Level 3 Communication

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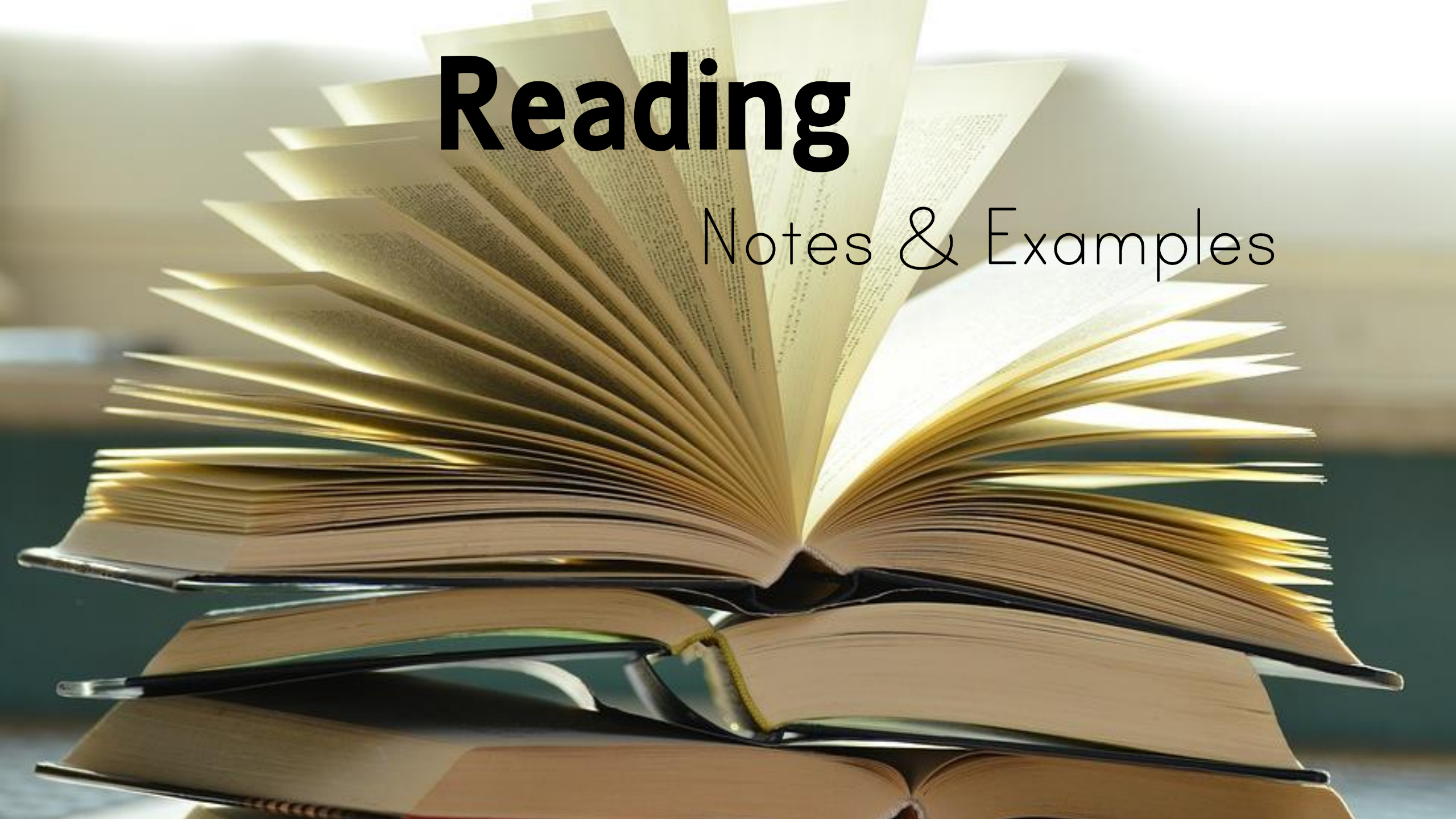
Note to tutors

- Corresponding pages in the student workbook are denoted like this: Workbook Page 6
- There are many extra pages from which to teach – choose the pages that suit your class.
- The workbook for this course is printable.
- This image F-KRE 76.3 refers to a general reading score.

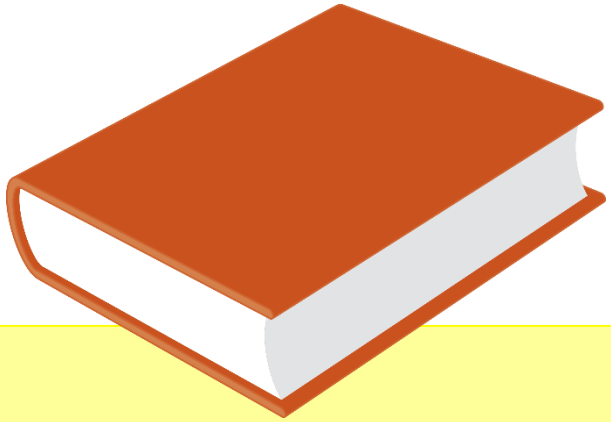
Reading

Notes & Examples



Fictional texts - examples

- detective story
- drama
- fable
- fairy tale
- legend
- lyrics
- narrative
- romantic novel
- picture stories
- play
- poem
- radio drama
- science fiction novel
- short story
- sketch
- song
- story, tale
- tragedy



Non-fictional texts

- advertisement
- agenda
- biography
- booklet
- brochure
- reference book
- form
- graffiti
- graphics
- instruction
- interview
- invitation
- leaflet
- letter
- menu
- message, announcement
- news
- newspaper article
- recipe
- report
- schedule
- sign
- speech
- statement
- timetable
- weather forecast

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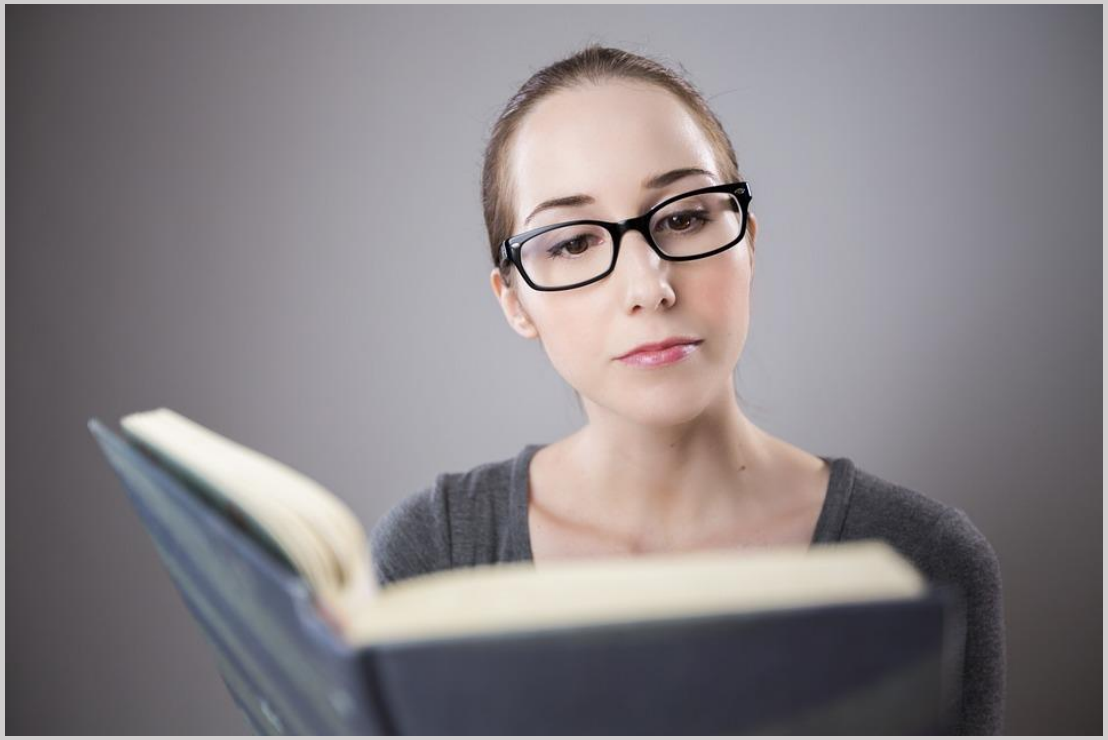
Page 6

Reading techniques



The four main types of reading techniques are the following:

- Skimming
- Scanning
- Intensive reading
- Extensive reading

Skimming

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- Skimming is useful when you want to survey a text to get a general idea of what it is about.
- In skimming you ignore the details and look for the main ideas.
- You might do this with a magazine or newspaper and it would help you quickly see those articles which you might want to read thoroughly.

Example: Skimming

Here are some magazine headlines. What might the magazine be about?

GARDEN TOOL SAFETY
PREVENTING ACCIDENTS

GREAT BBQS EVERY TIME

ENCOURAGING BUTTERFLIES

HOW TO GROW TOMATOES

POSH PATIOS

YOUR OWN GREENHOUSE

WHICH GARDEN GLOVES ARE THE BEST?

VEGGIE PATCHES

KEEPING PLANTS HEALTHY

Example: Skimming

- Look at this brochure page.
- What general ideas can you get from this text?
- Discuss with the group.

Scanning

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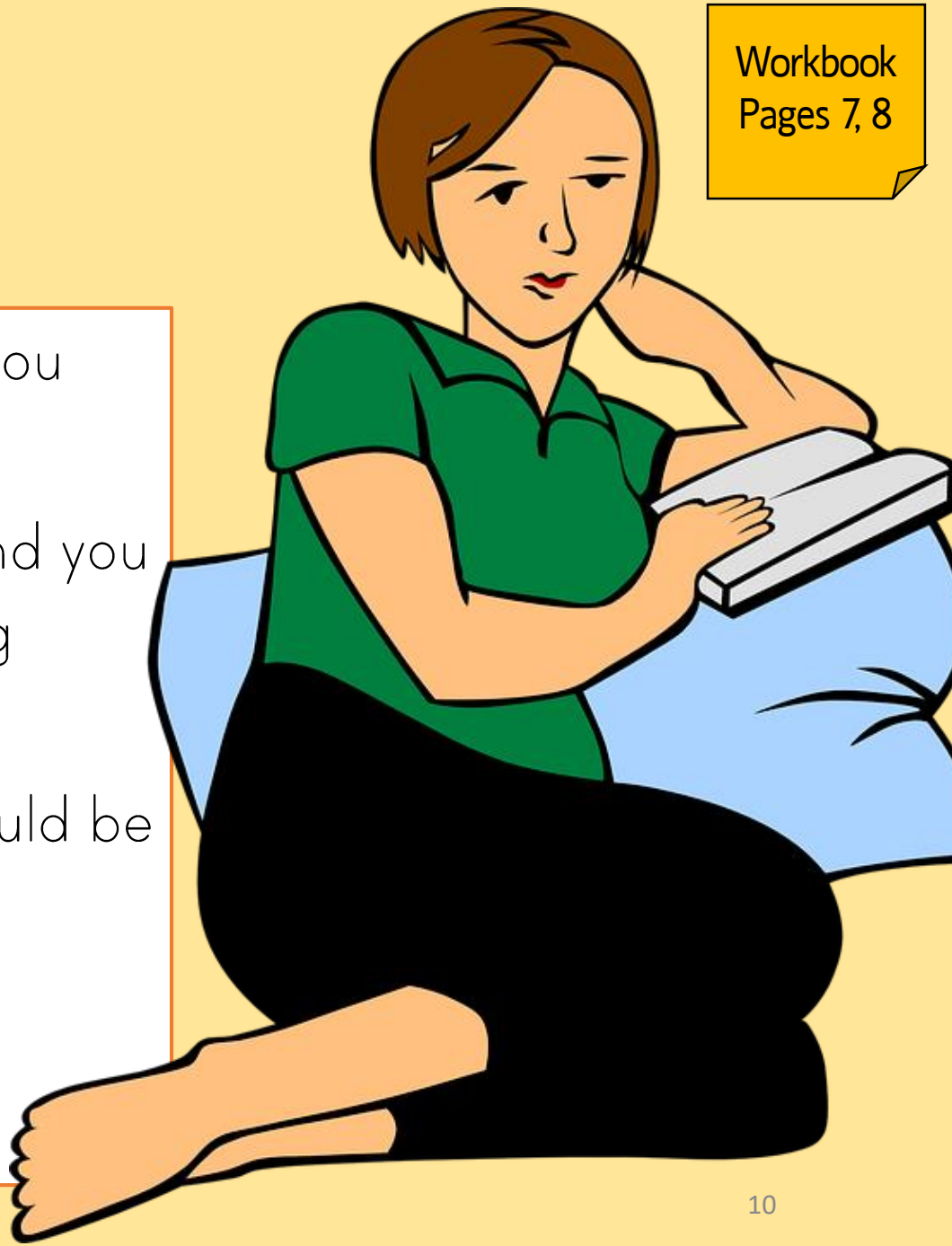
- Scanning is a reading technique you use when you want to find specific information quickly.
- In scanning you have a question in your mind and you read a passage only to find the answer, ignoring unrelated information.
- Give attention to related illustrations. These should be included in your scanning.
- Also pay attention to the introduction and the conclusion where available.



Example: Scanning

I want to know how much **sugar** is in this meal.

Sample label for
Macaroni & Cheese

Nutrition Facts

Serving Size 1 cup (228g)
Servings Per Container 2

Amount Per Serving

Calories 250 Calories from Fat 110

	% Daily Value*
Total Fat 12g	18%
Saturated Fat 3g	15%
Trans Fat 3g	
Cholesterol 30mg	10%
Sodium 470mg	20%
Total Carbohydrate 31g	10%
Dietary Fiber 0g	0%
Sugars 5g	
Protein 5g	
Vitamin A	4%
Vitamin C	2%
Calcium	20%
Iron	4%

* Percent Daily Values are based on a 2,000 calorie diet. Your Daily Values may be higher or lower depending on your calorie needs.

	Calories	2,000	2,500
Total Fat	Less than	65g	80g
Sat Fat	Less than	20g	25g
Cholesterol	Less than	300mg	300mg
Sodium	Less than	2,400mg	2,400mg
Total Carbohydrate		300g	375g
Dietary Fiber		25g	30g

Key features of different texts

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- Identify the key features or conventions of various pieces of textual material.
- This will help you with your understanding of the text.
- When features recur in predictable patterns it will help you to find information and make connections.
- Informational texts use vocabulary, special design elements and organisational patterns to express ideas clearly and make them easier to read.
- For example, in a magazine article, a heading is meant to grab your attention and give you an idea of what the article is about while the photos and captions might add information not included in the article.

Key features of a C.V.

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Example:

- Personal details, e.g. name, address, contact details
- Personal profile
- Work history
- Work experience
- Educational background
- Courses
- Interests and hobbies
- Referees

Key features of a blog

Blogs (shortened from the term web log) can use any layout and can cover many different topics, but they all have basic characteristics in common.

- Blog entries are posted in reverse-chronological order. The order is similar to a backwards diary, running from the most recent at the top of a page to the least recent at the bottom.
- Blog entries usually include the date and specific time that they were posted (a timestamp).
- The blogger's name is usually listed with the timestamp. By default, blogs usually end "Posted by [blogger's name]."
- Older blog entries are usually found in an archive. Often the archive is sorted by months and years. The archive links are usually in a sidebar on the page.
- Readers and the blogger can usually comment on (or reply to) a blog entry.
- The comments can turn into a dialogue, with the readers and blogger talking together.

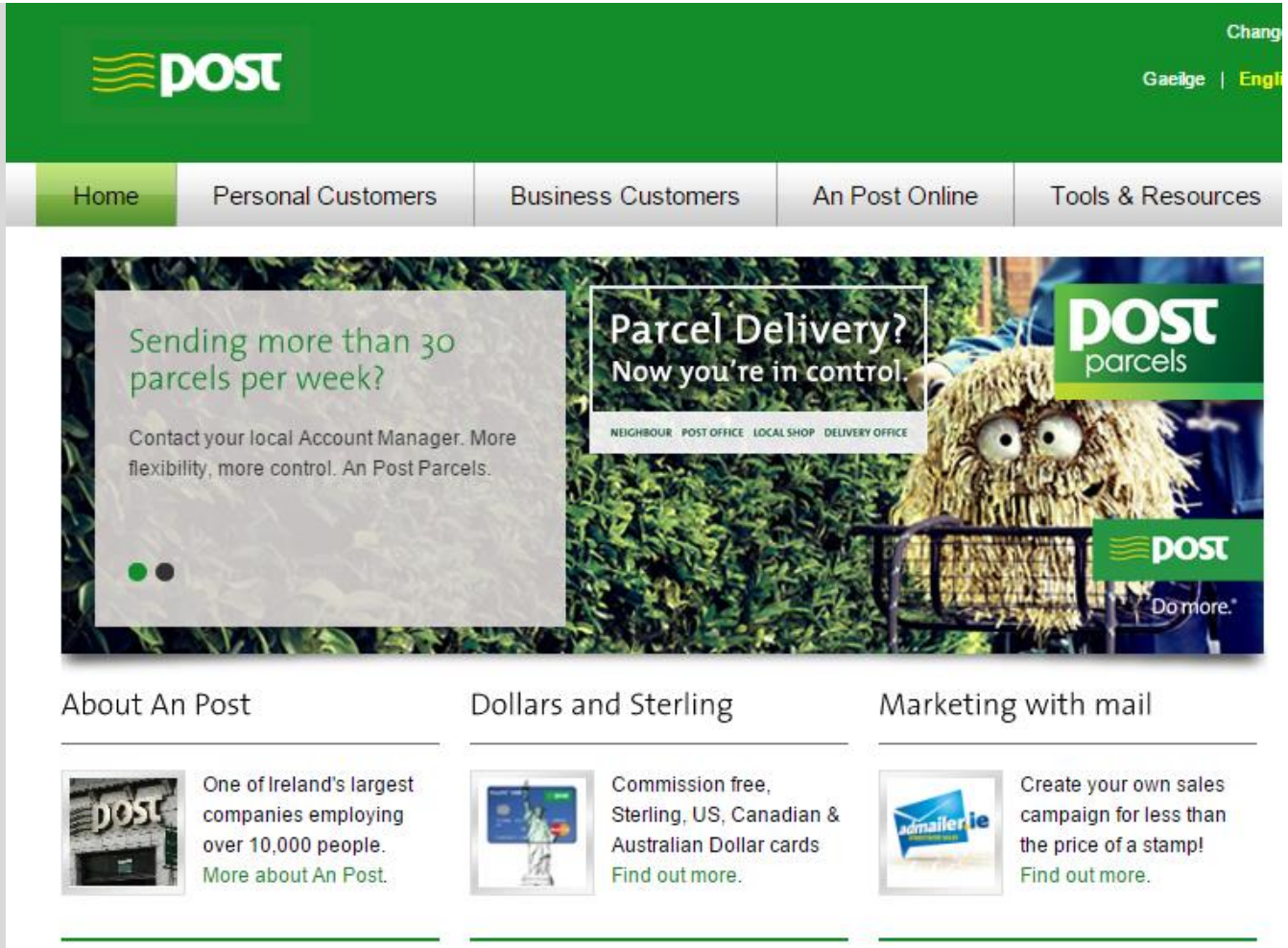
Key features of a blog (techy stuff)

- An RSS feed - This crucial feature enables readers to add your blog to their RSS readers and be kept up-to-date as new content is published on your blog
- Email subscription
- Noticeable link to the blog
- Blog categorisation system
- Social sharing buttons
- Commenting facility

Key features of a website

www.anpost.ie

- Company / Organisation name
- Information (e.g. About)
- Tabs
- Contact details
- Social media links
- Website address (URL)
- Navigation / Links
- Images



Key features of a newspaper

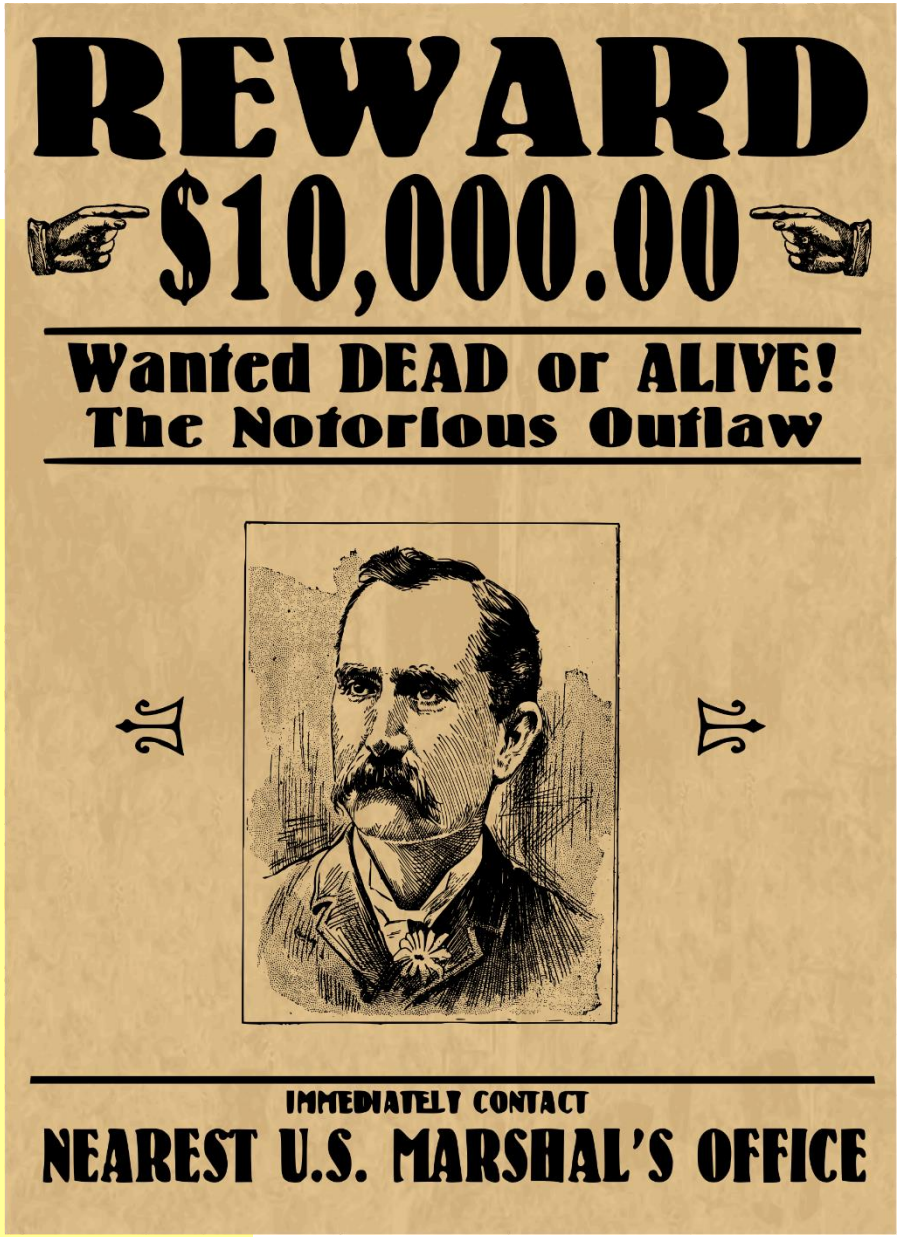
- advertisement
- advice column
- back page
- cartoon
- circulation
- columnist
- comics
- correspondent
- editor
- editorial
- evening edition
- extra
- feature
- front page
- headline
- interviewer
- lead story
- morning edition
- newspaper office
- newsprint
- newsstand
- obituary
- photographer
- reporter
- tabloid
- TV guide

