Yashwantrao
Chavan
Maharashtra
Open University

ज्ञानगंगा घरोघरी

Ability Enhancement Course (AEC)
Under Graduation Programs
Listening and Speaking Skills in English
Course Code : AECL101
Book Code : AECL1012



DEVELOP YOUR SPEAKING SKILLS

BOOK 2 | SEMESTER - I

Yashwantrao
Chavan
Maharashtra
Open University,
Nashik

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Book 2

Develop Your Speaking Skills

Yashwantrao Chavan Maharashtra Open University, Nashik

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Book 2 : Develop Your Speaking Skills

Author: Nagarjun Wadekar

Unit 1: Group Discussion

Unit 2: Interview Skills

Unit 3: Telephonic Communication

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Ability Enhancement Course (AEC) (2 Credits)

Under Graduation programs

Course Structure

Listening and Speaking Skills in English (AECL101)

Book 1: Develop Your Listening Skills

Unit 1: Listening Skills

Unit 2: The English Sound System

Unit 3: Basic Conversational Skills – I

Unit 4: Basic Conversational Skills – II

Book 2: Develop Your Speaking Skills

Unit 1: Group Discussion

Unit 2: Interview Skills

Unit 3: Telephonic Communication

Book 2: Develop Your Speaking Skills (AECL1012)

This is the second book under the course on '*Listening and Speaking Skills'* in English that has been introduced under the category of Ability Enhancement Courses (AEC) with an aim to enhance your abilities to be a better communicator. This book is for one credit and has three units.

You would often realize that you can read and write in English but when it comes to speaking you face some challenges. That is because you lack practice or do not have enough of exposure to listening to and speaking in English.

In this course on '*Listening and Speaking Skills'* you would learn about the importance of and ways to improve your speaking skills. However, as studied in the first book if you are growing as a good listener, you would ultimately become a good speaker too. In a competitive era, only those get an opportunity who are able to communicate effectively in various situations.

In the first unit you would learn about group discussion, and how to participate in a group discussion, what kind of expressions should be used while discussing over a topic in a group for formal purpose such as group discussion for selection to a course or a job or for a more informal chit-chat with friends. You would also find some sample topics for group discussion and see how it goes.

In the second unit you would learn about interview skills, types of interviews and preparing for various types of interviews, how to make good impression at Interview, and what language expressions one should use in different types of interviews.

In the third unit you would learn about telephone communication, types of calls, and expressions you should use while making or receiving calls or putting someone on hold or inviting someone for a conference call, noting down important message or leaving a message for someone, booking for an appointment, asking for and giving information, ending a conversation etc. These are all called telephonic etiquettes one needs to adopt to while interacting with various people over telephone.

Unit 1: Group Discussion

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1.0 Objectives

After studying this unit, you will be able to:

- Understand the types and importance of group discussions, and learn the skills tested in group discussion (GD).
- learn how to communicate effectively, both verbally and non-verbally, during a group discussion.

1.1 Introduction

In this unit you will be learning about group discussions and how to communicate during these activities. Group discussion is generally held before job interview or selection for a certain course in reputed institutions. Both are formal meetings and they require oral communication skills. A group discussion is a group activity in which ideas on a specific topic are exchanged by group members. It is a good method of personality assessment generally used by the employers along with the personal interviews. You will learn about interviews in the next unit. Now you are going to learn what a group discussion is and how to participate in it effectively.

1.2 Subject Analysis

1.2.1 Group Discussion

Group discussion (GD) is the communication between members of a specific group on a topic of common interest or concern. Usually, such discussions are formal discussions on a given topic. The number of members in a group is limited. The discussion is time bound as the members are given a few minutes to discuss. Sometimes they are also given time for preparation. Group discussions are part of the recruitment process these days to check the candidate's communicative and interpersonal abilities. Through group discussions, the employers find out whether their future employees have abilities to cooperate, collaborate and communicate with each other and work together as a team. In a group discussion, the members are tested for their knowledge and communicative abilities along with certain interpersonal skills such as ability to work as a team member, to lead the group towards conclusions. The members should understand the topic for discussion and then express their opinions on it, present their ideas, and support and counter the ideas or arguments presented by others in the discussion.

Group discussion is a communication in which every member should also listen to other members and respond to their ideas in an appropriate way. Communication skills required in a group discussion includes starting a discussion, asking others to respond, listening to all the ideas and arguments presented, responding, filling the gaps in discussion, appreciating, countering and closing the discussion with a summery and conclusion. In order to succeed in a group discussion, you have to be a good communicator. You should be able to:

- Think clearly and logically
- Speak fluently and appropriately
- Express your views, thoughts and ideas in proper words
- Listen to others and respond appropriately
- Use appropriate conversational skills such as agreeing, disagreeing, requesting, seeking views or opinions, apologizing and challenging.
- Generate proper understanding of a topic through multiple perspectives
- Conclude and summarize appropriately.

Group discussions are organized to gain a better understanding of a given topic through multiple perspectives, to brainstorm and explore new possibilities, to look for best solution to a problem and to prepare new policies. Along with the above-mentioned communication skills, you need to develop interpersonal skills, leadership skills and problem-solving skills to achieve success in a group discussion.

There are two types of topics given for discussions: topic-based and case-based. The topic-based group discussions have factual topics such as the Impact of Global Warming, social or political issues as the Act of Sedition and abstract topic, for example, faith. In case-based topics, information about a situation is given and group members are asked to resolve the situation.

Check Your Progress – I

Write short answers to the following questions

1. What is a group discussion?
2. Which abilities and skills are tested in a group discussion?
3. What types of topics are given for group discussions?

1.2.2 Participating in Group Discussions

To participate in a group discussion, you need to prepare yourself properly. You need to think about the possible topics for discussions. Topics are selected from wide range of subjects such as social, political, psychological, economical, media, sports and topics relating to global concerns. You need to keep yourself updated about the current issues and developments in these subjects by reading newspapers, magazines and journals. On the basis of your reading, you must form your views, opinions and ideas. They come handy in forming your arguments.

At the group discussion, you must carry a notepad and pen to write down all the ideas and arguments presented. It would help you respond to them properly. The following guidelines will help you participate in the group discussion effectively.

- Write down all the ideas and arguments presented in a discussion.
- Respond to all questions asked and opinions sought from you.
- Try to present your ideas clearly and logically.
- Make your presence felt as much as required.
- Talk to the participants not to the evaluators.
- Use simple and non-technical language.
- Speak clearly to facilitate understanding.
- Try to present new ideas. Put them in right perspective.
- Don’t be aggressive while speaking.
- Don’t repeat points or talk continuously.
- Present an objective view.

