



**SHRIMATI INDIRA GANDHI COLLEGE**

Affiliated to Bharathidasan University  
Nationally Accredited at 'A' Grade (4<sup>th</sup> Cycle) by NAAC | An ISO 9001 : 2015 Certified Institution  
**TIRUCHIRAPPALLI – 620 002.**



## **Department of English**

### **Professional English Arts and Social Sciences - I**

### **Instructional Material**

**COURSE: I B.A., Economics, I B.A., English, I B.A., Tamil**

**Semester: II**

**Subject : Professional English Arts and Social Sciences - I**

**Code :23PELAS1**

#### **LEARNING OBJECTIVES:**

- To develop the language skills of students by offering adequate practice in professional contexts.
- To enhance the lexical, grammatical and socio-linguistic and communicative competence of first year physical sciences students
- To focus on developing students' knowledge of domain specific registers and the required language skills.
- To develop strategic competence that will help in efficient communication

- To sharpen students' critical thinking skills and make students culturally aware of the target situation.

## **Syllabus**

### **UNIT 1: COMMUNICATION**

- 1. Listening: Listening to instructions**
- 2. Speaking: Telephone etiquette and Official phone conversations**
- 3. Reading short passages (3 passages, one from each – History, Sociology/Social Work/ Psychology, English Literature)**
- 5. Writing: Letters and Emails in professional context**
- 6. Grammar in Context:**
  - Wh and yes or no,**
  - Q tags**
  - Imperatives**
- 7, Vocabulary in Context: Word formation -**
  - i) Creating antonyms using Prefixes**
  - ii) Intensifying prefixes (E. g inflammable)**
  - Changing words using suffixes**
    - A) Noun Endings**
    - B) Adjective Endings**
    - C) Verb Endings**

### **UNIT 2: DESCRIPTION**

- Listening – Listening to process description**
- Speaking - Role play**
  - Formal: With faculty and mentors in academic environment, workplace communication**
  - Informal: With peers in academic environment, workplace communication**
- Reading – Reading passages on social issue, psychological well-being, literary achievements/contributions**
- Writing – Writing sentence definitions (e.g. monarchy) and extended definitions (e.g. government)**
- Picture Description – Description of natural calamities and their impact on people/ Cultures and cultural practices**

**Grammar in Context: Connectives and linkers.**

**Vocabulary – Synonyms (register) - Compare & contrast expressions.**

### **UNIT 3: NEGOTIATION STRATEGIES**

**Listening - Listening to interviews of specialists / inventors in fields (Subject specific)**

**Speaking – Brainstorming. (mind mapping). Small group discussions (subject-specific)**

**Reading – Longer Reading text. (Comprehensive passages)**

**Writing – Essay Writing (250 word essay on topics related to subject area, like recording business trans)**

**Grammar in Context: Active voice & Passive voice – If conditional -**

**Collocations –Phrasal verbs**

### **UNIT 4: PRESENTATION SKILLS**

**Listening - Listening to presentation. Listening to lectures. Watching – documentaries (discovery / history channel)**

**Speaking –Short speech**

**- Making formal presentations (PPT)**

**Reading – Reading a written speech by eminent personalities in the relevant field /Short poems / Short biography.**

**Writing - Writing Recommendations**

**Interpreting visuals - charts / tables/flow diagrams/charts**

**Grammar in Context – Modals**

**Vocabulary (register) - Single word substitution**

### **UNIT 5: CRITICAL THINKING SKILLS**

**Listening - Listening to advertisements/news and brief documentary films (with subtitles)**

**Speaking – Simple problems and suggesting solutions.**

**Reading: Motivational stories on Professional Competence, Professional Ethics and Life Skills (subject-specific)**

**Writing Studying problem and finding solutions- (Essay in 200 words)**

**Grammar-Make simple sentences**

**Vocabulary -Fixed expressions**

## **SECTION - A**

**One Mark Questions:**

## **UNIT 1: Communication**

1. What is telephone etiquette?

Answer: The rules and manners for speaking professionally on the phone.

