

SHIVAJI UNIVERSITY KOLHAPUR

B Sc. II Semester IV (NEP 2.0)

English (AEC)

Communication Skills in English

Prepared by

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B Sc. II Semester IV) NEP 2.0) –English (AEC) Communication Skills in English

Syllabus

Module No.	Subtitles of the Module	Subtopics
I	Telephonic Communication	A. Introduction to Telephonic Communication B. Telephonic Etiquette C. Effective Listening and Response D. Telephonic Communication in the Workplace E. Telephonic Communication in the Digital Age F. Overcoming Barriers in Telephonic Communication
II	Prose and Poems	A. The Divine Image by William Blake B. Once upon a Time by Okara C. The Magic Formula for Solving Worry Situations by Dale Carnegie

Nature of Question Paper (40 Marks)

- Q. 1. A. Multiple choice questions with four alternatives (To be set on Module I and II) [05]
 B. Answer in one word/ phrase/sentence each (To be set on Module I and II) [05]
- Q. 2. Based on module I
- A Telephonic Conversation [05]
 B. Telephonic Conversation [05]
- Q. 3 Based on module II (To be set on Module II) [05]
- Q. 4. Based on module II [15]
- A. Answer the following questions in 3-4 contingences each (2out of 4)
- B. Write Short note on the following in about 7-8 sentences each (1 out 3)

Internal Examination: 10 Marks

Module I – Telephonic Communication

- **Introduction to Telephonic Communication**
- **Telephonic Etiquette**
- **Effective Listening and Response**
- **Telephonic Communication in the Workplace**
- **Telephonic Communication in the Digital Age**
- **Overcoming Barriers in Telephonic Communication**

Introduction

Telephonic communication is an important part of modern communication skills and is widely used in personal, professional and workplace settings. It helps people share information quickly, clearly and effectively even when they are far away from each other. This module introduces the basics of telephonic communication, including its meaning and importance, proper telephonic etiquette and the need for effective listening and polite responses. It also explains how telephonic communication is used in offices and organizations for customer service, teamwork and official conversations. In today's digital age, mobile phones, internet calls and video calling apps have made communication faster and easier. The module also focuses on common barriers such as poor network, unclear speech, noise and misunderstanding and suggests simple ways to overcome them for smooth and successful communication.

- **Introduction to Telephonic Communication**

Telephonic communication is the process of sharing ideas, messages and information through a telephone or mobile phone. It is one of the most common and useful forms of communication in today's world. People use it for personal conversations, professional discussions, business purposes, customer service and emergency situations. It allows people to communicate instantly even when they are in different places, which saves time and effort. Unlike face to face communication, telephonic communication depends only on voice. The speaker and the listener cannot see each other's facial expressions, body language or gestures. Therefore, the way a person speaks becomes very important. Clear pronunciation, proper tone, polite language and confidence help the listener understand the

message easily. At the same time, careful listening is equally important to avoid confusion and misunderstanding.

Telephonic communication plays a major role in offices, schools, colleges, hospitals, banks and business organizations. Employees use it to talk with clients, customers, colleagues and senior officers. It helps in giving instructions, fixing appointments, solving problems, sharing update and handling customer queries. In personal life, it helps family members and friends stay connected. Good telephonic communication also helps in building trust, maintaining professional relationships, and creating a positive image. A polite greeting, clear introduction and proper closing make the conversation more effective. In modern times, mobile phones, smartphones, internet calling and apps like voice calls and video calls have made telephonic communication faster and more convenient.

Thus, telephonic communication is an essential communication skill that every student and professional should develop. It improves confidence, supports better understanding and helps in successful interaction in both personal and professional life.

- **Telephonic Etiquette**

Telephonic etiquette means the proper rules, manners and polite behavior followed while speaking on the telephone. It is an important part of communication skills because the listener cannot see our face, expressions or body language. Therefore, our voice, tone, words and listening skills create the first impression. Good telephonic etiquette helps in making conversations clear, respectful and professional. The first rule of telephonic etiquette is to answer the call politely and promptly. A person should greet the caller with a pleasant voice by saying, ‘Hello,’ ‘Good morning,’ or ‘How may I help you?’ This makes the conversation friendly and professional. If you are making the call, always begin by introducing yourself and stating the purpose of the call clearly.

Speaking in a clear, calm, and polite tone is very important. One should avoid speaking too fast, too loudly, or too softly. Proper pronunciation and simple language help the other person understand the message easily. Using polite words like please, thank you, sorry and excuse me shows respect and good manners. Another important part of telephonic etiquette is listening carefully without interrupting. The speaker should allow the other person to complete their point before responding. If something is not clear, it is good to ask politely for repetition or clarification. This reduces confusion and misunderstanding.