- Support arguments with appropriate examples.
- Listen to others' ideas and arguments so that you can respond them.
- Ask open-ended questions to encourage others participation in the discussion.
- Show your agreement and disagreement whenever necessary.
- Don't interrupt others while they are speaking.
- Don't digress from the topic.
- Don't exceed the allotted time and conclude as soon as the evaluators ask you to conclude.
- Conclude or sum up the discussion in a logical and simple language covering all the points discussed so far.

If you keep these points in mind, then you will definitely be successful or efficient contributor in the group discussion.

Check Your Progress – II

Answer the following questions in brief.

1. How will you keep yourself updated on current events, issues and topics?

2. What kinds of topics are selected for a group discussion?

3. State any five guidelines for preparing for group discussions.

1.2.3 Some Language Expressions for Group Discussion

In a group discussion, language plays an important role. You should use simple and uncomplicated language expressions so that other participants understand you without difficulty. Similarly, you must use appropriate expressions to make your points and express your ideas and arguments effectively. The following are some of the common expressions that you can use to perform different functions in a group discussion. These expressions are just initial phrases or sentences. You have to complete them according to your needs.

Function: Presenting Your Opinions

In my opinion…

In my view…

I think…

Could I say something, please?

Could I make a point?

I believe…

Function: Inviting views, ideas and opinions

What do you think, Rahul?

Can we start with Prashant?

What is your take on this subject?

Can we first listen to Mohan?

I would like to know your opinion/stand on …

Smita is quiet for some time. Let us ask her about her opinion.

I'm sure you have something to say on this, Vaishali. Why don't you tell us what your thoughts on this are?

Function: Explaining, Elaborating and Clarifying

Can I explain this?

Let me explain…

Would you please clarify your ideas?

Please elaborate more on what you just said.

Do you want me to clarify…?

Function: Complimenting others on their useful contributions

That's an excellent idea!

I wish I could have thought about this idea.

You have a valid point.

I fully endorse her views.

You have really put the things in the right perspectives.

I quite like your idea.

Function: Agreeing

Yes. I agree.

You're right.

That's just what I think.

I'm with you there.

Function: Disagreeing

I'm sorry but I have to disagree.

I don't think that's right.

I'm afraid I wouldn't agree with this.

Sorry to say, but I look at it a little differently.

Function: Suggesting

I'd like to suggest that…

Let's …

May I suggest…

If I could suggest something…

We might as well…

I would suggest (that)…

Instead, why don't we…

Function: Challenging and interrupting

Sorry to interrupt…

Can I ask you if this date is authentic?

Excuse me. Could I add something, please?

Can you give evidence for what you have just said?

Function: Handling interruption

I would like to finish and then give answers to your queries.

Please let me finish my argument...

Could you wait for a minute, please?

Do you have patience to listen my argument/view completely?

I was just coming to that…

Function: Summarizing and Concluding

To sum up…

To conclude…

We can conclude by saying…

Let us conclude by saying…

Just run through the main ideas quickly before concluding the discussion. The above expression will help you to communicate well during the group discussion. These beginning phrases will attract attention to what you are saying and then you can present your views more effectively. A sample group discussion is given for your guidelines. It will give you an idea about how a group discussion is conducted.

1.2.4 Sample Group Discussion

Participants Kumar, Prashant, Kishor, Rina and Manisha have been informed by the moderator that the topic for their group discussion is 'Global Warming'

Prashant: In my opinion, the topic of this discussion is very relevant. As citizen of the world, we must think about the problem of global warming seriously. Global warming is a gradual increase in the overall temperature of the earth's atmosphere generally attributed to the greenhouse effect caused by increased levels of carbon dioxide, CFCs, and other pollutants.

Jane: You are absolutely right, Prashant. It is a serious problem. Kishor, what are the causes of global warming?

Kishor: Global warming is the increase in temperature of the earth's surface and oceans. It is caused due to different gases emitted from power plants, cars, air planes. Gases like Carbon dioxide, methane, nitrous oxide are the main culprits.

Ishrat: To add to what Kishor has said, almost 100% of the observed temperature increase over the last 50 years has been due to the increase in the atmosphere of greenhouse gas concentrations like water vapor, carbon dioxide (CO2), methane and ozone. Greenhouse gases are those gases that contribute to the greenhouse effect. The largest contributing source of greenhouse gas is the burning of fossil fuels leading to the emission of carbon dioxide.

Jane: What is the greenhouse effect?

Ishrat: When sunlight reaches Earth's surface some is absorbed and warms the earth and most of the rest is radiated back to the atmosphere at a longer wavelength than the sunlight. Some of these longer wavelengths are absorbed by greenhouse gases in the atmosphere before they are lost to space. The absorption of this longwave radiant energy warms the atmosphere. These greenhouse gases act like a mirror and reflect back to the Earth some of the heat energy which would otherwise be lost to space. The reflecting back of heat energy by the atmosphere is called the "greenhouse effect".

Jane: Thanks for giving this important information. What are the effects of global warming?

Kumar: To start with, plants and animals will be affected the most.

Kishor: I fully agree with Kumar. High temperatures will make agriculture next to impossible. Only areas that will be left little cold can withstand the agriculture.

Kumar: In addition to that high temperatures will melt ice in Greenland and Antarctica increasing the rise of sea level.

Ishrat: Yes, I do agree the rise in sea level will pollute the salt water, empty reservoirs and results in water scarcity.

Jane: Absolutely.

Prashant: In my opinion Global warming could also result in more heart related ailments.

Ishrat: Rightly said, but not just heart related but there will be increase in kidney related ailments too.

Jane: I think now we should discuss the solution to the problem of global warming.

Prashant: You are right. There is need to discuss solutions to the problem.

Kumar: I think we need to ensure that vehicles are not emitting pollutant gases beyond the permissible limit.

Ishrat: We need to plant more trees.

Prashant: Yes. Each one of us need to plant at least one tree.

Kishor: We must encourage extensive use of renewable energy.

Jane: Now it's a time to wrap up our discussion.

Prashant. Let's run quickly through the main ideas before concluding this discussion.

Ishrat: So, we discussed what is global warming, its causes and effects.

Kishor: We also discussed solutions to the problem of global warming.

Jane: We have tried to cover all the important points in the given time.

All: Thank you very much Sir/Madam.