2. What is a WH question?

Answer: A question that begins with who, what, when, where, why, or how.

3. Give an example of a Yes/No question.

Answer: Do you like coffee?

4. What is the purpose of question tags?

Answer: To confirm information.

5. Give an example of an imperative sentence.

Answer: Please close the door.

6. What is the prefix in the word 'unhappy'?

Answer: un-

7. What kind of writing is used in professional emails?

Answer: Formal writing.

8. What does 'flammable' mean?

Answer: Easily catches fire.

9. Which prefix makes the opposite of 'agree'?

Answer: dis- (disagree)

10. What is the suffix in the word 'happiness'?

Answer: -ness

## **UNIT 2: Description**

1. What is the process description?

Answer: Explaining steps in a sequence.

2. What is a formal conversation?

Answer: A professional interaction using polite language.

3. What is a sentence definition?

Answer: A short explanation of a term.

4. What is a connectives/linkers example?

Answer: Because, although, however.

5. What is a synonym for "happy"?

Answer: Joyful.

6. What is an extended definition?

Answer: A detailed explanation of a term.

7. Give an example of an informal sentence.

Answer: Hey, what's up?

8. What does a picture description require?

Answer: Observation and expression.

9. Name a cultural practice in India.

Answer: Diwali celebration.

10. Which linker shows contrast?

Answer: However.

### **UNIT 3: Negotiation Strategies**

1. What is negotiation?

Answer: A discussion to reach an agreement.

2. What is brainstorming?

Answer: Generating ideas quickly.

3. What is a phrasal verb?

Answer: A verb + preposition or adverb (e.g. give up).

4. What is a collocation?

Answer: Words commonly used together (e.g. strong tea).

5. What is the passive form of "She writes a letter"?

Answer: A letter is written by her.

6. Give an example of an "if" conditional sentence.

Answer: If it rains, we will cancel the trip.

7. What is a specialist?

Answer: An expert in a specific field.

8. What is a small group discussion?

Answer: A discussion with 3–5 people.

9. What does “recording business transactions” mean?

Answer: Writing down financial activities.

10. What is the use of essay writing?

Answer: To express and organize thoughts in writing.

#### **UNIT 4: Presentation Skills**

1. What is a presentation?

Answer: A formal display of information.

2. What is a PPT?

Answer: PowerPoint Presentation.

3. What is a visual aid?

Answer: Graphs, charts, or images used during a presentation.

4. What is a modal verb?

Answer: Verbs like can, could, should, must.

5. Give an example of single-word substitution.

Answer: ‘Autobiography’ for ‘a life story written by oneself.’

6. What does JAM stand for?

Answer: Just A Minute (speech activity).

7. Who gives a formal speech?

Answer: A speaker at a public event.

8. What is recommendation writing?

Answer: Suggesting what action should be taken.

9. Name one documentary channel.

Answer: Discovery Channel.

10. What is interpreting a flow chart?

Answer: Understanding the process shown in symbols.

## **UNIT 5: Critical Thinking Skills –**

1. What is critical thinking?

Answer: Analyzing and evaluating ideas.

2. What is a motivational story?

Answer: A story that inspires or encourages.

3. What are fixed expressions?

Answer: Phrases with set wording (e.g. by all means).

4. What is problem-solving?

Answer: Finding a solution to a challenge.

5. What is professional ethics?

Answer: Moral principles in a profession.

6. What is a documentary?

Answer: A factual film or recording.

7. What is an advertisement?

Answer: A public promotion of a product or service.

8. Give one example of a fixed expression.

Answer: In a nutshell.

9. What is meant by “life skills”?

Answer: Abilities for adaptive behavior.

10. What is a 200-word essay used for?

Answer: To explain ideas clearly and briefly.

## **SECTION - B**

### **Two Mark Questions:**

### **UNIT 1: COMMUNICATION**

1. What are the key features of effective telephone etiquette?

Answer: Clear tone, polite language, proper greetings, attentive listening, and professional closing remarks.

