

Selvam College of Technology (Autonomous),

“ A” Grade by NAAC, UGC recognized 2(f) Status, Approved by AICTE – New Delhi, Affiliated to Anna University

Namakkal – 03. www.selvamtech.edu.in

DEPARTMENT OF ENGLISH

U24HS111 – COMMUNICATION SKILLS LABORATORY

NAME : _____

REG.NO. : _____

BRANCH : _____

SECTION :

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CERTIFICATE

Reg. No.:

Certified that this is a Bonafide record of work done by Selvan/Selviof the I Semester
B.E./B.Tech.....in U24HS111-COMMUNICATION
SKILLS LABORATORY during the Academic year 2024-2025.

Faculty In-charge

Submitted for the End Semester Practical

Examination on

Internal Examiner

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U24HS111-COMMUNICATION SKILLS LABORATORY

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12	Taking part in a group discussion on general topics		
13	Debating on topics of interest and relevance		

U24HS111		COMMUNICATION SKILLS LABORATORY		L	T	P	C
				0	0	2	1
COURSE OUTCOMES:							
At the end of the course, the students will be able to							
CO1	Communicate effectively in formal and informal contexts.						
CO2	Narrate stories fluently with correct pronunciation.						
CO3	Converse appropriately and confidently with different people.						
CO4	Make an effective oral presentation in general context.						
CO5	Express their opinions assertively in group discussions.						
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Taking part in a group discussion on general topics - Debating on topics of interest and relevance							
TOTAL PERIODS : 30 HOURS							

1. INTRODUCING ONESELF

A self-introduction is an act of introducing oneself to someone else. It is often the first thing that people say when they meet each other, and it may be the only thing that they ever say about themselves. Introducing oneself can be either formal or informal, but it is always important to make a good impression.

Self-introduction is important for several reasons. For one, it helps you to get to know yourself better. By taking the time to introduce yourself, you are forced to think about your values, goals, and what you want to achieve in life. In addition, self-introduction is a great way to build self-confidence. When you can confidently introduce yourself to others, it shows that you are comfortable in your skin and can stand up for yourself.

Finally, self-introduction can also help you to network and make new friends. By introducing yourself to new people, you open yourself up to new opportunities and experiences. So next time you meet someone new, don't be afraid to give them a self-introduction!

Self-Introduction in English: How to Introduce Yourself?

The first chance a student has to create a good impression on their peers, teachers, or professors is during self-introduction. Students may position themselves for success in the classroom and beyond by taking the time to develop a well-crafted self-introduction.

Students should think about their goals for their self-introduction as they are ready to present it. Things to include in a self-introduction are:

1. Your name

Your name is the most basic component of a self-introduction. It's the first thing people will see when they meet you, so it's important that it's memorable and clearly identifies who you are.

2. Where you are from

You should include your hometown, current city, and any other places you have lived. This helps give the person you are introducing yourself to a better sense of whom you are and where you come from.

3. What you do

It is important to include some information about what you do. This could be your profession, your hobby, or anything else that you feel defines you as a person.

4. What are your interests

Sharing your interest is a great way to let others know what you enjoy doing and what kinds of things you are passionate about. What are your goals? Sharing your goals gives the person you're speaking to a sense of what you're hoping to achieve and why you're motivated to achieve it.

5. What you want

Share what you're looking for in terms of opportunities and relationships. By articulating your desires, you give others a better sense of how they can help you and be a part of your life.

By including these elements, students can give their peers and professors a snapshot of who they are, what they want, and how they plan to pursue that goal. You must include all the above information in yourself introduction and practice it aloud. This way, you can ensure that you are using the right vocabulary and correctly articulating the content of your introduction.

Example of Self Introduction for Students

Hello, everyone!

My name is _____ and I'm from _____. I'm currently studying _____ at _____, and I hope to become _____ one day.

I'm really passionate about _____, and I'm always looking for new ways to learn and improve my skills. I'm also a firm believer of teamwork, and I believe that working together is the best way to achieve success.

I'm excited to start my career and can't wait to see what the future holds for me. I'm confident that I have what it takes to be a _____, and I'm looking forward to making a difference in the world.

Thank you for taking the time to get to know me. I hope to see you all soon!

Self-Introduction for Students: Interview Example

Good [morning/afternoon/evening],

My name is [Your Name], and it's a pleasure to speak with you. I belong to (City Name). I have been living in (City Name) for (No. of years/months) now. I recently completed my [Degree/Qualification] in [Your Field of Study] from [University/Institution]. Throughout my academic journey, I have developed a strong foundation in [Key Skills or Expertise Relevant to the Position].

In my previous role at [Previous Company/Internship], I gained practical experience in [Highlight a Relevant Achievement or Task]. This experience has not only honed my technical skills but has also strengthened my ability to [Highlight a Soft Skill, e.g., collaborate with diverse teams, problem-solving, etc.].

I am particularly drawn to this opportunity because [Share What Excites You About the Position or Company]. I believe my combination of [Mention a Few Key Skills] and my passion for [Relevant Industry/Field] make me a strong fit for this role.

Outside of work and academics, I am an avid [Hobby or Interest]. I find that [Mentioning a Hobby] not only helps me maintain a healthy work-life balance but also contributes positively to my problem-solving and creative thinking abilities.

I am excited about the possibility of contributing my skills and enthusiasm to [Company Name]. Thank you for considering my application, and I look forward to discussing in more detail how my experiences align with the needs of the role.

Thank you.

Note: Remember to tailor the introduction to your own experiences and the specific requirements of the position you're applying for.

Exercise:

Introduce yourself:

2. TELEPHONE CONVERSATION

Understanding Telephone Conversation

In order to be an effective communicator on telephone, it is important to understand this medium of communication well. Unlike face-to-face communication, in telephone conversation the participants generally cannot see each other. Body language and facial expressions which are central to face-to-face communication are absent in telephone conversation.

Use Phrases

Stage	Phrase	Response
Initiating	Good morning! Hello! This is Good morning/Hello!	Who's calling please? Nice to hear from you.
Warming up	I'd like to speak to Can I speak to?	Just a minute. I'll put you through. Hold on please. I'm sorry she's not in. The line's busy. Will you hold?
Giving the message	I'm phoning about Could you give her a message?	I'll give her a message.
Rounding off	Thanks for your help. Fine/Great/OK. I'll look forward to your call.	Thank you for calling. OK/Right/Fine.
Closing	Goodbye. Goodbye for now.	Goodbye.