Check Your Progress – III

Match the Function and Language Expressions.

Function	**Language Expressions**
1. Interrupting	a) You're right.
2. Expressing views	b) To conclude
3. Concluding	c) I think
4. Clarifying	d) Sorry to interrupt
5. Agreeing	e) Let me clarify this

1.3 Let Us Sum Up

In this unit, you have learnt about group discussions. Group discussion is the communication between members of a specific group on a given topic. You have also learnt how to participate in group discussions. You also acquired some language skills to communicate better at group discussions. Sample group discussion is also given to give you an idea about its nature.

1.4 Glossary

- **Group discussion:** The communication between members of a specific group on a topic of common interest or concern.
- **Language Function:** It is the purpose of speaking a particular sentence or phrase. For example, "I am sorry" represents the function of apologizing and "good morning" represents the function of greeting.

1.5 Answers to Check Your Progress

Check Your Progress - I

Write short answers to the following questions

1. Group discussion is the communication between members of a specific group on a topic of common interest or concern.
2. In a group discussion, the members are tested for their knowledge and communicative abilities along with certain interpersonal skills such as ability to work as a team member, to lead the group towards conclusions.
3. There are two types of topics given for discussions: topic-based and case-based.

Check Your Progress – II

Answer the following questions in brief.

1. You can keep yourself updated about the current issues and developments in these subjects by reading newspapers, magazines and journals.
2. Topics from subjects like sociology, politics, psychology, economics, media, sports and global concerns are selected for group discussions.
3. State any five guidelines for preparing for group discussions.
   a) Write down all the ideas and arguments presented in a discussion.
   b) Respond to all questions asked and opinions sought from you.
   c) Try to present your ideas clearly and logically.
   d) Support arguments with appropriate examples.
   e) Listen to others' ideas and arguments so that you can respond to them.

Check Your Progress – III

Match the Function and Language Expressions.

Function	**Language Expressions**
1. Interrupting	a) Sorry to interrupt
2. Expressing views	b) I think
3. Concluding	c) To conclude
4. Clarifying	d) Let me clarify this.
5. Agreeing	e) You're right.

1.6 Questions for Practice

Answer the following questions in short.

1. Define group discussion.
2. State the important guidelines for successfully participating in a group discussion.
3. What are the common language expressions used for expressing ideas, agreeing, interrupting and concluding?
4. Why is Group Discussion used as a reliable testing criterion for recruitment these days?
5. What are the communication skills tested in group discussions?

1.7 Online Resources for Group Discussion

The following are some of the online sources for improving Group Discussion skills.

1. www.indiabix.com : It provides a wide range of GD topics, sample discussions, and tips for effective communication.
2. www.career360.com : Offers guidance on GD strategies, important topics, and interview preparation along with GD insights.
3. www.pagalguy.com : A community platform where students and professionals share GD experiences, tips, and discussion techniques.
4. www.gdtopics.com : Contains current GD topics, trending issues, and strategies for participating confidently.
5. www.placementpapers.in : Offers sample GD topics, evaluation criteria, and tips for scoring well in GD rounds.

Along with these online sources, there are a few **mobile apps** that will help you improve your GD skills. They are:

- **PrepInsta GD & PI** – Provides GD topics, sample answers, and practice sessions.
- **Pocket GD** – Offers real-time GD topics and tips for effective participation.
- **Gradeup (now Byju's Exam Prep)** – Contains GD simulations, tips, and sample discussions.
- **Freshersworld GD Prep** – Helps freshers practice common GD topics for interviews and campus placements.
- **LinkedIn Learning** – Offers courses on communication, teamwork, and group discussion skills.

1.8 Suggested Reading

1. S. Hundiwala. *Tricks and Techniques of Group Discussion*. Arihant. 2012
2. Anand Ganguly. *Group Discussions and Interview*. Ramesh Publishing House. 2015
3. Mandal S. K. *How to Succeed in Group Discussions and Interviews*. Jaico Publishing House. 2004.

Unit 2: Interview Skills

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2.3 Let Us Sum Up

2.4 Glossary

2.5 Answers to Check Your Progress

2.6 Questions for Practice

2.7 Online Resources for Interview Skills

2.8 Suggested Readings

2.0 Objectives

After reading this unit, you will be able to:

- Understand what is an interview and prepare for an interview.
- Understand the questions generally asked in interviews.
- Communicate successfully during interviews.

2.1 Introduction

We have to give interviews for any employment. Interviews are crucial opportunities for candidates to present their qualifications, personality, and suitability for a position. Effective interview skills help candidates communicate confidently, think critically, and establish a positive connection with interviewers.

There are several types of interviews, such as personal interviews, which assess individual capabilities; panel interviews, where a group of interviewers evaluates a candidate; telephonic and online interviews, which test communication and clarity through virtual means; and group interviews, which assess teamwork and leadership. Each type demands different approaches, but confidence, clarity, and courtesy remain constant requirements.

Developing these skills involves preparation, self-awareness, and good communication practices. Thorough preparation builds confidence. Candidates should research the organization, understand the job description, and review their own achievements. Practicing common interview questions, dressing professionally, and arriving on time are essential. Mental preparation, such as staying calm and maintaining a positive attitude, also enhances performance.

A good impression is created through proper body language, eye contact, and polite greetings. Listening attentively, responding thoughtfully, and maintaining a pleasant tone demonstrate professionalism. Authenticity and honesty further strengthen credibility. Strong interview skills, combined with preparation and proper communication, greatly increase success in achieving career goals. In this unit we are going to study various aspects of interviews in detail.

2.2 Subject Analysis

2.2.1 Interview Skills

An interview is a formal meeting at which somebody is asked questions to know if s/he is suitable for a particular job, or for a course of study at a college or an admission etc. So, there is a candidate who appears for an interview and there are one or more persons asking him questions regarding his personal life, career, achievements, future plans etc. There is also one kind of interview where someone asks questions to a celebrity or important person to get information or the person's views on something. The person or candidate who appears for the interview is called an 'interviewee' while the person who takes the interview is called an 'interviewer'. The interview is a form of oral communication. Hence, you need to brush up your spoken skills to create a good impression on the panel of interviewers and achieve success in it.

The interview for a job is an important aspect. The candidate applies for a particular post and then is invited to appear for the interview. Sometimes there are walk-in-interviews for some posts. One has to prepare a flawless Biodata or Resume or Curriculum Vitae, certificates before applying for any job or going to an interview. There is little difference between all these three things depending upon the purpose and structure.

