution to this momentous day. We look forward to the continued growth and success that lies ahead, we are honored to have you as a part of our extended family.

Thank you once again Tiju, for being the beacon of inspiration that propels us toward greater heights.

Cheers to a prosperous future!

Nandana

Manager

Triangle Weavers.

9. Explain how to prepare an effective presentation.

ans: Define purpose: clearly understand the purpose and goal of your presentation.

Know your Audience: Tailor your content to the audience's interests, knowledge, & expectations.

Structured content: Organize your presentation with a clear introduction, main points & a conclusion.

Engaging Introduction: Capture attention with a compelling introduction; State your purpose & outline what you'll cover.

Visuals: Use visuals like slides or multimedia to complement your message & make it more engaging.

Concise content: Keep information concise & focused, avoiding unnecessary details. Less is often better.

Storytelling: Narratives create connection.

Interactive Elements: Incorporate audience participation or discussion to keep them engaged.

Practice: Rehearse multiple times to ensure a smooth, confident delivery and to familiarize yourself with the material.

Q & A preparation: Anticipate potential questions & prepare thoughtful responses.

Time management: Stay within the allowed time.

Visual consistency: Maintain a consistent visual theme for slides to enhance professionalism.

Check Technology: Ensure all audio-visual equipment works smoothly before the presentation.

confidence: project confidence through body language, eye contact, & well-modulated voice.  
Feedback: Gather feedback from peers or mentors to refine & improve your presentation skills.

10. Define business speech and explain the purpose of business speech.

ans:- Business speech refers to oral communication within a professional context, often delivered by individuals in a business or corporate setting. The purpose of business speech varies but generally includes conveying information, persuading others, fostering collaboration & facilitating decision making. It can take form of presentations, meetings, negotiations & other verbal exchange aimed at achieving specific business objectives, such as informing stakeholders, securing partnerships or maintaining team members.

1. Explain in detail the procedure to prepare a power point presentation.

ans:- Plan your content: Outline the key points you want to cover.

Design your slides: Keep slides uncluttered with one main idea per slide. Choose readable font & appropriate font size.

Slide layout: Select an appropriate slide layout for each type of content.

consistent Formatting: Ensure consistent formatting throughout the presentation for a polished look  
Transitions & Animations: Sparingly to avoid distracting the audience.

Speaker notes: Include detailed speaker notes to guide your narration.

practice Rehearsed: Rehearse multiple times to become familiar with the content.

check for consistency: Ensure a consistent tone & style.

Review & Edit: Review for any errors, typos etc.

Save & Backup: Save & create backups to prevent data loss.

Final check: Check the order of the slides & confirm that all multimedia elements work properly.

Presentation Day: Arrive early to set up & test, speak clearly & maintain eye contact with your audience.

2. What are the principles of an effective presentation?

ans: clarity: clearly defines your message & purpose to avoid confusion.

organization: Structure your presentation logically with a clear introduction, main, points, conclusion.

Relevance: Tailor your content to your audience's interest & needs.

visuals: use visuals to enhance understanding, but avoid overcrowding slides.

3. Mention the kinds of persuasive speech & explain.

ans:- Culture :-

Persuasive speeches on culture might aim to promote cultural practices, traditions or lifestyles.

Ethnicity :-

Speeches on ethnicity could focus on fostering unity, dispelling stereotypes, or advocating for equal treatment & opportunities for individuals from different ethnic backgrounds.

Belief :-

It may address religious, philosophical or personal convictions, aiming to influence other's perspectives or actions based on shared values.

People :-

Speeches about people could cover a wide range of topics, from advocating for the rights & well-being of specific groups to promoting positive social change or individual empowerment.

Nation :-

Persuasive speeches on the nation might address issues such as patriotism, civic engagement or national identity to support certain policies or take pride in their country.

Diversity :-

Speeches on diversity may focus on the benefits of fostering environments that celebrate diverse perspectives.

Tradition:

Might aim to preserve or challenge established customs, emphasizing their cultural significance or advocating for change based on evolving social needs.

4. Explain the principles of public speaking?

ans:- Clarity:

Ensure audience understands your points.

Conciseness:

Avoid unnecessary details & be succinct to maintain audience interest.

Confidence:

Project confidence through your tone, posture & gestures to engage your audience.

Authenticity:

Be genuine & true to yourself, it builds the trust and connection with your audience.

5. What are the guidelines to prepare an effective speech?

ans: 1) know your audience 2) clear purpose

3) Structured content

5) Main points

7) Visual Aids

9) Body language

11) Time management

13) Adaptability.

4) Engaging Introduction

6) Transitions

8) Practice

10) Engage the audience

12) Confidence

6. Elaborate on the different types of occasional speech?

ans: Speech of Introduction:

Given to introduce a speaker or an event, highlighting key aspects & creating a positive atmosphere.

Speech of Welcome:

Extended to greet & express gratitude to individuals or a group attending an event.

Speech of Farewell:

Delivering when bidding goodbye to someone or acknowledging the departure of a colleague, friend or team member.

Commencement Address:

Delivered at graduation ceremonies, offering advice, inspiration & reflection on the future.

7. Explain the purpose of business presentation.

ans: Effectively communicate information, ideas or proposals to an audience. It aims to inform, persuade or

DATE: \_\_\_\_\_

Inspire helping stakeholders understand key concepts  
make informed decisions or take desired actions.

8. Explain the basis on which audio-visual aid should be chosen?

ans: Audio-visual aid should be chosen based on their relevance to the content, the learning objectives and the audience. Consider factors like clarity, simplicity & how will they enhance understanding.

9. What are the guidelines for preparation public speech?

ans: 1) know your audience  
2) clear purpose  
3) organized structure  
4) Engaging introduction  
5) concise content  
6) Relevant examples  
7) Logical flow  
8) eye contact body language.

1. What is cross-cultural communication?

ans: It involves the exchange of information and ideas between people from different cultural backgrounds.

2. Write an examples for task of effective cross-cultural communication?

ans: When a team from different countries misinterprets gestures or body language, leading to misunderstandings & confusion during a project meeting.

3. In Brazil, showing the thumb held upwards, means everything 'ok' & in France it means.

ans: In France thumbs-up gesture generally signifies approval or a positive response, similar to the meaning in Brazil.

4. Why are questioning skills important?

ans: Questioning skills are critical because they foster effective communication, encourage critical thinking and deepen understanding.

5. What are close-ended & open-ended questions? examples.

ans: Close ended questions have specific answer options and often require a brief response such as 'yes' or 'no'.

Eg: "What are your thoughts on the novel"?

6. What is a probing question?

ans: A probing question is designed to explore or gather more information, often encouraging a detailed purpose response. It aims to delve deeper into a topic, prompting the person to elaborate on their thoughts, experiences or opinions.

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