

## FACE TO FACE COMMUNICATION



### Notes

As learners, you all have faced certain situations, at home or in a public space, where you have had to speak with or listen to someone for some purpose. Many of you might have also felt nervous or happy or sad in such situations, given the nature of the communication. For example, when you have met a friend after a long time and spoken face to face, you must have been so happy and perhaps even the friend. Similarly, you could have also been in a situation, where a relative has talked about a great personal loss. No matter the topic or the situation in which communication has taken place, all face-to-face interactions have certain elements that go beyond words and require you to be observant and alert. In this lesson, we will learn about the different factors and possibilities in face-to-face communication situations. Thereby, we will try to prepare for and face such situations with confidence!



### LEARNING OUTCOMES

After completing the lesson, the learner:

- Practices for real-life situations in face to face communication;
- Identifies the nuances of Business English;
- Infers the extra-linguistic cues in face to face communication;
- Argues to persuade through logic and argument.

### 22.1 WHAT IS FACE-TO-FACE COMMUNICATION?

Communication, in general, is a two-way process which **involves** a speaker and a listener who **constantly** keep changing their roles. If two people are communicating, then person A is a speaker and person B is a listener. The moment person B responds,

Face To Face Communication



Notes

- **Derive:** obtain something from
- **Extensive:** covering a large portion

then B becomes the speaker and person A becomes the listener.

For instance, you are telling your mother what you want to eat for dinner. You are the speaker and your mother is the listener. Now, after you have said what you want to eat, your mother tells you that the main ingredient to prepare the dish is out of stock. So, your mother becomes the speaker as she takes her own turn to reply to you and you become the listener.

Hence, to understand communication well, we must understand the process first and accept that turn-taking is vital. Communication will not be possible if everyone is a speaker or everyone is a listener.

Now, moving on, the process of communication involves four major components.

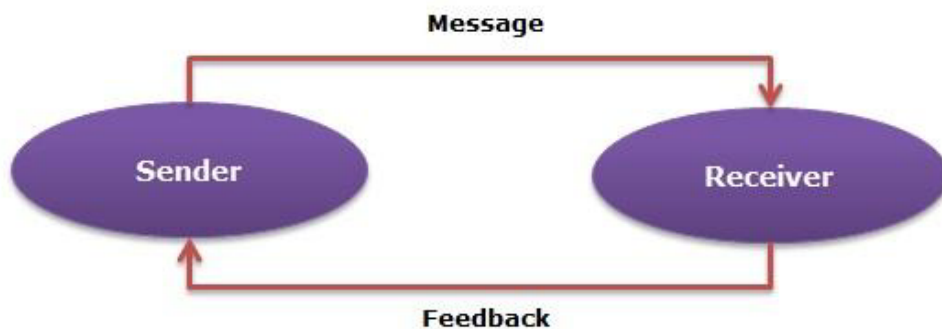


Fig. : 22.1 (source: Google)

The speaker frames a message and transfers it via a medium to the listener. The listener tries to understand it, **derives** a meaning out of it and replies back to the speaker. There can be several types of communication, such as telephonic conversations, video calls, face-to-face communication, etc., depending on which medium is being used. In this chapter, we will focus on the last one, i.e., face-to-face communication.

Face-to-face communication is one of the most common and most important means of communication. It involves **extensive** cues from non-verbal communication. This is why it is not sufficient to simply understand the meaning of the words being used. As a speaker or as a listener, you need to follow a number of different non-verbal cues. In this way, you will be able to make perfect sense of what is being communicated. (For instance, if a friend congratulates you on scoring the highest marks in a paper, with a frown on his or her face, then he or she is not happy about it and the congratulatory message is not a genuine one).



## INTEXT QUESTIONS 22.1

1. What do you understand by face-to-face communication?
2. Two friends, Shyam and Rohit, are quarrelling as their other friends, Suraj, Vishnu, Mohit and Lakshit watch them. Who is the speaker and who is the listener?
3. How is turn taking important in communication?
4. Why do we need to observe non-verbal cues in face-to-face communication?

## 26.2 WHAT ARE THE DIFFERENT NON-VERBAL CUES IN FACE-TO-FACE COMMUNICATION?

**Use of eye contact:** Any individual must maintain eye contact when speaking to the audience or his or her listeners. Proper eye contact shows confidence in the speaker while lack of eye contact *denotes low self-esteem* and in certain cases *falsification* and *insincerity*. If you avoid eye contact with the speaker, it shows lack of interest in the topic or the person who is speaking.

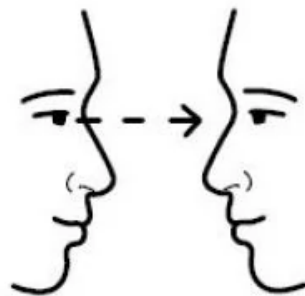


Fig. : 22.2 (source:Google)

**Facial Expressions:** During face-to-face conversations, we use words to **convey** our thoughts but facial expressions *convey* our emotions. Even without talking, you can understand the mental state of a person, like whether a person is happy, sad, angry, surprised, etc. Please look at the image below to understand the variety of facial expressions and how they convey several emotions.