- **Biographical Data (Biodata):** It is a document that provides personal and factual information about and an individual. It typically includes details such as name, date of birth, gender, nationality, contact information, education, work experience, hobbies and marital status. Unlike a resume or CV, which focuses on professional and academic achievements, a biodata emphasizes professional background and basic life details. It is commonly used in government job applications, matrimonial purposes, and certain formal or administrative contexts.
- **Resume:** It is a concise summary of person's education, work experience, skill, and achievements, prepared for the purpose of applying for a job. Unlike a curriculum vitae (CV), a resume is short and focused usually limited to one or two pages, highlighting the most relevant information for a specific job or a position. It is designed to quickly show an employer how the applicant's qualifications watch the job requirements.
- **Curriculum Vitae (CV):** It is a Latin term meaning "Course of Life". It is a detailed written document that outlines an individual's educational qualifications, professional experience, skills, achievements, and other relevant information.

The candidate should carry all relevant documents- Biodata or Resume or Curriculum Vitae, certificates and testimonials at the time of interview. These documents are checked or verified before the interview. After screening of the documents, candidates are short-listed for the interview. The short-listed candidates should perform well in order to create an impression on those who are taking the interview. Hence, interviews are mostly conducted face-to-face. Nowadays, they can be done over telephone or by video-conferencing.

Some candidates think that having a good qualification is enough to get a job. A good or necessary qualification is only one step in that direction as there are number of candidates who possess such qualification. It is your performance during the interview that matters a lot in getting selected for a particular post. Hence, you should learn how to give the interview efficiently to get a desired post. You should learn to give the interview with ease and self-confidence. You have to show your subject knowledge as well as practical knowledge. Similarly, you should leave a positive impression on the interviewers by carrying yourself appropriately. The interviewers are not just looking for an intelligent candidate but they are also trying to spot a candidate with job-related qualities and appropriate attitude.

To succeed in a job interview, you have to have good communication skills and techniques. In the next part, you are going to learn these communication skills and techniques.

2.2.2 Types of Interviews

There are different types of interviews that you will have to face in your life. Here are some of them.

1. Job Interviews

These interviews are conducted to select a suitable candidate for a particular post. Qualified candidates are invited to appear for such interviews. They are face to face or over a telephone sort of interviews. Sometimes, telephonic screening interviews are done in which the candidate receives a call from an organization. If you meet their criteria, then you are called for a face-to-face interview. Remember that your first impression is vital. You must make a good impression in a telephonic interview by being specific, to the point, and being polite at the same time.

A face-to-face interview is a meeting between you and one or two members of staff or some experts. Public sector companies conduct panel interviews which involve a number of people sitting as a panel with one as chairperson. Sometimes there are several interviews in turn with a different interviewer each time. Usually, each interviewer asks questions to test different sets of competencies. So, a candidate has to go through several rounds of screening interviews before a final selection interview to get a particular job.

2. Behavioral Interview

It is an interview where employers try to learn your past behaviour in particular situations. In order to assess behavioral qualities of a candidate, questions based on actual or hypothetical situations are asked. For example, you may be asked a question as "If you have to work with an annoyed client, what would you do?" Or "Do you like to working with people?" Sometime some companies may check your social media handles to see your digital behavior or preferences.

4. Performance Interviews or Reviews

These interviews are usually done periodically between employees and their supervisors. They are aimed at assessing the performance of employees and knowing their problems and weaknesses. Strategies for improving their performance are suggested here. Sometimes incentives are related to the performance of employees. Some language expressions for exit Interviews where polite and formal language is preferred, such as:

"Thank you for giving me this opportunity."

"I believe my skills align well with your organization's goals."

"It would be a privilege to contribute to your team."

5. Exit Interviews

These interviews are done to survey a person when one chooses to leave a place of employment. The employers try to get feedback from such employee about the policies and functioning of the organization. Here, they may discuss the concerns of the employee and offer some incentives or increments or some additional perks if they do not want to leave their company and join their Rival company.

Check Your Progress – I

Attempt the following:

1. What is an interview?
2. Who is an interviewee?
3. What is expected of a candidate in an interview?
4. State whether the following is true or false:
    i) An interview can be conducted over a telephone.
    ii) An interview is not a form of oral communication.
5. What are the different types of interviews?

2.2.3 Interview Preparation

Getting an interview call is an achievement in itself as only the well-deserved candidates get selected for a job. Many people fear interview, but if you prepare well for the interview, you will get selected for the post or admission. It is very important to match the requirements of the job and expectations of the interviewers. The requirements vary according with different jobs. Usually, they include

1. Your personal qualities;

2. Your ability to express yourself; and

3. Your motivation and enthusiasm.

Your application letter gives some hints about these things to the interviewers but they want to assess you in person.

Preparation is the key to success in an interview. Careful planning and preparation will make sure that your interview goes smoothly and will also help you calm your nerves. You must gather all the possible information about the company you are going to apply and invited for a personal interview – such as their vision, mission and objectives, their products and future projects etc.

Guidelines for the Preparation of the Interview

1. Research very carefully the career area for which you are applying.
2. Brush up your knowledge about the area and get updates about the recent developments in it. If your goals align with their vision them you can make a good impression and may stand a better chance of getting the job there.
3. Read your application form carefully as if you are the interviewer. Try to anticipate the questions they will ask. Think about some tricky questions which might be asked on the basis of your application form and how you will handle those questions.
4. Prepare answers to some likely questions.
5. Plan how you will get to the interview. How you would carry yourself
6. Decide upon the dress you are going to wear for the interview.
7. Get as much information about the employer as possible. Use google to get information about the organization. The information includes the size of the organization, its products or services, reputation, main competitors, whether based at single or multiple locations, and the organizational structure etc.
8. Prepare a file folder of all necessary documents.
9. Be positive and confident during the preparation.

If you follow these guidelines properly, you will certainly get success at any interview.

2.2.4 How to make Good Impression at Interview

At the time of interview, you have to follow some guidelines to get noticed and selected. Here the first impression is very important. Time keeping, personal appearance, eye contact and proper body language including strength of handshake are some of the things which create a proper first impression. The five things that are considered when hiring a person are work experience, first impression, education, professional qualification and references.

It is observed that many interviews are lost within three minutes of entering the room. The reasons for this include weak handshake or lack of eye contact, poor body language, wrong clothing, lack of manners etc. So, it is in your hand to save your interview by avoiding some of these mistakes. You can follow the guidelines given below to make a good impression on the interviewers.