Key features of a schedule / timetable

- Month
- Year
- Days
- Times
- Appointments
- Events
- Notes
- Highlights
- Colours

Key features of a poster

- Clear purpose
- Clear title
- Good layout
- Colour
- Large text
- Capital letters for headings
- Bold text
- Image/s
- Company/organisation name / details
- Grabs attention
- Enough white space (not too cluttered)
- Simplicity



Key features of a diagram

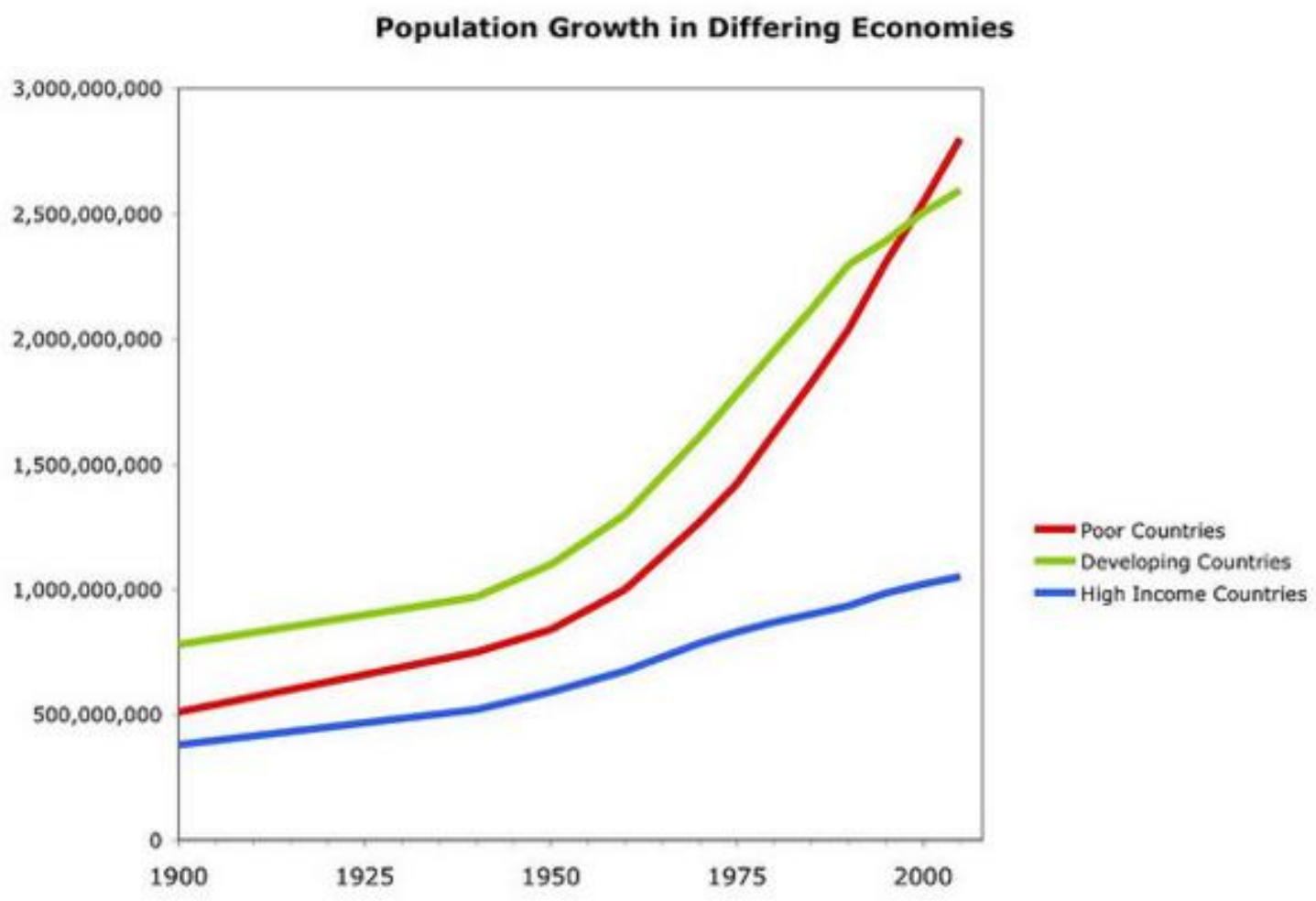
- Images
- Labels
- Colours
- Descriptions
- Example: this diagram is a clear representation of the different coffees and the colours aid in understanding the ingredients of each

Key features of a menu

Examples of key features:

- Restaurant name and details
- List of available dishes
- Descriptions of dishes
- Prices
- Starters / Main courses / Desserts
- Side dishes
- Drinks
- Photographs

Key features of a chart or graph



- Heading
- X and Y axis
- Plotting
- Key
- Legend
- Data

Elements of a novel

- Narrator- The mind from which the story is told
- Theme- topic evidenced through the work
- Plot- the series of events which make up the story
- Setting- the place, the time, and the social circumstances
- Tone- The general attitude of the author toward the characters or the subject matter
- Characters- the 'actors' of the events
- Point of View- perspective from which a work is told

Example: Caption

What key feature/s can you find?

At the Wildlife Park, a lanky new-born giraffe calf stumbles around hesitantly, trying to keep up with the adults.

Example: Glossary

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What key feature/s can you find?

Glossary of basic shapes

Circle - A simple shape made up of all the points on a plane that are the same distance from a single point.

Cone - A three dimensional object that has a flat circular base that tapers to a single point.

Cube - A cube is a three dimensional object bound by six identical squares.

Cylinder - A cylinder is a three dimensional object with two parallel bases (which are usually circles) connected by a curved surface.

Rectangle - A quadrilateral, or four sided polygon, with four right angles.

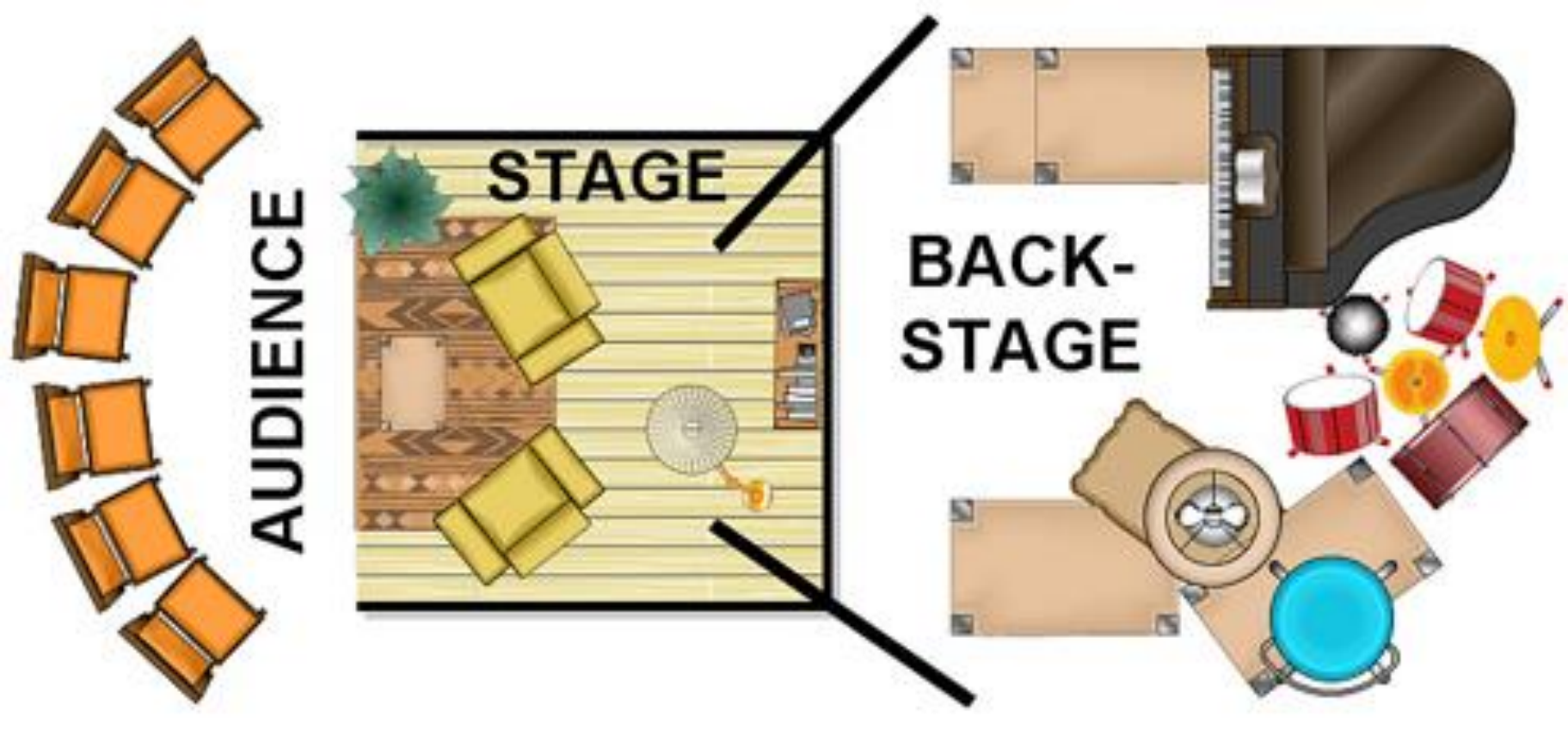
Sphere - A three-dimensional object where every point is the same distance from the centre. A basketball is a sphere.

Square - A rectangle where all four sides are the same length.

Example: Diagram

What text feature/s can you find?

TV STUDIO 2



Example: Map

What text feature/s can you find?

Example: List

What key feature/s can you find?

Camping list; don't forget:

- Extra batteries
- Camera
- Mobile phone
- Water container
- Matches/lighter
- Rainfly to cover your tent
- Rope

- Sleeping bags
- Foldable chairs
- Stove and fuel
- Tent
- Tent stakes
- Video camera

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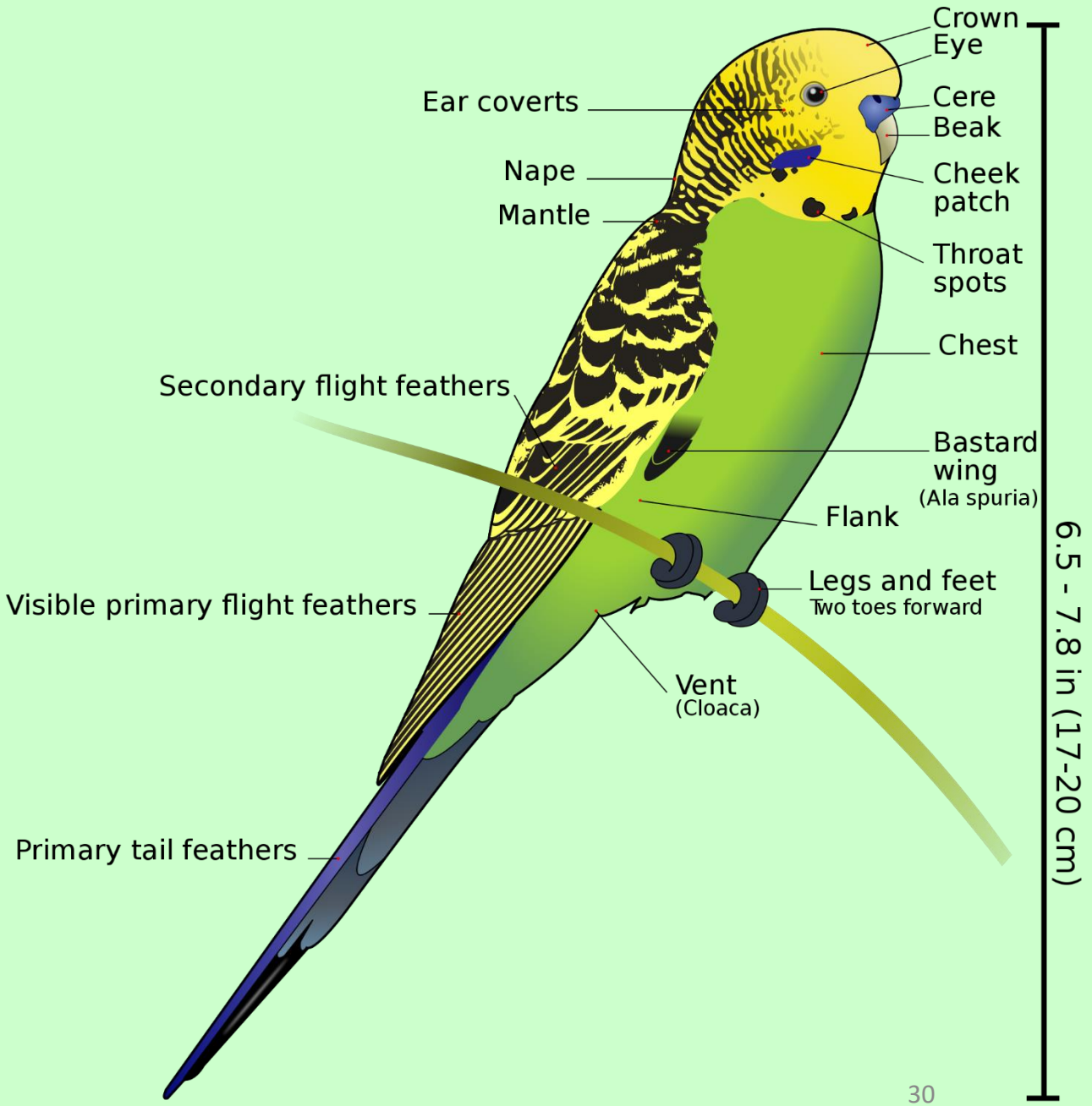
Example: Timetable

What key feature/s can you find?

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
7:00 AM	Read Book: *Passion for Narrative*	Read Book: *Passion for Narrative*	Read Book: *Passion for Narrative*	Read Book: *Passion for Narrative*	Read Book: *Passion for Narrative*	Read Book: *Passion for Narrative*	Read Book: *Passion for Narrative*
8:00 AM							
9:00 AM	short story sketches	short story sketches	short story sketches	short story sketches	short story sketches	short story sketches	short story sketches
10:00 AM	Gym	Gym	Gym	Gym	Gym	Breakfast	Breakfast
11:00 AM	Breakfast and Email	Breakfast and Email	Breakfast and Email	Breakfast and Email	Breakfast and Email	Reading	Reading
12:00 PM	Get Ready / Clean	Get Ready / Clean	Get Ready / Clean	Get Ready / Clean	Get Ready / Clean		
1:00 PM	Master's Proposal	R & R	Master's Proposal	Master's Proposal	Master's Proposal		
2:00 PM	Lunch/watch TV	Lunch/watch TV	Yoga	Lunch/watch TV	Lunch/watch TV	Get Ready / Clean	Get Ready / Clean
3:00 PM	Class Work, Reading	Master's Proposal	Lunch/watch TV	Editing, Classwork	Job Search	Lunch	Lunch
4:00 PM	Get Ready	Yoga	Slow Cooker		Lunch	Travel	Typing
5:00 PM	Travel/Eat	Class Work, Reading	Class Work, Writing	Household Management	Clean Room	R & R	
6:00 PM	Writing Class	Get Ready		Submissions/Contest	Yoga	Editing, Submissions	Slow Cooker
7:00 PM		Travel/Eat			Proposal		Class Work, Reading
8:00 PM	Bar with Friend	Writing Class	Dinner	Dinner	Dinner		
9:00 PM			R & R	R & R	Get Ready	Dinner	Dinner
10:00 PM		Travel			R & R	Get Ready	R & R
11:00 PM		Pub with Friend				Go to Movie	
12:00 AM							

Example: Labelled diagram

What key feature/s can you find?



Example: Food Label

What key feature/s can you find?

Example: Poster

What key feature/s can you find?

Example: Information

What key feature/s can you find?

Honey Bees

Honey bees are super-important **pollinators** for flowers, fruits and vegetables. This means that they help other plants grow! Bees transfer **pollen** between the male and female parts, allowing plants to grow seeds and fruit.

Honey bees live in **hives** (or colonies). The members of the hive are divided into three types:

Queen: One queen runs the whole hive. Her job is to lay the eggs that will spawn the hive's next generation of bees. The queen also produces chemicals that guide the behaviour of the other bees.

Workers: These are all female and their roles are to forage for food (pollen and nectar from flowers), build and protect the hive, clean and circulate air by beating their wings. Workers are the only bees most people ever see flying around outside the hive.

Drones: These are the male bees, and their purpose is to mate with the new queen. Several hundred live in each hive during the spring and summer. But come winter, when the hive goes into survival mode, the drones are kicked out!

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Example: Table of Contents

What key feature/s can you find?

CONTENTS

Foreword	10
Introduction	12
Painted Signs in Cambodia	16
Cambodian Sign Painters	32
Creating the Cover	40
Finding Cambodia in the Signs	44
Khmer Script	48
Public Information	58
Beauty Salons & Barbers	70
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Technology	120
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Bias

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Just because something is reported in the newspaper or on the television or on a website does not mean that it is true.

Learn to think critically about what you read and hear.

Fact or opinion

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A diary entry

I went to Dublin on Saturday, 19th January. The weather was cold but the air felt crisp and refreshing as I walked along O'Connell Street. There were no signs of Christmas left, and the city felt calm, unlike the mad dash just a few weeks before. There were many sales in the shops, but the clothes weren't that great; not my style anyway. It felt good to be part of the city. People, lost in thought or conversation, passed me as I watched. Dublin is the best city in the world.

FACTS OPINIONS

Sometimes, it is not 'clear cut' if something is fact or opinion, e.g. in the text above, it could be a fact that the weather was cold, but what is cold for one person may not be cold for another!

Example: Extracting the main ideas

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Page 11/2

I want to go away for a weekend. Read about this weekend break and state the main ideas.

Feeling stressed and ready for a break? Why not consider a retreat? Yoga & Meditation Weekends can bring you back to yourself.
A full weekend package includes the following:

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- the best quality mindfulness meditation instruction
- quality yoga instruction, regardless of your fitness level
- guided outings to visit local attractions, including stunning nature walks and bird-spotting trails
- outdoor activities including walking, swimming, kayaking and relaxing in a beautiful and serene environment
- 3 meals a day, delicious, nutritious food and healthy, fresh snacks, freshly-squeezed fruit juices, herbal teas
- optional vegetarian cooking classes
- comfortable and spotless accommodation
- a friendly, relaxed, warm and welcoming environment
- professional, trained staff to help you make the most of your retreat

If you try it out once, it will become a healthy habit.
Email The Real Retreat: info@realretreat.ie

Extracting the main ideas

Workbook
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- This is similar to extracting the main facts from a text, only here you are extracting the main ideas.
- For example, if you were entering a competition, you would read the guidelines to get the main idea of what is required of you before entering the competition.

Extracting the main opinions

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Similar to extracting the main facts or ideas, here you are extracting the main opinions.

1/17/2016

Great, casual, fun dining experience. Foo awesome. Desserts and cappuccino are divine. Good value and very personal service. Fun vibe for all ages.

Was this review ...?

Useful Funny Cool

1/16/2016

Very mediocre Italian food. Nothing is particularly bad, but nothing is particularly good either. Don't waste your time if you're expecting to get great Italian food. This is coming from someone who's had great Italian food in the U.S. and in Italy. There only good part are the antipasti. Everything beyond that is mediocre at best.

Was this review ...?

Useful Funny Cool

For example, if you are looking at restaurant reviews, you will extract people's opinions who have written reviews, to get an overall idea about the restaurant.

Example: Extracting the main opinions

Workbook Page 11/2

Read these reviews of the new Star Wars movie. What are the main opinions?

JJ Abrams delivered a great movie for the masses but not for the die-hard fan..

A great movie to bring your 10-year-old to. But.... don't bring your brain because you won't want it to interfere with the silly plot.

Not very original, but very much Star Wars……

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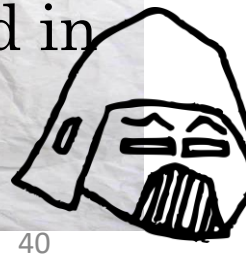
Force Awakens is a fun piece of entertainment, but it's nothing more. It's a piece of fan fiction that is exciting, but doesn't do anything to advance the story that Lucas had been telling.

The movie started off so great but after about an hour, I was ready to leave. The action was really good in the beginning but the writing wasn't great……



Pre-reading: the vocabulary

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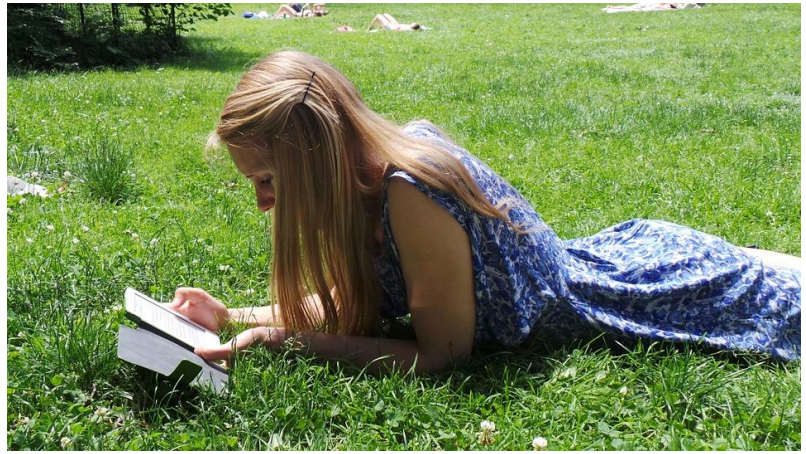
To understand the text you are reading, you need to know the meanings of most of the vocabulary.