In professional and workplace communication, telephonic etiquette also includes keeping the conversation short, relevant, and purposeful. Unnecessary personal talk, rude behavior or long silence

should be avoided. If the call needs to be placed on hold, the caller should be informed politely. For example, ‘Please hold for a moment.’ Ending the call properly is also a part of good etiquette. A person should summarize the important point, confirm any next step, and close the call politely with words like ‘Thank you for calling,’ ‘Have a nice day,’ or ‘Goodbye.’

In short, telephonic etiquette helps in creating a positive impression, building trust and maintaining good relationships in both personal and professional communication. It is an essential skill for students, employees, teachers and all working professionals.

- **Effective Listening and Response**

Effective listening and response are very important parts of telephonic communication. Since people cannot see each other on a phone call, careful listening and clear replying help make the conversation successful. Good listening means paying full attention to the speaker’s words, tone and message. A good response means replying in a polite, clear and meaningful way.

The first step in effective listening is to focus completely on the speaker. While talking on the phone, one should avoid distractions such as background noise, talking to others or doing another task. Full attention helps in understanding the message correctly. The listener should not interrupt the speaker and should allow the person to complete the conversation point. Another important skill is listening for key details. On a phone call, details such as names, dates, times, instructions and important information should be heard carefully. If needed, notes can be taken to remember the important points. This is especially useful in office communication, customer service, and workplace conversations.

The listener should also pay attention to the tone and emotion of the speaker. Sometimes the speaker may sound worried, angry, happy or confused. Understanding the tone helps the listener give the right response. For example, if a customer sounds upset, the response should be calm, patient and helpful. A good response should always be clear, polite, and relevant to the conversation. The reply should directly address what the speaker has said. Using simple and respectful language makes the communication smooth. Words such as ‘I understand,’ ‘Yes, I got your point,’ ‘Let me explain,’ or ‘I will help you’ show active listening.

If the message is not clear, it is good to ask questions politely for clarification. For example, one may say, ‘Could you please repeat that?’ or ‘Do you mean tomorrow at 10 a.m.?’ This helps avoid misunderstanding and mistakes. In professional communication, effective listening and response build trust, confidence and better relationships. It helps in solving problems quickly, handling customer queries and maintaining smooth workplace communication.

Thus, effective listening and response are essential communication skills. They improve understanding, reduce confusion and make telephonic communication more successful in personal as well as professional life.

- **Telephonic Communication in the Workplace**

Telephonic communication in the workplace means using telephone or mobile calls for official communication in offices, companies, schools, colleges, hospitals, banks and other organizations. It is one of the most important communication methods used in professional life because it helps employees, managers, customers and clients connect quickly and effectively. It saves time and allows instant sharing of important information. In the workplace, telephonic communication is used for many official purposes. Employees use phone calls to speak with colleagues, senior officers, clients and customers. It helps in fixing appointments, giving instructions, sharing updates, solving problems, answering customer queries and discussing urgent matters. For example, a manager may call a team member to explain a task, or a customer care executive may talk to a customer to solve a complaint.

Good telephonic communication in the workplace requires professional behavior and clear speech. The employee should answer the phone politely, introduce themselves and their department, and speak in a respectful tone. For example, ‘Good morning, ABC Company, this is Rahul speaking. How may I help you?’ This creates a positive and professional impression. Since official calls often include important details, careful listening is essential. Employees should listen attentively to names, dates, deadlines, instructions, and customer needs. Taking notes during the call helps avoid mistakes and ensures correct action later.

Telephonic communication is also very useful in team coordination and decision-making. Team members can quickly discuss work progress, share ideas and solve issues without waiting for face to face meetings. It is especially helpful when employees work in different branches or remote locations. Another important use is customer service and public relations. Organizations use phone calls to talk with customers, handle complaints, provide support and build trust. A polite and patient response helps improve customer satisfaction and the reputation of the organization.

However, workplace telephonic communication should be short, clear, and focused on the purpose. Unnecessary personal talk, rude language or long delays should be avoided. Confidential office information should also be handled carefully over calls. In the modern workplace, telephonic communication includes mobile calls, conference calls, VoIP calls and internet based voice communication apps, which make teamwork faster and more convenient.

Thus, telephonic communication in the workplace is an essential professional skill. It improves coordination, saves time, strengthens customer relations and supports the smooth functioning of an organization.