## Notes

- **Denote:** indicate
- **Self-esteem:** your overall opinion of yourself
- **Convey:** show, transfer, reveal

Face To Face Communication



Notes

- **Intimacy:** being familiar with or having a close personal relationship with someone

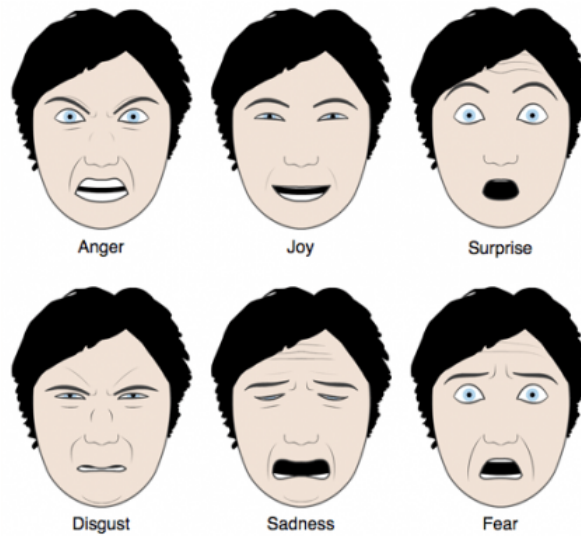


Fig. : 22.3 (source: Google)

**Touch:** People also communicate through the sense of touch. It signifies the level of **intimacy** you have or can have with a person. For instance, you can hug and convey something to your own sister, but for a stranger, you have to adopt a different approach. Some of the most common forms of communication through touch are the following: shaking hands, a pat on the back, holding hands, hugging etc. So, according to the level of familiarity, you shake hands with people whom you are most formal with. However, you would hug a person with whom you are least formal. The image below shows different kinds of touch.



Fig. : 22.4 (Source: Google)

**Body language:** Body language is a very important part of face-to-face communication. Sometimes, it can be intentional but most of the time it is unintentional. But even though it is unintentional, your body language reveals something about you, like your attitude, your interests, your current state of mind, etc. For example, slightly

leaning forward shows that the listener is interested in the conversation, while folded hands suggest a defensive attitude or that you are not open to the ideas being shared in the conversation.

Body language comprises:

(i) Hand gestures



Fig. : 22.5.1 (source: Google)

(ii) Body posture



Image 22.5.2 (source: Google)

(iii) Facial expressions



Image 22.5.3 (source: Google)



Notes

Face To Face Communication



Notes

- **Traits:** qualities and characteristics of a person
- **Enhance:** further improve the quality of something

(iv) Eye movements

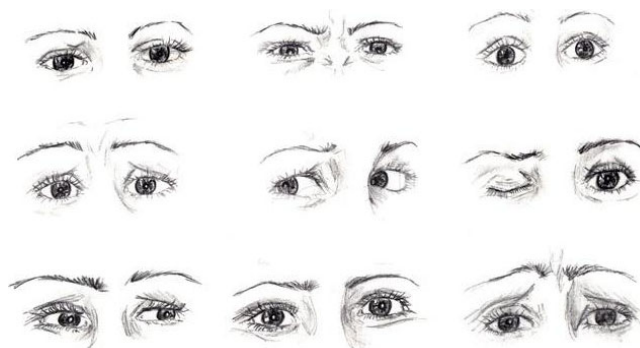


Fig. : 25.5.4 (source: Google)

**Personal appearance:** How you dress reveals a lot about you. For example, the way students dress while going to school is different from how they dress when relaxing at home. Every occasion demands a different kind of dressing; formal occasions demand formal clothes and informal occasions allow casual clothes. People are not expected to go to their workplace in their pajamas. Clothing also shows a lot about one’s cultural traditions and behavioral **traits**. Wearing neat and clean clothes **enhances** your confidence, people’s perception of you and makes you more presentable in a professional setup.



Fig. : 26.6 (source: Google)

Let’s Do 23.1

Make complete sentences with the following words.

