

Employment Communication- A Lab Based Course
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Lecture – 10
Practice Session – 0

Start.

Hello friends. So, we are here with the first of the lab sessions in this NPTEL course on Employment Communication- A Lab Based Course. Today we have for you lecture 10 and I have titled it Practice Session 0, because even 0 has a beginning, 0 has a meaning and 0 is the actual beginning. So, we have this first lab session from module 1, the first lab session practice session 0; lecture 10 is based on module 1 which is course introduction and verbal communication.

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Practice Session & Feedback

Module I: Course Introduction & Verbal Communication

CONCEPTS COVERED

1. Communication - An Introduction
2. Communication Skills at the Workplace
3. Verbal Communication

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So, in this first module we had 5 lectures, 5 units and we introduced you to the course and especially the idea of verbal communication. But, basically if we go into details we had covered three main areas in the first module course introduction and verbal communication. That is the number 1 communication and introduction and number 2 communication skills at the workplace and number 3 verbal communication.

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Communication - An Introduction (Activity 1)

From the Jaws of Death...

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So, when we talk about communication- an introduction and verbal communication; today we have for you three activities and here is the first activity. This activity is titled from the jaws of death.

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From the Jaws of Death... (Activity 1)

Five guests at a village marriage party suddenly faint. They are taken to the only doctor in the area. She quickly and correctly diagnoses the problem as severe food poisoning. They will all die in the next twenty-five minutes unless they are given a shot of Vita-X. Unfortunately the doctor has just four vials of this drug, enough to save four lives. The nearest town is too far to get help from.

You are the village elders. Discuss and decide in the next ten minutes which of the five should be left to die. Your Mukhya will conduct the discussion.

Here is a description of the five caught in the jaws of death.

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And the situation is like this, this will be a role play by 6 students and there are five guests and one is the mukhya of the village. So, let us say the situation is in details like this, that there are five guests at a village marriage party and they suddenly fall ill they are taken ill. So, they are transported to the only doctor in the area and she quickly and

correctly diagnoses the problem as severe food poisoning. The point is that they will all die in the next twenty-five minutes unless they have given a shot of Vita-X a specific medicine. Unfortunately the doctor has only four vials with him and only four lives therefore, can be saved.

The more sad part is the nearest town is too far away to get help, you cannot go anywhere else. So, you have five lives to be saved and you have four vials of Vita-X which can save their lives because, they are victims of severe food poisoning. So, here in this role play we have five participants of the MHRM first year Humanities and Social Sciences Department, who are the village elders. And, they are going to discuss and decide in the next ten minutes which of the five should be left to die. And, the mukhya will conduct the discussion. So, before we move to the role play and show you a recording of the same, here is the description of the five who are caught in the jaws of death.

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From the Jaws of Death.... (cont.) (Activity 1)

A. Mr Premanand Bhandari, 48 years.
He is the village teacher. He has taught about half the village including your children. He suffers from cancer. The doctors have given him six to nine months to live. He has four unmarried daughters. The eldest is getting married next week.

B. Ms Pushpa Sagar, 29 years.
She's a nurse at the government hospital about 30 km away. Most patients find her rather lazy and indifferent. She has an illegitimate child – a girl who has just started school. No one knows who the girl's father is.

Logos for UGC, swayam, and a circular emblem are visible at the bottom of the slide.

The first one A is Mr. Premanand Bhandari aged 48, by profile he is a village teacher and he is taught about half of the village including your own children. He is a cancer victim cancer patient and doctors have given him 6 to 9 months to live, that is all of his life left. He has the responsibility of four unmarried daughters and the eldest is getting married next week. The point is should we have compassion for him, should we have some more reserved you know sympathy for him and try to save him. Or, should we move on to

consider the situation or the case of B Ms. Pushpa Sagar. Ms. Pushpa Sagar is 29 years old and by profession she is a nurse at the government hospital about 30 kilometre away from this village. Most of the patients find her rather lazy and indifferent.