- **Telephonic Communication in the Digital Age**

Telephonic communication in the digital age means modern voice communication through mobile phones, smartphones, internet calls, and digital apps. In earlier times, people mainly used landline telephones for communication, but today digital technology has changed the way people talk. Communication has become faster, easier, and more convenient because people can connect from anywhere in the world within seconds.

In the digital age, telephonic communication is no longer limited to normal phone calls. It now includes mobile calling, internet calling (VoIP), video calls, conference calls and communication apps such as WhatsApp, Zoom, Google Meet, and Microsoft Teams. These tools help people communicate through voice as well as video, making conversations more interactive and effective. One major advantage of digital telephonic communication is speed and global connectivity. People can instantly contact family members, friends, colleagues, clients and customers across cities or countries. This has made personal communication and business communication much easier. For example, companies can conduct meetings with employees working from different locations through conference or video calls.

The digital age has also improved workplace communication and online learning. Offices use digital calling systems for remote teamwork, customer support, and virtual meetings. Schools and colleges use voice and video calls for online classes, discussions, and guidance. This became especially important during work-from-home and online education systems. Another important feature is multitasking and smart communication tools. Smartphones allow people to save contacts, record calls, use speaker mode, send voice messages, and switch from call to video instantly. These features improve efficiency and convenience.

However, telephonic communication in the digital age also faces some challenges such as poor internet connection, technical issues, background noise, call drops, and privacy concerns. People should speak clearly, use good internet, and choose a quiet place for better communication. Digital telephonic communication also requires proper etiquette and responsible use. People should maintain politeness, respect timing, avoid unnecessary calls, and use professional language in official conversations.

Thus, telephonic communication in the digital age has become an essential part of modern life. It supports personal relationships, professional work, education and global communication in a fast and efficient way.

- **Overcoming Barriers in Telephonic Communication**

Overcoming barriers in telephonic communication means removing the problems that disturb clear and successful phone conversations. In telephonic communication, the speaker and the listener cannot see each other, so barriers can easily create confusion, misunderstanding and communication failure. By identifying these barriers and using simple solutions, communication can become smooth and effective.

One common barrier is poor network connection or call drops. Weak signals, low mobile network, or internet issues may break the conversation and make the voice unclear. To overcome this problem, people should use a place with good network coverage or a stable internet connection before making important calls.

Another barrier is background noise and distractions. Noise from traffic, people talking nearby, television, or office sounds can disturb listening. This makes it difficult to understand the speaker's message. To solve this, one should choose a quiet place, reduce surrounding noise or use earphones/headphones for better sound quality.

A major communication barrier is unclear speech or poor pronunciation. If a person speaks too fast, too softly, too loudly, or uses difficult words, the listener may misunderstand the message. Speaking slowly, clearly, and in simple language helps in overcoming this barrier.

Lack of attention and poor listening is another serious barrier. If the listener is distracted, multitasking, or not paying attention, important details may be missed. Active listening, note-taking, and asking polite questions for clarification help remove this problem.

Sometimes language barriers also create difficulty. The speaker and listener may not share the same language ability, accent, or vocabulary level. Using easy words, short sentences and a polite tone makes the conversation easier to understand.

Another barrier is emotional misunderstanding. Since facial expressions and body language are missing, the tone of voice may sometimes be misunderstood as rude, angry or careless. To overcome this, the speaker should use a calm, friendly and respectful tone.

In professional communication, lack of purpose or unorganized conversation can also become a barrier. A person should know the purpose of the call, keep the message clear and stay focused on the topic.

Thus, overcoming barriers in telephonic communication requires clear speech, good listening, proper technology and polite behavior. These skills reduce misunderstanding, improve confidence, and make communication more successful in personal and professional life.

Important Questions

Q. 1 Rewrite the following sentence by choosing correct alternatives.

1. What is telephonic communication?

- a) Communication through letters b) Communication through telephone or mobile phone
- c) Communication through gestures d) Communication through drawing

2. Which skill is most important in telephonic communication?

- a) Drawing b) Listening c) Dancing d) Writing

3. Telephonic etiquette means _____.

- a) phone manners and polite behavior b) repairing phones
- c) buying mobile phones d) internet browsing

4. How should you answer an official phone call?

- a) Rudely b) Politely with greeting c) Without speaking d) By shouting

5. Which of the following is a polite response?

- a) Speak fast b) Ignore the speaker c) "Could you please repeat that?" d) Disconnect the call

6. Effective listening means _____.

- a) hearing carefully b) speaking loudly c) avoiding calls d) sending messages

7. Telephonic communication in the workplace is used for _____.

- a) official talks and customer service b) only games
- c) only personal gossip d) drawing charts