1. Ask for permission to enter the room.
2. Greet the interviewers in a pleasant manner. Give a firm handshake.
3. Do not sit down until you are asked to.
4. Make eye contact with the interviewer who is speaking to you.
5. Maintain a proper and relaxed body posture and a steady tone of voice.
6. Listen carefully to all the questions so that you can answer them properly.
7. Do not interrupt the interviewer.
8. Feel confident and think positively.
9. If you do not know the answer, say so. Do not give wrong answers.
10. Use polite language.
11. Do not argue with the interviewers but make your points clearly.
12. Do not boast or display your knowledge.
13. Wait till the interviewers tell you that the interview has ended.

If you follow these guidelines properly, you are likely to get success in the interview.

Check Your Progress – II

Attempt the following:

1. How can you make a good first impression at an interview?
2. What information do you need to collect about the organization where you want to work?
3. What kind of language is used at an interview?
4. Is body language an important factor at an interview? Why?
5. What are the five things considered by the interviewers when hiring a person?

2.2.5 Language Expressions for Interview

Here you are going to learn some phrases or language expressions used to answers some common questions asked in an interview. In an interview, there are questions about yourself, your educational background, your profile, your previous experience and current position held, the reasons for changing the job, future plans and expected salary. Some of the useful phrases to answer these types of questions are given below:

Function: Greeting

Hello!

Good morning/afternoon/evening

Note: Say thank you when you are asked to sit down.

Function: Introducing Yourself

May I introduce myself?

I am …

My name is …

First let me introduce myself …

Allow me to introduce myself…

My interests are…

My hobbies are…

I am from…(place)

I live in …(place)

I have come from…(place)

I belong to … (Place)

I have …family.

There are …members in my family.

My father/mother/brother/sister is…

Function: Describing Your Educational Background

I graduated from…University (College) in …. (year).

I majored in … (mention your special subject)

I graduated as …in… e.g. I graduated as an Electrical Engineer in 1999.

I obtained my …degree in …

I was engaged in extensive extra-curricular activities.

Function: Talking about Your Profile

I have a wide profile as … (mention job profile)

I perform well under pressure.

I'm used to working in a competitive environment.

I believe in meeting targets.

I am a team player.

I have got a can-do attitude.

I am good at multi-tasking.

Function: Describing Previous Experience and Your Current Position

I have…years of experience in the field of …

I have a proven track record.

I work against the clock to meet deadlines.

I am a good communicator with the other department.

I am presently working as … (mention the position held) in … (mention the organization)

I am working with…

Presently I am with…

Function: Explaining Why You Want this Job

I want to further my career in …

This post is in line with my qualification.

I want to take on more responsibilities.

I want to pursue a career in …

This job would be a natural progression.

Function: Talking about Salary

I want competitive salary.

My last remuneration was adequate. (When you don't want to reveal your last pay)

I expect experience-based remuneration.

I expect performance-based remuneration.

My salary expectations are in line with my qualification and education.

Function: What sets you apart from other candidates?

I'm self motivated.

What sets me apart from other candidates is…

…is what makes me the best candidate for this position!

I take pride in my work.

My involvement with the work is 100%.

I'm good at resolving problem situations.

Function: Talking about Language Skills

I am good at English, French and Marathi.

I have effective communication skills in English.

I have fluency in English.

I've been working in an English-speaking environment for the last …years.

I am educated from an English Medium School.

My English is competent for this industry.

These language skills will enable you to communicate better at the interview. Practice these expressions daily so that you can say them fluently.

Check Your Progress – III
Match the Function and Language Expressions.

Function	**Language Expressions**
1. Introducing Yourself	a) My English is competent for this Industry.
2. Education Background	b) Let me introduce myself.
3. Salary	c) This job would be a natural progression.
4. Language Skills	d). I graduated from an International University
5. Reason for getting the job	e) I expect performance-based remuneration.

2.3 Let Us Sum Up

In this unit, you have learnt about interview skills. An interview is a formal meeting at which somebody is asked questions to know if s/he is suitable for a particular job, or for a course of study at a college or an admission etc. Some language expressions used while answering questions in interviews were also discussed.

2.4 Glossary

- **Exit:** to leave a place or organization.
- **Interview:** a formal meeting at which somebody is asked questions to know if s/he is suitable for a particular job, or for a course of study at a college or an admission etc.
- **Interviewer:** the person who takes the interview is called an 'interviewer'.
- **Interviewee:** The person or candidate who appears for the interview. It can be panel of experts or trustees or directors of the company
- **Biographical Data (Biodata):** Biodata is a document that gives a brief record of a person's personal, educational and professional details in a simple and factual format.
- **Resume:** It is a short document that presents your key qualifications, experience and skills to help you get a job.
- **Curriculum Vitae (CV):** It is detailed summary of a person's education, work experience, and professional achievement used to apply for jobs, scholarships or higher studies.

2.5 Answers to Check Your Progress

Check Your Progress – I

Attempt the following:

1. An interview is a formal meeting at which somebody is asked questions to know if s/he is suitable for a particular job, or for a course of study at a college or an admission etc.

2. The person or candidate who appears for the interview is called an 'interviewee'.

3. The person who takes the interview is called an 'interviewer'.

4. State whether the following is true or false:

   i) An interview can be conducted over a telephone. = True

   ii) An interview is not a form of oral communication. = False

5. Job interviews, Behavioral interviews, Performance interviews and Exit interviews are some of the types of interviews.

Check Your Progress – II

Attempt the following:

1. Time keeping, personal appearance, eye contact and proper body language including strength of handshake are some of the things which create a proper first impression.

2. You need to collect information about the organization in which you want to work, such as the size of the organization, its products or services, reputation, main competitors, whether based at single or multiple locations, organizational structure etc.

3. Polite language is used at an interview.

4. Yes. Body language such as proper eye contact and handshake, body posture etc create a good impression on the interviewers.

5. The five things that are considered when hiring a person are work experience, first impression, education, professional qualification and references.

Check Your Progress – III

Match the Function and Language Expressions

Function	**Language Expressions**
1. Introducing Yourself	a) Let me introduce myself.
2. Education Background	b) I graduated from an International University.
3. Salary	c) I expect performance-based remuneration.
4. Language Skills	d) My English is competent for this Industry.
5. Reason for getting the job	e) This job would be a natural progression.

2.6 Questions for Practice

Answer the following questions in short

1. What is an interview? State its Types.
2. Describe how an interviewee should prepare himself before an interview.
3. How can you make a good impression on the interviewers?
4. What are the language expressions used for introducing yourself, describing your educational background and talking about your previous experience?

