

ENGLISH AND COMMUNICATION SKILL II

SUBJECT CODE:220041

UNIT 1.2

The Doctor's Word – Summary

“The Doctor's Word” is a short story written by R. K. Narayan, one of the most respected writers of Indian English literature. The story highlights the themes of honesty, compassion, and the psychological importance of hope. It describes the emotional struggle faced by a doctor when he must choose between telling a painful truth and giving encouraging words to a patient.

The central character of the story is Dr. Raman, an experienced and highly respected physician. He is well known for his strict honesty. Unlike many doctors who sometimes give false hope to patients in order to comfort them, Dr. Raman always tells the truth about their medical condition. Because of his honesty, people trust him completely.

One day Dr. Raman's close friend Gopal becomes seriously ill. When the doctor examines him, he realizes that Gopal's condition is extremely critical and that he may not survive the night. This puts Dr. Raman in a very difficult situation because the patient is not just anyone but his close friend.

Gopal asks Dr. Raman honestly whether he will survive. The doctor faces a moral dilemma. If he tells the truth, Gopal might lose hope and give up the will to live. However, if he lies, he will break his lifelong principle of honesty.

Finally Dr. Raman decides to give his friend hope. He tells Gopal that his condition is not serious and that he will recover soon. These encouraging words strengthen Gopal's confidence and determination to survive. During the night he passes the critical stage and eventually begins to recover.

Through this story the author shows that hope and positive thinking can have a powerful effect on human life. It also suggests that compassion and humanity sometimes have greater value than strict honesty.

Important Long Answer Questions from “The Doctor's Word”

Question: Describe the character of Dr. Raman.

Answer:

Dr. Raman was a well-known and experienced doctor. He had a reputation for being completely honest with his patients. He never gave false hope and always told the truth about their medical condition. Because of this habit, people trusted him a lot.

However, when his close friend Gopal became seriously ill, Dr. Raman faced a difficult situation. He knew that Gopal might not survive the night. But when Gopal asked him about his chances of survival, Dr. Raman decided to encourage him instead of telling the harsh truth. He told Gopal that he would recover.

This showed that Dr. Raman was not only honest but also kind and compassionate. His encouraging words gave Gopal hope and helped him survive. Thus, Dr. Raman's character reflects honesty, responsibility, and deep friendship.

Question: Why did Dr. Raman tell a lie to his friend Gopal?

Answer:

Dr. Raman was known for always speaking the truth to his patients. However, when his close friend Gopal became seriously ill, he found himself in a moral dilemma. After examining Gopal, he realized that his condition was very critical and he might die soon.

Gopal trusted Dr. Raman and asked him honestly whether he would live or die. If Dr. Raman had told the truth, Gopal might have lost hope and died sooner. Therefore, Dr. Raman decided to encourage him instead.

He told Gopal that he would live and recover. These hopeful words gave Gopal confidence and the will to fight for his life. As a result, Gopal survived the night and slowly recovered. Dr. Raman's lie proved helpful and saved his friend's life.

Question: What is the main theme or message of the story "The Doctor's Word"?

Answer:

The main theme of the story is the importance of hope, encouragement, and compassion. The story was written by R. K. Narayan and it shows how positive words can influence a person's will to live.

Dr. Raman believed in telling the truth to his patients. However, when his friend Gopal became critically ill, he realized that the truth might destroy his friend's hope.

Therefore, he chose to encourage Gopal by telling him that he would recover. This gave Gopal the strength to fight for his life and he eventually survived. The story shows that sometimes a kind and hopeful word can save a life.

Thus, the story teaches that hope and positive thinking are very powerful, and kindness is sometimes more important than strict honesty.

Question: Justify the title "The Doctor's Word".

Answer:

The story "The Doctor's Word" by R. K. Narayan has a very meaningful title because the entire story revolves around the words spoken by Dr. Raman.

Dr. Raman was a well-known doctor who was famous for always telling the truth to his patients. People trusted his words completely because he never gave false hope. One day, his close friend Gopal became seriously ill. After examining him, Dr. Raman realized that his condition was very critical and he might not survive.