8. Which is important during office calls?

- a) rude language b) unclear speech c) note-taking d) unnecessary silence

9. Which is a modern tool for telephonic communication?

- a) Blackboard b) WhatsApp voice call c) Newspaper d) Notebook

10. The digital age has made telephonic communication _____.

- a) slower b) difficult c) faster and easier d) impossible

11. Which of the following is a barrier in telephonic communication?

- a) clear speech b) active listening c) poor network d) polite tone

12. Background noise creates _____.

- a) better sound b) confusion c) faster network d) confidence

13. Which can help overcome communication barriers?

- a) speaking unclearly b) good network and quiet place
c) ignoring the caller d) rude tone

14. Which tone is best in telephonic communication?

- a) angry b) rude c) calm and polite d) careless

15. Why is listening important on a phone call?

- a) to avoid misunderstanding b) to end call quickly
c) to save battery d) to avoid speaking

16. Which is used for workplace meetings in the digital age?

- a) video and conference calls b) letters only c) chalk board d) posters

17. What should you do if the speaker is not clear?

- a) disconnect immediately b) ask politely to repeat c) shout d) stay silent

18. Which is an example of telephonic etiquette?

- a) interrupting the speaker b) greeting the caller
c) speaking angrily d) ignoring the purpose

19. Telephonic communication helps save _____.

- a) paper b) time c) books d) food

20. What is the main purpose of overcoming barriers?

- a) to create confusion b) to improve clear communication c) to increase noise d) to delay calls

Answer:

- 1) b) Communication through telephone or mobile phone
- 2) b) Listening
- 3) a) phone manners and polite behavior
- 4) b) Politely with greeting

- 5) c) “Could you please repeat that?”
 - 6) a) hearing carefully
 - 7) a) official talks and customer service
 - 8) c) note-taking
 - 9) b) WhatsApp voice call
 - 10) c) faster and easier
 - 11) c) poor network
 - 12) b) confusion
 - 13) b) good network and quiet place
 - 14) c) calm and polite
 - 15) a) to avoid misunderstanding
 - 16) a) video and conference calls
 - 17) b) ask politely to repeat
 - 18) b) greeting the caller
 - 19) b) time
 - 20) b) to improve clear communication
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Q. 2. Answer the following question in one word/phrase/sentence

1. What is telephonic communication?

Communication through telephone or mobile phone.

2. Which skill is most important in telephonic communication?

Listening skill.

3. What is telephonic etiquette?

Polite manners and proper behavior while speaking on the phone.

4. What should you do before speaking on an official call?

Greet and introduce yourself.

5. Which type of tone is best for telephonic communication?

Calm and polite tone.

6. What is effective listening?

Listening carefully and understanding the speaker’s message.

7. Name one use of telephonic communication in the workplace.

Customer service.

8. Name one digital tool used for telephonic communication.

WhatsApp.

9. Name one barrier in telephonic communication.

Poor network connection.

10. How can barriers in telephonic communication be overcome?

By clear speech, good listening and proper network.

Q. 3 Write an imaginary telephonic conversation on the following situation

1. Prepare a telephonic conversation in which a customer makes an inquiry about a new mobile phone and its price, features and warranty details.
2. Write a phone conversation between a customer and a hotel receptionist asking about room availability, charges and check-in time.
3. Prepare a telephonic conversation where a client requests support because their internet connection is not working properly.
4. Write a phone conversation between an employee and IT support regarding a computer system login problem.
5. Prepare a professional telephonic conversation in which a candidate makes a follow-up call after attending a job interview.
6. Write a telephonic conversation where a manager calls an employee to follow up on the progress of an assigned task.
7. Prepare a phone conversation in which a customer complains about the delayed delivery of an online shopping order.
8. Write a telephonic conversation where a customer complains to a bank customer care executive about delayed account service.
9. Prepare a telephonic conversation where a patient calls a hospital to confirm a doctor's appointment and timing.
10. Write a professional telephonic conversation in which a client calls an office to ask about service charges and business hours.

Module II- Prose and Poems

1. The Divine Image by William Blake
2. Once upon a Time by Gabriel Okara
3. The Magic Formula for Solving Worry Situations by Dale Carnegie

1. The Divine Image by William Blake

Life and works of William Blake -

William Blake was a famous English poet, painter, and artist of the Romantic Age. He was born in London in 1757 and is known for his imaginative poetry, deep thoughts, and spiritual ideas. Blake's poems are simple in language but rich in meaning, and they often focus on human nature, innocence, imagination, love, religion, and social problems. His famous works include *The Divine Image*, *The Lamb*, *The Tyger*, and *London*. Besides poetry, he was also a skilled engraver and painter who beautifully combined art with literature. Though he was not fully appreciated during his lifetime, today he is considered one of the greatest poets in English literature. His poems continue to inspire readers with their moral values, symbolism, and universal message.