For example, if you were reading a guide on how to record a DVD, you would need to learn the vocabulary first, e.g. the words: *burn, download, stream, etc.*

Reading orientation



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You can carry out pre-reading preparation:

- Look carefully at anything that can give you information about the text: e.g. table of contents, introduction, the title, subheadings, vocabulary.

<u>Try to find some of this type of information:</u>

- what kind of text it is (fairy tale, report);
- whether it is mainly action or dialogue;
- whether it is mainly internal (thinking) or external (interaction among characters);
- whether it is in chronological order; etc.
- Next: Think about what you might associate with any of the results of your orientation.
- Think about what you might expect from the text.

Example: Reading orientation

Carry out a reading orientation using the questions similar to the example. (on the previous page)

<u>How to make rice:</u>
What you need: saucepan with lid, wooden spoon, fork
Ingredients: rice, water, salt
Method:

1. Boil water and add salt. Pour water (for every cup of rice, use 1 3/4 cups of water) into a large saucepan with a tight-fitting lid.
2. Pour in rice. Add it to the boiling water.
3. Stir once, or just enough to separate the rice. Use a wooden spoon to separate any clumps.
4. Cover the pot and simmer.
5. Fluff rice with a fork.
6. Serve and enjoy!

Making notes

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- It can be useful to make notes as you read.
- You do not need to copy out whole sections of what you are reading, but rather make a summary, make note of key words or phrases or draw a diagram.
- If you write an assignment, it is a good idea to make note of books / websites etc. that you are using as you may have to include it in a bibliography.

Practise: Making brief notes

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How to attract birds into your garden

FOOD, A HOME AND SECURITY: Life's basics will bring the birds to your garden.

1. **Source your seeds.** Buy quality bird food. This ensures that the seeds can provide the required levels of energy for the birds. Experiment with different sorts of feeders and seed mixes.
2. **Make them feel at home. To keep them safe, place feeders where they can easily spot dangers.** Also, place feeders away from the house to minimise the risk of birds flying into windows.
3. **Let them build their own nests.** It's great if your birds use the nest boxes you've put up, but it is even better if they create natural nest sites. Provide hedges with dense cover to allow them to do this.
4. **Watch what happens.** Monitor the changes in bird numbers in your garden. See what works well and keep trying!

Predicting content

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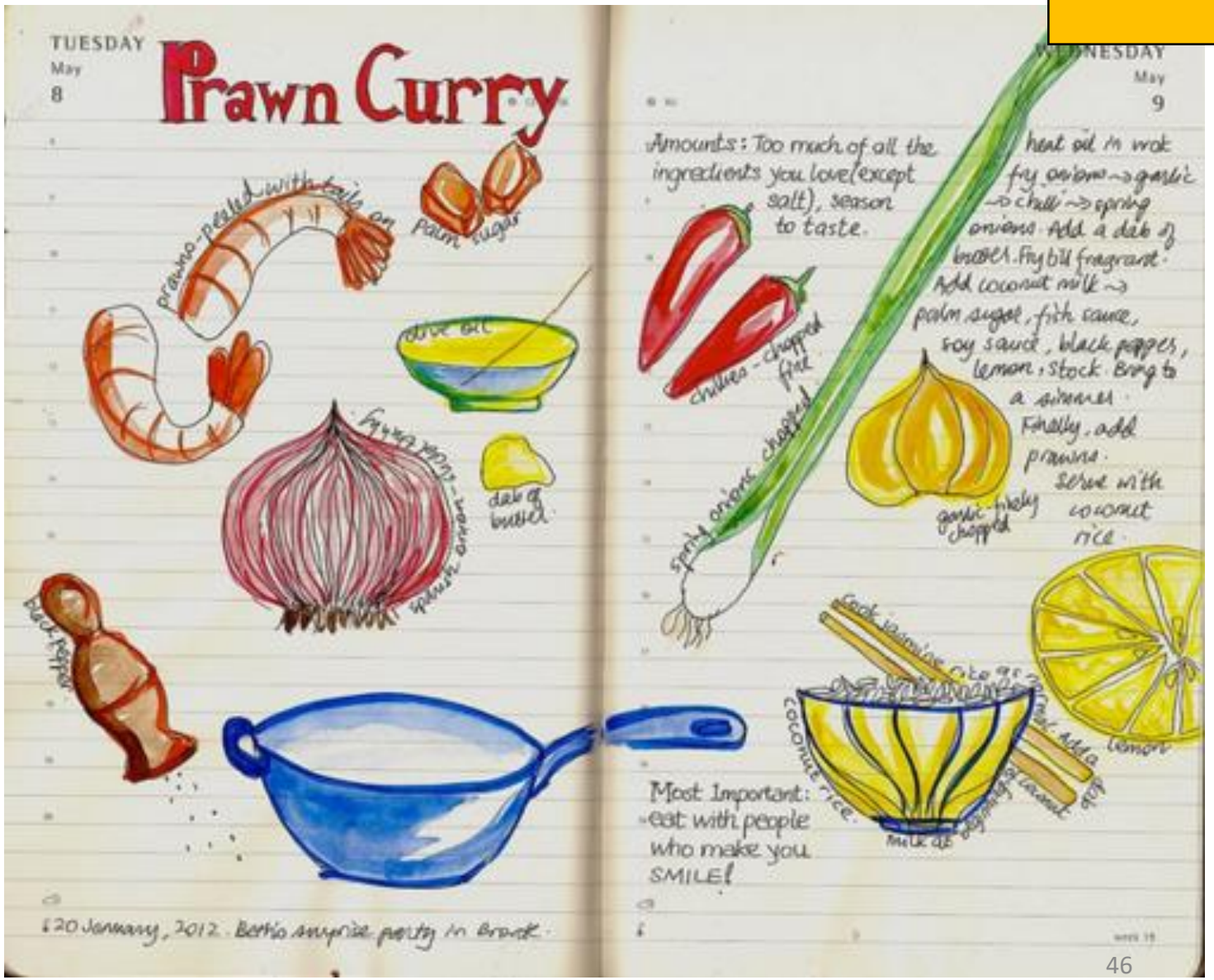
Predict the content by studying layout, subtitles, title, pictures, graphs etc.

What can you tell by looking at this text?



Example: Predicting

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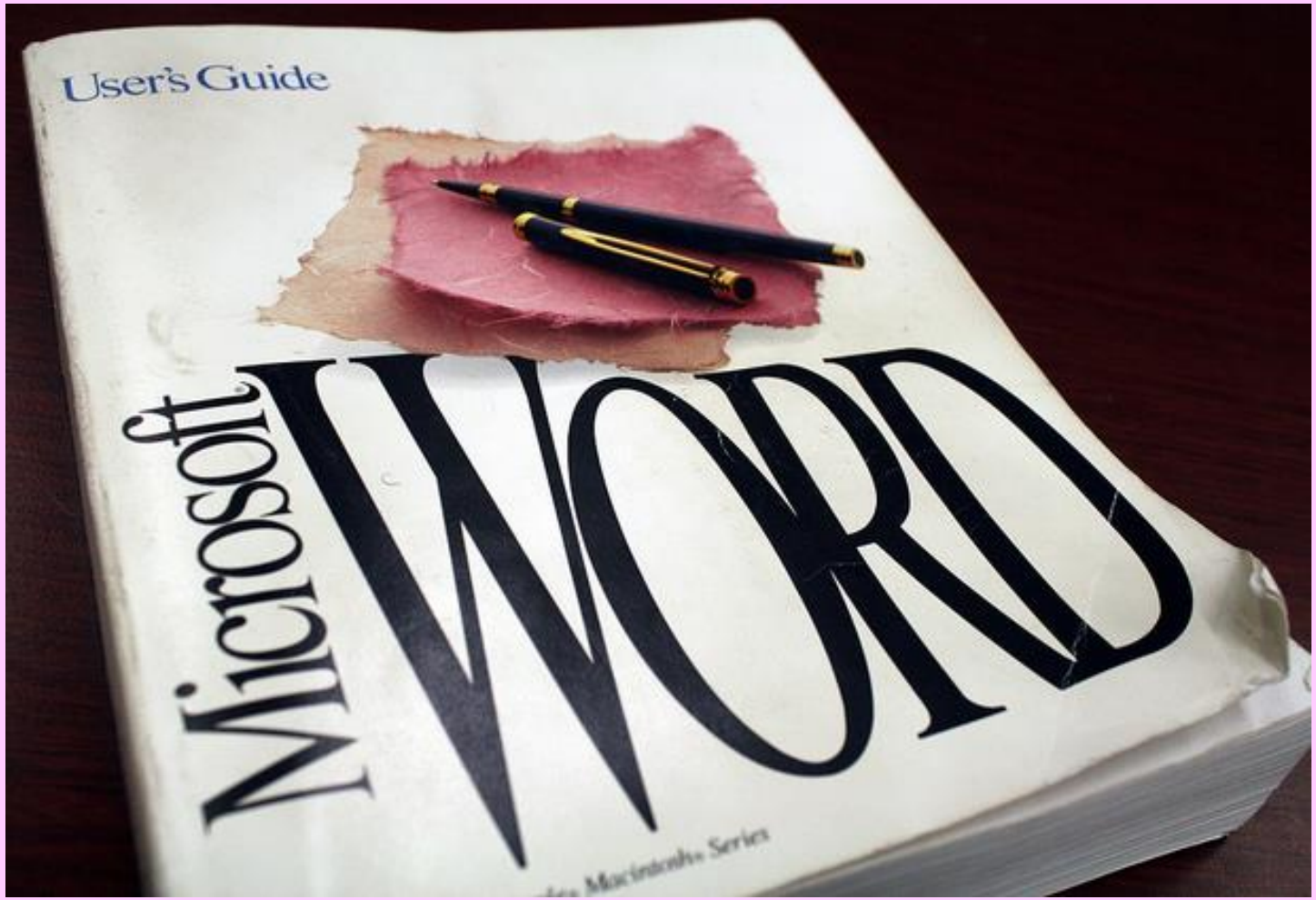

Can you predict what things you might read in this book?

Example: Finding key words/phrases

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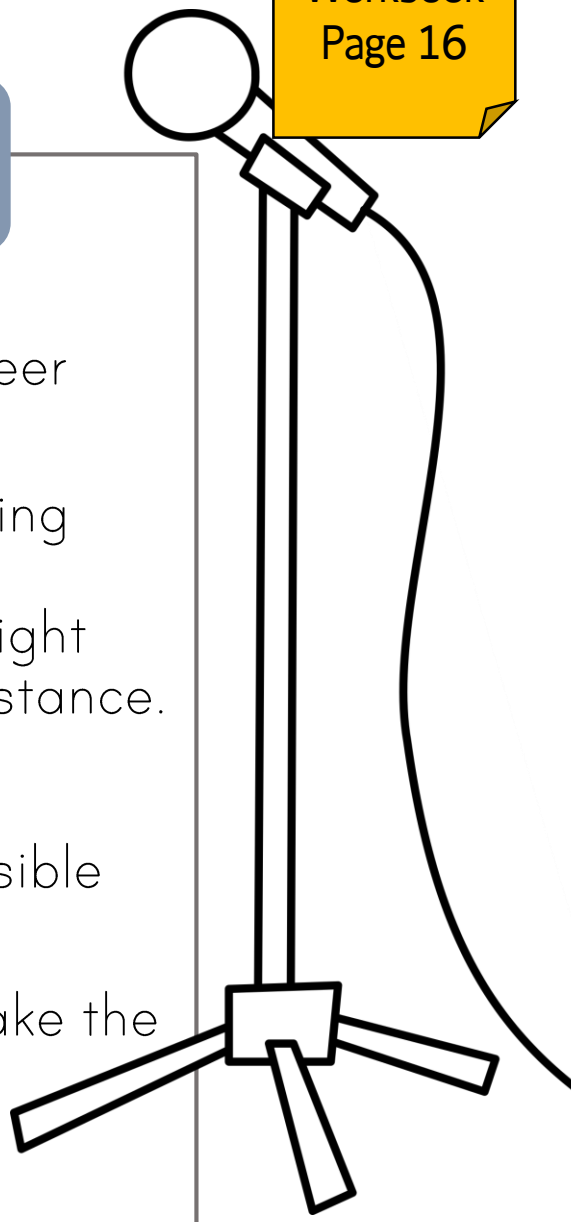
Speech

- Ladies and Gentlemen, you are very welcome here today.
- We are delighted to have you here to participate and share in our annual Career Day. Thank you for coming.
- Career Day is committed to actively improving people's job prospects, in helping people gain employment and in change careers. There are many employers represented here today and we are committed to them too, in matching the right people to the right jobs. Our mission is to provide practical, step by step assistance.
- This year our theme is workplace training.
- Thank you to all the education centres who have helped to make this day possible and many thanks to the conference centre for hosting this important day.
- We have excellent guest speakers who will challenge and inspire you. Also, take the time to visit all the stands and ask your questions.
- Enjoy your day. May it be fruitful!



Genre

Workbook Page 16

Understanding the genre of a text is another aid to the better understanding of a text.

Different genres have conventions that allow us to have more understanding.

Think about movies and their different genres, e.g. science fiction, mystery, etc. Reading texts have the same genres, and more....

Fictional material genres

Traditional Literature

Stories that are passed down from one group to another in history. This includes folk tales, legends, fables, fairy tales and myths from different cultures.

Fantasy

A story including elements that are impossible, such as talking animals or magical powers. Make-believe is what this genre is all about.

Science Fiction

A type of fantasy that uses science and technology (robots, time machines, etc.)

Realistic Fiction

A story using made up characters that could happen in real life.

Historical Fiction

A fictional story that takes place in a particular time period in the past. Often the setting is real, but the characters are made up from the author's imagination.

Mystery

A suspenseful story about a puzzling event that is not solved until the end of the story.

Non fictional genres

Informational Texts that provide facts on a variety of topics (sports, animals, science, history, careers, travel, geography, space, weather, etc.)

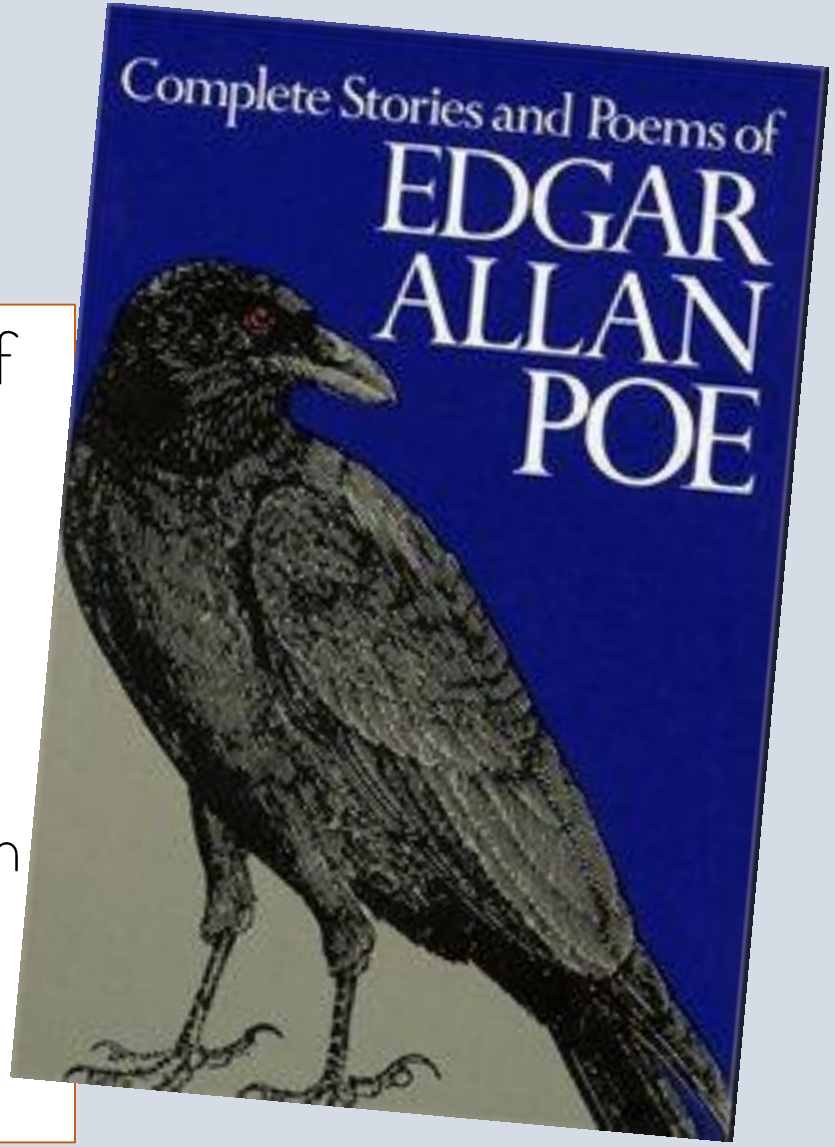
Biography The story of a real person's life written by another person

Autobiography The story of a real person's life written by that person

Other genres

Poetry Poetry is verse written to create a response of thought and feeling from a reader. It often uses rhythm and rhyme to help convey meaning.

Dramas and Plays A composition in verse or prose intended to portray life or character or to tell a story usually involving conflicts and emotion through action and dialogue and typically designed for theatrical performance.



Example: Understanding the vocabulary

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Which meal do you want? Make sure you know what the meals are first!

SMOKED TROUT WITH SALMOREJO

- Smoked trout with salmorejo, a traditional Andalusian soup made with tomatoes, baguette, garlic and spices served with a parmesan cheese crisp

CANYON RANCH CHEF SALAD GF

- Organic arugula, all-natural turkey breast, spiced pecans, dried cranberries, blue cheese and diced organic apples served with classic Dijon vinaigrette

Vocabulary

Salmorejo - a purée consisting of tomato and bread
trout - fish
Andalusian – from a particular region in Spain
baguette - long thin loaf of French bread
parmesan - a hard, granular cheese
GF – gluten free
organic foods - foods produced by organic farming
aragula - edible annual plant, commonly known as salad rocket
vinaigrette - mixing an oil with something acidic such as vinegar or lemon juice

F-KRE
46.9

Intensive Reading

Workbook
Page 17

- Intensive reading is reading in detail with specific learning aims and tasks.
- This is more time consuming than scanning or skimming.
- For example, if you need to list the chronology of events in a long story, you will need to read it intensively.
- Intensive reading helps us remember information for longer periods of time.
- This is one reason why reading huge amounts of information just before an exam does not work very well – we do not usually do intensive reading; we may remember some answers in an exam but will most likely forget everything soon afterwards.

Example: Intensive reading

Workbook Page 17

See how much you can remember. Try and see if you can still remember it at the end of the day.

Facebook History

2004: Launch, over a million users by December 2004

2005: Facebook launches photos

2006: Facebook goes mobile

2008: Facebook unveils Chat

2009: Huge rise in users, reaching 100 million users

2010: Facebook's Big 500 (500 million users)

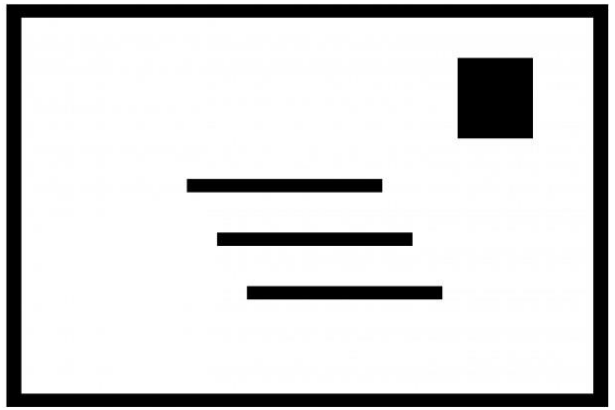
2011: Movie made about Facebook – The Social Network

F-KRE 18.9

Extracting the main facts

Workbook
Page 17

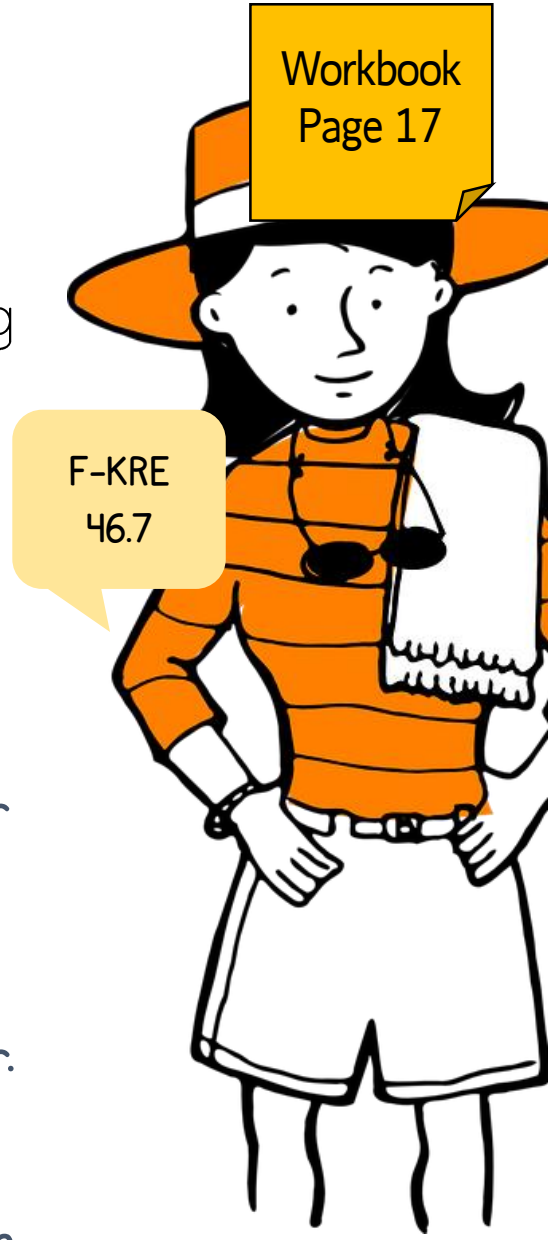
- When you are reading a text, can you take the main facts from it?
- For example, if you were reading an appointment letter from the hospital, you would extract the main facts, such as: time and date of next appointment, where you have to go, the doctor's name and things you may have to do.



Example: Stating the main facts

I am reading an article about Ballinamore in County Leitrim. I am visiting there for a few days. I just want to know a few things I can do while I am there.