However, when Gopal asked him honestly about his chances of living, Dr. Raman decided to give him hope. He told Gopal that he would recover. Gopal believed the doctor's words and gained confidence. This hope helped him survive the night and slowly recover.

Thus, the doctor's words played a crucial role in saving Gopal's life. The story shows that a doctor's words have great influence and can give hope and courage to a patient. Therefore, the title "The Doctor's Word" is appropriate and justified.

UNIT 1.3

Speech by Dr. Kiran Bedi at IIM Indore 2007 Leadership Concepts

The speech was delivered by Kiran Bedi, the first woman officer of the Indian Police Service, at the Indian Institute of Management Indore in 2007. In her speech, she motivated students to become responsible, disciplined, and socially aware citizens.

Dr. Kiran Bedi talked about the importance of self-discipline, honesty, and hard work in achieving success. She explained that young people should develop strong character and leadership qualities. According to her, education should not only provide knowledge but also build values and responsibility towards society.

She shared examples from her own life and career to show how determination and courage can help overcome challenges. She encouraged students to take initiative, think positively, and work for the betterment of the nation.

Dr. Bedi also emphasized service to society, saying that true success comes when a person uses his or her abilities to help others. She advised students to become leaders who bring positive change rather than just seeking personal success.

Main Message

Success comes through discipline, honesty, and hard work.

Young people should develop leadership qualities and responsibility.

Education should help individuals contribute positively to society and the nation.

Important Questions – Leadership Concepts

Short Answer Questions

Question: Who delivered the speech on "Leadership Concepts"?

Answer: The speech was delivered by Kiran Bedi, the first woman officer of the Indian Police Service.

Question: Where was the speech delivered?

Answer: The speech was delivered at the Indian Institute of Management Indore in 2007.

Question: Where does leadership begin according to Kiran Bedi?

Answer: According to Kiran Bedi, leadership begins with self-discipline and self-management.

Question: What qualities should a good leader have?

Answer: A good leader should have honesty, courage, dedication, discipline, and responsibility.

Question: Why is education important for leadership?

Answer: Education helps develop knowledge, skills, and strong character, which are necessary for guiding others and becoming an effective leader.

Long Answer Questions

Question: What leadership qualities did Kiran Bedi highlight in her speech?

Answer:

In her speech at the Indian Institute of Management Indore, Kiran Bedi explained several important leadership qualities. She said that leadership begins with self-discipline and self-control. A person must first learn to manage himself before leading others.

She emphasized honesty, courage, dedication, and responsibility as key qualities of a good leader. According to her, a leader should always be truthful and should have the courage to take difficult decisions.

Dr. Bedi also highlighted the importance of education and continuous learning. She encouraged students to gain knowledge, improve their skills, and work hard toward their goals.

According to her, leadership is not only about personal success but also about serving society and helping others. Therefore, discipline, integrity, and a sense of social responsibility are essential qualities of a good leader.

Question: What message did Kiran Bedi give to students?

Answer:

In her speech, Kiran Bedi gave an inspiring message to the students of the Indian Institute of Management Indore. She encouraged them to become disciplined, responsible, and hardworking individuals.

She advised students to develop strong character and leadership qualities. According to her, education should not only help people get good jobs but also help them become responsible citizens who contribute positively to society.

Dr. Bedi also encouraged students to take initiative, face challenges confidently, and work with determination. She emphasized that success is achieved through hard work, honesty, and dedication.

Her message was that true success lies in using knowledge and abilities for the welfare of society and the development of the nation.

Question: Explain the concept of leadership according to Kiran Bedi.

Answer:

According to Kiran Bedi, leadership is the ability to guide and inspire others in a positive direction. She believes that leadership begins with self-discipline and self-improvement.

A good leader should be honest, responsible, hardworking, and courageous. Leaders must have the confidence to take decisions and the determination to overcome challenges.

Dr. Bedi also explained that a true leader continuously learns and improves his or her abilities. Leaders should motivate others and help them achieve common goals.

Thus, leadership is not about power or authority; it is about responsibility, integrity, and service to society.