The Divine Image

To Mercy, Pity, Peace, and Love,
All pray in their distress;
And to these virtues of delight
Return their thankfulness.

For Mercy, Pity, Peace, and Love,
Is God, our father dear:
And Mercy, Pity, Peace, and Love,
Is Man, his child and care.

For Mercy has a human heart,
Pity, a human face:

And Love, the human form divine,
And Peace, the human dress.

Then every man of every clime,
That prays in his distress,
Prays to the human form divine,
Love, Mercy, Pity, Peace.

And all must love the human form,
In heathen, Turk, or Jew.
Where Mercy, Love, & Pity dwell,
There God is dwelling too.

Summary of the poem

The Divine Image is a very beautiful and meaningful poem by William Blake. In this poem, the poet presents the idea that God's divine qualities are present in every human being. The poem mainly focuses on four important virtues Mercy, Pity, Peace, and Love. According to Blake, these qualities are the true image of God, and they also live in the hearts of human beings.

At the beginning of the poem, Blake says that whenever people are in pain, trouble, or sadness, they pray for mercy, pity, peace, and love. These qualities give comfort and hope to people in difficult times. When their problems are solved, they feel thankful for these same virtues. This shows that these values are very important in human life and are closely connected with God.

The poet then explains that Mercy, Pity, Peace, and Love are not only the qualities of God but also the qualities of man. God is full of these virtues, and human beings, as the children of God, also possess them. In this way, Blake creates a strong connection between God and humanity. He suggests that the real image of God is not found in statues or pictures but in the good qualities of human nature. In the next part, Blake beautifully personifies these virtues. He says that mercy has a human heart, pity has a human face, love is the human form divine, and peace is the human dress. This means that whenever a person shows kindness, sympathy, love, and peaceful behavior, the presence of God can be seen in that person. Human beings become the living image of God through their noble qualities.

The poet further gives a universal message of equality, brotherhood, and unity among all people. He says that every person in every country and every religion prays to the same divine qualities.

Whether a person is a Christian, Muslim, Jew, or belongs to any other faith, the qualities of love and mercy remain the same. This teaches that humanity is above religion, caste, and nationality.

In the final lines, Blake says that people must love every human being because God lives wherever mercy, love, and pity are found. This is the central message of the poem. The poet wants to teach readers that by loving and respecting others, we are actually loving God.

Thus, *The Divine Image* is a poem of human values, divine love, universal peace, and brotherhood. It gives a moral lesson that the best way to worship God is to practice kindness, compassion, love and peace in our daily life.

Important Questions

Q.1 Rewrite the following sentence by choosing correct alternatives

1. William Blake was a famous _____ poet.
a) American **b) English** c) Indian d) French
2. In the poem, all people pray to _____ in their distress.
a) power and wealth **b) Mercy, Pity, Peace, and Love**
c) anger and fear d) pride and jealousy
3. According to the poem, mercy has a human _____.
a) hand **b) heart** c) dress d) eye
4. The poem gives the message of _____.
a) hatred and war **b) love, peace, and humanity**
c) selfishness d) fear and cruelty
5. Where Mercy, Love, and Pity dwell, there _____ is dwelling too.
a) nature b) society **c) God** d) poet

Q. 2 Answer the following question in one word/phrase/sentence

1. Who is the poet of *The Divine Image*?
William Blake
2. Name the four virtues mentioned in the poem.
Mercy, Pity, Peace, and Love.
3. What does mercy have in the poem?
A human heart.
4. What is the central message of the poem?
Love, humanity, and universal brotherhood.

5. Where does God dwell according to the poem?

Where mercy, love, and pity dwell

Q. 3 Write answer in 3 to 4 sentence only

1. What are the four virtues mentioned in the poem?
2. What is the central idea of the poem?
3. How does Blake connect God and man in the poem?
4. What message of universal brotherhood is given in the poem?
5. Why is the poem called *The Divine Image*?

Q. 4 Short notes on the following

1. Write a short note on the title *The Divine Image*.
2. Write a short note on universal brotherhood in the poem.
3. Write a short note on the relationship between God and man.
4. Write a short note on the theme of humanity.