1. **Denote:** \_\_\_\_\_
2. **Self-esteem:** \_\_\_\_\_

3. **Convey:** \_\_\_\_\_
4. **Signify:** \_\_\_\_\_
5. **Intimacy:** \_\_\_\_\_
6. **Traits:** \_\_\_\_\_
7. **Enhance:** \_\_\_\_\_



### INTEXT QUESTIONS 22.2

1. Dhananjay has to attend an official meeting with his boss in his office. He decides to wear a colourful vest and a low-waist jeans trouser. How will the communication process be affected by this?
2. The Mathematics teacher is asking Manoj whether he has cheated while answering the questions in the exam. Manoj is constantly breaking eye contact with the teacher and at times looking away while talking to the teacher. How will the interaction be impacted by Manoj's non-verbal communication?
3. Sushma and Susheel, who have just met at a birthday party, are having an informal conversation. Sushma's sister, Neha, is also there. Can Sushma hug and kiss both Susheel and Neha to convey how much she likes them both? If yes, why? If no, why not? Explain the consequences of non-verbal communication with reference to touch and level of intimacy.
4. Rahul and Mohan are having a secret conversation while being surrounded by other family members. Considering your own experience, think about how Rahul and Mohan can use facial expressions and eye movements to convey messages to each other.

### 22.3 HOW DO POLITENESS AND BEING POLITE INFLUENCE COMMUNICATION?

During face-to-face communication, it is equally important to be polite with the other person. Politeness is a simple **strategy** used in everyday communication which respects the other person. For instance, as Indians, we are very polite and considerate when speaking to our familial elders. Even outside the family, we respect senior citizens and interact with them politely. Beyond age, other factors like social standing, professional



*Notes*

- **Strategy:** an action plan used to do something successfully

Face To Face  
Communication**Notes**

- **Status:** position in relation to other people
- **Hierarchy:** a systematic setup in which people have various ranks or are at various levels of power according to their importance within that very setup

**status** (like a policeman, a district magistrate, etc.), organisational **hierarchy** (who is the senior versus who is an intern), etc., determine who is going to act politely in a communicative exchange with whom. A polite person will have a positive impact on the listener, compared to an impolite person who might get a negative reaction.

**LET US DO 22.2**

Choose the politer version from the set of statements given below:

Example 1.

Student A: Will you take a class today?

Student B: Greetings! Would you be taking a class today?

Example 2

Teacher A: Close the door!

Teacher B: Would you mind closing the door?

Example 3.

Student A: I was absent yesterday. Explain the poem again.

Student B: Could you please go over the poem again? I was absent yesterday.

Example 4.

Teacher A: You didn't understand the concept.

Teacher B: You seem to have misunderstood the concept.

**Key:** In all the above examples, option B uses the politer version. You will notice in certain examples like no. 2, a different structuring of the same sentence makes it sound polite. Here, Teacher A issues an order (an imperative construction) whereas Teacher B asks a question.

**INTEXT QUESTIONS 22.3**

1. What do you understand by politeness?
2. Think about your own family. Consider how you speak to your immediate family members. Next, consider how you speak to your relatives. Is there a difference?



What did your parents teach you about speaking to elder people? There is also the convention of *charan sparsh* (touching the elder's feet) before greeting and talking to one's elders. What do you think about this? Does this have any significance as a non-verbal gesture?

3. Beyond age, what are the factors in an Indian setting that influence politeness norms? Now think of your own state within India. Are there any particular considerations in your own state (like Gujarat, Tamil Nadu, Madhya Pradesh, West Bengal, etc.) that you have to keep in mind while being polite in face-to-face communication? Discuss a few such issues.
4. Rephrase the given sentences in their politer forms.
  - a) As you do not have a current account in the bank, I cannot process your request.
  - b) I want you to give me more information.
  - c) The food is cold. I want hot food to be served!
  - d) Give me a better room or I will never use your service again!

## 22.4 EFFECTIVE WAYS OF FACE-TO-FACE COMMUNICATION

There are certain things which we must keep in mind while taking part in face-to-face communication. Not paying attention to these things can lead to misunderstandings in communication. These factors can create **obstructions** in the process of communication. For example:

**Use of inappropriate expressions:** Use of inappropriate terms like **slang**, urban expressions, and use of specialised terms like **jargons**, should be avoided in any conversation. Not using the correct form of greeting or expression can also hamper the process of communication. You must use expressions like, hello, thank you, excuse me, sorry, etc.

**Socio-psychological state:** Pay attention to the listener's mood and **psychological** state while speaking to the person. He or she may not be in a good mood or facing some personal problems while you speak. You need to be considerate about other people's feelings.

**Distractions:** Avoid getting distracted or having something else on your mind while engaging in face-to-face communication. Pay attention to the speaker and be a good listener. For example, you should avoid looking at the phone or **multitasking** when



### Notes

- **Obstruction:** something that blocks something else from happening
- **Slang:** highly informal language, that is often specific to certain groups, and it often tends to become offensive or insulting
- **Jargon:** specialised words that are specific to the knowledge of a particular area, like, medicine, law, etc.
- **Psychological:** related to the mental state of an individual
- **Multitasking:** doing many things at the same time

Face To Face  
Communication**Notes**

- **Instinctively:** in a way that is not well planned or thought about
- **Abruptly:** in a way that is rude and unfriendly

the other person is speaking.