UNIT 2.3

Non-Verbal Communication

Non-verbal communication is the process of conveying messages without the use of spoken or written words. It involves the use of physical behaviors, expressions, and visual cues to communicate ideas, emotions, and attitudes. In everyday interactions, people often rely on body language, facial expressions, gestures, and eye contact to understand what others are trying to express. Non-verbal communication plays an important role in human interaction because it can reinforce, complement, or sometimes even contradict verbal communication. A person's tone, posture, and expressions often communicate feelings more strongly than words.

Significance of Non-Verbal Communication

- It helps in expressing emotions and feelings such as happiness, anger, sadness, and excitement.
 - It supports verbal communication and strengthens the meaning of spoken words.
 - It helps people understand the attitude and mood of the speaker more clearly.
 - It improves communication when words alone are not sufficient to express ideas.
 - It helps build trust and understanding between individuals during conversations.
 - It plays an important role in creating a positive impression during interviews and professional meetings.
 - It can communicate messages even when a person does not speak, such as through gestures or facial expressions.
 - It enhances the effectiveness of presentations, speeches, and public speaking.
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Types of Non-Verbal Communication

- **Facial Expressions:**
Facial expressions reveal emotions such as happiness, sadness, anger, fear, or surprise. A smile shows friendliness, while a frown may indicate displeasure.
- **Gestures:**
Gestures involve movements of the hands, arms, or head used to express ideas or emphasize points during communication. For example, waving a hand to greet someone.
- **Eye Contact:**
Eye contact shows confidence, attentiveness, and interest in a conversation. Maintaining proper eye contact also indicates honesty and sincerity.

- **Posture:**
Posture refers to the way a person sits, stands, or carries their body. Good posture reflects confidence and professionalism, while poor posture may indicate nervousness or lack of interest.
 - **Appearance:**
Appearance includes clothing, grooming, and overall presentation. A neat and professional appearance can create a positive impression.
 - **Body Language:**
Body language includes the overall physical behaviour and movements of a person during communication, such as leaning forward, nodding, or crossing arms.
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Techniques for Effective Non-Verbal Communication

- Maintain appropriate eye contact during conversations to show confidence and interest.
 - Use positive facial expressions such as smiling to create a friendly atmosphere.
 - Keep a confident and relaxed posture while standing or sitting.
 - Use appropriate gestures to emphasize important points while speaking.
 - Dress neatly and professionally to create a good impression.
 - Avoid negative body language such as crossing arms or looking away frequently.
 - Pay attention to the non-verbal signals of others to understand their reactions.
 - Maintain proper personal space and respectful body movements during communication.
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UNIT 3.4

Circulars

A circular is a written notice issued by an organization to inform a large group of people about a particular matter. It ensures that the same information reaches everyone clearly and simultaneously.

Circulars are commonly used in offices, schools, and institutions to announce meetings, provide instructions, or inform people about important events.

Sample Circular

ABC Technical Institute
Chandigarh

Date: 15 March 2026

Subject: Seminar on Career Development

All students are informed that a seminar on career development will be held in the auditorium on 20 March 2026 at 11:00 AM. The seminar will focus on improving employability skills and preparing students for professional careers. All students are requested to attend the seminar.

Training Coordinator

UNIT 3.5

Press Release

A press release is an official written statement issued by an organization, company, institution, or government department to provide important information to the media and the general public. It is usually sent to newspapers, television channels, radio stations, and online media platforms so that the information can be published or broadcast as news. Press releases are an important tool of public communication because they help organizations share reliable and accurate information with a wide audience.

Organizations commonly use press releases to announce new products, achievements, public events, policy decisions, or important developments. For example, a company may issue a press release to announce the launch of a new product, while a school or college may release information about an important seminar or achievement. Government departments also use press releases to inform citizens about policies, projects, or public welfare programs.

A press release must present information in a clear, factual, and professional manner. Since it is meant for publication in newspapers or broadcast media, the language used should be formal and precise. It should avoid unnecessary details and focus on the most important facts so that journalists can easily understand the information and report it to the public.

A typical press release usually includes the name of the organization, the date of release, a clear headline describing the news, and a detailed explanation of the event or announcement. It may also include quotes from officials, background information, and contact details for further inquiries.

Press releases play an important role in maintaining transparency and building trust between organizations and the public. By providing accurate and timely information, they help ensure that the public remains informed about important events and developments.