The rivers Shannon and Erne are the two main river systems in Ireland and are linked locally by the Shannon Erne Waterway providing 750 km of cruising waterway. Ballinamore is widely known as an angler's paradise surrounded by **28 lakes** within a **5 mile** radius. It is located within the middle reaches of the Shannon-Erne Waterway, a narrow canalised river connecting a series of lakes from Lough Scur to Garadice. The area is a premier location for the coarse and pike angler with some of the cleanest and most lightly fished natural waters in Europe. Access to the waters is well developed with fishing stands, stiles and parking well provided for. Much of the developed angling sections of Garadice Lake offer parking. The Lakelands Coarse Angling Club - Ballinamore hosts a five day angling festival in May each year. The heritage of the area can be explored and enjoyed in a range of attractions and facilities in the vicinity of Ballinamore such as Glenview Folk Museum, Fenagh Abbey, Fenagh Heritage Centre, and more. Also a number of Holy Wells are dotted around the area. Near Oughteragh cemetery is St Brigid's Well. You can find more information on all of these in Leitrim County Library, Main St, Ballinamore.



Preview. . ..a whole book

Workbook Page 18

- Get yourself a book – fiction or non-fiction.
- Look quickly (10 minutes) over the following key parts of your book to see what it's all about and how it is organised:

- title
- front and back cover info.
- author's biographical data
- publication date
- table of contents
- introduction or preface
- index
- glossary
- acknowledgments
- appendix
- bibliography
- contents
- copyright
- dedication
- explanatory notes
- footnote
- index
- preface
- text
- title

More parts of a book

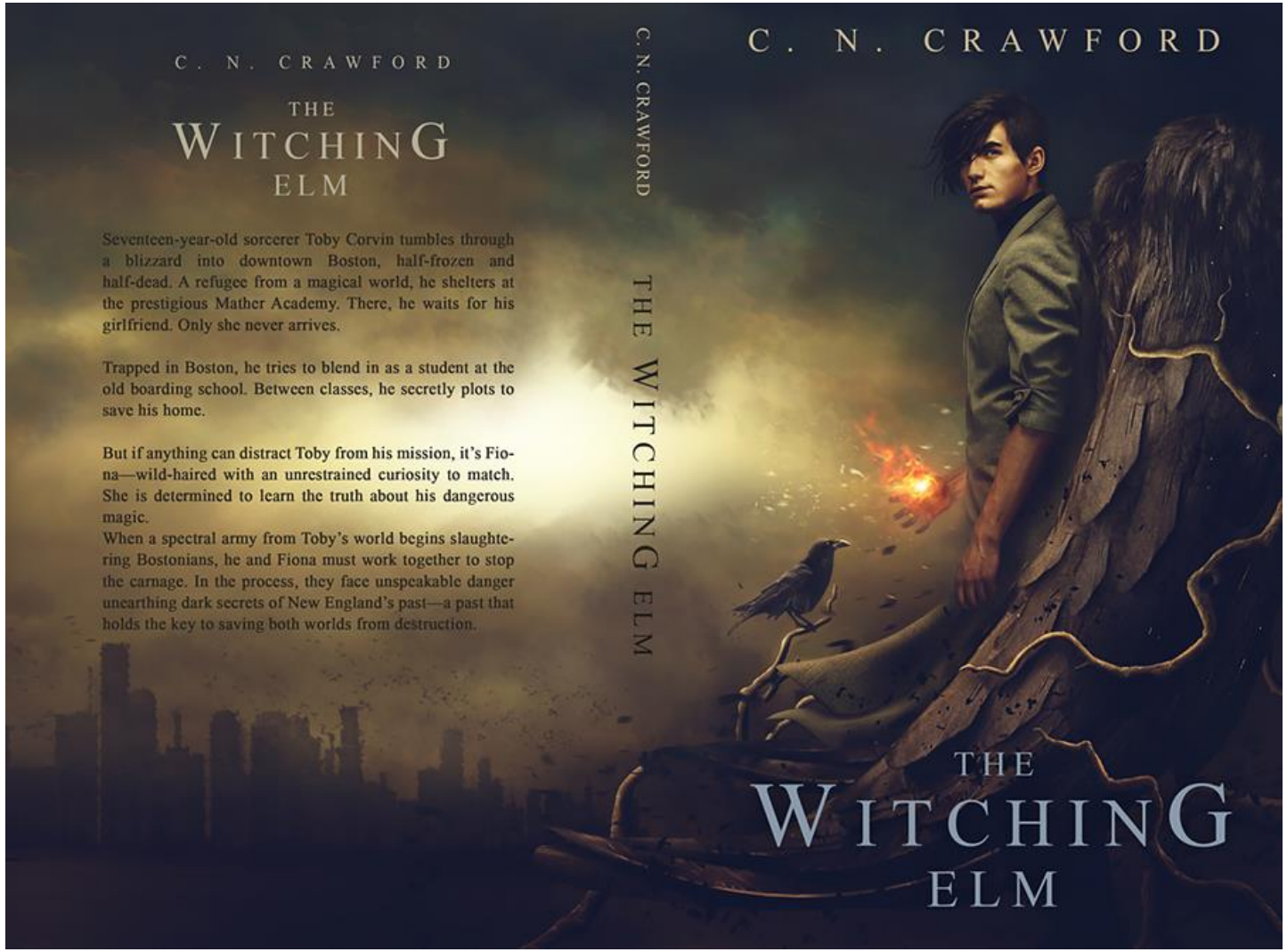
Workbook
Page 18

- chapter
- column
- cover
- dog-ear
- edge
- flap
- flyleaf
- groove
- half-title page
- head
- heading
- inside margin
- jacket
- joint
- page number
- running head
- spine
- title page

Example: Previewing the cover

Workbook
Page 18

- What does this book cover tell you?
- What do you think this book is about?
- Give reasons for your thoughts.



Example: Previewing the book summary

Mind Your Body 4 Weeks to a Leaner, Slimmer, Healthier You in Just 15 Minutes a Day	
Author:	Harper, Joel
ISBN:	978-0-06-234821-0
Publication Date:	Mar 2016
Publisher:	HarperCollins Publishers
Imprint:	HarperOne
Book Format:	Paperback
List Price:	€19.99
Book Description:	Non-fiction

A renowned personal trainer to Olympic athletes, movie stars, Broadway actors, and supermodels, draws on twenty years of experience to create a powerful three-step fitness approach-combining mindful techniques with effective workouts-to achieve stunning results in only fifteen minutes a day.

With a foreword by Dr. Mehmet Oz.

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Example: Drawing a diagram

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Page 19

Directions to get to the yoga class

1. Start at the post office so the door is behind you.
2. Turn right and go straight up the road.
3. Go past Mo's Pub on your right.
4. Go over the bridge.
5. Take the first left into River Walk.
6. Take the 2nd left into Canal View Lane.
7. Go straight, going past a small office block on the left.
8. At the end of the lane, there is a brick building.
9. The yoga den is next to this building on the right.
10. Please ring the bell at the door.
11. We are on the 1st floor.

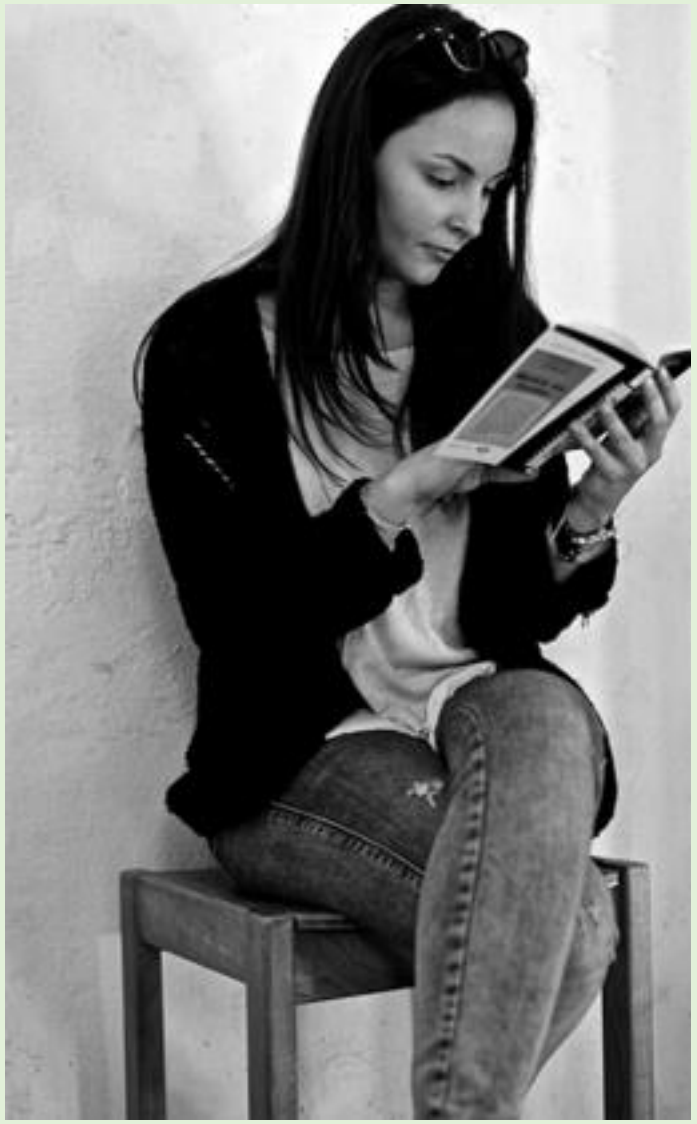
*Remember to bring your yoga mat!

F-KRE
100.5

Extensive reading

- Extensive reading is reading texts for enjoyment and to develop general reading skills.
- You are not likely to take part in reading extensively a book you do not like!
- It also requires a fluid decoding and assimilation of the text and content in front of you.
- If the text is difficult and you stop every few minutes to work out what is being said or to look up new words in the dictionary, you are breaking your concentration and diverting your thoughts.

Read actively



Being an active reader will involve you in understanding the material and will help you retain the information. How can you actively read longer texts?

1. Set realistic time goals and number of pages you would like to read.

2. Divide your chapter into smaller sections, rather than try to read the whole chapter non-stop. Do what feels comfortable for you.

3. Ask yourself a question before each paragraph or section, then look for its answer. This will give you a purpose for your reading. E.g. What will happen next? Which characters do I like?

4. Take breaks when you start day-dreaming or feeling tired, bored, hungry, etc. After a short break, you can return to your reading, feeling fresh and with more energy.

Recalling — some tips

- Research shows that 40 - 50% of the material we read is forgotten very shortly (about 15 minutes) after we read it. Immediate recall is an essential first step toward continued retention of the material.
- After reading each small section of material, choose one (or more) of the following methods:

1. Recall mentally or **recite** out loud the highlights of what you have read.
2. Ask yourself **questions** and answer them in your own words.
3. Underline and make notes of the **key words or phrases** in the section. **Underlining** after you read is the best way to decide what's the most important information to remember.
4. Make **outlines** of what you have read. Draw **diagrams** if you can.
5. Recall with a friend. What you don't remember, they might.

Example: Reciting information

F-KRE
86.6

Tony's Coffee & Cake is opening in Dublin!

You are cordially invited to a private Grand Opening celebration
on March 30th, 2016 from 1 p.m. – 6 p.m.
At Tony's in City Square Avenue, Dublin

Ribbon cutting 1:15 p.m. – 1:30 p.m.
Meet the Staff 1:30 p.m. – 2 p.m.
Deluxe Sampling 2 p.m. – 5 p.m.

Live string quartet

Join us for a great afternoon!

Example: Reading and asking questions

- Oxfam is a world-wide development organisation that mobilises the power of people against poverty.
- One person in three in the world lives in poverty. Oxfam is determined to change that world by mobilising the power of people against poverty.
- Around the globe, Oxfam works to find practical, innovative ways for people to lift themselves out of poverty and thrive. They save lives and help rebuild livelihoods when crisis strikes. And they campaign so that the voices of the poor influence the local and global decisions that affect them.
- Oxfam works with partner organisations and alongside vulnerable women and men to end the injustices that cause poverty.
- Oxfam Ireland is one of 17 Oxfams working together in more than 90 countries.
- Supported by people across the island of Ireland for over 50 years, they are an independent, secular and not-for-profit organisation.
- They have 51 shops across Ireland, offices in Belfast and Dublin, and 2,000volunteers who are delivering real change to the lives of people affected by poverty.
- You are the local link in a global network of people building a brighter future now.

https://www.oxfamireland.org/

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Speed Reading

- There are various techniques you can practise.
- Some of these depend on reducing the randomness of the eyes' focus - by concentrating on just two or three focal points on each line of text. Others depend on reducing subvocalisation (the tendency to "say" the words - even if only "in your mind").
- There is some debate about how much information we can understand and remember when we speed-read.
- It is better to be able to read with comprehension than to read fast!

Comprehension Strategies

1. Make connections– connect the topic or information to what you already know
2. Ask questions– ask yourself questions about the text, your reactions to it, and the author's purpose for writing it
3. Visualise– make the printed word real and concrete by creating a "movie" of the text in their minds.
4. Determine text importance–(a) distinguish between what's essential versus what's interesting, (b) distinguish between fact and opinion, (c) determine cause-and-effect relationships, (d) compare and contrast ideas or information, (e) discern themes, opinions, or perspectives, (f) pinpoint problems and solutions, (g) name steps in a process, (h) locate information that answers specific questions, or (i) summarise
5. Make inferences– merge text clues with your prior knowledge and determine answers to questions that lead to conclusions about underlying themes or ideas
6. Synthesise– combine new information with existing knowledge to form original ideas, new lines of thinking, or new creations

Making Connections

- This reminds me of a time when I .....
- I know about this topic because I .....
- The setting of this article is just like .....
- This book is something like .....
- What's going on in this book is just like what's happening in.....

Example: Making connections

Can you make any connections to this text?

Domestic Water Services Bill

UISCE WATER

Jane Smith
Sample St
Sample Area
Sample Town
Sample County
Ireland

Supply address: Sample Street, Sample Area, Sample Town, Sample County, Ireland

Bill information

Account no.	**12548785**
WPRN	1235469
Bill issue date	08/08/2015
Bill period from	01/04/15
Bill period to	30/06/15
Number of days	91
Bill frequency	Quarterly
Tariff type	**Unmetered**

Sign up for online account management and view your bills online

Account summary	**Amount**
Last bill total	€ 64.11
Less total payments since last bill	€ -64.11
Add total charges for this bill See back of bill for details	€ 64.82
Total due	**€ 64.82**

Pay by Direct Debit on 22/08/15

Payment terms are 14 days from bill issue date

Number of occupants

From 01/04/2015 to 30/06/2015 (91 days)

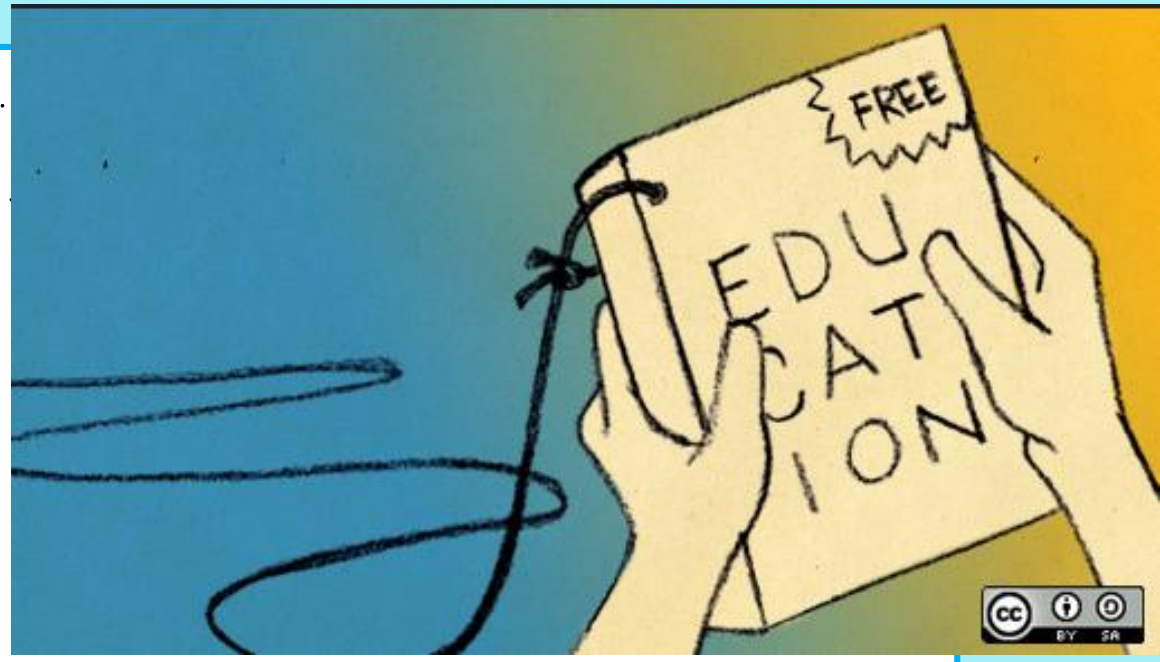
Number of adults	2
Number of children	2

Payments since last bill

23/05/2015	€	-64.11
Total payments	**€**	**-64.11**

Asking Questions

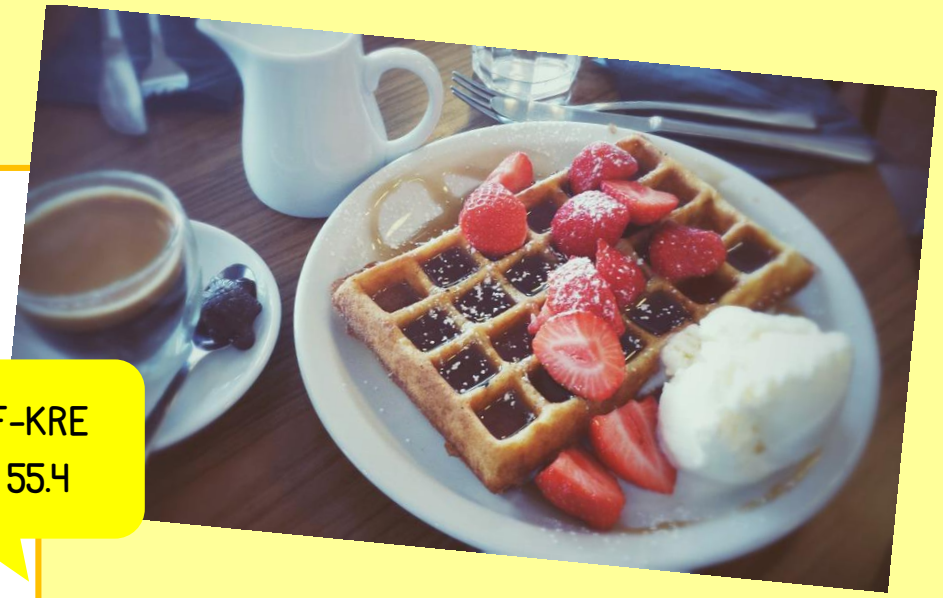
- Before I read this text, I wonder about .....
- While I'm reading, I try to figure out .....
- After I read, I ask myself .....
- I wonder why.....
- What does this word mean?
- What is going to happen next?
- Why did the author put that part in there?
- I have questions about this part because it doesn't make sense. I need to make sure I read it right. If I reread and fix a mistake, that might answer my question.



Example: Asking questions

Waffle House Fires Workers For Styling Hair With Kitchen Equipment

- In Forrest City, Arkansas, a Waffle House says it has fired two employees at one of its restaurants after video emerged showing a worker dipping her hair into a pot of water in the restaurant's kitchen.
- Antonio Robinson told a television station, WREG, that his friend found hair in his food when they dined last week at a Waffle House in Forrest City.
- Robinson says he watched one employee dipping her hair into the water pot on a stove in the restaurant's kitchen, then drying it with a towel.
- The incident was recorded on a mobile phone.
- Waffle House, based in Georgia, said in a statement it has fired two employees and that the restaurant has since passed a state health department inspection.



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55.4

Visualising

These are things you may say to yourself:

- The author gives me a picture in my mind when he or she describes .....
- I can really see what the author talks about when he or she.....
- I can draw a picture of what the author describes.
- What image do you get from this poem excerpt below?

Some one came knocking
At my wee, small door;
Someone came knocking;
I'm sure-sure-sure;
I listened, I opened,
I looked to left and right,
But nought there was a stirring
In the still dark night;

.....

Walter de la Mare

Example: Drawing an image in your head

The Owls by Charles Baudelaire

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73.9

Under the overhanging yews,
The dark owls sit in solemn state,
Like stranger gods; by twos and twos
Their red eyes gleam. They meditate.

Motionless thus they sit and dream
Until that melancholy hour
When, with the sun's last fading gleam,
The nightly shades assume their power.

From their still attitude the wise
Will learn with terror to despise
All tumult, movement, and unrest;

For he who follows every shade,
Carries the memory in his breast,
Of each unhappy journey made.

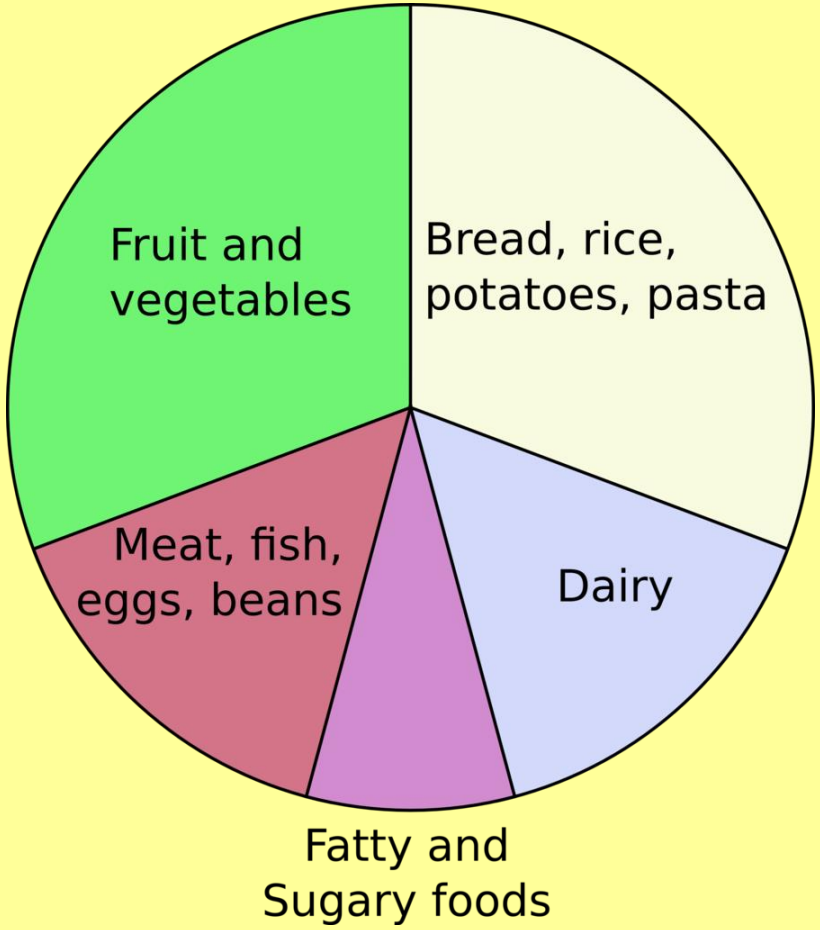
Determining text importance

You could say thee things to yourself:

- I believe the author thinks ..... is important because .....
- I think the author's opinion is .....
- There is a lot of information here. I need to identify which parts are important and which parts are just interesting.
- This (chart, table, graph, time line) helps me understand that .....
- These (bold words, font changes, bullets, captions) help me find what is important.