2. How do ‘WH’ questions differ from ‘Yes/No’ questions?

Answer: WH questions seek detailed information (e.g., What, Where), while Yes/No questions require only confirmation or denial.

3. What are question tags? Give examples.

Answer: Question tags turn statements into questions, e.g., You're coming, aren't you? or It's raining, isn't it?

4. Define 'imperatives' with examples.

Answer: Imperatives express commands or requests. Example: Close the window, Please wait here.

5. How do prefixes and suffixes help in word formation?

Answer: Prefixes change meaning (e.g., un- in unhappy), while suffixes change the word's form or function (e.g., -ness in happiness).

## **UNIT 2: DESCRIPTION**

1. What is a sentence definition? Give an example.

Answer: A brief explanation of a term. E.g., Monarchy is a form of government ruled by a king or queen.

2. What is the difference between formal and informal communication?

Answer: Formal communication follows official protocols, while informal is casual and conversational among peers.

3. What are connectives? Give examples.

Answer: Words that link ideas, such as because, although, therefore, and however.

4. Write two synonyms for the word "important".

Answer: Significant, crucial.

5. How would you describe the impact of a natural calamity in two sentences?

Answer: Natural calamities cause widespread destruction to property and lives. They disrupt normal life and require relief efforts.

## **UNIT 3: NEGOTIATION STRATEGIES**

1. What is brainstorming and how is it useful?

Answer: Brainstorming is generating ideas quickly without judgment; it helps develop creative solutions.

2. Define 'collocations' with examples.



Answer: Commonly paired words. Examples: fast food, strong coffee, make a decision.

3. What is the passive voice? Give one example.

Answer: In passive voice, the object becomes the subject. Example: The book was read by her.

4. Give an example of a conditional sentence using 'if'.

Answer: If you study hard, you will pass the exam.

5. What is the role of essay writing in academics?

Answer: Essay writing helps organize thoughts, express ideas logically, and develop critical thinking skills.

#### **UNIT 4: PRESENTATION SKILLS**

1. What are the features of an effective presentation?

Answer: Clear structure, visual aids, audience engagement, confident delivery, and strong conclusion.

2. Define modals and give two examples.

Answer: Modals are helping verbs expressing possibility or necessity. Examples: must, can, should.

3. What is single word substitution? Give one example.

Answer: Replacing a phrase with one word. Example: The one who loves books – Bibliophile.

4. Why are visuals like charts and tables important in presentations?

Answer: They simplify complex data and make the presentation more engaging and understandable.

5. What is the difference between a recommendation and an instruction?

Answer: A recommendation suggests what should be done, while an instruction tells what must be done.

#### **UNIT 5: CRITICAL THINKING SKILLS**

1. Define critical thinking with an example.

Answer: Critical thinking is analyzing information logically to make reasoned decisions. E.g., evaluating sources before writing an essay.

2. What are fixed expressions? Give two examples.

Answer: Common word combinations used as a unit. Examples: At the end of the day, By and large.

3. What is the purpose of motivational stories in professional learning?

Answer: They inspire individuals, build confidence, and promote values like perseverance and ethics.

4. How do advertisements improve listening skills?

Answer: They enhance comprehension through short, persuasive language and varied tone and speed.

5. What are life skills and why are they important?

Answer: Skills needed for daily living, like communication, decision-making, and empathy; they ensure personal and professional success.

## **SECTION - C**

### **5 Mark Questions:**

#### **UNIT 1: COMMUNICATION**

1. Explain the importance of telephone etiquette in professional communication.

Telephone etiquette ensures clarity, professionalism, and politeness. It includes answering calls promptly, greeting properly, using a clear tone, listening actively, and closing the conversation courteously. These habits reflect a professional image and help build trust.

2. What are WH-questions and how are they used in communication?

WH-questions begin with who, what, when, where, why, how. They are used to gather specific information. For example, What is your name? These questions are essential for meaningful conversations and critical thinking.

3. Describe the function and structure of question tags with examples.

Question tags turn statements into questions for confirmation. Structure: Positive statement + Negative tag or Negative statement + Positive tag.