Telephone conversations

I. A: Good morning, could I speak with Mr. Nagaraj Rao, please?

B: May I know who's calling?

A: I'm Arjun from Techno fest.

B: Putting you through, sir.

A: Thanks.

II. A: Good morning, Ashok here.

B: Hi, Ashok. This is Nitya.

2. Handling Calls

We make telephone calls for personal and official or business purposes. It is important to be aware of the differences in the language, etiquette and manners to be observed while making calls for different purposes.

When someone answers your call, you need to say who you are (= identify yourself) and say who you want to speak to.

Useful Phrases

- I am calling from
- I would like to make an appointment with
- Would it be possible to make an appointment with?
- When will she be available?

Short Conversations

I A : My name is Patricia. I'd like to speak to Anju Reddy, please..

B : Hold the line, please. I'll see if she's in.

II A : Good afternoon. This is Sunita Mishra here. Can I speak with Arati, please ?

B : Yes, just a moment.

III. A : Hello! I'm Ashish, calling from NDB Bank. Can you put me through to Vincent George in the marketing division?

B : Hold the line, please. I'll if he's available. IV.

A : Hi! This is Manju. Is Nisha there?

B : she's just stepped out.

3. Making Requests

As in face-to-face communication, in telephone conversations too it is important that requests are made using appropriate language. While it is difficult to say 'no' to a request when talking to someone face-to-face, people find it easy to do so when talking on the phone. So it is important all requests are made in the most appropriate manner so that it yields the desired result.

Useful Phrases

- Can you call me back after half an hour?
- Could you delay it by a day?
- Send it by speed post, could you?
- Do you mind if we postponed it by three days?
- Would you mind telling me when it's convenient for you?
- I was wondering if I could see you tomorrow.
- Will you give me the recipe for the cake you baked?

4. Asking for and Giving Information

There are many occasions when you have to give the caller some information on the phone. On certain occasions the listener may want to make a note of the information that you give.

Structure Purpose

- What is the new offer about? To ask for information
- Where can I send it to? To ask about place
- Which is the shortest way to get there? To ask about choices
- Why should I pay for it a second time? To ask about reason
- How do I place an order for this? To ask about manner

Conclusion:

Telephone Conversation improves listening and speaking skills. It also motivates the quiet student to learn by themselves in the forthright way. Students benefit from explicit feedback that focuses on the learning objectives that leads to learning experiences.

Exercises:

1. Write a telephone conversation between you and your friend as he borrowed your bike and you urgently need it as you have to pick up sister from the college.

2. Write a telephone conversation between you and a restaurant owner as you want to book a table of eight for Friday evening this week.

3. RELAYING TELEPHONE MESSAGE

Relaying Message

On certain occasions when the person you have called is unavailable it may be necessary to leave a message for the person. In such situations, both the caller and the person answering the call will have to be very clear in leaving and taking the message. At the end of the call, either the caller or the person answering the call should check whether the message has been received correctly.

Mrs. Nair		
Message from	:	Rakesh Sharma, IBC Ltd.
Re	:	Overdue report
Time of call	:	10.40 a.m.
Call him on	:	9845606060

Useful Phrases

- Can you leave this message for him, please?
- Can I leave a message for her, please?
- Could you give him this message?
- I'd like to leave a message for her.

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Real conversation

A : Good morning, railway enquiry.

B : Good morning. I would like to travel from Hyderabad to Cochin by II AC Sleeper on 21 February. Can you tell me if berths are available on that date?

A : 21 Feb... mm. By II AC, right ... There we are. Yes, Sir, It's available.

B : And what would be the single fare?

Message : _____

Message from : _____

Re:...(subject) _____

Call him on : _____

Exercise:

Assume yourself as a receptionist in the hospital and relaying message to the Doctor regarding patient's appointment.

4. NARRATING ONE'S PERSONAL EXPERIENCE IN FRONT OF A GROUP (FORMAL AND INFORMAL CONTEXT)

FIRST DAY IN COLLEGE/VACATION/FIRST ACHIEVEMENT ETC.

A narrative is any account of connected events, presented to a reader or listener in a sequence of written or spoken words. Narratives can be organized in a number of thematic and/or formal/stylistic categories: non-fiction (e.g. New Journalism, creative non-fiction, biographies, and historiography); fictionalized accounts of historical events (e.g. anecdotes, myths, and legends); and fiction proper (i.e. literature in prose, such as short stories and novels, and sometimes in poetry and drama, although in drama the events are primarily being shown instead of told). Narrative is found in all forms of human creativity and art, including speech, writing, songs, film, television, games, photography, theatre, and visual arts such as painting (with the modern art movements refusing the narrative in favor of the abstract and conceptual) that describes a sequence of events. Here the narrator communicates directly to the reader.

Presenting a narrative composition appeals to our sense of imagination which impulse to share stories. Sometimes the aim is simply to entertain, to provide a moment of escape from the business of the day or the horrors of the night, but sometimes the aim is to instruct, to help others in their understanding of something. The skills needed to narrate a story well are not entirely the same as the skills needed to write a good essay. We need to tell a story (usually about something that happened in such a way that the audience learns a lesson or gains insight).

Tips for Presenting an effective Narrative

- Tell a story about a moment or event that means a lot to you- tell the story in an interesting way
- Get right to the action. Avoid long introductions and lengthy descriptions—especially at the beginning of your narrative.
- Make sure your story has a point. Describe what you learned from this experience.
- Use your senses to describe the setting, characters, and the plot of your story. Don't be afraid to tell the story in your own voice.

Using Concrete Details for Narratives

Effective narrative presentations allow listeners to visualize everything that's happening in their minds. One way to make sure that this occurs is to use concrete, rather than abstract details.

Concrete Language...

...makes the story or image seem clearer and more real to us.

...gives us information that we can easily grasp and perhaps empathize with.

Avoid abstract language—it won't help the listener understand what you're trying to say!

Exercise:

Narrate your experience on first day in college.

5. NARRATING A STORY

Our lives are filled with storytelling, from the stories we tell our friends over dinner, to the ones we tell at eulogies, during toasts, at job interviews.

Stories help us relate to each other and build community and leveling up our storytelling game can lead to more meaningful connections.