She has an illegitimate child and that is a girl child who has just started going to school. So, maybe let us say the age is 4, 5 something like that 4, 5 years; no one knows who the girl's father is. So, think over it the participants who are doing the role play five villagers and the mukhya. And, let us see when we have the discussion on let us see whether we have to make a choice of Ms. Pushpa Sagar to be saved; given her picture, given her verbal picture, given her description would we like to say her.

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From the Jaws of Death... (cont.) (Activity 1)

C. Deepa Behn, 31 years.
Has been a widow for five years. No children. Driven out by her late husband's family, she lives all by herself. She is extremely popular in the whole village because instead of indulging in self-pity, she goes around and helps everyone. She regularly visits people who are old and sick, and cheers them up.

D. Peter
No one knows anything much about him, not even his surname. (He is a White foreigner. He had told his host that he was from the US.) He must be about 35. He is passing through the village. He has been collecting certain herbs. Some say he is doing research on herbal medicine; some say he is a spy. He certainly carries a camera around.

The slide features logos for Swayam (Free Online Education) and the Ministry of Education, India, at the bottom.

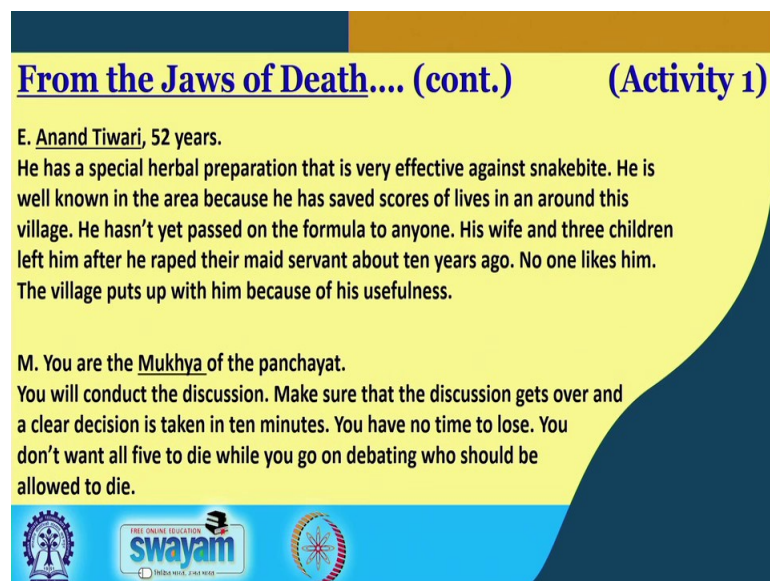
Or, shall we come to the third person who is a victim of severe food poisoning that is C Deepa Behn. Deepa Behn is 31 years old and she has been a widow for the last five years, she has no issues no children. She had been driven out by her late husband's family and she lives all by herself now. She is extremely popular in the entire village you know because instead of indulging in self pity, she goes around and helps each and every one who is in need. She regularly visits people who are old and sick and cheers them up. So, here we have a personality who is self made, who is strong, who is not a victim of circumstances.

Who does not consider himself or herself to be a victim of fate or destiny or *kismaat* as we normally call it in the Hindi heartland of this nation? So, let us see whether we decide

to save her in the role play or let her die. Let us come to the characterization of D Peter. As you know by the name Peter he is a westerner, but nobody knows any much more about him, not even his surnames so, only Peter. By the way he is a white foreigner and he is renting somewhere.

So, he has told his host that he was from the America, U.S. His age may be approx 35 and he was passing through the village currently. He has been collecting certain herbs in the village and the forest around; some say that he is doing research on herbal medicine. Of course, you know that these are just rumours and some people say that he is a spy. But one thing is a fact that he always carries a camera with him. Now, given the shady not much known you know hidden character of this person D. Peter as a person who is listening to the story from the instructor; would you like to save Peter or shall we let him die.