2.7 Online Resources for Interview Skills

The following are some of the online sources for improving **Interview Skills**:

1. www.indiabix.com : Provides common interview questions, answers, and tips for both technical and HR interviews.
2. www.career360.com : Offers guidance on interview preparation, sample answers, and strategies to handle different types of interviews.
3. www.monsterindia.com : Contains resources on interview techniques, resume building, and expert advice on how to impress recruiters.
4. www.naukri.com/career-guide : Offers tips for interview preparation, common questions, mock interviews, and insights into company-specific interviews.
5. www.glassdoor.co.in : Provides company reviews, interview experiences, and sample questions asked in real interviews.

Along with these online sources, there are a few **mobile apps** that will help you improve your interview skills. They are:

- **PrepInsta Interview Prep** – Offers mock interviews, question banks, and expert tips.
- **LinkedIn Learning** – Provides courses on communication, body language, and interview techniques.
- **Indeed Job Search** – Offers interview tips, sample answers, and job-specific preparation guidance.
- **Glassdoor** – For real company interview experiences, questions, and salary insights.
- **Interview Prep Questions & Answers by Talento App** – Helps practice common and tricky interview questions with model answers.

2.8 Suggested Reading

1. Anand Ganguly. *Success in Interview*. Ramesh Publishing House. 2015.
2. S. Hundiwala. *Tricks and Techniques of Group Discussion*. Arihant. 2012.
3. Anand Ganguly. *Group Discussions and Interview*. Ramesh Publishing House. 2015.
4. Mandal S. K. *How to Succeed in Group Discussions and Interviews*. Jaico Publishing House. 2004.
5. Spiropoulos, Michael. *Interview Skills*. Allen & Unwin. Australia. 2005.
6. Diane Arthur. *Successful Interviewing*. American Management Association. 2000.

Unit 3: Telephonic Communication

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3.0. Objectives

After studying this unit, you will be able to:

- Make and receive telephone calls effectively and handle various types of calls.
- Perform various telephonic communication functions with confidence.
- Understand telephone etiquettes and communication techniques.

3.1 Introduction

In this unit, you will learn about how to speak on the telephone with courtesy, confidence and efficiency. Telephone communication includes both landlines and mobile phones or online calls. It is one of the most efficient modes of communication these days. It is used for formal communication such as business. Similarly, it is used for informal communication such as communication between members of a family or friends. At business level, telephones are used for both internal i.e. within an organization and or external communication i.e. Dealers, customers etc. So, learning about telephonic communication is essential nowadays.

Unlike face-to-face communication, in telephonic communication, the participants generally cannot see each other. So, body language and facial expressions have almost no effect here. Voice aspects such as intonation, volume, clarity and speed are important in telephonic communication. Therefore, you have to train yourself to speak clearly and carefully so that the other person understands everything you say. So, making a phone call is not as easy as it seems to be.

3.2 Subject Analysis

3.2.1 Telephone Communication

As mentioned above, telephonic communication is not a face-to-face communication. Hence your voice and appropriate language expressions are very important for the successful and effective telephonic communication. So now you are going to learn types of calls, how to handle calls, put a call on hold, take and leave messages, make or change appointments, ask for and give information, give instructions, end a conversation and telephonic etiquettes.

3.2.2 Types of Calls

There are different types of calls depending on the level of formality. So, we have formal, semi-formal and informal calls. Formal calls are mostly business calls. These types of calls are made for official purposes. Informal calls are intimate or casual telephonic interactions with friends and members of your family. Semi-formal calls include calls to or from colleagues and peers. So telephonic interaction between company official and dealer is a formal call; a telephonic interaction between a mother and a son is informal; and between two colleagues in the same department is a semi-formal call. We can see the difference in the use of expressions to communicate the same message in these types of calls. Look at the following table.

Message	**Informal Call**	**Semi-formal Call**	**Formal Call**
Greeting	Hi!	Hello!	Hello. Good morning/ afternoon/evening
How are you?	How's life?	How are you?	How are you? Or How are things with you?
Response to How	Fine.	I'm fine.	Very well

are you?			
Goodbye	Bye	Goodbye. See you later	Goodbye.

There are other types of calls based on the location and purposes. According to location or distance, we have local calls, STD calls and international calls. The concept of local and STD calls in India has originated during the Landline/wireline era. STD stands for subscriber trunk dialing which is a system allowing subscribers to dial trunk calls without operator assistance. In a wireline system, a small geographic area, typically a city is served by one exchange.

Now an exchange is simply the location where the calls are connected, either manually or mechanically or electronically. Now all these exchanges are connected to each other to enable calls between phones connected to different exchanges. When a call between two numbers can be complete by a single exchange, it is called a 'local' call. If the call has to be connected to another exchange, it is called a STD call. You have to dial the STD code followed by the local number to make STD calls. The international call is a call made to countries other than yours. You must dial 9-0-1-1 followed by the country code, the city code and finally the local telephone number.

Nowadays there are service or toll-free numbers for the customer service. Toll free call is another type of numbers starting with 18 or 80. These calls can be made from anywhere. They are for the purpose of providing service to the customers or students or citizens. You should know all the above-mentioned types of calls to use them according to your needs and purposes.

Check Your Progress – I

Answer the following questions.

1. What are the types of telephone calls according to the level of formality?
2. What is a local call?
3. What is a toll-free call?
4. Match the expression with the type of phone calls

Expression	**Type of Call**
a) How's life?	i) Formal
b) Have a nice day!	ii) Semi formal
c) See you later.	iii) Informal

3.2.3 Making, Receiving and Connecting Calls

In a telephonic communication, either you make a call to someone or you pick up others call. Whether you are at the receiving or calling end, you must learn how to handle calls properly. The following are the general expressions used while making, receiving and connecting the calls.

Making Calls

- "Hello! Is that Maruti Suzuki Service Station? This is Rahul. Could I speak to the Service Engineer, please?
- "Good afternoon. This is Rahul Patil. I'm calling from Dwaraka, Nashik, to ask about the servicing of my new Maruti Swift Desire. Could I speak to someone who could help me with this matter?"