A guide on how to tell a story, from an idea to delivery:

1. Understand that a story is more than a scene or an anecdote.

Does the story you want to tell have a beginning, a middle and an end? Does it have tension? Does it show some sort of transformation? These are the basic elements that make an anecdote blossom into a full-bodied story.

When you're telling a story, you aren't just describing what happened when you walked into the coffee shop and saw your ex on a date. You're telling us how that moment felt emotionally, how you were affected, how you reacted and how you changed a different person after having endured that moment.

2. Select a meaningful story.

Each of us has hundreds of stories we could tell. How do we know which one to pursue? When you think of a moment, ask yourself, "Why did that moment stick with me? What about that moment was important to me?"

If you're not sure how or where to start mining for your own stories, here are some helpful prompts:

- If your life were a movie, what's one scene you'll never forget?
- What's something someone said to you that you'll never forget?
- Tell us about a breakthrough moment.
- Tell us about a time you had to follow your heart.
- Tell us about a moment you were reunited with something you treasure.

3. Develop your story.

Once you find the story you want to tell, put it under a magnifying glass to blow it up big. Where were you (physically, mentally, and emotionally) in that moment? How did it impact your life? What were the results?

Boil your story down to one sentence that helps focus what it's really about. For example, "It took a disaster for me to understand the important role my father played in our community." This will help you decide which details support your main point.

Remember that in any great story you're not just sharing events that happened, you're also sharing the thoughts and feelings running through you during those events.

4. Figure out the structure.

A good rule of thumb is to start in the action of the story – this will draw people in. From there, ask yourself if you'll tell your story in chronological order, or if you'll start at the end and find your way back to the beginning, or if you want tell it in a series of flashbacks instead of a linear structure.

Don't worry about getting too fancy with the structure – often, telling a story chronologically is the best way to go. You want to take people through the journey so they can experience what you experienced,

5. Understand how you've changed by the end.

By this point, you know the moment your story is centered on, what the stakes or tensions are and how you want to tell the story. Writing the ending can be the hardest part. Stories in real life usually aren't tied up with a bow. You just have to end the story in a different place than [where] you began.

The key to a good ending is showing the audience your transformation over the course of the story, even if it's a slight transformation. "There's the 'you' we met in the beginning and the 'you' at the end,"

6. Before you deliver the story, practice, practice and practice again – but don't memorize it.

It's natural to feel nerves before sharing a story aloud. Become very familiar with your story. Practice enough to be comfortable telling it from memory, but the Moth team recommends that you don't memorize it word for word. If you memorize it verbatim, your delivery can sound stiff and you might go blank.

Stories are alive and they're meant to sound alive.

A good strategy is to really learn the words you want to use for the beginning and end of your story, but keep your notes in between as bullet points. That way you can naturally fill the gaps, but you have your most important elements well-rehearsed.

"If you go blank on stage, just think, 'What happened next?'" "If you realize you didn't set it up right, you can always say 'Now, what I forgot to tell you about my mom is...' or 'What you really need to know...'"

8. Remember that storytelling is not about the storyteller – it's about connection.

Keep it short and tight. If you're telling a story in a more interactive environment, like over dinner, remember that the purpose of storytelling is to engage with others. It's not about taking the spotlight for the entire time you're with someone. You want to offer a jumping-off point for someone else to share their own story, too.

Exercise:

Narrate a story about your unforgettable moment:

6. MAKING CONVERSATION (FORMAL AND INFORMAL)

Communication plays a key role in our life, as people interchange their views and thoughts by communicating. It is a core tool that plays an important role even in the growth of the organization.

In an organization, there are two channels of communication - formal and informal. The main difference between the two is that formal communication is backed by predefined channels while there is no such rule for informal communication.

FORMAL COMMUNICATION	vs	INFORMAL COMMUNICATION
A set of commands is followed in formal communication		Informal communication can move freely in all directions.
Formal communication is time-consuming		It costs less time for Informal communication.
A high level of secrecy is maintained in formal communication,		It's not guaranteed in informal communication.
Formal communication is designed at the organizational level		Informal communication occurs naturally.
Documentary evidence is always available in formal communication		There are no supporting documents available in informal communication.

Slang words are never used in formal communication	They can be used in informal communication.
Formal communication is also known as official communication	Informal communication is also known as grapevine communication.
Examples of formal communication are – business letters, reports, orders, etc.	Examples of informal communication are face-to-face communication, telephonic conversations, etc.
Generally, documentation happens in formal communication	No documentation happens in informal communication.
Formal communication has a long chain command	Informal communication is very simple due to its short-chain command.
The main motive of formal communication is to fulfill organizational objectives	Informal communication is intended to meet personal interests and needs.

Example: Formal Communication

Between Officer and Customer for Opening a Savings Bank Account

Ms.Seema : Excuse me, I want some details on opening a savings account here.

Officer : Oh, sure, madam! Are you new to this bank?

Ms.Seema : Yes. I have come to Chennai from Pune just a week ago. But I have an account with your Pune branch.

Officer : Oh! Then that shouldn't be a problem at all. Do you want to transfer your account from Pune to this branch or do you want to open a new account here?

Ms.Seema : Please tell me which would be easier and faster?

Officer : Transferring the account would be faster and easier. Please fill up this form and bring two passport size photos.

Ms.Seema : By the way, does the Chennai branch have ATM facility?

Officer : Sure, madam. We have ATM facility all over India.

Ms.Seema : Thank you very much.

Officer : You're most welcome!

Example: Informal Communication

Between Two Friends Who Meet in a Restaurant

Rita – Hey Tina? Is it you?

Tina – Oh Rita! How are you? It's been a long time.

Rita – I am fine, what about you? Yes, we last met during the board exams.

Tina – I'm good too.

Rita – What are you doing now?

Tina – Well, I have started my undergraduate studies in English Honours at St. Xaviers College in Mumbai.

Rita – Wow! You finally got to study the subject you loved the most in school.

Tina – True. What about you Rita? Wasn't History your favourite subject?

Rita – You guessed it right. I took up History Honours in Lady Shri Ram College for Women in Delhi.

Tina – That's nice. I am so happy for you.

Rita – I am happy for you too. Let's meet up again soon.

Tina – Yes, sure! We have a lot to catch up on.

Rita – Bye for now. I have to pick up my sister from tuition. Take care.