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From the Jaws of Death... (cont.) (Activity 1)

E. Anand Tiwari, 52 years.
He has a special herbal preparation that is very effective against snakebite. He is well known in the area because he has saved scores of lives in and around this village. He hasn't yet passed on the formula to anyone. His wife and three children left him after he raped their maid servant about ten years ago. No one likes him. The village puts up with him because of his usefulness.

M. You are the Mukhya of the panchayat.
You will conduct the discussion. Make sure that the discussion gets over and a clear decision is taken in ten minutes. You have no time to lose. You don't want all five to die while you go on debating who should be allowed to die.

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And, choose the fifth person E Anand Tiwari, aged 52 years. Anand Tiwari has a special herbal preparation that is very effective against snakebite and this is his forte, this is his strength, he has made it himself. He is well known in the area because he has saved scores of lives in and around this village who would possibly have died of snake bite, had he not been present and used his herbal preparation to save those bitten by the snakes. The point is that he has not yet passed on this formula to anyone. He may not be the copyright holder of this formula, but the point is that the most important point is

rather I would say, that he has not given the secret of preparation for this special herbal medicine against the snake bite to anyone else in the village.

Next his wife and three children left him after he raped a maid servant about ten years ago and thereafter in fact, nobody likes him. The village puts up with him only because of his single usefulness, his only utility to the villagers is that he has this herbal preparation and that is very effective against the snakebite. Snakebites or a common occurrence in rural areas of India as such. Then we have the sixth role play participant and that is M, M is the Mukhya of the village panchayat. Mukhya will conduct the discussion and this is a group discussion. This is a discussion to decide which of the five patients or which of the five end of life patients should be left to die. Because, five are suffering from severe food poisoning and within the next twenty-five minutes, if they are not given the formula or the medicine Vita-X, they will die.

So, the role of the mukhya is very important. He has to make sure that the discussion gets over within the next ten minutes and within the ten minutes also number 2, a clear decision should be taken; should be taken within ten minutes about which four to save and which one to left to die. So, the mukhya has no time to lose, he must be a very good meeting manager. And, he would certainly do not want he would certainly not want all the five of the patients or the villagers who are in fact, suffering from severe food poisoning to die while, the discussion goes on and on about who should be allowed to die. So, here we have the six participants performing the group discussion on the topic from the jaws of death.

So, we all know you all five are here, you know the importance of this meeting. So, let us not waste any time and directly start from A, why do you want to save Mr Premanand Bhandari. Actually I want to save Premanand Bhandari because, he has been responsible from the quite long time and he has taught a lot of people in the villages. So, means he is a person who has taken the responsibility of the teaching in the village from the quite long time. So, now, the society should come forward to help him because, they he as he is having four daughter that is because one daughter is going to get married right now.

So, if he means the daughters will not be given if any kind of help from the societies. So, in future maybe no one will come forward for the society work like, the teacher is very good responsibility which is taken by any individuals.

Ok, that is pretty much B.

So, I speak on behalf of Ms. Pushpa Sagar, she is just 29 years old. So, she has an entire life in front of her, that is the first reason. She is a nurse at the government hospital that is nearby. Although some patients might find her lazy and in different. But, at the end of the day she is a nurse and she is doing something for the society, she is giving back. And, now the illegitimate child is every look down upon in a village scenario, but a child is a child it; does not matter whether it is legitimate or not.

So, keeping in mind the future of the girl child who has just started school, she must be around 5 years old; I think that Ms. Pushpa Sagar should be saved.

Fine, Deepa Behn.

I think why the reason behind a Deepa Behn, the reason why Deepa Behn should be saved is because everybody knows that she is a very good human being and she helps people around and she cheers them up when they are old and sick. So, I think everybody every village or every place needs the play a people who are very a positive and good. So, I think this is the reason why she should be saved.

Yes fine. So now, Anupam why do you want to save Peter?