Expressions for Making Calls

Introductory Expressions:

- "Good morning/afternoon/evening. This is Gautam at … (put your company/organization name). Gautam from … (department name or place). Could I speak to (person you are calling for)? I'm calling about/because…"
- "I would like to speak to…"
- "I'm trying to contact…"
- "May I talk to Mr. Zubair?"
- "I'm calling on behalf of Mr. Virat." (You are calling on behalf of someone else).
- "Informal Call: Hello! Good morning/afternoon/evening. This is Meenu."
- "Hello! Meenu speaking."
- "I am calling about…'

When the person you want to speak to is unavailable

- "Can I leave a message for him/her?"
- "Could you tell him/her that I called, please?"
- "Could you ask him/her to call me back, please?"
- "Okay, thanks. I'll call back later."

Dealing with bad connections

- "I think we have a bad connection. Can I call you back?"
- "I'm sorry, we have a bad connection. Could you speak a little louder, please?"
- "I beg your pardon. Could you please repeat that?"

Ending the call

- "Thank you very much, Sir/Madam. Have a nice day."
- "Thanks for your help/co-operation. Have a good day."

Receiving Calls

- "Good afternoon, Maruti Suzuki Service, Nashik. This is Rima. How can I help you?"
- "Good afternoon, Service department, Rima Kamble speaking. May I help you?"

Expressions for Receiving Calls

Answering the phone

- "(Name of the company/organization). This is Sheena. How may I help you?"
- "Good morning/afternoon/evening. (Name of the company/organization). How can I help you?"
- "This is (Name of the company/organization). I am Siddhartha. How can I help you?'
- "Mr. Milind speaking."
- "This is Rahul from Tata Consultancy, Pune. Can I help you?"

Getting the name of the caller if he/she doesn't give it to you

- "May I know your name please?"
- "May I have your name please?"
- "Who am I speaking with?"
- "May I know who's calling?"
- "May I ask who's calling?"

Responding to a caller's request

- "Can you wait a while? Let me check the details."
- "Sure, let me check on that."
- "Let me see if he's available."
- "Sure, one moment please."

Connecting (When you receive a call that is for somebody else)

- "Wait a minute please. I am trying to connect you to Mr. Sagar."
- "One moment please. Let me see if Mr. Dheeraj is available."
- "Please hold and I'll put you through to Mr. Siddharth."
- "Hang on a minute. I'll put you through to Mr. Vijay."
- "Hang on a minute. I'll transfer your call to Mr. Rasheed."

3.2.4 Putting a Call on Hold

When you are talking to a receptionist, secretary or switchboard operator, they put you on hold to connect your call to another telephone or to check the details or information. Sometimes, the person you want to talk to is busy for the moment, or the information sought by you will require some time to retrieve, then the call is put on hold. If you are working as an operator or a receptionist then you must take the permission of the caller before you put his/her call on hold.

Putting the Caller on Hold

- "Do you mind holding while I check on that?"
- "Hold the line please?"
- "Could you hold on please?"
- "Khan sir is on another line at the moment. Would you like to hold?
- "Just a moment please."
- "Can I put you on hold for a minute?"
- "I'm sorry, I have a call on my other line. Can you please hold?
- "Do you mind holding the call while I check up on the details?"

3.2.5 Taking and Leaving Messages

Sometimes the person the caller wants is unavailable or busy. So, you should offer to take down a message for the person. For this, you need to have a paper and pen near the telephone to take down messages promptly.

Taking a Message

- "He's/she's not available at the moment. Would you like to leave a message?"
- "He's/she's out of the office right now. Can I take a message?"
- "Please leave a message as he's/she's not at his/her desk."
- "He/she is out of the office at the moment. Can I take a message for him/her?"

Leaving a Message:

Similarly, if you are the caller and the person you want is unavailable or busy, you can leave a message. The following are the expressions used to leave a message.

- "Please tell Santosh that Rina called and ask him to call me back."
- "Could you please tell Kiran to call me when she is free? She has got my number.
- "Please ask Prashant to call Deepak when he's available. It's urgent."

Check Your Progress – II

Match the following statements with the appropriate situations:

a)	"Could you please tell Dipali to call me when she is free?"	i)	Receiving a call
b)	"This is Lokesh from S. R. Rubbers, Mumbai. How can I help you?"	ii)	Taking a message
c)	"He's out of the office right now. Can I take a message?"	iii)	Connecting the caller to someone
d)	"Wait a minute please. I am trying to connect you to Mr. Sanjay."	iv)	Putting a caller on hold
e)	"Do you mind holding while I check on that?"	v)	Leaving a message

3.2.6 Making appointments

You have to make or cancel appointments over a telephone sometimes. The appointment time should be convenient to both you and the person with whom you want to fix an appointment. Sometimes you need to cancel your appointments when there is some urgency or you get busy with some other work.

Making Appointments

Priyanka: Hello, is that Dr. Pandhare's clinic?

Roshan: Yes, this is Dr. Pandhare's clinic? This is Roshan. How may I help you?

Priyanka: I want to make an appointment to see him. This is Priyanka Gangurde here.

Roshan: Could you hold on for a moment, please? I need to check his appointments register. Would you please tell me the day and time you want to make an appointment for?

Priyanka: It's urgent. Could you please make an appointment for today or tomorrow?

Roshan: Sorry madam. Appointments for today and tomorrow are full. Would it be fine if you come at 7.30 p. m. the day after tomorrow?

Priyanka: Yes, that's okay. Please make the appointment on that day. Thank you very much.

Expressions for making an appointment

“Can I see the Manager?”

“I would like to make an appointment with Dr. Sagar Waghmare.”

“I have an appointment with the Chief Engineer.”

“I want to make an appointment to see…”

“She has an appointment for counseling.”

“He has a four o’clock appointment with…”

Cancelling the Appointment

“Sorry. But I have to cancel my appointment on Monday.”

“Sorry. I am unable to keep the appointment.”

“Please accept my apologies. I have to cancel our appointment.”

“Excuse me. Can I change my appointment? I want to cancel my appointment on Tuesday.”

3.2.7 Asking for and Giving Information

We give information over a telephone. It is very important to speak slowly and clearly when you are giving information. You have to make it sure that the information given is fully understood. You may repeat the information if the receiver does not understand your message. If you are a receiver and you do not understand the message of the caller, ask him/her to repeat it.

Asking Someone to Repeat the Information

- “I beg your pardon. I didn’t get what you said. Could you please repeat that?”
- "I'm sorry, I can't hear you very well. Could you repeat that please?"
- "Pardon. Could you say it again?”
- "Would you mind saying that again?”
- “Could you speak little slowly, please?”
- “Would you mind spelling that for me please?”
- “I’m sorry, could you repeat that?”
- “Are you sure you have the right number/name?”