**Respond and don't react:** You must be careful while speaking. Written communication gives us time to think, but in oral communication, especially face-to-face communication, we often react **instinctively** without careful consideration, or even react **abruptly** in moments of anger. You must keep calm in these situations and think before speaking.

**Let's Do 22.3**

1. Summarise the points given above in your own words.
2. Discuss similar situations mentioned above that you have faced in your own life.

**INTEXT QUESTIONS 22.4**

1. Farhan and Naman are in an official meeting when suddenly on a minor issue, they disagree and say the following:  
  
Farhan: What an idiotic thing to do, you moron!  
  
Naman: Don't behave like an ass, Farhan!  
  
Do you think Farhan and Naman have behaved appropriately in face-to-face communication? What is problematic here? Change the sentences used by Farhan and Naman on the basis of what you have learned so far about the effective ways of face-to-face communication.
2. Payal has recently received news about her father's accident and hospitalization. Gautam wants to speak to her about an important project where he needs her assistance. Considering his urgency, should Gautam talk to Payal immediately? If yes, why so? If no, why not?
3. Based on your personal experiences with your friends, share two stories where you think a friend responded versus a story where he or she reacted. In our own lives, should we respond or react to a situation? Where does the difference lie?
4. Ravi is playing Clash of Clans on his Android smartphone as Pramod is talking about his last trip to Ladakh, both sitting opposite to each other in a coffee shop. How do you think their face-to-face communication will go? Give reasons for your answer and suggest ways to improve the quality of their conversation.

## 22.5 HOW TO GREET IN FACE-TO-FACE COMMUNICATION?

As already discussed, in face-to-face communication, your body language is as important as speech. Wherever you communicate, it is important that you dress neatly, sit or stand **erect** and have an alert, smiling face. When you speak, you should speak softly yet clearly, and you should be polite and **courteous**.

Every time you meet someone, there are certain expressions to be used. We choose them on the basis of certain criteria:

- Degree of intimacy – friend/family member/recent acquaintance
- Nature of relationship – friendly/official
- Status of speakers – equal/seniors

The expressions to be used can be divided into two categories. They are:

**Informal:** those used with friends, long time colleagues, team mates, etc.

**Formal:** those used with strangers and seniors

It is important to understand the degree of formality and respond accordingly. While greeting others, we use a fixed set of greetings and corresponding responses.

### Greetings and their Responses

Greetings	Responses
Good morning, Mr. Das!	1. Good morning, sir!
Good afternoon (sir/ma'am)!(from 12 noon till the end of a working day)	2. Good afternoon, Mohan / Mira!
Good evening (gentlemen/ladies)! (6 p.m. Onwards)	3. Good evening
Hello! Hi! How are you?	Hello! Hi! Fine, thank you!
Hi there! Long time no see!	Yeah, long time no see!
What a pleasant surprise!	Same here!

- Greetings are generally replied to in the same form. While responding, the listener usually uses a slightly different intonation.



### Notes

- **Erect:** straight, upright
- **Courteous:** showing respect for other people

Face To Face Communication



Notes

- The response for a greeting like “How are you?” should be “I’m fine, thank you. And you?/How about you?”. Do not give a long account of your illness or problems.
- We say “good evening” when we meet a person late in the evening at like 8 or 9 o’ clock. We use “good night” only at the time of parting.



**INTEXT QUESTIONS 22.5**

1. Study and practise the short exchanges/dialogues given below. Identify whether the relationship is (a) formal or (b) informal.
  - i) A: Good morning, Sir!  
 B: Good morning, Harish! Didn’t see you in office yesterday. Is everything alright?  
 A: Yes, sir, thank you. I had to take a leave because a friend had come from Chennai.

---

  - ii) A: Good morning, sister. How are you?  
 B: I’m fine thank you, doctor,

---

  - iii) A: Hello, Abdul. How are you?  
 B: Fine, thanks. How are you?  
 A: I’m fine.

---

  - iv) A: Good morning, sir.  
 B: Good morning, Ms. Singh. I hope you are feeling better now.  
 A: Much better, thank you.

---

  - v) A: Hi, Anju you are just the person I was looking for.

B: Hello, Suresh. Why, what's up?

---

vi) A: Good morning, Mr. Pillai. Isn't it a lovely day?

B: Good morning. Yes, it's nice and cool.

---

2. Match the responses to the greetings in the table below:

**Greetings**

**Responses**

- |  |  |
|--|--|
| i) Hi, Rahul! Long time no see.                          | a) I'm very well. Thank you.             |
| ii) It's great to see you again. So, how's life?         | b) Hello, Raj. Yes, I've been very busy. |
| iii) How are you feeling now?                            | c) Much better, thank you.               |
| iv) Hello, Mr. Gupta! And how are you keeping these days | d) Not bad.                              |

3. You have gone to see a senior colleague who has been admitted to a hospital. Which expression will you use? Tick the correct response.