Example: Determining text importance

F-KRE
81.7



- The eatwell plate is designed to make healthy eating easier. Eat foods from each group on the eatwell plate in the correct amounts each day. This way, you'll get the balance of energy and nutrients you need for good health.
- Foods that are like each other sit together in the same group and can be swapped. So if you aren't a great potato eater, don't worry – have rice or pasta instead. Plenty of variety is the key to getting the balance right!
- You don't have to get the balance right at every meal, but try to get it right over a whole day or the week. Go for options that are lower in fat, salt and sugar whenever you can.

http://www.safefood.eu/Healthy-Eating/

Making Inferences

- The author says this, but means .....
- If I read between the lines, the author tells me that .....
- The clues to prove my inference are .....
- Because of what the author said, I know that .....
- From the clues or information the author gives, I can conclude that .....
- I think that .....will happen next because the author says .....

Example: Inferring

A fellow student walks into the classroom. She does not smile and she greets no-one. She is late and seems rushed. Her head is hanging down and her shoulders are slumped. She is soaked through from head to toe, and her hair drips, drips, drips water onto the table. Small rivers of water run down her face. Her bag, hanging on her shoulder, is also soaked through. She pulls notes from her bag and they fall apart in her hands.

*NB When you are making inferences, you must keep an open mind. Remember, you are making 'educated guesses', but be careful of jumping to conclusions.

Synthesising

Some things you may say to yourself:

- This story or passage is really about.....
- My views on this are.....
- My opinion is .....
- I first thought ..... about the topic. Now I think .....
- My judgment of this information is .....

Example: Synthesising

F-KRE
54.7

Magazine article

Why should we ban school uniforms? **Uniforms slow down development into adulthood.** School days, especially secondary school days, are very important in the development of students. Imposing school uniforms on them denies them the chance to choose what to wear, which is a very important symbol of adulthood. **Uniforms reduce self-esteem.** Uniforms make look everyone the same; they can never make anyone look his or her best because there is no choice for style and design. **Uniforms make kids more prone to bullying.** Because everyone is supposed to look the same in a uniform, it really stands out when something looks 'different' in a uniform, making them an easy target for bullies. Wearing school uniforms can make the entire school thing a very boring experience. **Uniforms can be uncomfortable to wear. Uniforms are very expensive.** These costs place a huge burden on parents. **School uniforms promote conformity against personality.** Students have the right to freely express themselves and this is difficult when wearing a uniform!

Checking and re-checking

- Reading is sometimes about checking and re checking and finally confirming meaning.
- If you fail to 'get' something, then re-read sections of the text.
- Become a 'detective' of an important reading piece.
- What do you want to learn from the text?
- Find the key words in the text and read the information around them
- Scan the text for specific information.
- Practise the skill of skimming through texts to get a general idea.

Example: Checking the text

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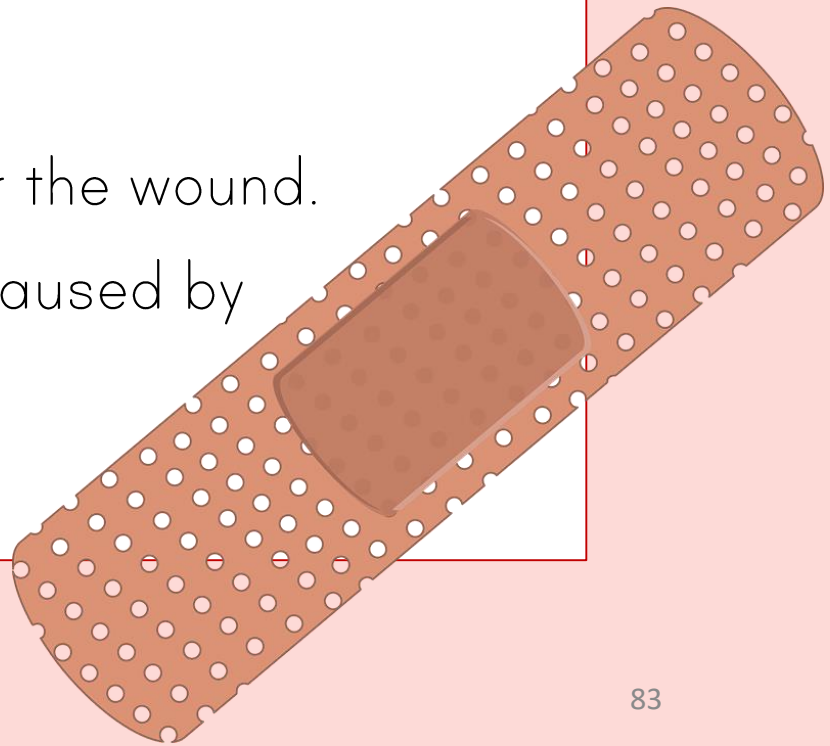
Basic instructions on how to stop bleeding

- Dial 999 if necessary!

1. Stop the bleeding by applying direct pressure over the wound with fingers or with hand.
2. Lay the severely bleeding casualty immediately down.
3. If bandages are at hand, apply a pressure bandage over the wound.
4. Severe bleeding may lead to shock, a critical condition, caused by disturbances in the circulation.

- See the Red Cross website for more basic first aid.



A reading strategy - SQ3R

This strategy is a few reading strategies, combined into one .....

SURVEY, QUESTION, READ, REVIEW, RECALL

- When you survey a text, look at the title, the headings, the first sentence; survey the text to see if it gives any clues to the meaning.
- Ask questions about the possibilities of the text. Then read the passage with a view to answering your questions. This tactic gives you a focus for your reading.
- Read the passage carefully identifying the main point in each paragraph and piecing together the sequence of events.
- Review the passage to remember the main ideas, important information and details.
- Recall by checking that you understand the text.

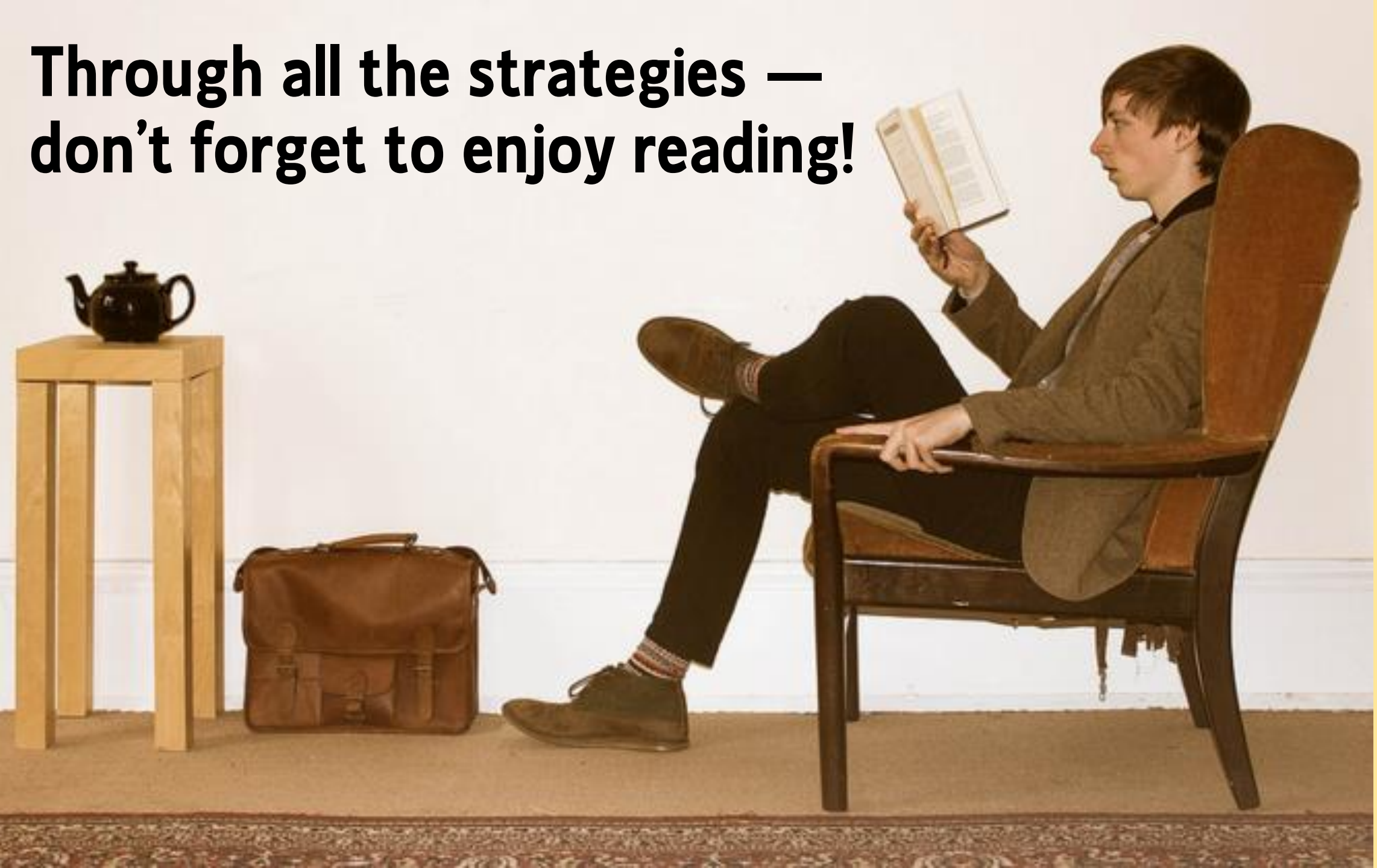
SQ3R

S
- SURVEY

Q
- QUESTION

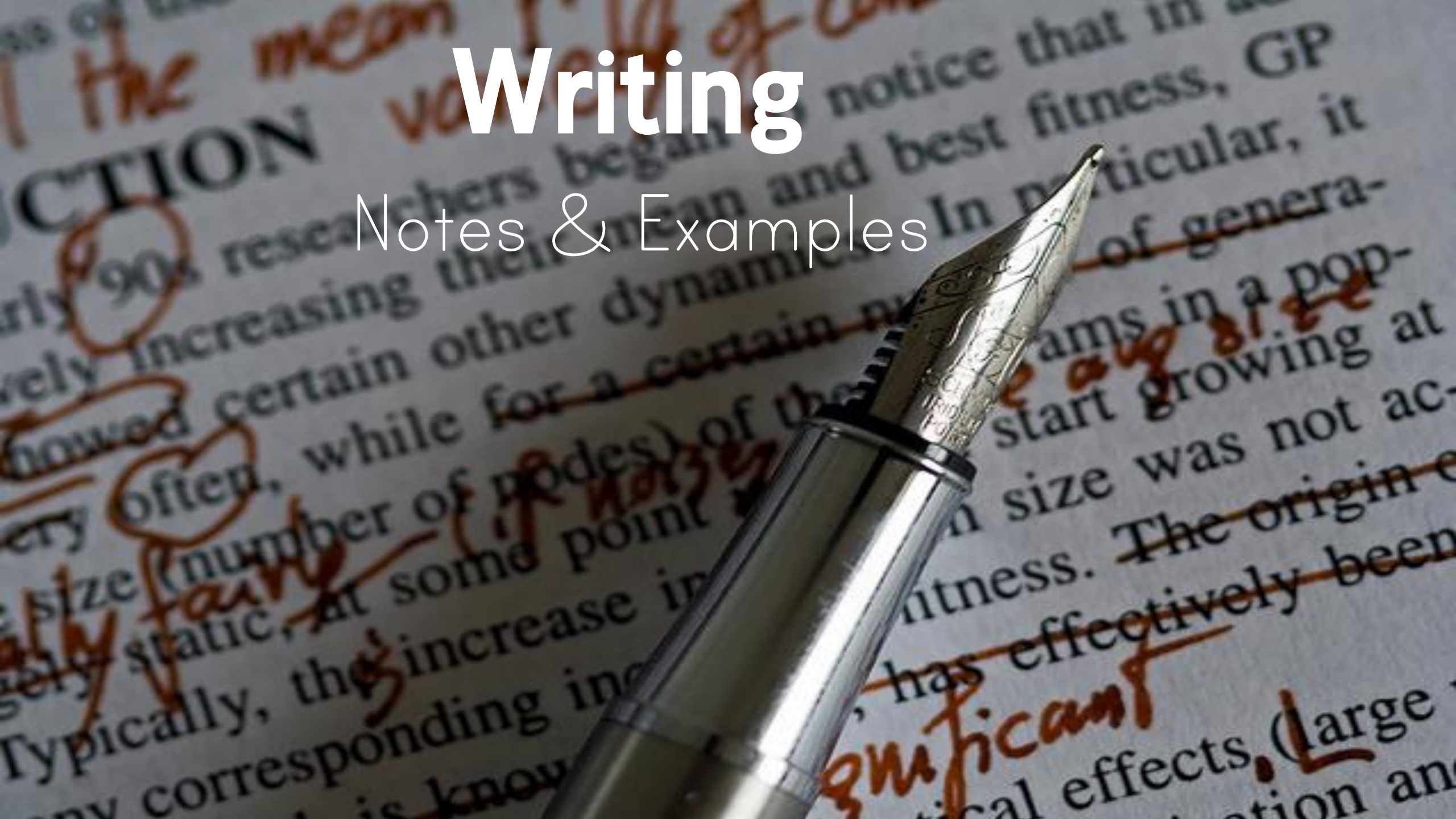
3R
- READ, REVIEW, RECALL

Through all the strategies — don’t forget to enjoy reading!

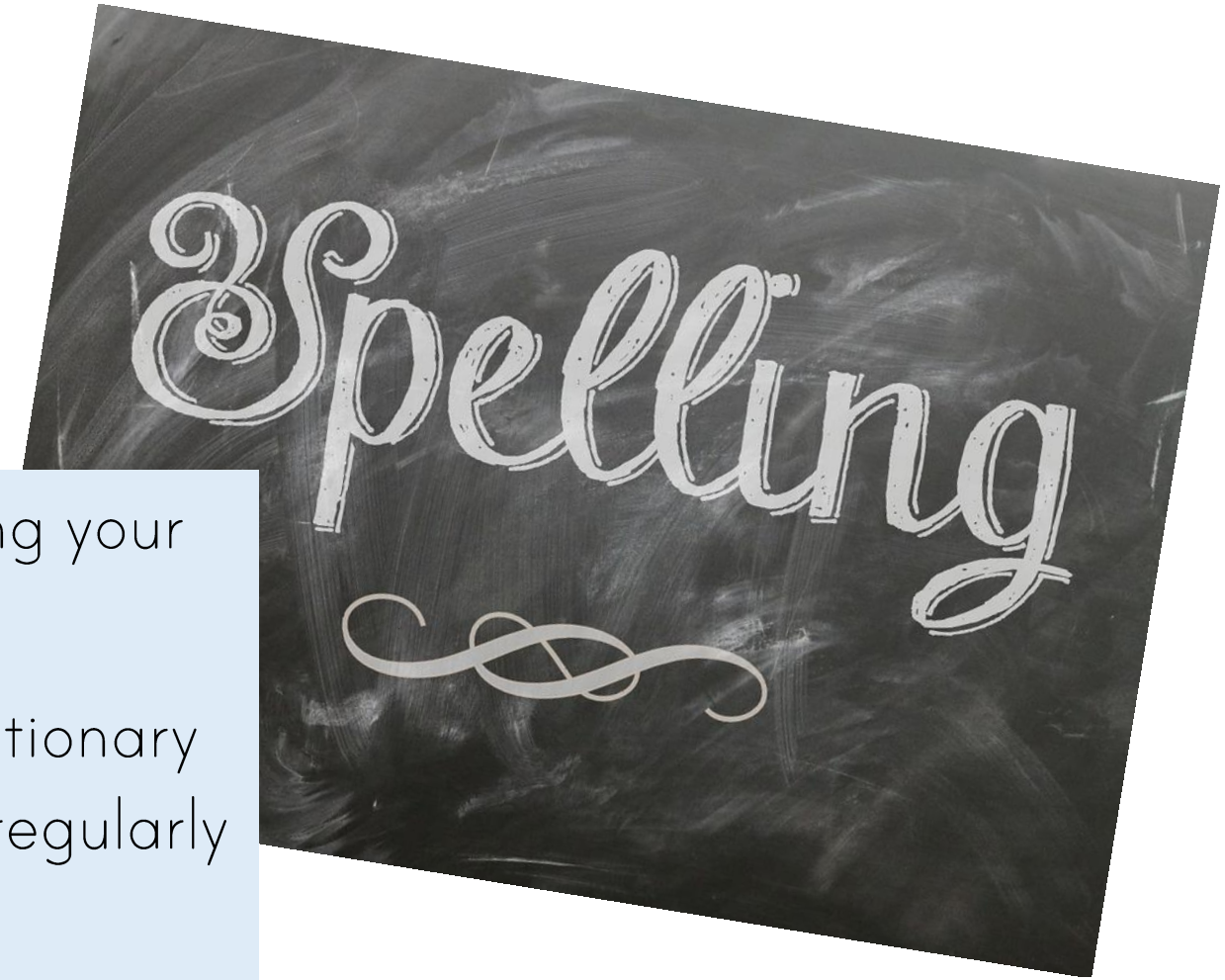


Writing

Notes & Examples



Spelling



- Use a variety of strategies for improving your spelling.
- Think about using your own spelling dictionary where you record words that come up regularly in your own writing.
- Make sure you can spell the Dolch sight words.

Punctuation

- Remember to use accurate punctuation in your writing.
- Practise punctuation!

Example of marking symbols

Workbook Page 23

An example of marking symbols that can be used for proofreading:

Mark	Error Indicated
/\	A word is missing
/	Start a new sentence
//	Start a new paragraph
Gr	Grammar error
Sp	Spelling error
P	Punctuation error
Wo	Wrong word order
Ww	Wrong word
Wt	Wrong tense
Wf	Wrong form
?	Unclear

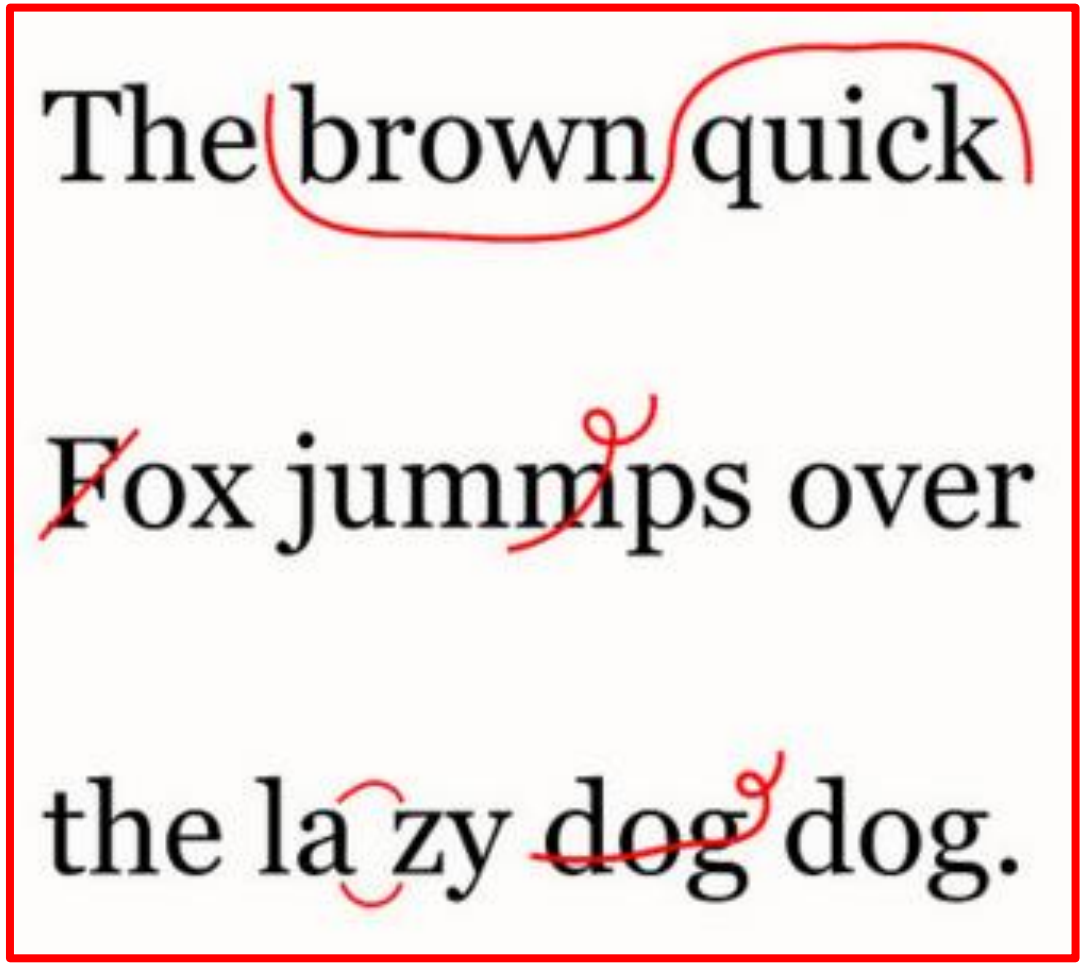
Proofreading the texts

Proofreading

Workbook
Page 23

Well, its another rainy day. I wonder what i can do today. First, I think I'll take a walk around the neyborhood to stretch my legs and get fresh airs in my lung. But then again, its raining still, so i'll cancel that. i think I will cook a delicous, nutritious breakfast. A brekfast with eggs, bacon, healthy sausages and my favourite bluberry muffins. A warm and healhy meal is just what I ned to improve my spirits, After that, I might mow my lawn; it's getting pretty long. But then it might still be rainin. I'm not sure what i'll do after that. I guess I should go see my mother. i also have washing to do, but it's raining. this rain is stopping me from doing things I need to do!