Peter he is a US national (Refer Time: 12:36) and he arrived India with authentic passport and visa I say so. If some those some people have doubt that he is he does not have any authentic identity, but I have he definitely have some authentic identity. And, if we killed him and if he not allowed to returned his home then; obviously, it will be bad, if it will bring a bad effect on the international relationship also we should also treat (Refer Time: 13:01).

But, Anupam we are not sure if he is really from U.S. or not because, we are not sure about his identity. No one actually knows him in the village; any how we will come to later. Let us start with Anand Tiwari.

Yes, so Anand Tiwari saves pretty good number of scores here it is written, that he saved scores of lives in and around this village; so, and that formula is unknown to others.

(Refer Time: 13:27).

So, he raped their maid servant.

About about ten years ago, but I think it will be his correct punishment that he will be alive and save some life. So, he will give something back to the society.

Ok fine. So, Premanand Bhandari who has already lived 48 years, he has a village teacher and any how he is suffering from cancer. So, that is a terminal disease again. So, why do you think like anyhow we are going to lose him maybe we are going to lose him.

Yes, we are going to lose him in 9 months.

(Refer Time: 14:06).

So, I think.

Yes.

He is better.

Because there is.

To save the others.

Responsibility of four daughters because, as I know that every individual is not able to take care of their own child may be there is four daughters. So, that is why who will take care of those four. After means this four, 9 month its he is having right now maybe he can make some plan for the their daughters, who are getting married or may be property something he will take care of that property to their daughters. So, this kind of what can be done in the next 9 month?

But (Refer Time: 14:36).

Unlike other villages.

One at a time.

Unlike other villages we in our village we have a good relationship with every family and its quite like a bigger family we can say. So, even if he is alive or not our mukhya

here and all the people are here. So, we can help and we can make all the ceremony to go and.

And also death does not stop lives. So, I mean even if he is gone I think.

Yeah.

They anyways have to live their lives by themselves so.

So, something about.

I have already said I think he was already aware that he will pass away after a couple of months like, 9 months after sometime.

Yes.

They must have already made the preparations beforehand.

Yes, this is just a situation.

I think you are saying right I think.

And by saving him we will lose like two lives in next to 6 to 9 months.

Yes.

Yes, that is what that.

So, according to the situation you guys are saying like this. So, I think we should consider someone else I think.

But still you should get a fair, but he should get a fair trial. Anupam, do you have any big reason to save Peter because he does not have a proper identity at all. We do not know who he is and he can be a spy who can be detrimental to the society.

Yeah.

He carries a camera around.

Maybe I am even we do not have the time to judge it otherwise we can connect the local police personnel also that we can make it a well and make it confirm that he is has a

authentic identity or not. But, I was saying this that it would have it would affect the international relationship, if he and later the foreigners may get afraid to come.

But all of that if at all he is an U.S. citizen because, see Ms Pushpa Sagar he is she is 29; she has a illegitimate girl child who needs to be raised. So, she needs to be saved anyhow. Deepa Behn, who is very popular in the society and visits the old and sick and cheers them up. So, she also needs to be saved and so, he is Anand Tiwari who is 52, but he is the only one who can save lives from snakebites and that is pretty common in the villages.

So, we need to save him as well. So, I think we are stuck with Peter and Premanand Bhandari. So, I do not think we have a legitimate reason to save Peter at all now.

In that case see if all the villagers are and they are trying to save Premanand Bhandari. And, from another side I think say let us say if the when the some people are saying that Peter is a spy and if originally he is a spy, if it is then the theory of Anand Tiwari will be really at stake because he had the secret theory. So, that is important point that I table.

But, all of that is fine, but even if he is a spy or he is someone who is in research of herbal medicine we are not sure about that also. So, his identity is totally like not known to anyone.

See if all the villages come consensus then, we say go for giving the priority of the villagers first.

Yes so, let us take maybe we can take a vote.

Yes absolutely.

Whom you want to like let die. So, I will start with you.