- i) Good morning. In good shape, are you?
- ii) Good morning, sir. How're you feeling now?
- iii) Hi! How's life?
- iv) Hey! How are you, old boy?

4. A new employee greets his Managing Director at a meeting, saying, "Hi! Mr. Sharma! Long time, no see. What's up?" The Managing Director is not at all pleased. Why? What should he have said?

## 22.6 HOW TO INTRODUCE YOURSELF AND OTHERS?

We often introduce people who do not or may not know each other. We often introduce ourselves to people who do not know us.

In more formal situations, it is always the younger person who is introduced to the older, the woman to the man and the junior to the senior.



*Notes*

Face To Face  
Communication



Notes

- **Personnel:** people employed in a company, organisation or the armed forces

**Exchanges when introducing others**

**Introducing**

**Responses**

**FORMAL**

Good morning, Mr. Saha.

It's a great pleasure to meet you,

May I introduce (to you) Mr. Lal?

How do you do?

Mr. Lal, our new finance Manager.

Pleased to meet you.

Let me introduce our new Finance

Manager, Mr. Lal.

**INFORMAL**

Nita, meet Mukesh. Mukesh

Welcome to our office, Mukesh.

is our new Programmer.

By the way, do you know each other?

Nice meeting you.

Nita, Mukesh

Mukesh, Nita

Yes, good to meet you again.

(Pointing with hand)

**Exchanges when introducing yourself**

**Introducing**

**Responses**

**FORMAL**

Good morning, I'm Jaideep

Pleasure meeting you

Sehgal from Accounts.

Mr. Sehgal. I'm Anand Raj

from **Personnel**.

I'd like to introduce myself.

Pleased to meet you, Mr.

I'm Mukesh Kohli from JK tyres.

Kohli.

**INFORMAL**

Hi! I'm Mrityunjay Singh	Hello, how do you do?
How do you do?	
Hello, you must be Nita Singh. I'm Mukesh Kohli.	Yes, I'm Nita. Nice meeting you.
Excuse me, aren't you Nita Singh? I'm Mukesh.	Yes, I'm. Good to meet you again.
Remember me?	

*Notes***REMEMBER**

- Welcome your guest to your city or place of work while making introductions. For example:  
 A: Good morning, Dr. Rao. Welcome to NCL. I'm Unikrishnan, Research Associate.  
 B: Thank you. I've been looking forward to meeting you.
- In formal meetings with strangers, use the appropriate title, like Miss/Mr./Dr. and the correct surname. When you know each other well, use the first name like, Nita, Mukesh, etc. Do not use title and first name. For example, use Mr. Kohli or Mukesh, not Mr. Mukesh.

After getting an idea of how to introduce ourselves and others, it is time for us to now understand why social communication and building relationships are vital for us to participate in larger human networks. But before we move forward, let us look at the meanings of some of the difficult words and revisit what we have learned in this part of the lesson by answering a few basic questions.

**INTEXT QUESTIONS 22.6**

- Study and practise the short exchanges/dialogues given below. Identify whether the relationship is (a) very formal, (b) formal, or (c) informal.
  - A: Good morning. How do you do? You're Veena Yadav, aren't you?

Face To Face Communication



Notes

I'm Neha Bajaj.

B: How do you do, Neha? Pleased to meet you.

ii) A: Pardon me, your name is Rahul Sharma, isn't it?

B: Yes, it is. And you are? .....

A: Iqbal Judge from the Delhi office.

iii) A: Ladies and gentlemen, I'd like to introduce this evening, Bill Gates, the man who has brought about the IT revolution.

iv) A: Rahul, I'd like you to meet my colleague, Anjali. Rahul-Anjali, Anjali-Rahul.

Rahul: Hello, Anjali. Nice to meet you. Welcome to Delhi. Is this your first trip?

Anjali: Thanks. Yes, it is.

2. Complete the dialogue:

i) Mukesh: Hey, Shyam. Have you met Jim before?

Shyam: \_\_\_\_\_

Jim: How do you do?

ii) Kiran: Meera, this is Neha. Neha-Meera.

Meera: \_\_\_\_\_

Neha: Fine, thanks. And how are you?



3. After a talk you are introduced to the speaker. Which of the following would you say?
- Hello, Bill!
  - Hi, Mr. Gates!
  - How do you do, Mr. Gates.
  - Pleased to meet you, Mr. Gates.
  - It's an honour to meet you, Mr. Gates.

Give reasons as to why you would reject the other responses.

---

4. When would you say this:

It gives me great pleasure to welcome Ms. Yasmeen Lukmani, President, Lions Club.

- to your friend at a party in her house?
- to a friend at an airport where you have gone to receive Ms. Yasmeen?
- to members of the club at a Lions Club meeting?

### 22.7 HOW TO BUILD RELATIONSHIPS AND BE ALERT TO SIGNALS?

Social behaviour is an important **aspect** of dealing with people face to face. Our social behaviour helps us connect with new people, develop new relationships and **eventually** form human networks through which we can do so many different things. However, we need to be aware of some broad rules that are **universally** followed in terms of social behaviour and face-to-face communication.