UNIT-3.6

Inspection Notes and Tips for Note-Taking

Inspection notes are written records prepared during or after inspecting a place, system, process, or activity. They contain observations, findings, and suggestions based on what has been examined. These notes help organizations, institutions, and supervisors understand whether work is being carried out properly and according to the required standards. Inspection notes are commonly used in offices, industries, educational institutions, and technical environments to evaluate performance, safety conditions, and the overall quality of work.

The main purpose of inspection notes is to document the condition of equipment, facilities, or work processes at the time of inspection. They provide a clear record of what was observed and what improvements may be necessary. For example, inspection notes may mention whether machines are functioning properly, whether safety rules are being followed, or whether maintenance is required. Such records help management identify problems early and take corrective actions.

Good inspection notes should be clear, factual, and based on direct observation rather than personal opinions. They should include the date of inspection, the place or department inspected, the observations made during inspection, and any recommendations for improvement. Writing inspection notes in a simple and organized manner makes them easier to understand and use for future reference.

Note-taking, on the other hand, refers to the process of recording important information from lectures, meetings, presentations, or reading materials. It is an important academic and professional skill because it helps individuals remember key ideas and understand complex topics more easily. Students often rely on note-taking during classes to capture essential points explained by teachers.

Effective note-taking improves concentration and understanding because it requires the listener or reader to identify the most important information. Instead of writing every word, good note-taking focuses on main ideas, keywords, and important facts. This makes notes shorter, clearer, and easier to review later.

There are several useful tips for effective note-taking. One important tip is to focus on key ideas rather than writing complete sentences. Using headings and subheadings helps organize information in a logical structure. Bullet points or numbered lists can make notes easier to read. Abbreviations and symbols may also be used to save time while writing. For example, arrows or short forms can represent common words or ideas.

Another useful practice is reviewing and revising notes soon after writing them. This helps reinforce understanding and allows the writer to clarify any unclear points. Well-organized notes are extremely helpful during exam preparation because they summarize the most important information from lectures or reading materials.

Overall, inspection notes and effective note-taking both play an important role in communication and learning. Inspection notes help maintain quality and efficiency in workplaces, while good note-taking helps students and professionals remember and understand important information more effectively.

UNIT 4.3

Punctuation

Punctuation refers to the use of special marks in writing that help clarify meaning and organize sentences. These marks guide the reader by indicating pauses, emphasis, and the relationships between different parts of a sentence. Proper punctuation makes written communication clear, accurate, and easy to understand.

The **full stop (.)** is used at the end of a statement to show that the sentence is complete. It indicates a strong pause in writing.

The **comma (,)** is used to separate words, phrases, or clauses within a sentence. It helps in organizing ideas and preventing confusion.

The **question mark (?)** is placed at the end of a sentence that asks a question.

The **exclamation mark (!)** expresses strong emotions such as surprise, excitement, or anger.

The **colon (:)** is used before introducing a list, explanation, or quotation.

The **semicolon (;)** connects closely related sentences that could stand independently but are linked in meaning.

The **apostrophe (')** is used to indicate possession or contractions.

The **quotation marks (" ")** are used to show the exact words spoken by someone.

Correct punctuation improves clarity and prevents misunderstanding in written communication. Without proper punctuation, sentences may become confusing or ambiguous.

Punctuation Exercise

Add the correct punctuation marks to the following sentences.

1. where are you going
2. ram said i will come tomorrow
3. what a beautiful garden
4. honesty is the best policy
5. she said i am very tired

Answers

1. Where are you going?
2. Ram said, "I will come tomorrow."
3. What a beautiful garden!
4. Honesty is the best policy.
5. She said, "I am very tired."

UNIT 4.4

Idioms and Phrases

Idioms and phrases are expressions whose meanings cannot be understood from the literal meanings of their words. They make language more expressive and interesting.