Drafting and redrafting



- Once you have completed a first draft of writing, proofread it and check it.
- Ask another group member to check your writing if possible.
- If you are using the computer, also use the Spell Check.
- Redraft your writing.
- Check it again!

Writing instructions

Workbook
Page 21

Instructions tell us how to do something, for example: cook a meal, build a piece of furniture, plant something in the garden, play a game, get from one place to another, etc.

Instructions share some important features:

- The end result
- What's needed?
- Step by step instructions
- Easy-to-understand language

Example: Instructions

Workbook Page 21

How to make your bed

1. Cover the mattress with a mattress protector.

2. Stretch a fitted sheet across the mattress, pulling the elastic hem all the way over the bottom edge of the mattress.

3. Tuck the sides of the sheet in around the mattress.

4. Cover with a light blanket that can add colour as well as warmth.

5. Cover with a comforter, quilt, duvet or a thin bedspread. Make sure the top layer looks good.

6. Add pillows in different sizes to make your bed look welcoming and modern.

Writing a message

Workbook
Page 21

Think about the key features of a message, for example:

- Who is it addressed to?
- What are the details?
- Is the message clear?
- Who is the message from?
- Is the date important?

Example: Message

Workbook
Page 21

Hi Brian,

I am at Lisa's for dinner. I will be home in the morning. There is cottage pie in the fridge for you. Please can you put out the bins. Also, please unpack the dishwasher.

Thanks!

See you tomorrow,

Siobhan

Instant Messaging

- Instant messaging is often shortened to simply "IM".
- It is the exchange of text messages through a software application.
- Messages are sent in real-time.
- Often, you can see if a friend is online.
- Many services have text and a facility to add a photo or file.
- Examples: Skype, Facebook,

Writing an email

Workbook Page 22

Features of an email include:

- To: this is where you type the email address
- Subject line
- Facility to attach photos or files
- cc = carbon copy - facility to send copies of a message to many people
- automatic filing and retrieval of messages
- addresses can be stored in an address book and retrieved instantly
- notification if a message cannot be delivered
- emails are automatically date and time stamped
- signatures can be attached

Email vocabulary

Workbook
Page 22

Email vocabulary

Workbook Page 22

- Abbreviation
- Acronym
- Attach / attachment
- BCC
- Best
- btw
- Bye
- CC
- Cheers
- Compose
- Contacts
- Contraction
- Cooperation
- Dear
- Delete
- Drafts
- Emoticon
- Forward
- From
- Hesitate
- Hi
- Inbox
- Link
- Log in
- Love
- Madam
- Mail
- Miss
- Mr
- Mrs
- Ms
- Paragraphs
- Please
- Re:
- Ref./ Reference
- Regards / Kind regards
- Send
- Sir
- Sirs

- Sorry
- Spam
- Subject (line)
- Tel.
- Thanks/ Thank you
- To:
- Trash
- Trash
- Webmail
- XXX XOXO Hugs Kisses
- Yours Sincerely / Faithfully

Example: Email

Workbook
Page 22

Class

janedowning@meditation.ie

Class

Hi Jane,

The new meditation class will start on Tuesday 19th January 2016. The class will take place from 2pm to 3pm in the Room 10 at the Medical Centre. Please can you let me know if you will be attending. The cost is €10 per session,

I look forward to hearing from you.

Kind regards
Mel Greeney

Sans Serif

Send

Saved

Expressive writing

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Examples:

- story
- poem
- autobiography
- biography
- opinion piece
- blog, etc. Anything, as long as it expresses your ideas!

Acrostic poem

Acrostic poems spell a word with the first letter of each line of the poem. The length of the lines can vary. The example acrostic poem on the right spells out a name.

Another example:

Creeps in the night, on soft paws

A shadow on the lawn

Then, play over, purrs by the fire

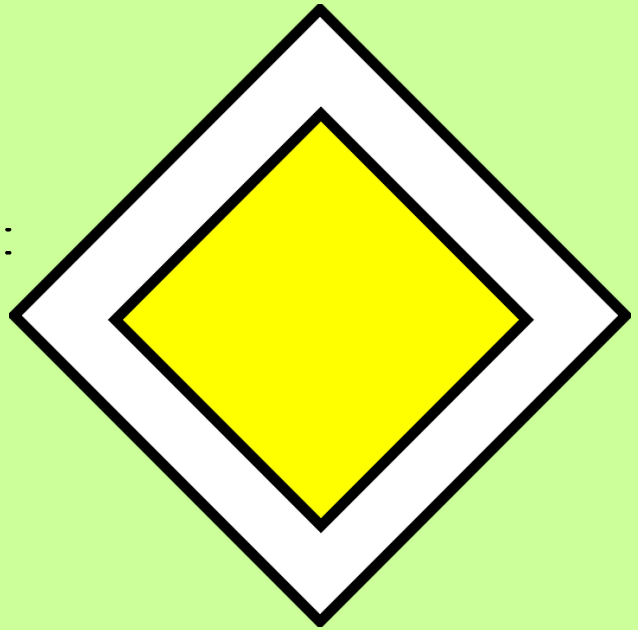
<u>An Acrostic</u>

By Edgar Allan Poe, 1809 - 1849

Elizabeth it is in vain you say
"**L**ove not" — thou sayest it in so sweet a way:
In vain those words from thee or L.E.L.
Zantippe's talents had enforced so well:
Ah! if that language from thy heart arise,
Breath it less gently forth — and veil thine eyes.
Endymion, recollect, when Luna tried
To cure his love — was cured of all beside —
His follie — pride — and passion — for he died.

Diamante Poem

A diamante poem is made up of 7 lines using a set structure:



Line 1: Beginning subject

Line 2: Two describing words about line 1

Line 3: Three doing words about line 1

Line 4: A short phrase about line 1, a short phrase about line 7

Line 5: Three doing words about line 7

Line 6: Two describing words about line 7

Line 7: End subject

Diamante poem example

Light
Warm Happy
Enclosing Sheltering Stimulating
You are eager for some more
Lurking Relaxing Inspiring
Quiet Lonely
Darkness

Haiku

The haiku is a three line poem that has 5 syllables in line one, 7 syllables in line two and, 3 syllables in line three. The lines do not rhyme. Classic haiku poetry focuses on nature.

Echo Verse

An Echo Verse is when the last word or syllable in a line is repeated or echoed underneath to form a rhyming line, normally ending as the last line being the title to the poem.

An Example

What is this that falls from the sky?

Echo - I

Do you live above the thunder?

Echo - Under

Are you cold white snow?

Echo - No

You don't fall quietly from the cloud

Echo - Loud

You hit the ground with a spatter

Echo - Patter

You journey from the sky to the drain

Echo - Rain

Epigram

An Epigram is a short satirical and witty poem usually written as a couplet or quatrain but can also just be a one lined phrase. It is a brief and forceful remark with a funny ending. The term epigram derives from the Greek word 'epi-gramma' meaning inscription or to inscribe.

<u>An example of an Epigram Poem by Samuel Taylor Coleridge</u>

Sir, I admit your general rule,

That every poet is a fool,

But you yourself may serve to show it,

That every fool is not a poet.

<u>An example of an Epigram by Oscar Wilde</u>

"I can resist everything except temptation"

Autobiographical poem

You could use the template below:

1. _____ (Your first name)
2. _____, _____, and _____(3 words that describe you)
3. Friend of _____ (Your friends' names)
4. Who loves _____, _____, and _____ (3 things you love)
5. Who feels _____ about _____ (1 emotion and 1 thing)
6. Who gives _____, _____, and _____ (3 objects you share)
7. Who fears _____, _____, and _____ (3 things you fear)
8. Who'd like to see _____ (1 place or person you'd like to see)
9. Who dreams of _____ (1 item or idea)
10. A student of _____ (your centre)
11. _____ (Your last name)

Colour poem

- Colour poems are about a single colour, using descriptions, nouns, and other key elements to express feelings about that colour. An easy format for this type of poem is describing the colour using the five senses: looks, sounds, tastes, feels, smells.....
- Brainstorm a list of ideas that remind you a particular colour. Think about all five senses.
- Brainstorm ideas: For the colour green - grass, grapes, apples, go, plants, trees, jealousy, earth, peace, peas, frogs, green peppers, clovers, lucky, St Patrick's Day, recycle, green tea, healing, vegetables, fresh

Colour poem example

Green

Green is the colour of sweet grapes on the vine

Green is the feeling of nature calming and soothing you

Green is the sweet taste of crunchy green peppers

Green is the smell of grass after the lawn has been mowed

Green is the sound of frogs down by the water

Green is a fresh salad on a sunny day at the barbecue

Green is our earth, ...etc.

Writing your learning journal

Workbook
Page 27

- Record and reflect on your personal goals in relation to specific reading, writing and interpersonal skills.
- Keep a journal for 5 weeks.
- Use the template provided in your workbook.

Drawing a diagram to show information

Workbook
Page 28

Example:

Electronic and social networking technologies

Workbook Page 30

You will have to do the following:

- A clear step by step practical demonstration OR a written account of how to use electronic technology using words and images
- A clear step by step demonstration OR written account of how to use social networking using words and images

Internet vocabulary

- chat rooms
- computer
- email
- Internet connection
- ISP (Internet Service Provider)
- laptop computer
- the Internet
- URL (Webpage address)
- Web browser
- Webpage
- build a Webpage (also, Website)
- check your email
- download music files
- go on the Internet / go online
- install software
- meet people online
- scan for viruses
- send email
- start up / shut down your computer
- surf the Internet

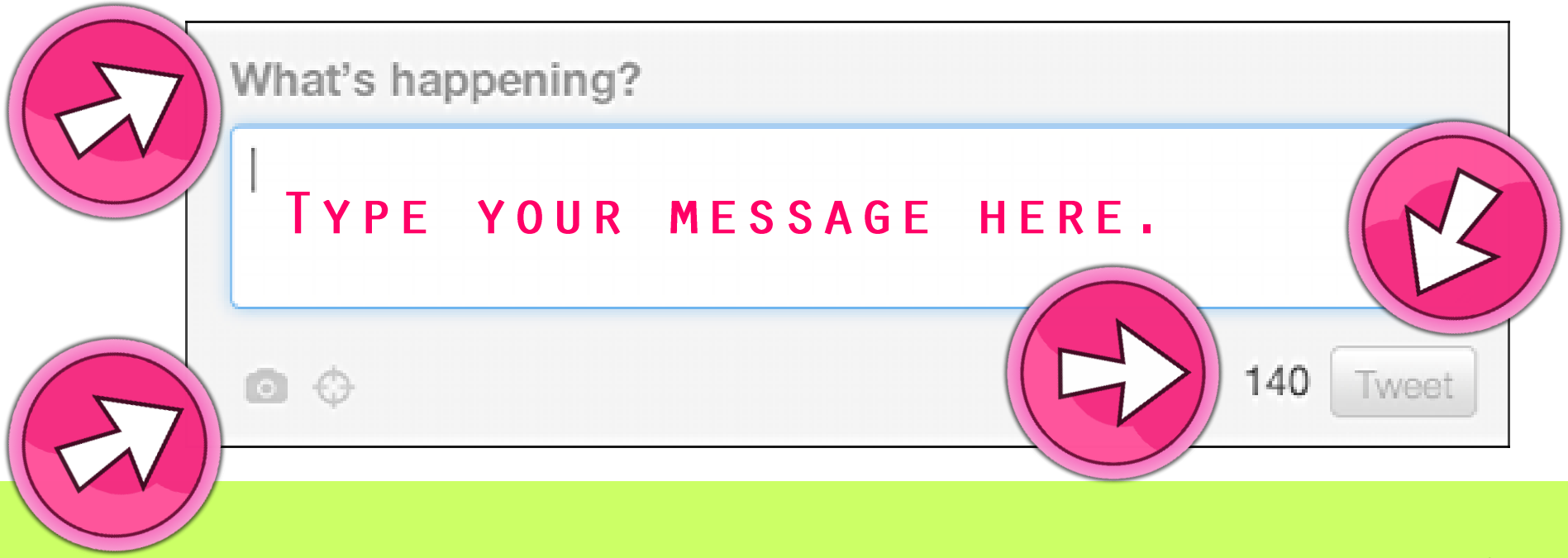
Example: Email with attachment

- Click the Compose button on the left side of your Gmail page.
- Type your recipient's email address in the "To" field.
- Enter a subject for your message in the "Subject" field.
- Write your message!
- Click on the attachment symbol.
- Open the document or image you wish to attach.
- Click on Send.

Example: Facebook post

- Log into Facebook.
- Click under 'What's on your mind?'
- Type your message. (the wall is public)
- Add a photo. (choose one saved on your computer)
- Click on Share.

Example: Posting a tweet



- Log into Twitter.
- A Tweet is any message posted to Twitter which may contain photos, videos, links and up to 140 characters of text.
- Type your first Tweet in the update box, under 'What's happening?'
- The characters will be counted for you.
- Add a photo.
- Click the Tweet button to post it.

Risks - electronic and social networking technologies

Workbook Page 31

- Face to Face connections are decreasing
- Cyberbullying
- Risks of fraud or identity theft
- Time waster
- Invasion of privacy
- Spam and virus attacks.
- Falling prey to online scams
- Little or no accountability for online bullies, criminals
- Can be isolating

Benefits - electronic and social networking technologies

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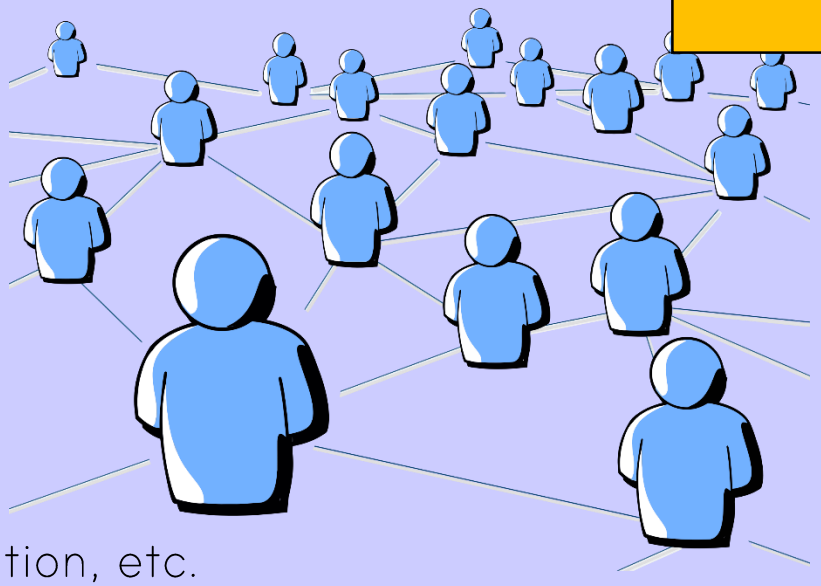

- Worldwide connectivity
- Staying in contact with friends and family
- Common interests can be followed, e.g. forums, websites, etc.
- Real-time information sharing
- Relatively cheap way of communicating
- Free advertising
- Business – contacts, easy payment methods, up-to-date information, etc.
- Facilitates open communication, leading to enhanced information discovery and delivery
- Allows people to discuss ideas, post news, ask questions and share links.
- Provides an opportunity to widen business contacts.
- Targets a wide audience, making it a useful and effective business tool
- Expands market research, implements marketing campaigns, delivers communications and directs interested people to specific web sites

moblog
splogs
Wikipedia
social
Flickr
mob
phone
app
remix
widget
service
podsafe
feed
tools
OpenID
civic
GPS
GPL
investment
NGO
wiki
Facebook
return
video
tag
cloud
networking
Creative
steward
trade
tweetup
domain
hashtag
podcast
copyleft
Commons
technology
digital
MySpace
hosting
fair
Digg
use
marketing
sourceunconference
ebooks
news
cause
media
Twitterverse
mashup
crowdsourcing
sustainability
word-of-mouth
double
of
optimization
on
platform
world
microblogging
bottom
RT
computing
neutrality
flash
embedding
SEO
conferencing
Web
open
campaign
troll
Gov
webcasting
webinar
terms
public
triple
UGC
CSR
line
crowdfunding
newsroom
personal
astroturfing
search
bookmarking
Internet
videoblog
lifestreaming
entrepreneurship
screencast
paid
capital
smart
YouTube
short
analytics
enterprise
streaming
metadata
Drupal
blog
lifecasting
geotagging
wi-fi
code
tags
RSS
story
tweet
net
WordPress
virtual
SMS
engine
inclusion
permalink
Twitter
Corp
web
reader
nptech
api

Interpersonal Communication

Notes & Examples

Signs

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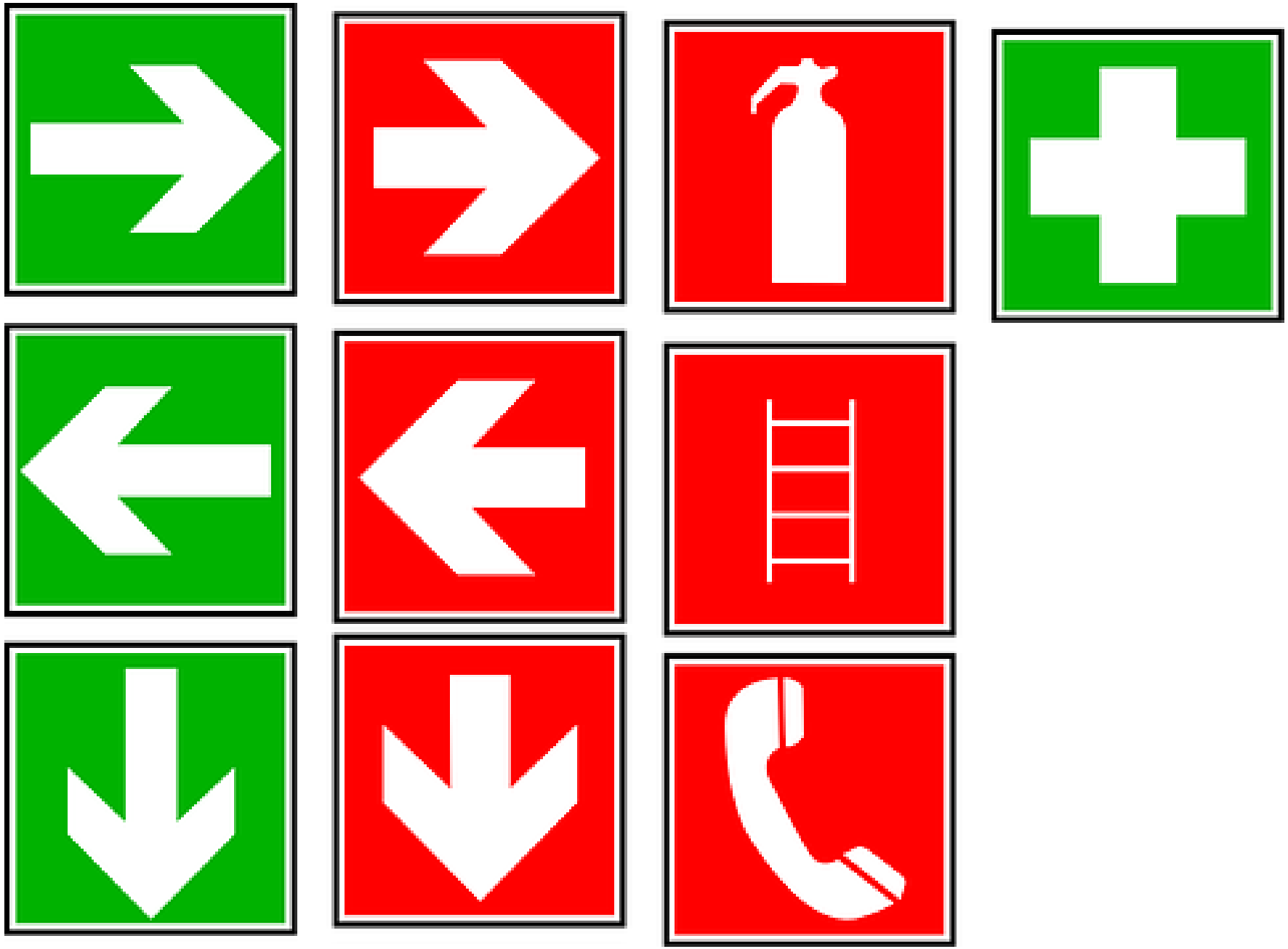
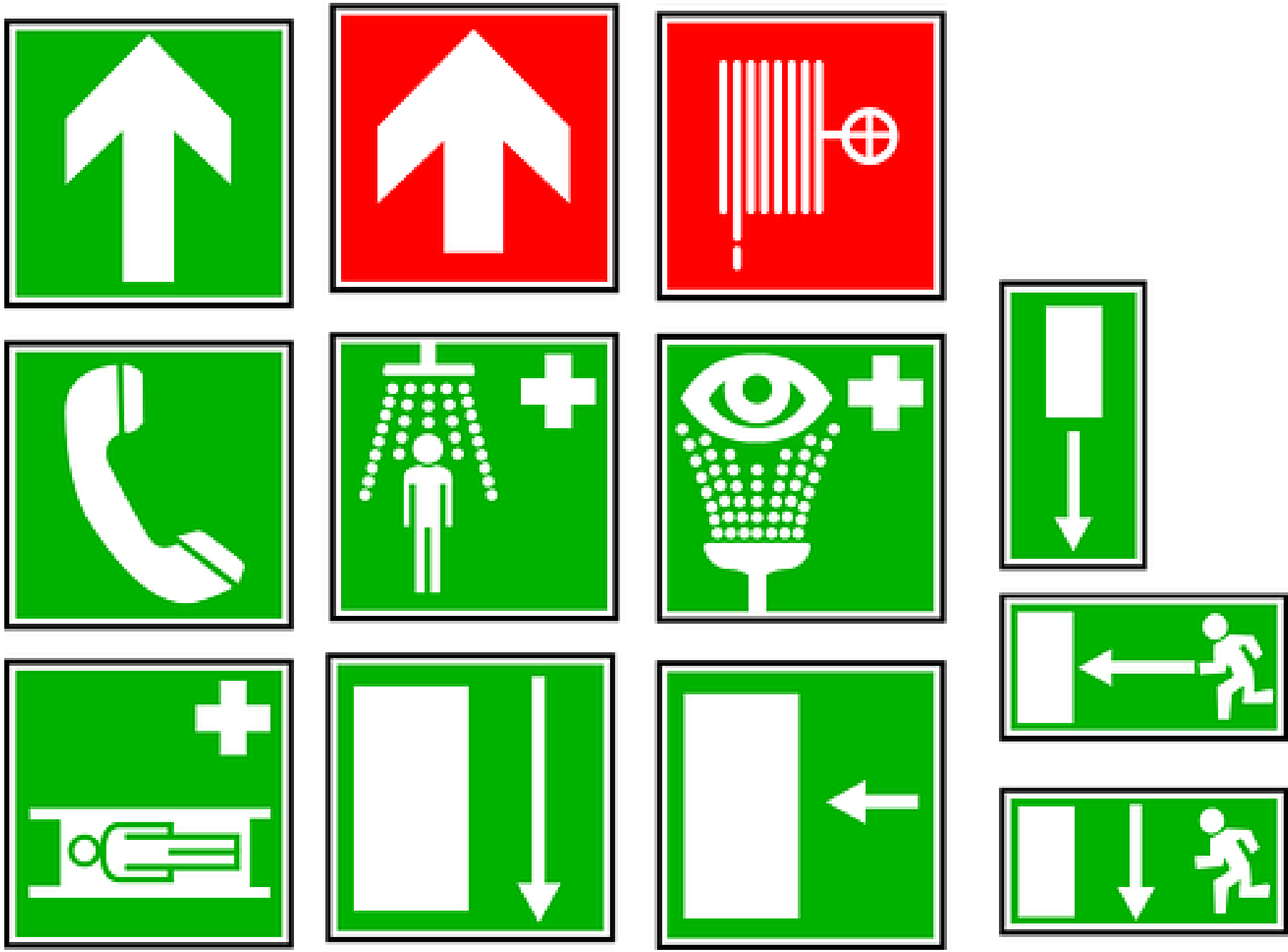
- Signs are a form of nonverbal communication.
- Signs convey a message in a simple and clear way, for example, a red traffic light tells you to stop – imagine, instead of a red light, there was a small sign, with a lot of text, all in black, giving you reasons why you should stop!
- Discuss: how do signs effectively convey a message?