It is important not to start talking about business or the work at hand, immediately after the greeting. To build a warm, friendly relation, you must show some interest in your **client** or colleague without becoming too personal. Generally, this kind of conversation is called “small talk”. You can talk about your client or client’s journey, family or common friends. It is often best to offer some drink (tea/coffee) or offer to



#### Notes

- **Aspect:** one part or one quality of a situation, an issue or a subject
- **Eventually:** in the end, after putting in considerable effort
- **Universally:** in a way that happens everywhere or involves everyone
- **Client:** someone who receives professional services from an organisation, a person or an agency
- **Fetch:** to go to a place to get something or someone, and return with it or him or her

Face To Face  
Communication

## Notes

- **Concentration:** the ability to think and work on only one thing and not be disturbed by anything else

do any little job like making a phone call, **fetching** something needed in the situation, etc. Similarly, before ending the conversation and bidding goodbye, small talk about coffee, lunch, snacks, travel, etc., often occur. At a party or at a lunch, it is best to avoid politics, religion and other personal, private details. It is safe to talk about weather, holidays, travel, traffic, public transport, tourist interest, etc. The purpose of a social exchange with a new person is to discover what you have in common, so that you can exchange experiences. With a senior or an older person, it is best to respond politely to queries.

## 22.7.1 BEING ALERT TO SIGNALS

Speakers send out signals in a variety of ways: sighing, clicking the tongue or pen, tapping the foot, looking at a watch, clock, etc. These show the extent of **concentration**, mood, desire to leave, etc. An alert and efficient speaker must respond to these non-verbal signals.

Statements like:

“Shall we get started?”

“Now to business.....”

“Right, let’s get down to business, shall we?”

“We won’t finish by one if we aren’t brisk”, etc., usually signal a change from small talk to the work/task at hand. Similarly, looking at the door or the wrist-watch, signals a need to end or break. The switch can be signalled with statements like:

“Shouldn’t that be done for now/today?”

“Don’t you think we should call it a day?”

“I’d like to stretch my legs for a bit.”

You will notice that these signals come as polite suggestions.

After our discussion covering so many different components of face-to-face communication, we will finally try to understand how to end conversations and take leave politely. But before we move to the final part of this lesson, let us look at the meanings of some of the difficult words and revisit what we have learned in this part by answering a few basic questions.

**INTEXT QUESTIONS 22.7**

1. Think of some occasion in your family (like a *puja* with *havan*, a wedding, an anniversary celebration, etc.) where you had to interact with several outsiders and socialise with them. How did you begin these conversations? How did you continue further? Remember and describe two memorable conversations on such occasions. Are you still in touch with these two people? Think of how your relationship with these people has changed.
2. What are some of the topics that we can use in face-to-face communication with almost anyone? Now think of your own village or zilla where you were born and have spent several years of your life. What type of topics do common people use in regular face-to-face communication? Share a story of such a conversation that you have had with a neighbour or a shopkeeper in your locality.
3. Abhishek to Vinod: Let's go for dinner and call it a night?  
What is Abhishek trying to convey to Vinod?
4. Think of Rakesh as your best friend. You generally have long face-to-face conversations with Rakesh. However, at times, you somehow know that Rakesh is no longer listening and you have to say something like "Hello, are you even listening to me?" to bring him back. What are some of the general signals that you need to observe to know that Rakesh's concentration is broken?

**22.8 LEAVE TAKING**

Ending a conversation normally involves two steps: signalling that the conversation is coming to an end, and the actual leave taking.

Signals of ending usually consist of thanking a person. Often you may give a reason or make an excuse for leaving. It is important to be able to recognise these signals, for it would be considered rude to ignore them.

While parting, like the process of greeting, we use set phrases. People who meet regularly, leave informally.

Formal leave takings are more elaborate. On leaving a meeting or at a gathering, you must seek out the organiser, thank him/her and bid him/her goodbye.

*Notes*

Face To Face Communication



Notes

**Pre-Closing**

Thank you very much for  
your attention/interest/support

**FORMAL**

Well, I think that's all.

Thank you for giving me  
this opportunity.

Well, I'd better be going.

**INFORMAL**

It's been very interesting talking  
to you, but .....

Well, I must leave/be off now.

Great seeing you.

Sorry I've got to go now.

Come over. Drop in some time.

**Closing**

**FORMAL**

Good bye! Hope to see you again.

Look forward to seeing  
you soon. Good night.

**INFORMAL**

Bye! See you soon/later.

Look after yourself.

So long. Take care.

**Responses**

The pleasure has been mine.

It's been a pleasure.

Thank you for coming.

Oh? What a pity. Thanks for coming.

Yes, I've enjoyed it too.

Same here.