Tina – Bye, will see you soon.

Exercise:

1. **Write a conversation between a Passenger and a Ticket Collector.**
2. **Write a conversation between you and your friends.**

7. TURN TAKING AND TURN GIVING

Turn Taking (Conversation Starters)

Turn-taking is important when it comes to effectively participating and interacting with others.

Turn-taking allows active listening and productive discussion.

- *How are you getting on?* – just another way of saying ‘how are you?’
- *You doing OK?* – asked when the person has had some tough experience recently and you want to ask politely if they’re OK.
- *Hi, ...! What’s new?* – this is a very informal way of greeting a close friend or anyone who you see on a regular basis and you want to ask has anything happened since you last met.
- *Hi, ...! What’s up?* – the same as above with a difference that you’re probably not that interested in what news the other person might have.
- *Hi, ...! Long time no see!* – used when you haven’t seen the person for a long period of time and you want to state that fact in the greeting.
- *Hi, ...! Have you been keeping busy?* – just a standard enquiry with little or no direct meaning.
- *Do you mind me asking...?* – a typical way of asking something that might be a slightly personal question.
- *OK, here’s the thing ...* – a very handy way to start making your point if you’re not sure how to begin the sentence.

Turn giving (Responding to a Conversation)

- *Thanks, I’ve been keeping busy* – just a standard response to a standard greeting with little or no direct meaning.
- *Thanks for asking, I’m fine, how are you?* – a typical response and counter-question to a greeting phrase ‘how are you?’
- *Hi, how you’re doing! It’s good to see you!* – a typical response to a greeting from someone you haven’t seen for a while.
- *Can’t complain* – a response to a standard greeting like ‘How are you?’ It’s not as exciting phrase as ‘Thanks, I’m great!’ but it doesn’t mean you’re having some problems in your life.
- *Can you say it again, please?* – a request to repeat the question if you didn’t understand what was said. A more direct question: *Can you slow it down a bit, please?*
- *And how about you?* – a typical response when you’re not sure what to ask next so you’re asking the other person the same thing they asked you. You can respond with this counter-greeting on nearly all standard greetings.
- *To the best of my knowledge ...* – when you’re 99% sure about the statement you’re making. Also a good start of a response you want to take a bit more time to consider what you’re going to say.
- *As far as I know ...* – the same as above.

- *Good for you!* – a response to someone telling you about their success in something or some good news that they're happy about.
- *Can't argue with that* – used when you agree with the statement of the other person.
- *How do you know?* – a counter-question you can ask when someone surprises you with a question about something they're not really expected to know.
- *Really? Tell me more about it!* – used when you want your chat partner to tell me about what he/she just said.
- *Frankly speaking...* – just a way to start your response. It indicates that you're about to open up and be very honest with your chat partner.

Exercise:

Write a conversation about special visiting spots of your friend's native place.

8. SMALL TALK

Small talk is light, informal conversation people use when talking to others they don't know very well. These conversations typically happen at networking or social events. The goal of small talk is to gently establish rapport with someone new and get to know them better.

Finding topics to talk about with new people can be challenging, and small talk is one way to connect with them and learn about any shared interests. By talking about subjects like media, art or career goals, someone you once considered a stranger could become an acquaintance after one conversation.

Small talk involves three parts: an ice breaker (which initiates the conversation), rapport (where you ask further questions to continue the conversation), and an exit (which involves gracefully ending the conversation).

1. The Weather

Talking about the weather may seem mundane, but it's a neutral topic that anyone can discuss.² Did a big storm just blow through? Are you in the middle of a heatwave? Look outside your door for conversation starters such as:

- Lovely day, don't you think?
- Looks like rain's in the forecast.
- Did you order this beautiful weather?

2. Sports

Sports are always good things to talk about. They might include:

- Favorite or local teams
- Sporting events
- Tournaments or championships

Keep track of what sports are played in which seasons—such as football, soccer, hockey, and golf—so you're on top of the current action.³ The Olympic Games are always a good option if they're taking place.

If your conversation partner supports a rival team, avoid trash-talking. Instead, keep your discussion on things like team or player performance.

You might ask someone, "Did you catch that golf tournament over the weekend?" Although this might be uncomfortable at first, it will feel more natural with practice.

3. Hometown

In a small-talk situation, you might be asked about your hometown. For example:

- How is where you grew up different from where you live now?
- Why did you leave?

Have an interesting anecdote or story ready to tell. Ask others about their hometowns, too; you might find a common connection.

Exercise:

Write down the conversation about your family with your friend.

9. SHORT SPEECH

Speech is a medium to convey a message to the world. It is a way of expressing your views on a topic or a way to showcase your strong opposition to a particular idea. To deliver an effective speech, you need a strong and commanding voice, but more important than that is what you say. Spending time in preparing a speech is as vital as presenting it well to your audience.

How to Write a Speech?

Writing a speech on any particular topic requires a lot of research. It also has to be structured well in order to properly get the message across to the target audience. If you have ever listened to famous orators, you would have noticed the kind of details they include when speaking about a particular topic, how they present it and how their speeches motivate and instill courage in people to work towards an individual or shared goal. Learning how to write such effective speeches can be done with a little guidance. So, here are a few points you can keep in mind when writing a speech on your own. Go through each of them carefully and follow them meticulously.

Addressing Friends/Classmates/Peers

Hello everyone! I am _____. I am here to share my views on _____.

Good morning friends. I, _____, am here to talk to you about _____.

Addressing Teachers/Higher Authorities

Good morning/afternoon/evening. Before I start, I would like to thank _____ for giving me an opportunity to share my thoughts about _____ here today.

A good day to all. I, _____, on behalf of _____, am standing here today to voice out my thoughts on ____.

The Opening Statement

It is said that the first seven seconds is all that a human brain requires to decide whether or not to focus on something. So, it is evident that a catchy opening statement is the factor that will impact your audience.

Writing a speech does require a lot of research, and structuring it in an interesting, informative and coherent manner is something that should be done with utmost care.

When given a topic to speak on, the first thing you can do is brainstorm ideas and pen down all that comes to your mind. This will help you understand what aspect of the topic you want to focus on. With that in mind, you can start drafting your speech.

An opening statement can be anything that is relevant to the topic. Use words smartly to create an impression and grab the attention of your audience. A few ideas on framing opening statements are given below. Take a look.