Premanand Bhandari.

You.

Premanand Bhandari.

Premanand Bhandari; obviously, yes.

Premanand Bhandari.

I will say Premanand Bhandari.

How about Ali?

Peter.

Peter even I would have also opted for Peter, but since majority is going for Premanand Bhandari. So, we will conclude that we will conclude here that we will let Premanand Bhandari die and other four live because, that will be what is beneficial to the society at large.

So, now we will go to the second activity and this activity is based on lecture we have had communication skills at the workplace. In fact, I will be distributing to you essay on title which is the cow. You will be surprised to know that this has been taken from the civil services rather Indian civil services performer and this essay has been successful.


On the life and times of a successful quadruped, the cow is a successful animal also he is quadruped and because he is female he give milk, but we will do so when he is got child. He is same like god sacred to Hindus and useful to man, but he has got four legs together; two are forward and two are afterwards. His whole body can be utilized for use more so the milk. What can it do various ghee, butter, cream, curd why and the condensed milk and so forth. Also he is useful to cobbler, waterman's and mankind's generally.

His motion is slow only because, he is of aslitudinious species. Also his other motion is much useful to trees, plants as well as making flat cakes in hand and drying in sun. Cow is the only animal that extracts his feeding after eating, then afterward she chew with his teeth whom are situated in the inside of the mouth. He is incessantly in the meadows on the grass, his only attacking and defending organ is the horn.

Specially, when he is got child. This is done by knowing his head whereby, he causes the weapons to be paralleled to the ground of the earth and instantly proceed with great velocity forwards. He has got tail also, but not like similar animals. It has hairs on the other end of the other side. This is done to frighten away the flies which alight on his cohoa body where upon he gives hit with it. The palms of his feet are soft unto the touch.

So, the grasses heads would not get crushed. At night time have poses by giving down on the ground and he shouts his eyes like his relatives, the horse does not do. So, this is the cow.

(Refer Slide Time: 20:59)



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TRB 11:5 (Instructions at: TRB Chapter 11, Activity 11:6)

On the Life and Times of a Successful Quadruped

Here is an essay on the cow; it was written by a (successful) candidate for a UPSC examination in 1992. The Telegraph (Calcutta) got hold of it and published it unedited in the interests of posterity. It is gratefully reproduced here faithfully. Enjoy it; then see why it sounds so odd. Have a discussion.

The cow is a successful animal. Also he is quadruped and because he is female, he give milk, but will do so when he is got child. He is same like God, sacred to Hindus and useful to man. But he has got four legs together. Two are forward and two are afterwards.

His whole body can be utilised for use. More so the milk. What can it do? Various ghee, butter, cream, curd, whey and the condensed milk and so forth. Also he is useful to cobbler, watermans, and mankinds generally.

His motion is slow only because he is of admitious species. Also his other motion is much useful to trees, plants as well as making flat cakes in hand and drying in sun.

Cow is the only animal that extracts his feeding after eating. Then, afterward she chew with his teeth whom are situated in the inside of the mouth. He is incessantly in the meadows on the grass.

His only attacking and defending organ is the horn, specially so when he is got child. This is done by knowing his head whereby he causes the weapons to be paralleled to the ground of the earth and instantly proceed with great velocity forwards.

He has got tail also, but not like similar animals. It has hairs on the other end of the other side. This is done to frighten away the flies which alight on his coosou body whereupon he gives hit with it.

Th palms of his feet are soft unto the touch. So the grasses heads would not get crushed. At night time have poses by giving down on the ground and he shouts his eyes like his relatives, the horse does not do so.

This is the Cow.

Hello, my name is Rajarshi Tribedi and I have tried to correct the English of this piece, let us begin. The cow is a successful animal. It is quadruped and because she is a female she gives milk when she has a calf. She is like god, sacred to the Hindus and useful to man. She has got four legs together, two in the front and two at the back. Her whole body can be utilized for use more so for the milk. What can it do? It is used to make ghee, butter, cream, curd, whey condensed milk and so on and so forth.