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2. Once upon a Time by Gabriel Okara

Life and Works

Gabriel Okara was a famous Nigerian poet, novelist and playwright. He was born in Nigeria in 1921 and is known as one of the pioneers of modern African poetry in English. His poems are simple in language but deep in meaning, and they often focus on African culture, human values, tradition, modern life and social change. His famous poems include *Once Upon a Time*, *Piano and Drums* and *The Call of the River Nun*. Okara beautifully mixed African thought, folklore and modern ideas in his writing. His poetry often shows the conflict between traditional values and modern artificial life. Because of his unique style and strong message, he is considered one of the greatest African poets in English literature.

Once upon a Time

Once upon a time, son,
they used to laugh with their hearts
and laugh with their eyes:
but now they only laugh with their teeth,
while their ice-block-cold eyes
search behind my shadow.

There was a time indeed
they used to shake hands with their hearts:
but that's gone, son.
Now they shake hands without hearts
while their left hands search
my empty pockets.

“Feel at home!” “Come again”:
they say, and when I come
again and feel
at home, once, twice,
there will be no thrice—
for then I find doors shut on me.

So I have learned many things, son.
I have learned to wear many faces
like dresses—homeface,
officeface, streetface, hostface,
cocktailface, with all their conforming smiles
like a fixed portrait smile.

And I have learned too
to laugh with only my teeth
and shake hands without my heart.

I have also learned to say, “Goodbye,”
when I mean “Good-riddance”;
to say “Glad to meet you,”
without being glad; and to say “It’s been
nice talking to you,” after being bored.

But believe me, son.
I want to be what I used to be
when I was like you. I want
to unlearn all these muting things.
Most of all, I want to relearn
how to laugh, for my laugh in the mirror
shows only my teeth like a snake’s bare fangs!

So show me, son,
how to laugh; show me how
I used to laugh and smile
once upon a time when I was like you.

Summary of the poem

Once Upon a Time is a very meaningful poem by Gabriel Okara. In this poem, the poet talks about the loss of honesty, innocence, and true human feelings in modern society. The speaker, who is a father, speaks to his son and remembers the past when people were sincere, warm, and genuine in their behavior. He compares that innocent past with the artificial and selfish present world.

At the beginning of the poem, the speaker says that people once laughed with their hearts and eyes. Their happiness was real and their expressions were natural. But now, people only laugh with their teeth, which means their smiles are fake and only for formality. Their ‘ice-block-cold eyes’ show that people have become emotionally distant, selfish, and suspicious of others.

In the next part, the poet explains that people once shook hands sincerely, showing trust and warmth. But now they ‘shake hands without hearts,’ meaning their greetings are no longer genuine. The line about the left hand searching empty pockets suggests selfishness and greed. People now seem more interested in personal gain than in real friendship or human connection.

The speaker then gives another example of modern artificial behavior. People say polite words like 'Feel at home' and 'Come again,' but they do not really mean them. When the speaker visits them again, he finds the doors shut on him. This shows the hypocrisy and false hospitality of society, where words are often different from real feelings.

As the poem moves forward, the speaker admits that he too has changed because of society. He says he has learned to wear many faces like dresses such as homeface, officeface, streetface, and cocktailface. This means he behaves differently in different places and hides his real self behind social masks. His smile has become fixed and artificial like a portrait.

The poet further says that he has also learned to use false words and fake expressions. He says 'Goodbye' when he actually means 'Good-riddance.' He says 'Glad to meet you' even when he is not glad. He even says 'It's been nice talking to you' after being bored. These lines clearly show how modern life forces people to become formal, insincere, and dishonest in their social behavior.

In the final part of the poem, the speaker becomes emotional and says that he wants to return to his childhood innocence. He wishes to become the sincere and joyful person he was when he was as young as his son. He wants to unlearn all the false habits that society has taught him. Most importantly, he wants to learn how to laugh naturally again, because now his laugh in the mirror looks like a snake's bare fangs, which suggests fear, falseness, and loss of humanity.

At the end, the father asks his son to teach him how to laugh and smile genuinely again. The son represents innocence, truth, and natural human feelings. Through this, the poet gives the message that childlike honesty and simplicity are better than artificial social behavior.

Thus, *Once Upon a Time* is a poem about the loss of innocence, social hypocrisy, artificial manners, and the desire to regain true humanity. It teaches us the importance of honesty, sincerity, and natural human relationships in life.