Dealing with a Bad Connection

When there is trouble with the connection, you need to tell the caller to call after sometime or speak loudly. You can use following expressions for this.

- I'm sorry, we have a bad connection. Could you give me your number and I'll call you right back?
- I think we have a bad connection. Could you speak a little louder, please?
- The line's very bad today? Please try later.
- Extremely sorry Sir/Madam. You have the wrong number.

3.2.8 Ending a conversation

While ending a telephone conversation, you need to be polite and tactful. All is well that ends well. So, end the conversation on a positive note. The effective telephonic communication is the one which ends with the proper understanding of the message on the part of both the caller and receiver. Do not end the phone hurriedly or abruptly. Rather put the phone with appropriate message. The following are some of the expressions that you may use while ending a phone call.

Ending a Telephone Conversation

- "Is there anything else I can help you with…? Okay, thanks for calling. Have a great day."
- "Is there anything else I can do for you? …Okay. Have a nice day."
- "Thank you for calling. Have a nice day."
- "Let me look into this and I will get back to you by tomorrow."
- "It's been great talking to you. I've got appointment now, so I better go."
- "Nice talking to you. Take care."

Check Your Progress – III

Identify the following Statements with the appropriate Function:

For Example, "Thank you for calling. Have a nice day."

Function: Ending a telephonic conversation

Sr. No.	Statement	Function
1.	“The line’s very bad today? Please try later.”	
2.	“Nice talking to you. Take care.”	
3.	"Would you mind saying that again?”	
4.	“I would like to make an appointment with Dr. Sachin.”	

3.2.9 Telephone Etiquettes

Telephone etiquettes are the rules that people should follow while making and receiving calls. They are very important as the caller and the receiver do not see each other’s facial expressions and body language. They are nothing but attempts at being respectful and considerate towards the person you are talking to. Some of the telephone etiquettes are listed below:

- Pick up the phone promptly as it rings.
- Introduce yourself at the beginning of the call.
- Speak in normal tone of voice. Speak in a moderate volume.
- Speak clearly and slowly to facilitate the listener’s understanding.
- Do not shout but stay calm even in crisis or troublesome situations.
- Be a good listener; don’t interrupt. Show your attentiveness the expressions of acknowledgement such as yes, okay, uh-huh, I see etc.
- Do not eat or drink while you are talking on a telephone.
- Ask the caller politely to repeat themselves when you don’t understand something.
- Do not use slang words or poor language.
- Avoid interruptions or disruptions.
- Ask before you put someone on hold. Do not keep the caller on hold for more than 30 seconds without reconnecting and giving an explanation.
- Avoid leaving long winded messages. Use short and simple sentences while leaving messages.
- Develop the habit of putting your mobile phone in silent mode when you are in a meeting, cinema hall, theatre, or restaurant or at a serious function or programme.

3.3 Let Us Sum Up

With more and more business being done over the telephone and the increasing use of twenty-four-hour professional call centers to handle customer enquiries, knowing how to communicate effectively over a phone is vitally important. So, in this unit, we discussed how to use communication skills in various situations. You learn what to say while making and receiving a call, making appointments, giving information, taking and leaving messages and ending a call. You also acquire telephonic etiquettes which are useful to make a good impression.

3.4 Telephone Vocabulary

- **Call back:** to return a phone call
- **Engaged**: busy
- **Extension**: extra telephone line
- **Get through to**: contact on the phone
- **Hang on:** Wait
- **Hang up:** finish the call by breaking the connection.
- **Hold on:** Wait
- **Off the hook:** (Telephone receiver) not put on its rest, and so preventing incoming call
- **Pick up:** to answer or receive
- **Put through:** to connect the call to another telephone (the object such as you, me, him, her etc. goes in the middle of the verb: put you through)
- **Ring off:** finish the call
- **Ring up:** make a call
- **Ring up:** to call somebody
- **To be on the telephone:** using telephone

3.5 Answers to Check Your Progress

Check Your Progress – I

Answer the following questions.

1. There are different types of calls such as informal calls, semi-formal calls and formal calls. Similarly, we have local calls, STD calls and International Calls.
2. When a call between two numbers can be complete by a single exchange, it is called a 'local' call.
3. A toll-free call is a free service call.

4. Match the expression with the type of phone calls

a) iii

b) i

c) ii

Check Your Progress – II

Match the following statements with the appropriate situations:

a) v

b) i

c) ii

d) iii

e) iv

Check Your Progress – III

Identify the following Statements with the appropriate Function.

1. Dealing with a bad connection

2. Ending a telephonic conversation

3. Asking the caller to repeat the information

4. Making an appointment

3.6 Questions for Practice

1. Answer the following questions in one or two lines.

a) State at least five telephone etiquettes.

b) What are the different expressions used for making a call?

c) Write a telephonic conversation between a receptionist at a hotel and a customer.

d) How will you put the caller on hold?

e) What is an STD call?

f) Fill up the blanks to complete the following telephone conversation"

Tushar: "……! Is this Adv. Pansare's office?"

Dolly: "Namaste Sir. Yes, this is Adv. Pansare's office. ….. is Dolly. How …… …… ?"

Tushar: "Can I …….. to Adv. Pansare please?

Dolly: "May ……your……?

Tushar: "I am…… , his client. Would you please …….through to ….."

Dolly: "Of course. …….. on for a moment, and I'll …….. to Adv. Pansare."

Tushar: ……..very much.

3.7 Online Sources for Learning Telephone Communication Skills

The following are some of the useful web links which will give you some more information about telephonic communication skills, phone etiquettes etc.

1. http://www.kellyservices.co.nz/NZ/Careers/Career-Tips/Effective-Phone-Communication
2. http://english-tonight.com/business-english-telephone-etiquette
3. http://learnenglish.de%2Ftelephone%2Fphonephrases
4. http://www.english-for-students.com/Telephone-Conversations.html
5. http://english-the-easy-way.com/Speaking/Telephone_Phrases_Words.html

Some of the apps given in improving conversational skills in Book 1. contain topics related to telephonic communication skills as well.

3.8 Suggested Reading

1. Fisher, Judith. *Telephone Skills at Work*. McGraw Hill Professional 1993

2. Nancy Friedman. *Telephone Skills from A to Z*. Crisp Publications. 1995.



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Feedback Form

If you have any suggestions or feedback regarding the structure of the university's curriculum and its books, difficulty level, language style, subject analysis, self-study questions, please inform us at the following address or via the e-mail given below.

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