Example: You are coming, aren't you?

They maintain conversation flow and check understanding.

4. Write a short note on word formation using prefixes and suffixes.

Prefixes (like un-, dis-) change meaning: happy → unhappy.

Suffixes (like -ness, -ful, -ment) change word class: kind → kindness.

Word formation enriches vocabulary and helps express ideas more precisely.

5. How are professional emails different from personal emails?

Professional emails are formal, clear, concise, and use respectful language.

They follow a structure: subject line, greeting, body, closing, and signature.

Example: Dear Sir, Kindly find the attached report...

## **UNIT 2: DESCRIPTION**

1. What is the process description? Give an example.

Process description explains how something works step-by-step.

Example: Describing how to record a business transaction:

1. Identify the transaction.

2. Record in the journal.

3. Post to the ledger.

This helps readers understand the method clearly.

2. Differentiate between formal and informal communication with examples.

Formal communication: used with teachers, managers (e.g., Good morning, Sir. May I ask...?)

Informal communication: casual, used with friends (e.g., Hey! What's up?)

Tone, vocabulary, and structure vary depending on the context.

3. What are sentences and extended definitions? Give examples.

Sentence definition: One-line explanation. Democracy is a system of government by the people.

Extended definition: A detailed explanation with examples and comparisons.

Useful for academic and subject-specific writing.

4. How do connectives and linkers improve writing?

Connectives like because, although, therefore, link ideas logically.  
They help in making writing cohesive and understandable.  
Example: She studied hard, therefore she passed.

5. Describe how picture description can be used in classroom communication.

Students observe an image and describe details like people, actions, emotions, or setting.

Improves vocabulary, critical thinking, and speaking fluency.

Also builds cultural awareness through themed pictures.

### **UNIT 3: NEGOTIATION STRATEGIES**

1. What is negotiation and where is it commonly used?

Negotiation is a process where two or more people discuss ways to reach a mutually beneficial agreement.

It's commonly used in workplaces, business deals, and group tasks to resolve conflicts or finalize terms.

2. What is brainstorming and how does it help in discussions?

Brainstorming is a creative technique used to generate ideas quickly.

It encourages group participation, allows free thinking, and helps in solving problems or planning projects.

3. Define 'collocations' with examples.

Collocations are words that frequently go together.

Examples: make a decision, strong coffee, heavy rain.

They make language more natural and fluent.

4. Write a sentence each in active and passive voice.

Active: The student completed the project.

Passive: The project was completed by the student.

Passive voice shifts focus to the action rather than the doer.

5. What are phrasal verbs? Give two examples.

Phrasal verbs are combinations of verbs with prepositions/adverbs.

Examples: give up (quit), look after (take care of).

They enrich spoken and written language.

## UNIT 4: PRESENTATION SKILLS

1. What are the key components of an effective presentation?

A good presentation includes:

Clear objective

Structured content (Introduction–Body–Conclusion)

Visual aids (charts/slides)

Confident body language

Audience engagement through eye contact or questions

2. Define modals and give three examples with functions.

Modals are helping verbs that express ability, possibility, permission, or obligation.  
Examples:

Can – ability (She can swim.)

Should – advice (You should rest.)

Must – necessity (You must attend the meeting.)

3. What is the purpose of visual interpretation in presentations?

Visuals like charts, tables, and diagrams simplify data and improve clarity.  
Interpreting visuals helps in explaining trends, comparing results, and supporting arguments effectively.

4. What is the difference between a recommendation and a suggestion?

A recommendation is formal and based on expertise or analysis (The report recommends policy change).

A suggestion is informal and general (I suggest taking a break).  
Recommendations carry more authority.

5. Define single-word substitution with two examples.

It is the use of one word in place of a phrase to improve precision.  
Examples:

One who writes a diary – Diarist  
A person who collects books – Bibliophile

## **UNIT 5: CRITICAL THINKING SKILLS**

1. What is critical thinking and why is it important?

Critical thinking is the ability to analyze, evaluate, and make reasoned decisions. It is important because it helps in solving problems, avoiding bias, and making informed judgments in academic and professional life.

