



Victoria University of Bangladesh

Course Title : *Oral Communication Improvement*

Course Code : *ENG 106*

Submit By : *Shahanaz Parvín Shíma*

Submit Date : *10/10/2023*

Submitted To : *Faria Tanzila*

Id Number : *2519150021*

Program : *CSIT (Day)*

Answer to the question number : 01

B

Answer :

Skills of inquiry known as inquiry skills, refer to a set of abilities that enable individuals to investigate, gather information and analyze data effectively. These skills are valuable in various aspects of life, including education, work and personal development. Here are some key skills of enquiry with real life examples :

Questioning : The ability to ask thoughtful and relevant question is crucial for effective enquiry. For example : a student researching a history project might ask, "What were the main causes of World War II"

Research : This involves finding and evaluating information from various sources. In a professional setting, a market analyst might research industry trends by collecting data from reports, surveys and interviews.

Critical Thinking : Critical thinking involves analyzing and evaluating information to make informed decisions. A manager faced with a complex problem might critically assess different solutions before choosing the most effective one.

Galaxy F23 5G

1

Observation : Careful observation can yield valuable insights. A biologist studying animal behaviour might spend hours observing and documenting the actions of a particular species in its natural habitat.

Communication : Effective communication is essential for conveying findings and insights. A salesperson needs strong communication skills to explain the features and benefits of a product to potential customers.

Problem Solving : Enquiry skills help individuals identify problems and develop solutions. An engineer tasked with improving a manufacturing process must use problem solving skills to optimize efficiency.

Data Analysis : Data analysis involves organizing and interpreting data to draw meaningful conclusions. A financial analyst might analyze stock market data to make investment recommendations.

Information Literacy : Being able to navigate and critically evaluate the vast amount of information available online is crucial. A student writing a research paper must discern reliable sources from unreliable ones.

Galaxy F23 5G

2

Adaptability : Enquiry skills also involve the ability to adapt to new information and changing circumstances. A meteorologist must adapt their weather forecast based on real-time data and evolving weather patterns.

Creativity : Sometimes, enquiry involves thinking outside the box. An inventor looking to create a new product may need creative thinking to come up with innovative solutions.

Decision Making : Enquiry making skills play a role in decision-making processes. A politician analyzing public opinion data may use these skills to make informed policy decisions.

Time Management : Managing time efficiently is essential in enquiry. For instance, a project manager needs to allocate time effectively to meet deadlines and achieve project policy or goals.

Collaborations : Enquiry often involves working with others to gather information and solve problems. A medical research team collaborates to conduct experiments and analyze data to find a cure for a 'disease'.

③

Galaxy F23 5G

Self Reflection : Individuals should continuously reflect on their own enquiry skills and seek opportunities for improvement. A teacher may reflect on their teaching methods to enhance student learning outcomes.

In summary, the skills of enquiry are versatile and applicable in various real-life scenarios, ranging from academic research to professional endeavors and personal growth. Developing these skills can lead to more informed decisions, deeper understanding and improved problem-solving abilities.

(4)

Galaxy F23 5G

Answer to the question number : 01

(a)

A conversation is a verbal or written exchange of thoughts, ideas, information or opinions between two or more individuals. Conversations are a fundamental aspect of human communication and can take place in various settings and formats. Conversations serve several purposes including social interaction, conveying information, problem solving and building relationships. There are various types of conversations, each with its own characteristics and objectives. Here are some types of conversations with examples.

Casual Conversation :

Purpose : Social interaction, getting to know someone or maintaining relationships.

Examples : Chatting with a friend about weekend plans or discussing hobbies with a colleague during a coffee break.

(b)

Galaxy F23 5G

Purpose : conducting business, addressing professional matters or adhering to established protocols. Example
A job interview, a meeting with a client, or a conference call with colleagues to discuss project updates

Informational Conversation :

Purpose : Sharing or receiving specific information
Example → Asking a librarian for book recommendations
seeking directions from passerby or discussing weather forecasts with a meteorologist.

Persuasive Conversation :

Purpose : Convincing or persuading a customer to buy a product, a political debate or parent trying to convince their child to do their homework.

Debate :

Purpose : Engaging in a structured and formal discussion to present and defend opposing viewpoints.

⑥

Galaxy F23 5G

Example : A debate competition, a political debate between candidates on a classroom debate on a controversial topic.