Sure/Yes, I will.

**Responses**

Good bye!

Good night

Bye! Take care!

And you.

You too!

1. We usually repeat the expression used by the leave taker, while bidding goodbye.
2. For “Take care” and “Look after yourself,” the response is “And you” or “you too”.



### TERMINAL QUESTIONS

1. Read the three pieces of dialogue given below and answer the following questions for each of them:

- a) When does the conversation take place?
  - i) after greetings
  - ii) before taking leave
  - iii) while working
- b) Are people meeting each other for the first time?
- c) What is the topic for small talk? Is it appropriate?

- i. Deepa: How do you do, Ms. Nagpal? I’ve been looking forward to meeting you.

Veena: Oh! Please call me Veena.

Deepa: And I’m Deepa. Well, Veena, did you have a good journey?

Veena: Well, not too bad. There was a minor fault in the line and we were delayed by half an hour.

Deepa: Yes, delays are irritating.....

- ii. Deepa: We’ve been working very hard. I think we need a break. Let me get you a drink.

Veena: Yes, I’d like tea, thanks.

Deepa: Sure. With milk and sugar?

Veena: Yes, please. Let’s go to the canteen. I’d like to stretch my legs.



*Notes*

Face To Face  
Communication



Notes

---

iii. Deepa: Well, that's quite a lot of work done; don't you think?  
 Veena: We'll call it a day. Shall we?  
 Deepa: Yes, of course. Care to join me for lunch?  
 Deepa: Never mind. Would you like some coffee before you leave?  
 Veena: No. thanks. I should be leaving.....

---

2. Some sentences are missing in the dialogue given below. The missing sentences are given in a box after the dialogue below.

Complete the dialogue with sentences from the box.

Please Note: There are more sentences than you need, so choose with care.

Habib: Have you been to Pune before?

Lekha: No, it's my first visit.

Habib: (a) \_\_\_\_\_

Lekha: I'm sure I will.

Habib: So, do you have much time here in Pune? Are you staying long?

Lekha: No, I have to go back tomorrow afternoon.

Habib: (b) \_\_\_\_\_

You'll have to come back again.

Lekha: (c) \_\_\_\_\_

Habib: So, what time is your flight tomorrow?

Lekha: Early evening 18.35.

Habib: Well, I can book you a taxi if you like, to get you there in a good time.

Lekha: (d) \_\_\_\_\_

(i) I don't know for sure.

*Notes*

- (ii) You are going to have a great time here.
- (iii) That's very kind. Thank you.
- (iv) Hope everything is alright?
- (v) Oh, that's a pity. There's such a lot to see.
- (vi) That will be too much to ask of you.
- (vii) Depends on when I get called for the next project.
- (viii) Well, I hope you like it.
- (ix) That's good.
- (vi) Yes, I'd love to.

3. Identify the unacceptable sentences in the following exchanges. Also say what makes it so.

A. (i) Manager: Is this your first visit here?

Thomas: No, in fact the first time I came here was for a trade fair. It was the Auto Trade fair at Pragati Maidan in 1999.

Manager: Shall we have a look around the plant before lunch?

(ii) Manager: Is this your first visit here?

Thomas: No, in fact the first time I came here was for a trade fair. It was the Auto Trade fair at Pragati Maidan in 1999.

Manager: Ah yes, I remember the exhibition well. So, it was very successful for you, was it?

Thomas: Well, we made a lot of useful contacts.

Manager: Of course..... Now, shall we have a look round the plant

Face To Face Communication



Notes

before lunch?

\_\_\_\_\_

4. Identify the unacceptable sentences in the following exchanges. Also say what makes it so.

A. (i) Visitor: Hello, I'm NK Bajaj from Bakson. I have an appointment with Ashok Sahani.

Receptionist: Oh, yes, Mr. Bajaj. Welcome to Telco. Mr. Sahani will be along in a few minutes. Can I get you something to drink?

Visitor: No thanks, I'm fine. But I wonder if I could use a phone?

Receptionist: Yes, of course. And anything else \_\_\_\_\_

\_\_\_\_\_

(ii) Visitor: Hello, I'm NK Bajaj from Bakson. I have an appointment with Ashok Sahani.

Receptionist: Just a moment, please..... I'm sorry, Mr. Sahani is not in.

Visitor: Well, I think I'll wait. Could you give the message to his secretary? I have another appointment to catch up with.

Receptionist: Yes.



**ANSWERS TO INTEXT QUESTIONS**

22.1

1. Face-to-face communication is the process that takes place in the simultaneous physical presence of both the speaker(s) and the listener(s) at the same spot. Depending on the relationship shared by the speaker(s) and the listener(s), the space between them varies and one has to be careful about the non-verbal cues as the speaker(s) and the listener(s) can see each other directly.
2. Shyam and Rohit will alternately assume the roles of speaker and listener as they take turns in the process of quarrelling with each other. Suraj, Vishnu,



Mohit and Lakshit are the observers or the extended audience, who cannot directly join the process.