Important Questions

Q.1 Rewrite the following sentence by choosing the correct alternative

1. Gabriel Okara was a famous _____ poet.
a) Indian **b) Nigerian** c) American d) French
2. In the poem, people now laugh only with their _____.
a) hearts b) eyes **c) teeth** d) hands

3. The speaker says people shake hands without their _____.
a) smile **b) heart** c) face d) voice
4. The poem gives the message of _____.
a) honesty and sincerity b) war and hatred c) selfishness d) pride
5. At the end of the poem, the father asks his son to teach him how to _____.
a) read **b) laugh and smile** c) sing d) write

Q.2 Answer the following question in one word / phrase / sentence.

1. Who is the poet of *Once Upon a Time*?

Gabriel Okara.

2. How do people laugh now in the poem?

With their teeth.

3. What do people wear according to the poet?

Many faces like dresses.

4. What does the speaker want to unlearn?

False and artificial social habits.

5. Who does the speaker ask to teach him?

His son.

Q.3 Write the answer in 3 to 4 sentences only

1. How do people behave in modern society according to the poem?
2. Why does the speaker want to return to his childhood?
3. What does “many faces like dresses” mean?
4. What message is given in the poem?
5. Why does the father ask his son to teach him?

Q.4 Short notes on the following

1. Write a short note on the title *Once Upon a Time*.
2. Write a short note on artificial social behavior in the poem.
3. Write a short note on the father-son relationship in the poem.
4. Write a short note on the theme of loss of innocence.

3. The Magic Formula for Solving Worry Situations by Dale Carnegie

Life and Works of Dale Carnegie-

Dale Carnegie was a famous American writer, teacher and motivational speaker. He was born on 24 November 1888 in Missouri, USA. He came from a poor farming family, but through hard work and self-confidence, he became one of the most influential writers in the field of self-improvement, communication skills and personality development. He first became popular as a teacher of public speaking and interpersonal skills, helping people improve their confidence and communication.

Carnegie's life itself is an example of struggle, determination and success. In the beginning, he worked in different jobs and faced many difficulties. Later, he started teaching public speaking classes, and his practical methods became highly successful. His ideas focused on positive thinking, confidence, leadership, human relations and overcoming fear and worry. These teachings made him world famous.

Dale Carnegie wrote many important books that are still widely read today. His most famous work is *How to Win Friends and Influence People* (1936), which teaches how to build good relationships and influence others positively. Another famous book is *How to Stop Worrying and Start Living* (1948), which gives practical advice on dealing with stress, fear, and anxiety. This book is especially known for its chapter 'The Magic Formula for Solving Worry Situations.' Some of his other important works include *The Art of Public Speaking*, *Lincoln the Unknown* and *The Quick and Easy Way to Effective Speaking*. His books are written in simple language with real-life examples, which makes them easy to understand and useful in daily life.

Dale Carnegie died in 1955, but his works continue to inspire students, teachers, professionals, and business people all over the world. His books teach important life skills such as confidence, communication, leadership, positive thinking and problem-solving. Even today, he is remembered as one of the greatest motivational writers and communication experts in English literature and self-help writing.

Summary of the Essay

The Magic Formula for Solving Worry Situations is a very practical and inspiring essay by Dale Carnegie. In this essay, Carnegie explains a simple three-step method to overcome worry, fear, and anxiety in difficult situations. His main idea is that worry becomes dangerous when we keep thinking

about a problem without taking action. Therefore, instead of being afraid, we should face the problem calmly and solve it step by step.

The essay begins with the idea that worry weakens our mind and destroys our ability to think clearly. When a person worries too much, the mind becomes confused, and it becomes difficult to make the right decision. Carnegie says that the best way to remove worry is to analyze the situation honestly and fearlessly. We should first understand the real problem instead of imagining unnecessary fears. The first step of the “magic formula” is to ask yourself what is the worst that can possibly happen. This means we should think realistically about the worst result of the problem. Many times, people become more worried because they imagine things much worse than reality. By identifying the actual worst possible outcome, the mind becomes more stable and practical.

The second step is to prepare yourself mentally to accept the worst if it happens. Carnegie says that once we accept the worst possible outcome, half of our worry disappears. This acceptance gives peace of mind because the fear of uncertainty becomes less powerful. A person becomes emotionally stronger and ready to face reality.

The third and most important step is to calmly work to improve the worst situation that you have already accepted mentally. After acceptance, the mind becomes free from panic and can focus on action. Instead of wasting energy in worry, a person can use that energy to find solutions, improve the situation, and reduce the loss. This practical action is the real key to solving worry situations.