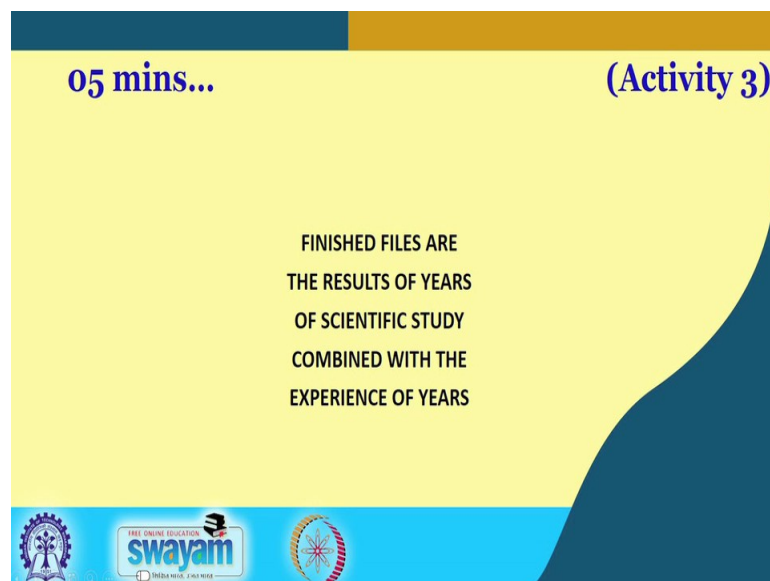
Also she is useful to the cobbler, waterman's and mankind in general. Her motion is slow only because, she is of solitudinous species. Also her other motions are much useful to the trees, plants as well as for making flat cakes in the hand and for drying in the sun. Cow is the only animal that extracts its feeding after eating. Then, afterwards she will chew her own teeth with which has situated in the front of the mouth. She is incessantly into the meadows on the grass. Her only attacking and defending organ are the horns especially so, when the cow has got a child. This is done by knowing her head whereby she causes the weapons to be parallel to the ground of the earth and instantly proceed with great velocity forwards.

She has got a tail also, but it is not like other animals. It has hairs on the other end. This is done to frighten away the flies which alight on his body where upon she will hit with it. The palms of her feet are soft upon the touch. So, the grasses heads would not get crushed. At the night time it has posed by giving down on the head and she shuts her eyes like her relatives, the horse that the horse does not do. So, this is the cow.

So, we have the third and final activity of a this lecture number 10 on verbal communication and course introduction communication skills at the workplace. This is an activity in which our objective is to display that a communicatee often receives fewer symbols than originally or initially displayed by the communicator.

If we go back to the first and the second lecture of this course, you remember that you have the communicator as the one who initiates the communication process and you have the communicatee as the one who is the recipient. So, there is the sender and the receiver of the symbols of communication. This activity I will once again reiterate, I will repeat. The objective of the short activity we have timed it for 5 minutes is that we will try to display or try to prove to you in other words that the communicatee that is number 2 receives fewer symbols than that which are displayed by the communicator which is number 1; the initiator of the communication process.

(Refer Slide Time: 24:08)



05 mins... **(Activity 3)**

FINISHED FILES ARE
THE RESULTS OF YEARS
OF SCIENTIFIC STUDY
COMBINED WITH THE
EXPERIENCE OF YEARS

swamyam

So, I am going to display a slide and I want you to read it very quickly, I want to read it very quickly and count how many times the letter F appears in this sentence.

(Refer Slide Time: 24:18)

05 mins... (Activity 3)

Task:

A. Participants read the slide very quickly and count how many times the letter 'F' appears in that sentence. They jot the number down in their notebooks. They are advised NOT to shout the answer.

B. Display the visual once again – this time without any time limit – once again, Participants count the number of 'F's.

C. During the two chances given them, and in spite of hearing that some others had seen more 'F's, some Participants did not correctly count the number of 'F's.