2. Define fixed expressions and give two examples.

Fixed expressions are commonly used phrases with a specific structure and meaning.

Examples:

By all means (certainly)

At the end of the day (ultimately)

They add fluency and naturalness to communication.

3. How can documentaries improve listening and critical thinking skills?

Documentaries provide factual, structured information.

Listening to them helps learners identify key ideas, analyze evidence, and understand different perspectives, all of which sharpen critical thinking.

4. What are life skills and give two examples relevant to students?

Life skills are abilities for effective functioning in daily life.

Examples:

Time management – handling academic deadlines

Decision-making – choosing a career path

5. How can motivational stories enhance professional competence?

Motivational stories inspire determination, focus, and ethical behavior.

They provide role models, show the value of hard work, and encourage positive thinking, which improves professional performance.

## **SECTION - D**

## 10 Mark Questions:

### UNIT 1: COMMUNICATION

1. Discuss the different types of questions used in communication.

Key Points:

WH-questions: for detailed info

Yes/No questions: for confirmation

Question Tags: to verify info

Imperatives as indirect questions

Examples for each

Importance in both formal/informal settings

2. Explain the grammar components in Unit 1 with examples.

Key Points:

WH-questions (e.g., What are you doing?)

Yes/No questions (Is it raining?)

Question Tags (She's here, isn't she?)

Imperatives (Sit down.)

How each is used in professional conversation

3. Write an email and a professional letter requesting information.

Key Points:

Email format: subject, greeting, body, sign-off

Letter format: sender/receiver address, date, salutation, body, signature

Use of formal tone and polite expressions

Clear purpose (e.g., enquiry about a seminar)

4. Discuss how vocabulary skills are enhanced through word formation.

Key Points:

Prefixes for antonyms (appear → disappear)

Intensifying prefixes (superfast, inflammable)

Suffixes to form nouns (develop → development)

Real-life applications in writing/speaking

Games/worksheets to reinforce learning

5. Describe how reading and listening skills are connected to effective communication.

Key Points:

Listening to instructions enhances task understanding

Reading domain-specific texts builds vocabulary

Improves comprehension and interpretation

Enhances participation in academic/professional settings

Encourages active engagement and critical response

## **UNIT 2: DESCRIPTION**

1. Explain the role of description in academic and professional communication.

Key Points:

Describes processes, systems, roles

Enhances clarity and understanding

Used in reports, instructions, manuals

Helps in writing essays, technical content

Encourages observation and structured thinking

2. Differentiate between formal and informal speech with examples.

Key Points:

Formal: respectful, proper structure, used in workplaces

Example: Could you please assist me?

Informal: relaxed, personal

Example: Can you help me out?

Suitable usage improves communication effectiveness

3. Write a sentence definition and an extended definition for the word 'Culture'.

Key Points:

Sentence: Culture is a set of shared values, traditions, and customs.

Extended: Explains aspects like language, food, festivals, clothing, etc.

Importance in shaping identity

Examples from Indian/other cultures

4. Describe the impact of natural calamities using a picture description.



Key Points:

Visual description (floods, earthquake, cyclone)

Destruction of life and property

Emotional and social effects

Government and community response

Importance of preparedness and empathy

5. Discuss how vocabulary like synonyms and compare-contrast expressions are useful in descriptive writing.

Key Points:

Synonyms avoid repetition (big → large)

Compare/contrast shows similarities/differences (like, unlike, however)

Enhances variety and richness in writing

Useful in academic definitions and explanations

### **UNIT 3: NEGOTIATION STRATEGIES**

1. Discuss the role of negotiation in academic and professional settings.

Key Points:

Helps resolve conflicts and arrive at solutions

Builds teamwork and mutual understanding

Examples: group work, scheduling meetings, resource sharing

Requires listening, empathy, and clarity

Encourages cooperation over competition

2. Describe the steps and benefits of brainstorming during group activities.

Key Points:

Steps: Define the topic → Set time → Share all ideas → Record → Evaluate

Benefits: Unlocks creativity, quick idea generation

No judgment during brainstorming

Encourages diverse perspectives

Leads to innovative solutions

3. Explain the use of active and passive voice with suitable examples.

Key Points:

Active: Subject performs action

E.g., The manager approved the plan.