3. Turn taking is important in communication as speakers need to be heard properly for further communication to be fruitful. If everybody is speaking at the same time without taking turns, then nobody will be listening and in such a scenario, communication will be meaningless and chaotic.
4. We need to observe non-verbal cues in face-to-face communication to understand whether the speaker or the listener is being sincere, interested, authentic or hiding something or being deceptive. Non-verbal cues go beyond words and reveal important information about the message sender's personality, state of mind, intent and purpose.



*Notes*

## 22.2

1. Dhananjay is wearing inappropriate clothing for a formal occasion like an official meeting. Hence, others' perception of Dhananjay will be affected and he will not be taken seriously in the communication process.
2. Breaking eye contact constantly is an indication of Manoj not being truthful and the Mathematics teacher will disbelieve his statements.
3. Sushma can hug and kiss her sister Neha, of her being Sushma's sister and them sharing a deep level of intimacy. However, Sushma should not hug and kiss Susheel as he is a recent acquaintance and she does not share the level of intimacy that would approve such a non-verbal gesture in a traditional Indian setting.
4. Use your own experience: think of use of hand gestures, lip movements, eye movements, facial expressions, etc.

## 22.3

1. Politeness, in the context of communication, is about the use of appropriate words, showing regard for the person one is communicating with, alongside the consideration of the person's feelings, sentiments and position. One needs to be kind towards and patient with others while being polite in a communicative context.
2. Use your own experience; *Charan sparsh* is an Indian tradition of showing respect towards and seeking blessings and guidance from an elder or a

Face To Face  
Communication

## Notes

senior person by touching his or her feet. As a non-verbal gesture, it sets the tone of the communication process to follow, where the person will be willing to obey and hold in high regard the elder's opinion. So, the feedback will show agreement with the elder's statements and there will be very little or no resistance to the elder's suggestions.

3. Beyond age, other factors like social standing, professional **status** (like a policeman, a district magistrate, etc.), organisational **hierarchy** (who is the senior versus who is an intern), etc., influence politeness norms in an Indian setting. Use examples from your own state to answer the second part of the question.
4.
  - a) I advise you to kindly open an account in the bank, for me to be able to process your request.
  - b) Please give me more information.
  - c) The food is cold. Can you please heat it once for me?
  - d) Is there a better room available? It is difficult for me to be in this room.

## 22.4

1. No, Farhan and Naman have not behaved appropriately. Their use of slang and colloquial expressions is problematic here.

Farhan: That is an unwise thing to do!

Naman: You need to trust me, Farhan!

2. No, Gautam should not talk immediately about the project. It would not fulfil Gautam's purpose as Payal is not in the mental state to think about work and responsibilities. Rather, Gautam should practise empathy and communicate regarding what sort of help Payal might need at the moment and how Gautam can assist her in this situation. Later on, after the crisis has been dealt with, Gautam can talk about the project and Payal will respond favourably as she will acknowledge Gautam's help during the difficult period.
3. Use your own experience to answer; the difference lies in the approach: when we respond, we act with a problem-solving mindset. On the contrary, when we react, we don't try to solve anything, rather it's an emotional outburst that further complicates the matter.



4. The face-to-face communication will be a failure, as Ravi is not paying attention to and hence not listening to Pramod. Much of the information shared is being lost. To improve the quality of their conversation, Ravi should stop using his smartphone. Ravi should pay full attention to Pramod, with periodic non-verbal cues like nodding one's head, smiling, using hand gestures, etc., and verbal messages or questions to show how he is taking interest in what Pramod has to share about his Ladakh trip.

**22.5**

- (i) formal                      (ii) formal                      (iii) informal  
(iv) formal,                      (v) informal                      (vi) formal
- (i) b                              (ii) d                              (iii) c                      (iv) a.
- (ii) Good morning, Sir How're you feeling now?
- The remark is very informal, therefore inappropriate. He should have said:  
Good morning, Sir,

**22.6**

- (i) formal                      (ii) formal                      (iii) Very informal  
(iv) informal
- (i) No. Pleased to meet you, Jim.                      (ii) How are you, Neha?
- Accept  
(v) It's an honour to meet you, Mr. Gates  
Because, it expresses the pleasure of meeting a special person.  
Reject  
(i) & (ii) for being too informal  
(iii) and (iv) would be quite acceptable.
- (iii) to members of the club at a Lions club meeting

**22.7**

- Use your own experience to answer the answer.
- Use your own experience to answer the answer.

**Face To Face  
Communication**

---

**Notes**

3. Abhishek is trying to signal a switch to Vinod and end the work-related communication for the day.
4. Rakesh has looking at his wrist-watch frequently, or looking at the door, or breaking eye contact randomly and intermittently, or getting distracted by something in the surrounding environment.