Asking an Engaging Question

Starting your speech by asking the audience a question can get their attention. It creates an interest and curiosity in the audience and makes them think about the question. This way, you would have already got their minds ready to listen and think.

Fact or a Surprising Statement

Surprising the audience with an interesting fact or a statement can draw the attention of the audience. It can even be a joke; just make sure it is relevant. A good laugh would wake up their minds and they would want to listen to what you are going to say next.

Adding a Quote

After you have found your topic to work on, look for a quote that best suits your topic. The quote can be one said by some famous personality or even from stories, movies or series. As long as it suits your topic and is appropriate to the target audience, use them confidently. Again, finding a quote that is well-known or has scope for deep thought will be your success factor.

Structuring the Speech

To structure your speech easily, it is advisable to break it into three parts or three sections – an introduction, body and conclusion.

Introduction: Introduce the topic and your views on the topic briefly.

Body: Give a detailed explanation of your topic. Your focus should be to inform and educate your audience on the said topic.

Conclusion: Voice out your thoughts/suggestions. Your intention here should be to make them think/act.

Choice of Words

While delivering or writing a speech, it is essential to keep an eye on the language you are using. Choose the right kind of words. The person has the liberty to express their views in support or against the topic; just be sure to provide enough evidence to prove the discussed points. See to it that you use short and precise sentences. Your choice of words and what you emphasize on will decide the effect of the speech on the audience.

When writing a speech, make sure to, Avoid long, confusing sentences.

Check the spelling, sentence structure and grammar.

Not use contradictory words or statements that might cause any sort of issues.

Authenticity

Anything authentic will appeal to the audience, so including anecdotes, personal experiences and thoughts will help you build a good rapport with your audience. The only thing you need to take care is to not let yourself be carried away in the moment. Speak only what is necessary.

Writing in 1st Person

Using the 1st person point of view in a speech is believed to be more effective than a third person point of view. Just be careful not to make it too subjective and sway away from the topic.

Tips to Write a Speech

Understand the purpose of your speech: Before writing the speech, you must understand the topic and the purpose behind it. Reason out and evaluate if the speech has to be inspiring, entertaining or purely informative.

Identify your audience: When writing or delivering a speech, your audience plays the major role. Unless you know who your target audience is, you will not be able to draft a good and appropriate

speech.

Decide the length of the speech: Whatever be the topic, make sure you keep it short and to the point. Making a speech longer than it needs to be will only make it monotonous and boring.

Revising and practicing the speech: After writing, it is essential to revise and recheck as there might be minor errors which you might have missed. Edit and revise until you are sure you have it right. Practice as much as required so you do not stammer in front of your audience.

Mention your takeaways at the end of the speech: Takeaways are the points which have been majorly emphasized on and can bring a change. Be sure to always have a thought or idea that your audience can reflect upon at the end of your speech.

Tips to Write a Good Speech

Reading some famous and incredible sample speeches before writing your own speech is really a good idea. The other way to write an impressive speech is to follow the basic tips given by professional writers.

Audience Analysis: Understand your audience's interests, knowledge, and expectations. Tailor your speech to resonate with them.

Clear Purpose: Define a clear and concise purpose for your speech. Ensure your audience knows what to expect right from the beginning.

Engaging Opening: Start with a captivating hook – a story, question, quote, or surprising fact to grab your audience's attention.

Main Message: Identify and convey your main message or thesis throughout your speech.

Logical Structure: Organize your speech with a clear structure, including an introduction, body, and conclusion.

Transitions: Use smooth transitions to guide your audience through different parts of your speech.

Conversational Tone: Use simple, conversational language to make your speech accessible to everyone.

Timing: Respect the allocated time and write the speech accordingly. An overly long or short speech can diminish the audience's engagement.

Emotional Connection: Use storytelling and relatable examples to evoke emotions and connect with your audience.

Call to Action (if appropriate): Encourage your audience to take action, change their thinking, or ponder new ideas.

Practice Natural Pace: Speak at a natural pace, avoiding rushing or speaking too slowly.

EXAMPLE:

Every school is special in its own way and the same is with my school as well. It is a place where people from different backgrounds and temperaments come together with the purpose to learn. It offers magic in the form of experiments in laboratories, sports in the field, creativity in the art room and more. Schools are a place where we get to make friends, learn new things and grow every day. In fact, it is so hard to imagine a

world without schools. They are the first place where we learn about life and many other things. Similarly, my school plays the same role in my life.

It would be only fit to call my school my second home. After all, it is the place where I spend most of my time after my home. Not only that, the atmosphere in my school is so comfortable that it makes me feel at home. I have always loved attending school and never miss out on an opportunity to do so. Further, it is my second home also because I have my friends here who are nothing less than family to me. Thus, they make my school life easier and full of joy. It is truly a blessing to have them in my life.

Most importantly, my school is my second home because it teaches me a lot of things each day. It is a safe space that allows me to grow every day and reach greater heights. As you all know, we have our parents and older siblings at home who protect us at all times. Similarly, at my second home which is my school, I have my teachers and seniors. They make sure I reach my full potential and encourage me to do the right thing always.

Therefore, I will forever be grateful to my school for being a pillar of strength in my life. Everything that I learn here stays in my mind and heart forever. One day I will have to bid farewell to these beautiful red walls and inspiring teachers, but it won't change anything. It is so because my school is a part of who I am and it'll always remain the same for my entire life.

Exercise:

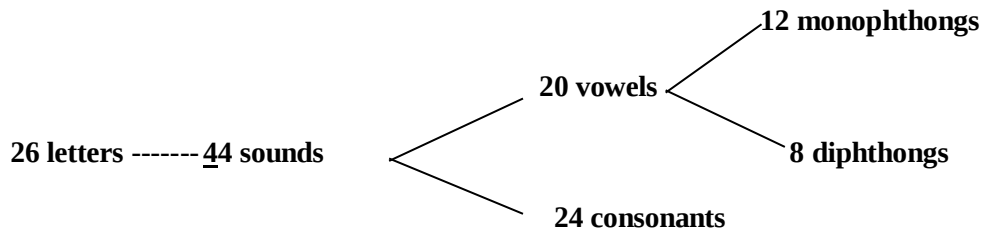
Write down a short speech on important thing in your life.