1. **A bird of ill omen** – a person who brings bad news.
Example: Everyone avoided him because he seemed like a bird of ill omen.
2. **A bird's eye view** – an overall view.
Example: The tower provides a bird's eye view of the entire city.
3. **A burning question** – an urgent problem.
Example: Climate change is a burning question for the whole world.
4. **A child's play** – something very easy.
Example: For an expert programmer, this task is child's play.
5. **A cat and dog life** – a life full of quarrels.
Example: The neighbours live a cat and dog life.
6. **A feather in one's cap** – an achievement.
Example: Winning the competition was a feather in her cap.
7. **A fish out of water** – uncomfortable situation.
Example: He felt like a fish out of water at the formal party.
8. **A snail's pace** – very slow speed.
Example: The project progressed at a snail's pace.
9. **A snake in the grass** – a hidden enemy.
Example: He pretends to be friendly but is actually a snake in the grass.
10. **A wild goose chase** – useless search.
Example: Looking for that lost file turned into a wild goose chase.
11. **As busy as a bee** – very hardworking.
Example: She was as busy as a bee preparing for the event.
12. **As faithful as a dog** – very loyal.
Example: The old servant remained as faithful as a dog to his master.
13. **Apple of one's eye** – very dear person.
Example: His daughter is the apple of his eye.
14. **Beat about the bush** – avoid the main topic.
Example: Stop beating about the bush and tell the truth.
15. **Black sheep** – disgraceful member of a group.
Example: He is considered the black sheep of the family.
16. **By hook or crook** – by any possible means.
Example: She decided to succeed by hook or crook.
17. **Once in a blue moon** – very rarely.
Example: He visits his hometown once in a blue moon.
18. **Out of the frying pan into the fire** – from bad to worse.
Example: Changing that job put him out of the frying pan into the fire.
19. **To call a spade a spade** – speak honestly.
Example: She always calls a spade a spade.

20. **To kill two birds with one stone** – achieve two goals at once.

Example: Walking to work helps him save money and stay fit, killing two birds with one stone.

UNIT -5.3

Importance of Developing Employability and Soft Skills

Employability skills and soft skills are essential for success in today's professional environment. Employability skills refer to the abilities that help individuals obtain, maintain, and progress in employment. These skills include communication, teamwork, problem solving, adaptability, and time management.

Soft skills refer to personal attributes that influence how individuals interact with others. Examples include leadership, emotional intelligence, positive attitude, creativity, and interpersonal communication.

Developing these skills is important because modern workplaces require employees who can collaborate effectively and communicate clearly. Technical knowledge alone is not sufficient for career success. Employers prefer candidates who can work in teams, manage time efficiently, and adapt to new challenges.

Communication skills enable employees to express ideas clearly and understand instructions properly. Teamwork helps individuals cooperate with colleagues and achieve organizational goals. Problem-solving skills allow employees to analyze situations and find effective solutions.

Soft skills also improve professional relationships and create a positive work environment. Employees with strong interpersonal skills can handle conflicts constructively and maintain good relationships with colleagues and clients.

In addition, developing these skills increases self-confidence and enhances career opportunities. Individuals with strong employability and soft skills are better prepared to face workplace challenges, adapt to changing technologies, and achieve long-term professional growth.

UNIT-5.4

Resume Writing

Resume writing is an important professional skill that helps individuals present their qualifications and achievements to potential employers. A resume is a formal document summarizing education, skills, experience, and personal details.

Definition

A resume is a concise document that provides information about an individual's qualifications and abilities for employment or internship opportunities.

Kinds of Resume

A chronological resume lists education and experience in time order.

A functional resume focuses on skills and abilities rather than work history.

A combination resume includes both skills and chronological experience.

Difference between Bio-data and Curriculum Vitae

Bio-data includes personal information such as age, gender, and marital status and is often used for government applications.

A curriculum vitae focuses mainly on academic qualifications, research work, and professional achievements.

Sample Resume

Name: Aman Kumar

Address: Ambala, Haryana

Phone: 98xxxxxxx

Email: xyz@email.com

Career Objective

To obtain an internship opportunity where I can apply my technical knowledge and gain practical experience.

Educational Qualification

Diploma in Computer Engineering – 2026

Skills

Basic knowledge of C and Python programming

Communication and teamwork skills

Achievements

Participated in technical competitions.

Declaration

I declare that the above information is true to the best of my knowledge.

Signature

Aman Kumar