Do you know these signs?



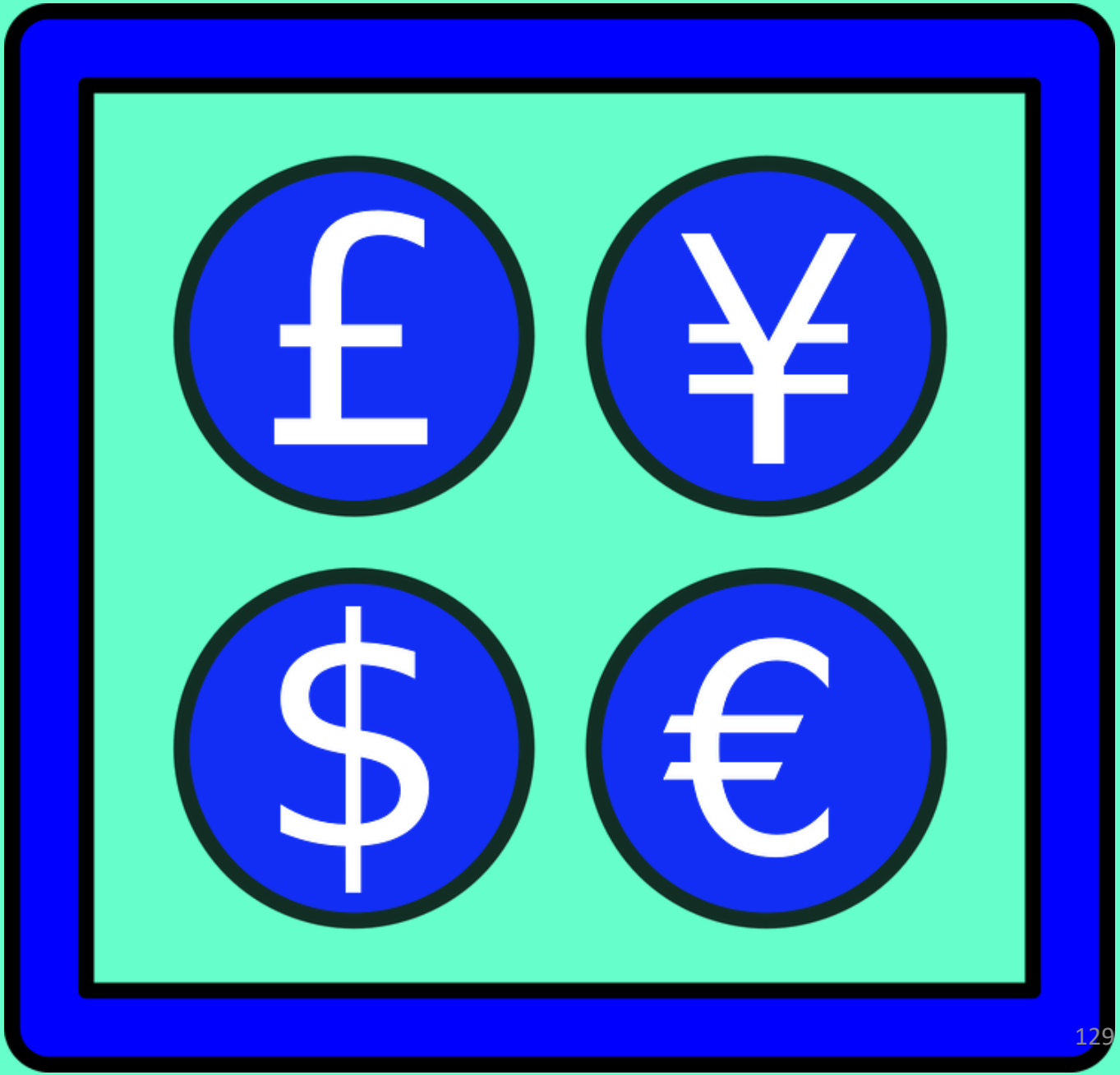
Do you know these signs?

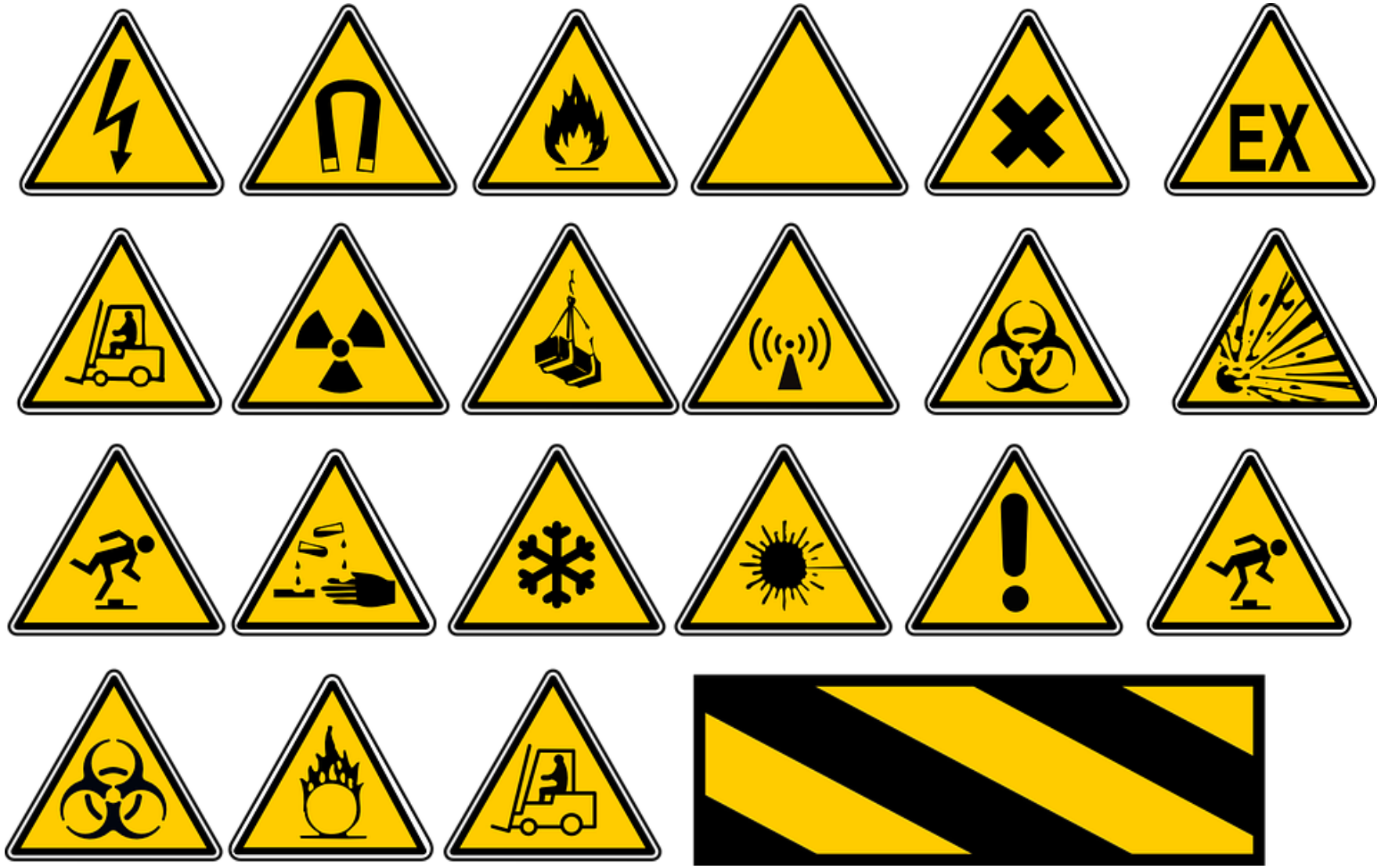


Do you know these signs?

Do you know these signs?

Do you know these signs?





Do you know these signs?

Example of signs in Ireland

Look at these Australian signs!

Visual Aids

- Visual aids may be used to enhance communication or may substitute for other forms of communication.
- Learn how to use visual aids to communicate/convey a message.
- Examples of visual aids include: a poster, storyboard, collage, advertisement, instructions, cartoons, etc.

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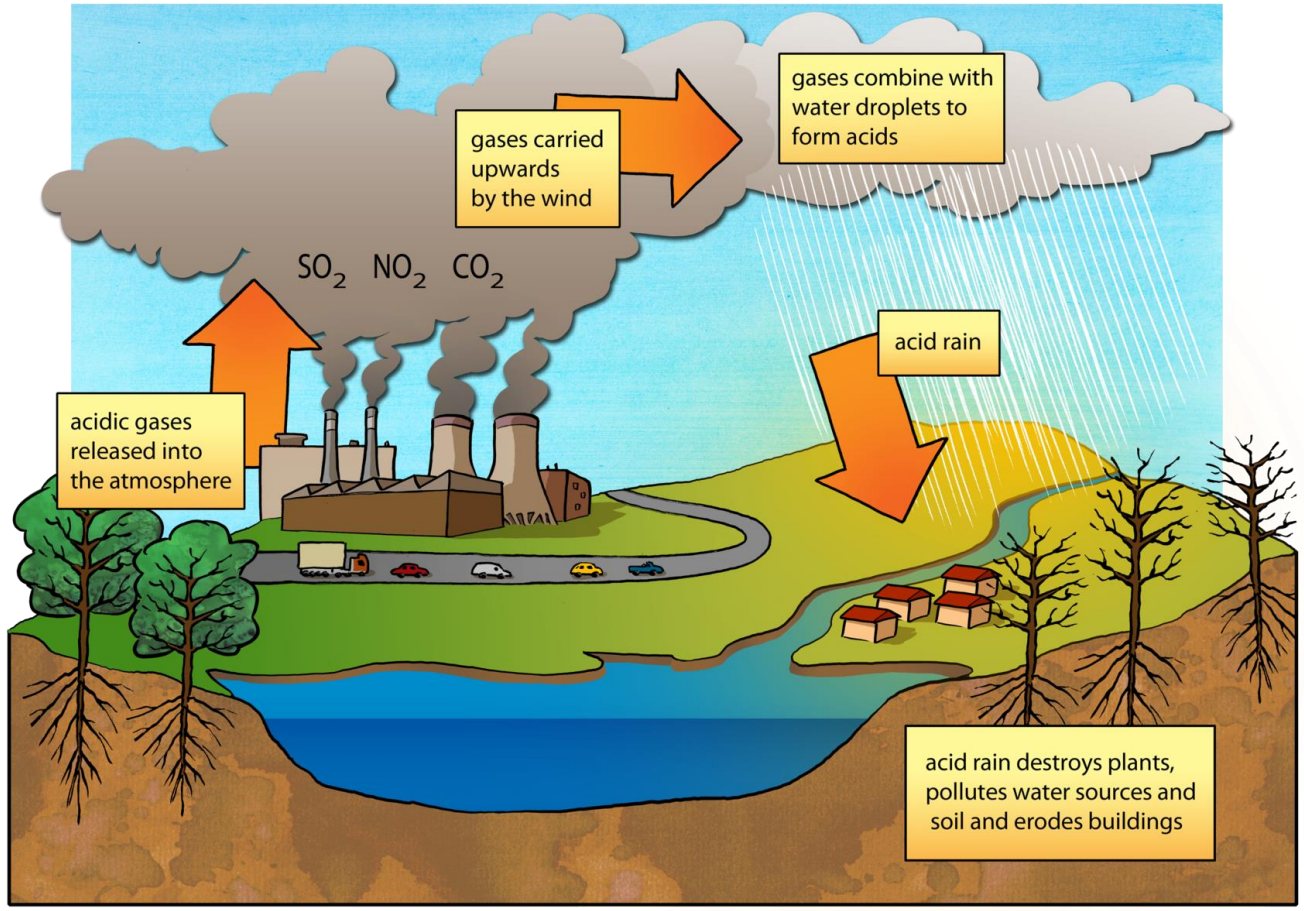
Visual aids help you to:

- Make a point clear to your audience
- Make a point more memorable
- Make an impact so that your audience remembers you

Illustrations

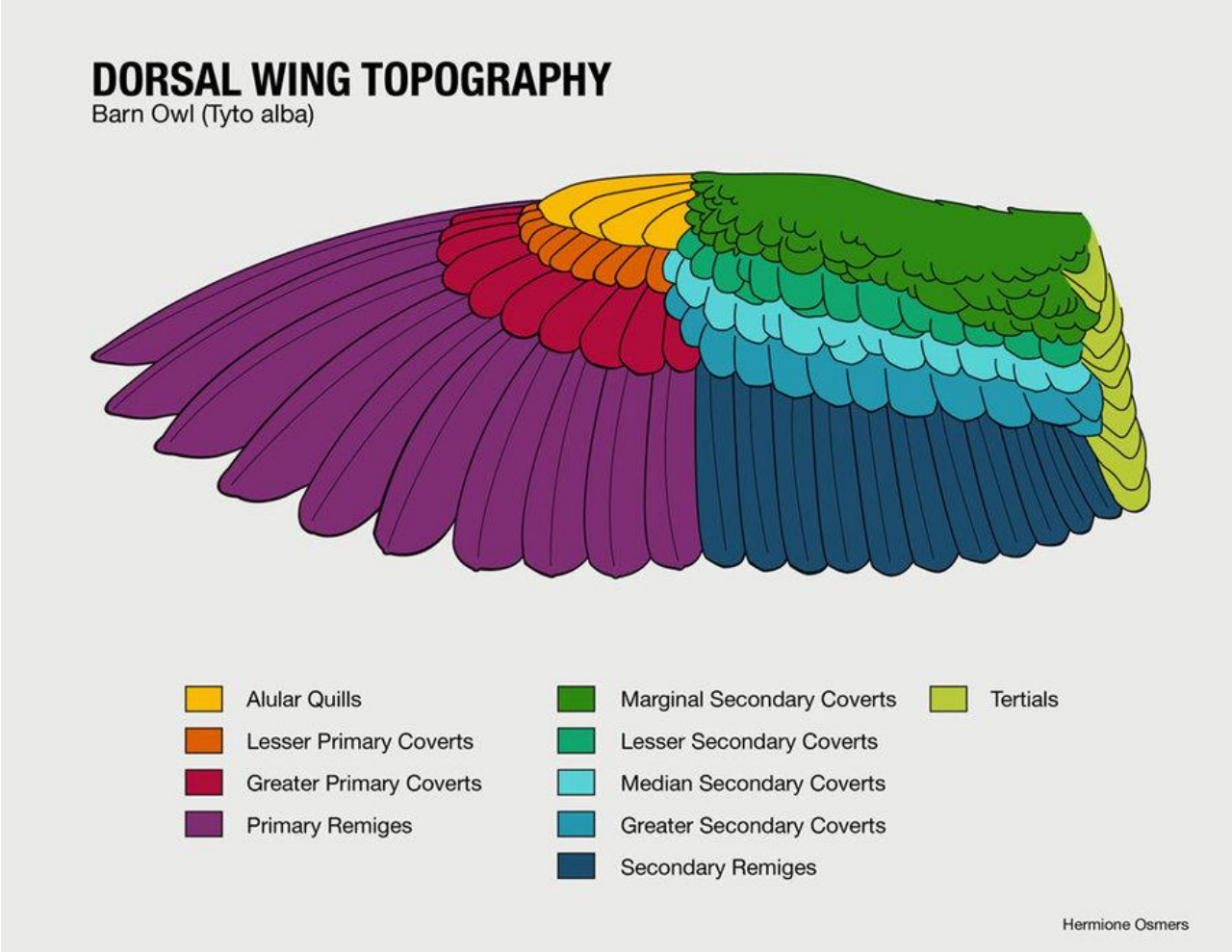
- Use illustrations if you want to convey an idea which is difficult to express or would take a lot of time to explain and describe what you mean.
- The human brain functions in such a way that it perceives visual information more quickly, fully and holds it longer in the memory.
- Even when reading a book most people draw a kind of illustrations inside their heads using imaginations.
- Sometimes we need to convey messages which importance does now allow relying only on imagination but needs crisp and concrete visual representation.
- These are various technological advanced illustrations, sketches, flowcharts etc. it can also be useful for people with little attention span and for those with hearing disabilities.



Using visuals

- Sometimes it is better to show your visuals after you speak / explain them.
- People will tend to scan a visual, gain what they can from it and then tune out.
- Sometimes, it's more effective to speak about something and then use the visual to reinforce the message.

A good visual aid

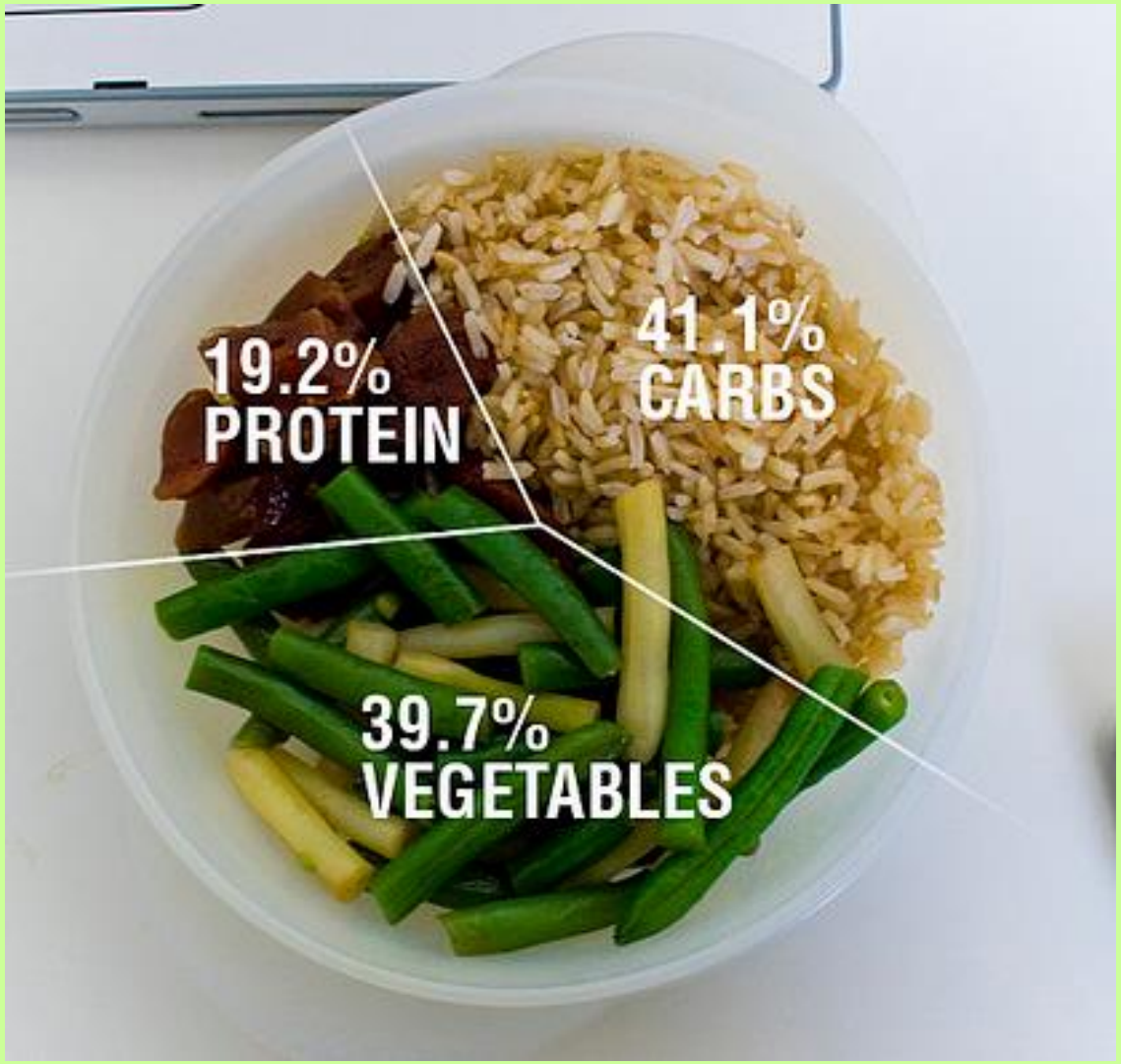


A good visual aid is usually:

- A simple design
- Easy to understand
- Interesting
- Directly linked to your message
- An aid to understanding
- Suited to the audience
- Easy to read

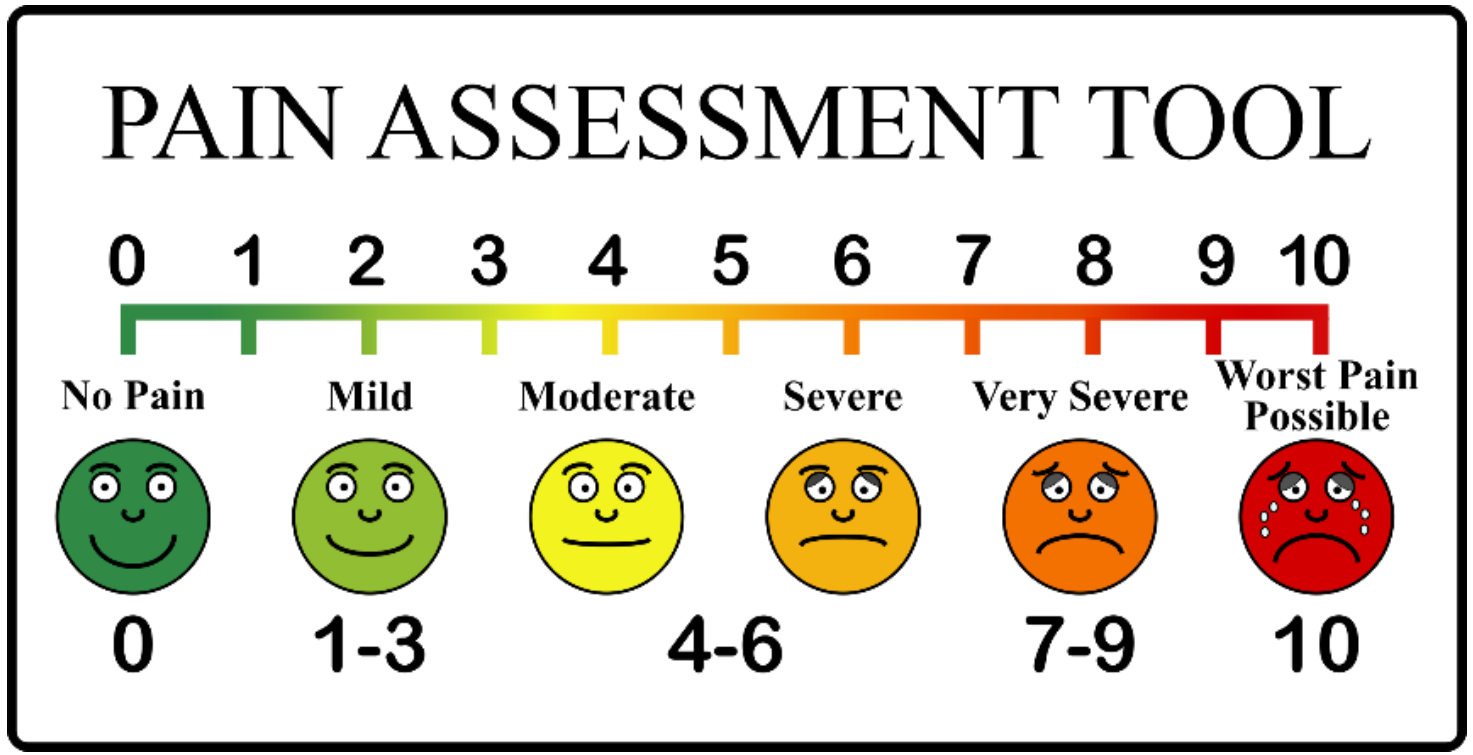
Another effective visual aid

Why is this visual aid effective?



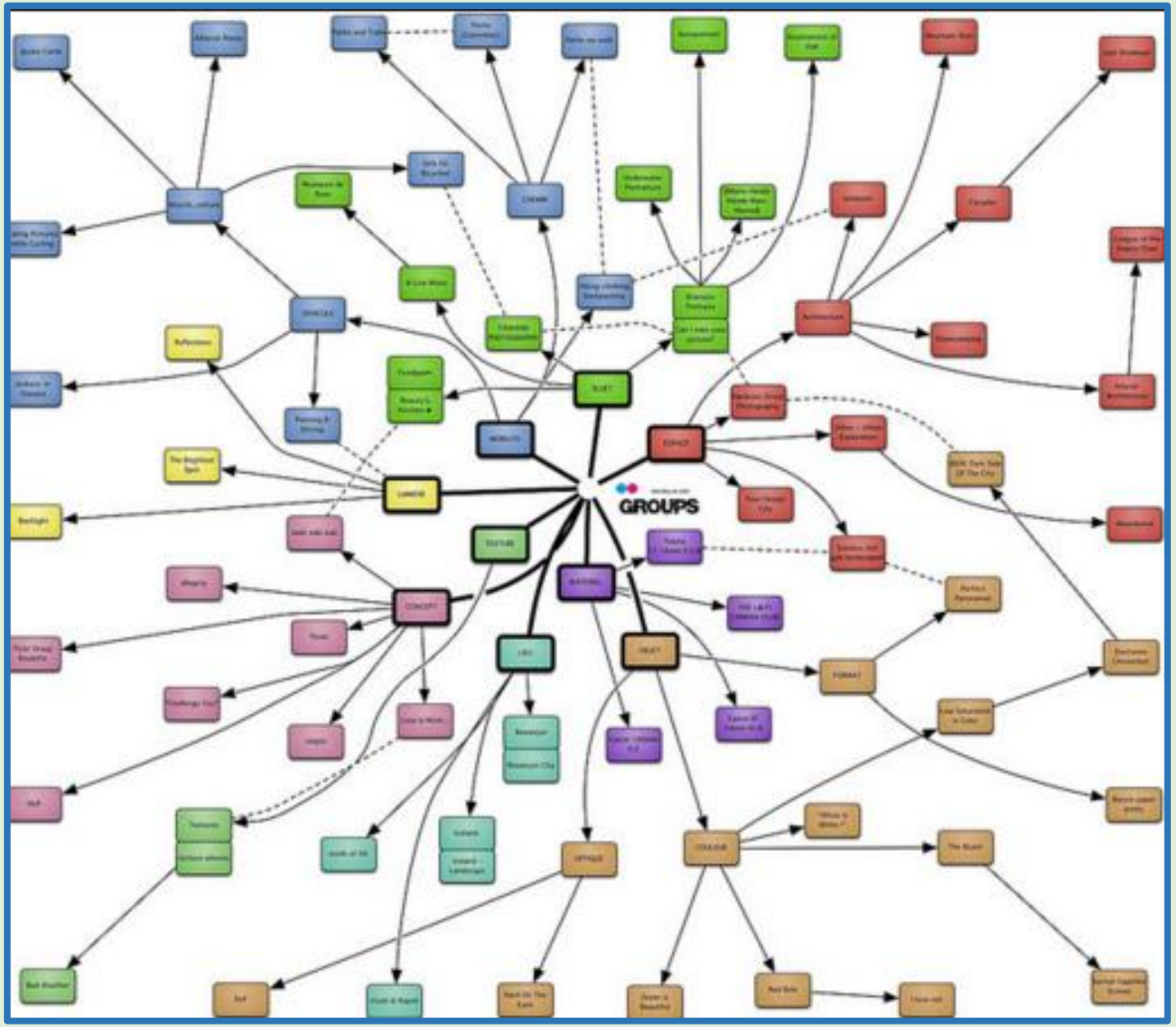
Effectiveness of visual aid

- How might this visual aid be helpful?

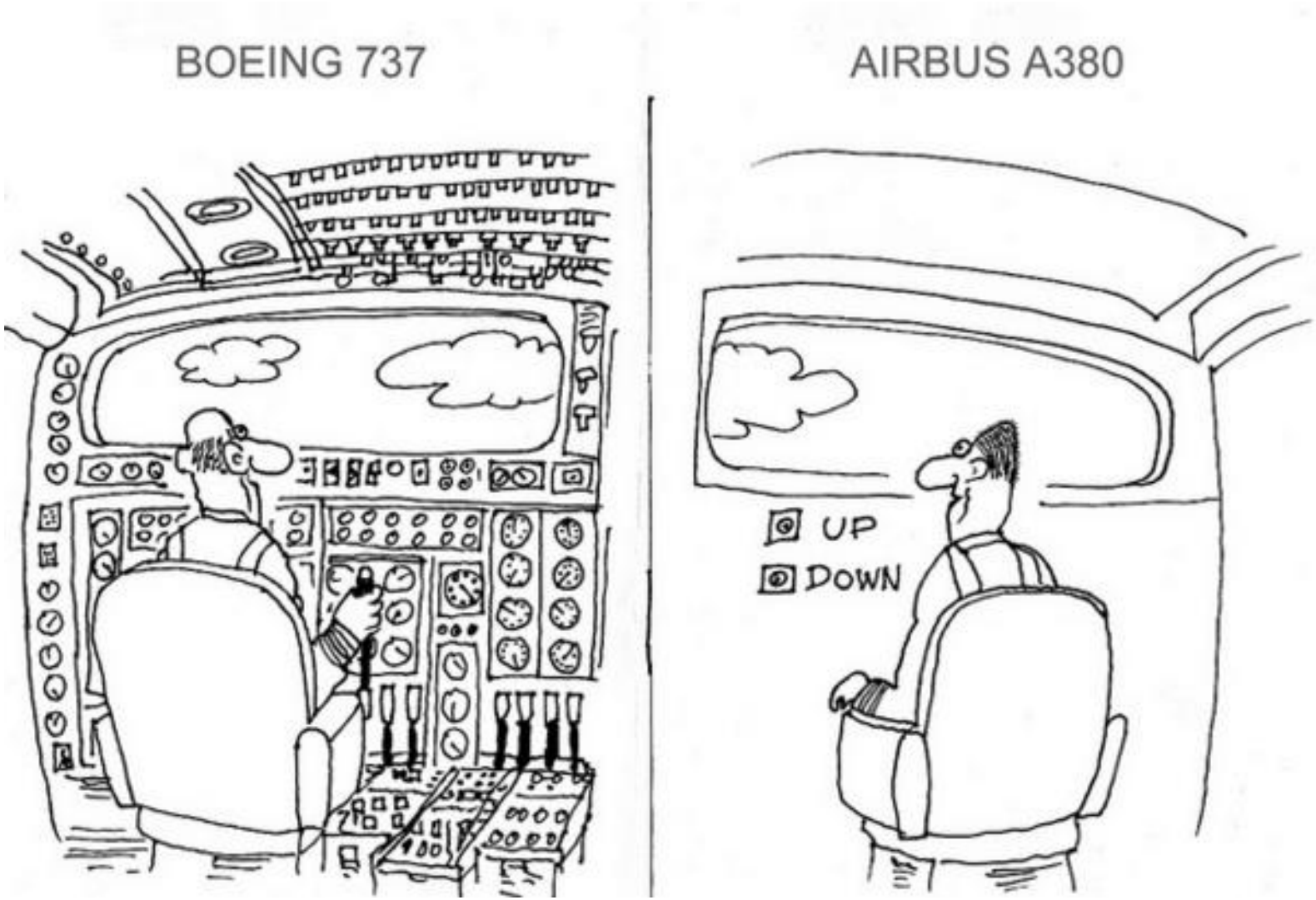


Not a great visual aid

What is wrong with this visual aid?



What is the illustrator saying?



Overuse of visual aids

- Too many visual aids can detract from your message.
- Visual aids must be used to enhance your message not cover it up!

Food packaging

Look at food packaging. What makes the product enticing?

Visual aids for business

Look at advertisements and discuss how visual aids are used to increase sales.

Talk about: would this advert on the right be successful today? Why or why not? What might the future of advertising be?

Look at the next few pages for examples:

REGULAR
BURGER KING
Coca

Think Different

Apple Computer, Inc.

http://www.mylaptopyourlaptop.com/

TRUE DIVERS DON'T NEED WATER.
NikeFútbol

GUCCI

You are a visual aid (!)

Your overall style, clothing, appearance, nonverbal communication, gestures, attitude etc. all have visual impact.

Nonverbal communication

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- Much of our communication is non verbal and includes, gestures, body language/posture; facial expressions and eye contact.
- It is important to be aware of how sending and receiving messages from non-verbal signals can influence communication.
- Messages should be clearly understood and appropriate to the audience.

Nonverbal messages

- Non-verbal communication includes facial expressions, eye contact, the tone and pitch of the voice, gestures and the physical distance between the communicators
- These non-verbal signals can give clues and extra information and meaning over and above spoken (verbal) communication

Types of Non-Verbal Communication

- Body Movements (Kinesics), e.g., hand gestures, nodding, shaking your head
- Posture, e.g. whether your arms are crossed
- Eye Contact, where the amount of eye contact often determines the level of trust and trustworthiness
- Aspects of the voice apart from speech, e.g. pitch, tone, speed of speaking
- Personal Space
- Facial Expressions, including smiling, frowning, blinking
- Physiological Changes, e.g., sweating or blinking more when nervous

Effective speaking and listening

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Factors:

- Using appropriate eye contact
- Seeking clarification
- Summarising or paraphrasing what the other person has said to check for understanding
- Ensuring that the language used is appropriate to the audience
- Using clear and concise language
- Asking whether the receiver/s understand
- Giving other people a chance to speak
- Being patient!
- Taking notes physically or mentally of key points, whichever is appropriate
- Respecting other people's opinions even if you disagree!

Eye contact

- The act of looking directly into another's eyes...a meeting of the eyes of two persons, regarded as a meaningful nonverbal form of communication. SOURCE: Dictionary.com
- Eye contact does not mean staring into the speaker's eyes without a break! That's weird!
- Although eye contact and facial expressions are often linked together, the eyes could transmit a message of their own.
- Eye contact can indicate how interested a person is in the communication taking place. It could also suggest trust and truthfulness. Often, when people are being untruthful, they tend to look away and resist eye contact.
- Eye contact portrays someone's involvement and attention. Attention is a function of eye contact.

Seeking clarification

Guidelines for Clarifying

- Clarification is the skill we use when communicating, to ensure that we have understood the message of the speaker.
- Admit if you are unsure about what the speaker means.
- Ask for repetition.
- State what the speaker has said as you understand it, and check whether this is what they really said.
- Ask for specific examples.
- Use open, non-directive questions - if appropriate.
- Ask if you have got it right and be prepared to be corrected.

Examples of clarification questions

- "I'm not quite sure I understand what you are saying."
- "I don't feel clear about the main issue here."
- "When you said ..... what did you mean?"
- "Could you repeat ...?"

<u>Clarifying involves:</u>

- Non-judgemental questioning.
- Summarising and seeking feedback as to its accuracy.

Audience

- Messages need to be tailored to be appropriate and interesting for different audiences.
- Different audiences are reached by different tactics and different communication tools.
- The target audience is the primary group of people that your communication activities are aimed at.
- A target audience can be people of a certain age group, profession, gender, marital status, educational background, geographic area and so forth.
- Make sure your communication methods match your audience.

Paraphrasing / Summarising

- Repeating a summary of what has been said back to the speaker is a technique used by the listener to repeat what has been said.
- The summary is in the listener's own words.
- Summarising is about taking the main points of the received message and restating them in a logical and clear way, giving the speaker chance to correct if necessary.

Voice

- The volume of your voice is not exclusively to ensure that the listeners hear you; your voice adds authority to your message.
- It is important to speak up to project the volume; don't yell though!

An exercise to help develop your effective speaking skills:

- Find a document to read, something about two pages in length - the first few pages of a book would work well.
- Read your document through silently first, then read it aloud in your normal speaking voice. Don't worry if you stumble or falter, just pick up and continue to the end.
- Now read it a third time, recording your voice if possible and remember:
- Slow down: It is a natural reaction to want to get it over as fast as possible and this often causes people to stumble over their words. Speeding up also occurs when you are nervous and usually makes you more difficult to understand.
- Keep your head up: Try not to tuck your chin into the book as your voice is then addressing the floor. Hold your book higher and project your voice.
- Pause occasionally: Let the end of a sentence or the end of a paragraph give you a chance of a small, two or three second rest. Pauses can be useful for emphasis.
- Practise this exercise as often as you can.
- Find more at: http://www.skillsyouneed.com/ips/effective-speaking.html#ixzz3xoMRJXjw

Articulation

- Every time you use a speech filler as in "ah" or "um" or "you know" or "so," you are detracting from the confidence you want your words to convey and you diminish the power of your message.
- Practise speaking and ask members of the group to comment on your speech fillers so that you are aware of them.
- Work to get rid of your speech fillers.
- You can also record a few of your phone conversations; you will be surprised at what you hear. (make sure the other speaker knows you are recording!)

Posture

Your communication starts with the posture you choose when you speak.

To really get your point across pull your shoulders back to slightly exaggerate your posture and open up your diaphragm.

Do not play with a pen, fidget or cross your arms and legs when you speak.

Use open body language to convey that you mean what you say and are open to the input of others.

Common Barriers to Effective Communication

- The use of jargon, complicated, unfamiliar and/or technical terms
- Emotional barriers and taboos
- Lack of attention, interest, distractions, or irrelevance to the listener
- Differences in viewpoint
- Physical disabilities such as hearing problems or speech difficulties
- Physical barriers to non-verbal communication, e.g. not being able to see the non-verbal cues, gestures, postures, etc.
- Language differences, understanding unfamiliar accents
- Expectations and prejudices
- Cultural differences

A skilled communicator must be aware of these barriers and try to reduce their impact by continually checking understanding and by offering appropriate feedback.

Watch video clips

- Watch video clips on YouTube, movies, sketches and TV advertisements and make notes while you are listening.
- Discuss with the group, the notes you have made.

Expression

Engage in face to face OR telephone conversations and express personal opinions, feelings, facts and disagreements.

Expressing personal opinions

We use these words and phrases to express a personal point of view:

- In my experience...
- As far as I'm concerned...
- Speaking for myself...
- In my opinion...
- Personally, I think...
- I'd say that...
- I'd suggest that...
- I'd like to point out that...
- I believe that...
- What I mean is...

Expressing a general point of view

We use these words and phrases to express a point of view that is generally thought by people:

- It is thought that...
- Some people say that...
- It is considered...
- It is generally accepted that...

Agreeing with an opinion

- We use these words and phrases to agree with someone else's point of view:

- Of course.
- You're absolutely right.
- Yes, I agree.
- I think so too.
- That's a good point.
- Exactly.
- I don't think so either.
- So do I.
- I'd go along with that.
- That's true.
- Neither do I.
- I agree with you entirely.
- That's just what I was thinking.
- I couldn't agree more.

Disagreeing with an opinion

We use these words and phrases to disagree with someone else's point of view:

- That's different.
- I don't agree with you.
- However...
- That's not entirely true.
- On the contrary...
- I'm sorry to disagree with you, but...
- Yes, but don't you think...
- That's not the same thing at all.
- I'm afraid I have to disagree.
- I'm not so sure about that.
- I must take issue with you on that.
- It's unjustifiable to say that...

Conversation

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- Initiate conversation and ask questions to obtain information (1) on the phone and (2) face to face in a formal context
- Initiate conversation and ask questions to obtain information (1) on the phone and (2) face to face in an informal context.

Some conversation tips

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1. Be genuinely interested in the person.
2. Focus on the positives.
3. Converse, don't debate or argue.
4. Respect; don't impose, criticise, or judge.
5. Put the person in his/her best light.
6. Be true to yourself.
7. Remember 50-50 sharing; good conversation is half speaking and half listening.
8. Ask purposeful questions.

Role Play

- Think about the impact of **social, physical, relational, mood/state of mind, purpose, speech and status** on communication.
- Consider taking part in role playing using everyday scenarios in: banks, post offices, doctor's surgeries, shops, etc.

Role play at the post office

- letter
- post card
- mail
- post office box
- PO box
- stamp
- deliver mail
- address
- return address
- area code
- insurance
- junk mail
- personal mail
- postal order
- air mail
- postman
- post card
- postage
- Postbox
- TV License

Role play at the bank

- ATM
- bankbook
- bills
- cheque
- bank account
- coins
- customer
- deposit
- foreign exchange
- joint account
- loan
- manager
- money
- savings account
- teller
- withdraw
- mortgage
- interest rate
- transaction
- statement
- online banking
- debit card
- credit card
- balance

Role play a medical setting

- backache
- cough
- earache
- fever
- headache
- infection
- runny nose
- sore throat
- stomach ache
- blister
- broken bone
- bruise
- burn
- cut
- dislocation
- fracture
- scratch
- splinter
- sprain
- sun burn
- swelling
- anaesthesiologist
- dietician
- doctor
- nurse
- ophthalmologist
- patient
- paediatrician
- physician
- psychiatrist
- specialist
- surgeon
- visitor
- consultation
- appointment
- clinic
- health insurance
- medication
- prescription
- symptoms

Role play a job application/interview

- address
- age
- apply
- date of birth
- certification
- children
- citizenship
- city
- college
- country
- criminal record
- date
- dependents
- diploma
- education
- background
- employee
- employer
- experience
- name
- gender
- hearing
- height
- junior college
- marital status
- married
- next of kin
- notify
- occupation
- phone number
- physical examination
- position
- present address
- previous experience
- quit
- reason for leaving
- relatives
- salary
- skills
- PPS number
- street
- telephone number
- vision
- zip code

Role play an educational setting

- educate
- education
- educator
- qualification
- qualify
- school
- student
- teacher
- algebra
- archaeology
- art
- band
- biology
- botany
- calculus
- chemistry
- computer science
- drama
- economics
- English
- French
- geography
- geology
- geometry
- German
- gym
- health
- history
- home economics
- Music studies
- language arts
- literature
- mathematics
- PE
- physics
- psychology
- reading
- science
- social studies
- world geography
- writing
- classmate
- coach
- cook
- headmaster
- librarian
- president
- principal
- professor
- secretary
- teacher

Role play a shopping experience

- aisle
- baby products
- bag
- cash register
- cashier
- checkout line
- clerk
- coupons
- dairy products
- deli
- frozen foods
- groceries
- household items
- pet food
- seafood
- shopper
- shopping cart
- supermarket
- bottle (of catsup)
- carton (of milk)
- container (of)
- package
- tube

Group discussions

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- Participate in a range of group discussions.
- Demonstrate active speaking and listening skills practised throughout the module.
- During group discussions, make every effort to listen actively, to use vocabulary appropriate to the context and to be mindful of other factors affecting interpersonal communication.