10. PRONUNCIATION AND LEARNING SPEECH SOUNDS

Phonetics is the systematic study of speech sounds and their production, audition, and perception. It is the branch of linguistics that deals with the speech sounds and their combination, description and representation by written symbols. It is the systematic study of speech sounds of language. Phonetics can deal with the speech sounds of any language.

Speech Sounds

In English, there are twenty-six letters but forty-four sounds (44) the sounds of English are divided into two main categories; the vowels and the consonants. All these are represented by specific symbols. The source of symbols is the International Phonetic Alphabet (IPA), a system of transcription which attempts to represent each sound of human speech using symbols.



VOWELS

A vowel sound is unobstructed in articulation as it is produced without friction. Of the 20 vowel sounds, 12 are pure vowel sounds or single sounds and are called monophthongs; while 8 are vowel glides from an initial sound to a final sound and are called diphthongs.

These are of three types:

a) Front: A front vowel is that during the production of which the tongue is raised in the direction of the hard palate.

b) Central: A central vowel is that during the production of which the centre of the tongue is raised towards that part of the roof of the mouth which lies at the meeting point of the hard palate and the soft palate

c) Back: A back vowel is that during the production of which the back of the tongue is raised in the direction of the soft palate.

Pure Vowel or monophthongs	Examples
/ɪ/	Kill, fill
/i:/	Feel, meet
/e/	Bet, set
/æ/	Cat, mat
/ɑ:/	Car, park
/ɒ/	Pot, cot
/ɔ:/	Ball, fall
/ʊ/	Put, good
/u:/	Shoot, root

/ʌ/	Cut, but
/ɜ:/	Heard, bird
/ə/	About, around

DIPHTHONGS

A diphthong is a combination of two pure vowel sounds which changes its quality in a syllable. A diphthong always occupies one syllable. Diphthong is not two vowels but one vowel sound leads to another vowel sound.

Diphthongs	Examples
/eɪ/	day, play
/aɪ/	fly, tie
/əʊ/	go, no
/aʊ/	cow, now
/ɔɪ/	oil, boil
/ɪə/	fear, dear
/eə/	fare, hare
/ʊə /	sure, poor

CONSONANT SOUNDS

Consonant sounds are the sounds which are produced with obstruction of air. There are 24 consonant sounds in English according to the RP of England and production of them involves some friction. They are given below with examples.

Consonants	Examples
/p/	pen, copy, happen
/b/	back, baby, job
/t/	tea, tight, button
/d/	day, ladder, odd
/k/	key, clock, school
/g/	get, giggle, ghost
/tʃ/	church, match, nature
/dʒ/	judge, age, soldier
/f/	fat, coffee, rough, photo
/v/	view, heavy, move
/θ/	thing, author, path
/ð/	this, other, smooth
/s/	soon, ceases, sister

/z/	zero, music, roses, buzz
/ʃ/	ship, sure, national
/ʒ/	pleasure, vision
/h/	hot, whole, ahead
/m/	more, hammer, sum
/n/	nice, know, funny, sun
/ŋ/	ring, anger, thanks, sung
/l/	light, valley, feel
/r/	right, wrong, sorry, arrange
/j/	yet, use, beauty, few
/w/	wet, one, when, queen

EXERCISES

I. Give five examples for each of the following sounds.

Sounds

Examples

- 1) / ɒ /
- 2) / ɪ /
- 3) / ʌ /
- 4) / ə /
- 5) / ɒ /
- 6) / ɜ:/
- 7) / e /

II. Identify and write the phonetic script of the underlined diphthongs in the following words.

Words

Sounds

- 1) Bite
- 2) Tear
- 3) Toy
- 4) Around
- 5) Dare
- 6) Gold

11. ORAL PRESENTATION

An oral presentation is a method of communicating information verbally supported by images, visual aids and/or technology. The information can be delivered as group discussions, speeches, debates and class presentations. Presentations can be delivered individually or as part of a group.

Here are 10 tips for delivering an awesome oral presentation.

1. Make eye contact

You know you shouldn't read every word from a script with your head down, but it can feel scary standing at the front of the class with everyone looking back at you.

Tip: To help you feel more confident, ask your two favorite classmates to sit on separate sides of the room. Make eye contact with your friend on the right, then the one on the left, moving slowly between them as you speak. It will look like you are talking to everyone.

2. Use cue cards

Reading everything from a piece of paper means you can't make eye contact. Reading from your slides means turning your back on your audience. What's the solution?

Tip: A much better idea is to put your main ideas down on a set of cue cards you can hold in your hand. Holding cue cards also gives you something to do with your hands. Don't write everything on the cards, just write enough information to help you remember what to say and maybe how to pronounce any difficult words. Don't forget to number your cards.

Use your hands

It's a good idea to practice your gestures so that you don't look like a statue.

Tip: Counting off the different points you are making with your fingers helps your audience follow what you are saying. Holding cue cards also helps you keep your arms open rather than folded or down by your sides. You can also ask your teacher if you can use a pointer to move through your slides and indicate details.

3. Speak clearly

It is important to look your best and dress well for a presentation, but the audience wants to hear you speak so using your voice effectively is essential.

Tip: You need to speak loudly enough to fill the classroom with your voice. Speak a bit more slowly than your natural pace and open your mouth fully to let the consonant and vowel sounds out – these actions will help with your pronunciation of any difficult words.

4. Vary your voice

Intonation is helpful because it gives our voice a 'sing-song' quality and makes us more pleasant to listen to. Just imagine how an ECG machine works: a flat line indicates a flat and lifeless monotone voice.

Tip: A voice that rises and falls is an indication that you are full of energy and passion for what you are talking about!

5. Use stress (without getting stressed)

It is important so check which syllable is stressed in any long words.

Tip: Practice saying all multi-syllable words and make sure the correct syllable is slightly louder or longer than the rest of the word. The same applies to the words you think are the most important in each sentence. These key words should be spoken with extra emphasis.

6. Remember it's a speech, not an essay

Compared to an essay, a speech is more personal and less formal, so your language choices should be different.

Tip: Simpler structures are okay and so is personal language. After all, you wouldn't start an essay by telling the reader what your name is. You'll also use more signposting language when you are speaking to indicate the different parts of your presentation.

7. Engage your audience

It will give your confidence a boost and help your audience to pay attention if you can make a connection with them.