Negotiation :

Purpose : Reaching a mutually beneficial agreement on agreement or compromise between parties with conflicting interests.

Example : Business negotiations for a partnership, labor union negotiations with management on haggling over the price of a car with a seller.

Therapeutic Conversation :

Purpose : Providing emotional support, counseling or therapy to address psychological or emotional issues.

Example : Discussing the weather, commenting on recent news or talking about weekend plans with acquaintances.

(7)

Galaxy F23 5G

Instructional Conversational :

Purpose : Teaching or imparting knowledge to others.

Example :

A teacher instructing students in a classroom, a mentor providing guidance to a mentee, a parent explaining a task to a child. These are just a few examples of the many types of conversations that occur in various aspects of life.

The types of conversation you engage in often depends on the context, the relationship between the participants and the specific goals or objectives involved.

Galaxy F23 5G



Answer to the question number : 02

(a)

I'm ShahanaJ Panvin. My home town is Rangpur and currently I'm living in Panthapath, Green Point society, Dhaka. My favorite hobby is Gardening and p'visiting. I have already visited many places in my country. My father's name is MD. Mokhlesar Rahman and my mother's name is Manzina Begum. My father is a Businessman and my mother is a housewife. I have a little brother and also a little sister.

Answer to the question number : 2

(b)

I heard this from newspaper, BD Jobs.com

Galaxy F23 5G

(c)

Answer to the question number : 2

②

It was my dream to work with this company. I want to work here to promote myself and to improve my career's experience also want to do something special for this company. I hope, if I get the opportunity to join in this position, ~~I can~~^{we} will get more progress.

Answer to the question number : 2

②

I decided as I want to work here for my personal experience according to my background and It was my dream to work with this company/institute. Due to that I applied. Hope I can do

Galaxy F23 5G

everything to reach my goal. I want to discipline member of staff for risking an accident.

Answer to the question number 2

②

I have a great communication skill. I think conversation is the main we communicate. Through conversation, we build relationship, share information and promote ideas. All the other ways we communicate - interviews, presentations, networking meetings, even written documents are conversations of some kind. Organizations are networks of conversations.

Conversations are the way we create shared meaning. If we want to improve our communication skill, we could begin by improving our conversation, so it's my strength side.

②

Galaxy F23 5G

Answer to the question number : 02

④

My strengths are conversation skills, networking skills, meetings etc. I can arrange a meeting with proper conversation. As your success as a Manager on a role, it depends on your ability to hold effective and productive conversation.

Answer to the question number : 2

⑧

I have seen some work process of your company / organizations through television and newspaper. I know some of the rules of your organization

⑩

⑫

Galaxy F23 5G

Answer to the question number : 2

(b)

As your company / Organization is marketing Base and I have a greatest communication skill, so I would be very grateful if I will get the opportunity to work here.

Answer to the question no : 02

(i) and (j)

As it was my dream to work with this company and I want to promote my ideas, therefore, I will eagerly wait for the update and my expected salary ~~will~~ be is 1,20,000.

(13)

Galaxy F23 5G

Answer to the question number : 02

(K) and (L)

I want to know about working time, working process, company's rules, salary structure of this company etc.

Interviews, like other conversations, naturally fall into a structure. Interviewers sometimes try to press an interview forward towards a result without allowing enough time for the early stages.

Every interview can be structured using the WASP structure. This structure reinforces the fact that both stages of thinking are important.

(13) (14)

Galaxy F23 5G

Welcome (First-stage-thinking) : At the start of the interview, state your objective, set the scene and establish your relationship. Why are we talking about this matter? why us? Do whatever you can to help the interviewee relax.

Acquire (First-stage-thinking) : The second stage is step is information gathering. Concentrate on finding out as much as possible about the matter, as the interviewee see it.

Supply (second-stage-thinking) : Now, at the third step, the interview has moved on from information gathering to joint problem solving. Review options for action. It's important at this stage of the interview to remind yourselves of the objectives that you set at the start.

(14) (15)

Galaxy F23 5G

Part : (second-stage-thinking) : Finally make a decision. You and the interviewee work out what you have agreed. State explicitly the interview's outcome: the action that will result from it. The essence of the parting stage is that, you explicitly agree what is going to happen next. What is going to happen? Who will do it?

15

Galaxy F23 5G