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Please, jot down that number in your notebook. Do not shout the answer ok. We would like your responses, let us say we move with the Rajarshi.

It was 3, there are 3 Fs.

3, then Ritika.

There are 4 Fs.

Pooja.

2, Fs.

Varsha.

2, Fs.

2, Alolika.

3, Fs.

Akshay.

3 Fs.

Then Tirtha.

5.

Anupam.

3.

3.

3.

And, Ali.

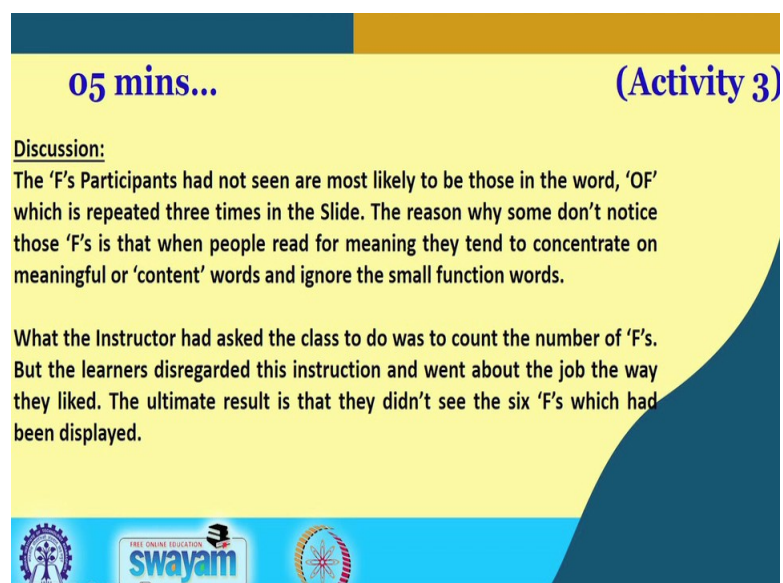
2.

So, you see that there has been a wide variation ranging from a 2 to 4, I think somebody said 5 also.

Yes ma'am.

2 to 5. So, this is a proof that of course, we were given very short time to count the number of 'F's. And, also remember the variation in the answers can be credited to the fact that it is difficult to read.

(Refer Slide Time: 25:41)



05 mins... (Activity 3)

Discussion:
The 'F's Participants had not seen are most likely to be those in the word, 'OF' which is repeated three times in the Slide. The reason why some don't notice those 'F's is that when people read for meaning they tend to concentrate on meaningful or 'content' words and ignore the small function words.

What the Instructor had asked the class to do was to count the number of 'F's. But the learners disregarded this instruction and went about the job the way they liked. The ultimate result is that they didn't see the six 'F's which had been displayed.

The slide features a yellow background with a blue and orange header. At the bottom, there are logos for 'swayam' and other educational institutions.

Or, to do this kind of activity of counting a syllable or accounting a alphabet in file or in a display which is only for a few seconds or maybe 1 or 2 minutes. And, you are

supposed to locate that alphabet and also count it. The problem lies in the fact that all of them are in all caps. So, as verbal communicators ought to be proficient in verbal communication in case we desire to be excellent as verbal communicators. The point is that any of our presentations especially the power point or other software you might employ for making professional presentations at the workplace. Let us say Google slides or Powtoon: p o w t o o n or any of the other software which are available. There is one which is doing the rounds called Karishma.

It is not Karishma Kapoor, but it is a presentation software. The point is that in any presentation software, when you are projecting something and want the other the communicatee to read it or to absorb it properly we used mixed case. Because, when the display is in mixed case we read the sentence or we read the phrase. But, when the display is in all caps we read word by word, it takes more time and we complicate the matter in this activity by asking you to count the number of 'F's. So, point proved that the communicatee receives a fewer symbols than the communicator has displayed. Isn't it?

Thank you.