Tip: Introduce yourself in a friendly manner, thank everyone for being there and let them know what you are going to talk about. Don't forget to let them know that they can ask questions at the end of your presentation and thank everyone for listening when you finish.

8. Empower your partner

If you are presenting with a partner, remember that you should both introduce yourselves at the start.

Tip: Consider being active and attentive by controlling your partner's slides so that they can concentrate on speaking. Partner A can gesture towards Partner B and use signaling language for a smooth transition: "Okay, I'm now going to hand you over to my partner who is going to tell you about...."

9. Remember to smile and breathe

You don't need to force a smile the whole time, especially if you're talking about something serious such as global warming, but a smile at the start and the end will work wonders. If you're nervous about presenting, it can be tempting to race to the end as fast as you can.

Tip: A slower pace and pauses allow you to breathe properly and speak more clearly. Don't forget that the faster you talk the more English language sentences you have to say in the time you are given

Presentation Tips

- a) Ensure that you make eye contact with various members of your audience and look around the room. Raise your cue cards so that you don't need to look down too far to see them.
- b) Whilst presenting your speech try to stand still and avoid swaying or pacing. Use your arms to make natural gestures; however, do not overdo this.
- c) Read your speech aloud to your family or friends to practice your delivery. Another option is reading your speech in front of a camera or mirror. Aim to practice the speech until you have it memorized.
- d) Make sure to vary your tone when presenting. Pause after making an important statement and emphasize elements that you want the audience to pay attention to with volume and tone. Variation will make your speech more engaging for the audience.

- e) Make sure to time your speech to ensure that it is within the time restriction. Also ensure that you are speaking at a slightly slower pace than usual so that the audience can follow your points easily.
- f) If speaking with props or a PowerPoint presentation, avoid overcomplicating your materials. You don't want to distract the audience from your speech by overwhelming them with busy PowerPoint slides, or bore them by simply reading straight from your presentation.

12. GROUP DISCUSSION

A group discussion is an exchange of views between a group of participants on a given subject. A group discussion typically forms a part of the selection process used by organizations and educational institutions. The candidates talk about the given topic to present facts, opinions and conclusions. Employers use this technique to screen candidates and assess their soft skills.

Importance of Group Discussion

- ✓ Group discussions are important because they help the evaluator:
- ✓ To judge whether the candidate is fit for the job
- ✓ To test whether the candidate is a good team player
- ✓ To assess the candidate's communication skills
- ✓ To check whether the candidate is comfortable speaking spontaneously on any subject
- ✓ To gauge the candidate's diction and pronunciation
- ✓ To evaluate the body language and posture along with general composition and maturity

As a candidate, group discussion is an important test because you get the chance to stand out among other candidates and maximize your chances of success in stiff competition.

Which Skills Are Evaluated In Group Discussion?

In a group discussion, the panelists evaluate the following skills to check the performance of a candidate:

Subject knowledge

The first thing that employers test is your expertise in the role's subject area. For example, if you apply for a sales position, the employers expect you to have in-depth knowledge of their products and sales process.

Creativity/Originality

Some jobs require innovative ideas and out-of-the-box solutions. In such cases, the panelists may employ group activities to check your creativity and originality of ideas in a group.

Voice

Communication skills include tone, volume and pitch control and your style of delivery. This skill is necessary in customer-facing roles and in regular interaction with your peers and seniors. Employers check for an assertive approach, authoritative voice, clarity in speech and audible tone in a typical group discussion.

Body language

In a workplace, your body language speaks volumes about your actions and temperament. So, during a group discussion, panelists judge your hand gestures and head movements along with the expressions on your face. They also give high ratings for a professional outlook and a confident, straight posture.

Fluency

Fluency in speech is an integral skill for sales jobs or customer service roles. Speaking with

effective pauses without stuttering or stammering can captivate an audience and make them listen carefully. That is why many employers test this ability simultaneously while checking your speech.

Initiative

Taking initiative is a mark of excellent leadership skills. In the beginning, panel members see if you try to start the conversation and establish its flow. If you are unable to do that, they also check if you wait for the right moment and take that chance to introduce your idea in a better way. Supporting your speech with statistics and some famous quotes also imprints a positive image on the listeners and interviewers.

Leadership

The panellists usually see if you start with your own viewpoint or ask others for their opinions. Helping others understand the subject matter and considering their perspectives proves your leadership acumen.

Panellists also give bonus points if you can capitalise on other's viewpoints, adjust the conversation's flow and direct it towards actionable decisions.

Active listening

Active listening is an important skill for managerial positions or customer service roles. In a typical group, all members try to stress their points to get some limelight. So, employers usually observe those who listen to their peers without interruption. Letting them speak by giving a response and mentioning their views when you conclude the discussion shows them that you are an active listener.

Tips To Be Successful In A Group Discussion

Here are a few tips you can follow to be successful in group discussion rounds:

Prepare for different topics

Apart from your own academic qualifications, you should also possess general knowledge. Try to keep track of some common trending topics. Check on current national and international events by reading newspapers regularly. You can also try checking social media, discussing your area of expertise with friends and referring to journals and articles from the library. Make sure you research published papers thoroughly and validate the findings.

Practice public speaking

Check for live or recorded group discussions online and observe how influential people conduct themselves. If you have enrolled in any career classes, try to take part in mock group discussions actively. This will allow you to improve your confidence. Try to rehearse your appearance, speech and presentation in front of the mirror. It works great because you can be a more sincere critic of yourself than someone else.

Work on your body language

Be comfortable and pleasant in your demeanour. Avoid artificial gestures or quirky movements, unnecessary hand expressions and pointing fingers. Moving hands to stress your point, waving your arms in the air, scrubbing your nose or looking at the ceiling to disagree show odd manners. When you are talking with someone, try to look straight into the listener's eyes to convey your thoughts more effectively.

Be a good listener

If another candidate is speaking, listen carefully and ask questions to ease the topic's flow. If you need to contradict someone's viewpoint, ask politely. For example, "Your point is valid, but I wish to add some of my own observations". If you listen to their speech carefully, you can strike out their points and stress your opinion more effectively. Remember that other candidates also come prepared and try to lead the group.

Intervene without leaving a bad impression

If you want to interrupt someone, you should have a specific purpose. Wait for the proper time, be polite and speak in a formal tone. You can say, "Thank you for allowing me to speak", and stress your opinion with "Let me add my points", "Your point is valid but..." or "We can also see this from another angle" sentences. Try to avoid openly disagreeing with other candidates.