Passive: Focus on action

E.g., The plan was approved by the manager.

Use active voice for clarity, passive when the doer is unknown/unimportant  
Useful in reports and summaries

4. Write an essay on the importance of communication in recording business transactions.

Key Points:

Communication ensures accuracy in records  
Helps share financial info clearly  
Avoids misunderstanding and fraud  
Oral instructions should match written documentation  
Essential for accountants, managers, and auditors

5. Differentiate between phrasal verbs and collocations with examples.

Key Points:

Phrasal Verbs = verb + preposition/adverb (e.g., run into)  
Collocations = words that naturally go together (e.g., strong coffee)  
Phrasal verbs often change the meaning  
Collocations help maintain fluency  
Both are vital for professional and academic expression

## **UNIT 4: PRESENTATION SKILLS**

1. Explain the process of preparing and delivering a formal presentation.

Key Points:

Identify topic and audience  
Research and outline main points  
Design slides with visuals  
Rehearse with timing  
Deliver confidently with posture, voice modulation  
Invite questions and conclude effectively

2. Describe how modals are used in academic and workplace communication.

Key Points:

Can, Could – ability/permission  
Should, Must – advice/obligation  
Used in policies, instructions, and formal writing  
Example: You must submit your report by Friday.  
Adds tone and clarity

3. Interpret the following chart/table/diagram (you can insert any generic chart here for classroom use).

Key Points:

Identify title, axes, and data points

Look for trends (increase, decrease, stable)

Use phrases: As shown in the chart..., It indicates that...

Summarize findings in 4–5 lines

4. Discuss the role of visual aids in enhancing presentations.

Key Points:

Grabs attention and aids memory

Explains complex data quickly

Examples: pie charts for percentages, flowcharts for processes

Should be simple, relevant, and easy to interpret

Enhances speaker's credibility

5. Write a short speech or recommendation on a topic related to your field.

Key Points:

Choose a relevant topic (e.g., Importance of Ethical Practices in Research)

Begin with a hook or quote

Discuss 2–3 main points

Conclude with a suggestion or recommendation

Maintain formal tone and structure

## **UNIT 5: CRITICAL THINKING SKILLS**

1. Define critical thinking and explain its components with examples.

Key Points:

Definition: Logical evaluation of information before judgment

Components:

Observation – Noticing facts

Analysis – Breaking down ideas

Inference – Drawing conclusions

Explanation – Stating reasons

Evaluation – Assessing credibility

Example: Evaluating news for accuracy

2. Discuss the role of fixed expressions in communication with examples.

Key Points:

Phrases used as a unit of meaning

Examples:

In a nutshell – briefly

For the time being – temporarily

Enhances fluency and idiomatic usage

Common in workplace and academic dialogue

3. How can students use critical thinking to solve everyday problems?

Key Points:

Identifying the issue (e.g., time management)

Analyzing causes (poor planning)

Exploring solutions (scheduling)

Weighing pros and cons

Making decisions and reflecting

Builds independence and confidence

4. Write an essay on professional ethics and its role in shaping responsible individuals.

Key Points:

Definition: Code of conduct in a profession

Examples: honesty, accountability, confidentiality

Importance: trust, reputation, workplace harmony

Application in real life (e.g., avoiding plagiarism)

Promotes responsible citizenship

5. Describe how listening to advertisements or news can improve comprehension and analysis.

Key Points:

Ads use persuasive techniques (ethos, pathos, logos)

Students learn to analyze tone, purpose, and bias

News builds vocabulary and global awareness

Exercises: note-taking, summarizing, questioning

Improves listening, vocabulary, and judgment

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