Carnegie explains this formula with the example of Willis H. Carrier, who later became the inventor of air conditioning. When one of his important projects failed, he became extremely worried. But instead of continuing in fear, he followed the three steps: he thought of the worst, accepted it, and then calmly worked on improving the problem. As a result, he found a successful solution. This example proves that clear thinking and action are stronger than worry.

The central message of the essay is that worry can never solve a problem, but calm thinking and action can. Dale Carnegie teaches readers to replace fear with logic, acceptance, and positive effort. His formula is useful in personal life, education, workplace problems, financial issues, and emotional stress.

Thus, *The Magic Formula for Solving Worry Situations* gives a valuable life lesson: Face the facts, accept the worst, and work to improve it. This simple formula helps people develop confidence, peace of mind, courage and problem-solving ability.

Important Questions

Q.1 Rewrite the following sentence by choosing the correct alternative

1. Dale Carnegie was a famous _____ writer.
a) Indian **b) American** c) Nigerian d) English
2. The essay teaches us how to solve _____ situations.
a) happy **b) worry** c) funny d) imaginary
3. The first step in the magic formula is to think of the _____.
a) best result **b) worst possible result** c) easiest task d) happiest moment
4. The second step is to mentally _____ the worst.
a) avoid b) reject **c) accept** d) forget
5. The final step is to calmly work to _____ the situation.
a) improve b) ignore c) delay d) confuse

Q.2 Answer the following question in one word / phrase / sentence

1. Who is the writer of *The Magic Formula for Solving Worry Situations*?

Dale Carnegie.

2. What is the first step in the formula?

Think of the worst possible outcome.

3. What should we do after accepting the worst?

Work calmly to improve it.

4. What destroys clear thinking according to the essay?

Worry.

5. Name the inventor mentioned in the essay.

Willis H. Carrier.

Q.3 Write the answer in 3 to 4 sentences only

1. What is the main idea of the essay?
2. Why should we think of the worst possible outcome?
3. How does acceptance reduce worry?
4. Why is action important in solving worry situations?

5. What lesson do we learn from Willis H. Carrier's example?

Q.4 Short notes on the following

1. Write a short note on the title *The Magic Formula for Solving Worry Situations*.
2. Write a short note on the three-step formula.
3. Write a short note on the role of acceptance in the essay.
4. Write a short note on the theme of the essay.

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Practice Question Paper
B Sc. II Semester IV) NEP 2.0) - English (AEC-04)
Communications Skills in English

Marks: 40

Instructions:

- All questions are compulsory.
- Figure to the right indicate Marks

Q.1 A) Rewrite the sentence by choosing correct Alternatives **[05]**

1. Telephonic etiquette means _____.
a) rude speaking b) polite phone manners c) writing letters d) body language
2. Which is most important in telephonic communication?
a) listening b) drawing c) dancing d) painting
3. *The Divine Image* is written by _____.
a) John Keats b) William Blake c) Wole Soyinka d) Okara
4. In *Once Upon a Time*, the poet talks about _____.
a) childhood games b) false social behavior c) nature d) travel
5. Dale Carnegie's prose teaches us how to _____.
a) sing songs b) solve worry situations c) write poems d) learn grammar

B) Answer in One Word / Phrase / Sentence **[05]**

1. What is telephonic communication?
2. Name one barrier in telephonic communication.
3. Who wrote *The Divine Image*?
4. What is the main theme of *Once Upon a Time*?
5. Name the writer of *The Magic Formula for Solving Worry Situations*.

Q.2 A) Write a telephonic conversation between a customer and a shopkeeper making an inquiry about a product price and warranty. **[05]**

OR

Write a telephonic conversation between a customer and customer care executive complaining about delayed delivery of a product. [05]

Q.2 B) Prepare a telephonic conversation where a patient calls a hospital to confirm a doctor's appointment and timing.

Or

Write a professional telephonic conversation in which a client calls an office to ask about service charges and business hours. [05]

Q.3 Write a short paragraph on the message of *The Divine Image* by William Blake. [05]

OR

Explain the central idea of *The Magic Formula for Solving Worry Situations* by Dale Carnegie.

Q.4 A) Answer the following questions in 3–4 sentences each. (ANY TWO) [10]

1. What qualities of human beings are highlighted in *The Divine Image*?
2. What does the poet criticize in *Once Upon a Time*?
3. How does Dale Carnegie suggest solving worry situations?
4. What lesson do we learn from *Once Upon a Time*?

B) Write a short note in about 7–8 sentences (ANY ONE) [05]

1. Title of the poem *Once upon a Time* by Okra
2. Theme of *The Divine Image*
3. The message of Dale Carnegie's prose