Complement the agreeable points

You can support points with merit using sentences such as, "Yes, I also think we can approach this problem differently". Such actions will leave a positive impact on your quality as a team member. This approach is helpful because panel members also observe candidates' teamwork, their manner of response to differing opinions and general courtesy.

Face difficult moments

Sometimes, you may have to take a back foot when someone with a valid objection supersedes you. Or, a candidate may interrupt and try to talk over you. You should address that person calmly, ask them to cease the interruption and carry on speaking. The group supervisor will notice your calmness and maturity.

Practice summarisation and conclusion

At the end of a group discussion, you may have to provide some conclusion. Try to summarise the points and provide a valid outcome or a judgement for the best results.

Common Mistakes To Avoid In A Group Discussion

Some common mistakes to avoid in a group discussion include:

Deviating from the topic

Focus on your points and do not let other candidates deviate you from the topic. Be patient and stay calm.

Stay neutral and avoid personal remarks

Be poised and keep your discussion limited to the topic, as it is just an interview round, not a personal argument.

Focus on quality rather than quantity

Collate your thoughts and structure them well mentally before speaking.

Avoid Dominance

Do not dominate and disregard others with personal remarks. This might go against you.

Check your information

Strike a balance while speaking and do not go overboard while mentioning facts and figures.

Abstain, starting in haste

Analyse the topic, listen carefully, think and then speak. Avoid being the first one to start if you are not confident about it.

13.DEBATE

A debate is used to cite opinions or viewpoints on a topic. There are two sides of debates. The first side is 'for the motion', that is, for the topic, and the second side is 'against the motion' or against the topic.

The term debate basically refers to a formal discussion on a topic. There are two parties present. One party speaks in favour of the topic while the other party speaks against it. Debates usually take place in meetings, assemblies, parliament and competitions held in schools. The arguments for or against the topic are put forward, which are based on a particular individual's ideas, personal experiences and opinions. A debate should always include creative and formal language as it is presented in front of a huge audience.

There are two types of debates. The first one favours the motion, and the second one opposes the motion. It can be written in around 150-250 words. A debate should always include fair, precise and unique ideas and facts. Quotations can also be added. Questioning the audience is another important point to be kept in mind while writing a debate.

The Format of Debate

In order to make a debate look perfect, one needs to follow the correct format for it. Before you begin writing a debate, decide whether you are going to speak for the motion or against the motion.

Crisp Introduction

The ideal format for debate writing begins with a brief and crisp introduction. In the introduction, do not forget to mention the topic. In the introduction itself, you should mention whether you are going to speak for the motion or against the motion. It is important to greet the audience as well. The salutation can be included in the beginning.

The Body

Then comes the body of the debate. It is advisable to divide the body into at least two to three paragraphs. You should write down the problems in the main body and clearly state your arguments. Make sure that the points you state are valid and relevant. Quotes can also be included in this part.

Conclude on a high note

The conclusion should include the solution to the problems. Suggestions and advice for change can be given in this passage. The statements made in the conclusion should clearly show your stand. Never forget to be grateful to the audience at the end.

Tips and tricks to make a debate look good

- ✓ Your debate should be written in a well-organized format.
- ✓ The tenses, punctuation, vocabulary and sentence formation should be precise.
- ✓ Always use quotations in the debate.
- ✓ Questions can be added in between to make the readers probe into the topic.
- ✓ The problems and solutions should be present.
- ✓ The matter can be divided into four paragraphs.
- ✓ Always include a remarkable introduction to the topic.
- ✓ Do not forget to thank the audience at the end .
- ✓ The tone of the debate should be bold, confident and convincing.

- ✓ The statements and the facts should be relevant.
- ✓ Your debate should be in the motion of the topic, or it should be against it.
- ✓ The word limit should not be beyond 250 words.

Sample of a Debate-

Very good morning to the respected members of the jury and my worthy opponents! Today I am going to speak for the motion. The topic is “Should criminals in prison be given the opportunity of learning and education?”

Education is a powerful weapon that develops a person’s mental condition and improves his ability to understand and grasp knowledge. Like every other human being, the criminals in prison also have the basic right to be educated. Teaching them can definitely provide them with opportunities. This can help them to change their perspective on life.

I strongly feel that education leaves a mark on the psyche of an individual, making him even more capable of grasping concepts.

Are prisoners not humans? Can’t they be given a second chance?

The prisoners who are low on self-confidence and feel that life has come to an end have chances to improve and get a positive mindset.

I would like to leave you with these words “Education is the key to metamorphosis”. I hope I have been able to convince you all with my views.

The word **debate** literally means argument or discussion between two or more people. It is an important type of formal writing. It should be decided beforehand whether you will speak for the motion or against it, and you should accordingly write down your opinions and facts. Debates are held to let people present their views on certain important issues. Hence, use your creativity to make your debate logical and persuasive because it can be called good only if it can convince others in your favor.

EXAMPLE:

Every school is special in its own way and the same is with my school as well. It is a place where people from different backgrounds and temperaments come together with the purpose to learn. It offers magic in the form of experiments in laboratories, sports in the field, creativity in the art room and more. Schools are a place where we get to make friends, learn new things and grow every day. In fact, it is so hard to imagine a world without schools. They are the first place where we learn about life and many other things. Similarly, my school plays the same role in my life.

It would be only fit to call my school my second home. After all, it is the place where I spend most of my time after my home. Not only that, the atmosphere in my school is so comfortable that it makes me feel at home. I have always loved attending school and never miss out on an opportunity to do so. Further, it is my second home also because I have my friends here who are nothing less than family to me. Thus, they make my school life easier and full of joy. It is truly a blessing to have them in my life.

Most importantly, my school is my second home because it teaches me a lot of things each day. It is a safe space that allows me to grow every day and reach greater heights. As you all know, we have our parents and older siblings at home who protect us at all times. Similarly, at my second home which is my

school, I have my teachers and seniors. They make sure I reach my full potential and encourage me to do the right thing always.

Therefore, I will forever be grateful to my school for being a pillar of strength in my life. Everything that I learn here stays in my mind and heart forever. One day I will have to bid farewell to these beautiful red walls and inspiring teachers, but it won't change anything. It is so because my school is a part of who I am and it'll always remain the same for my entire life.