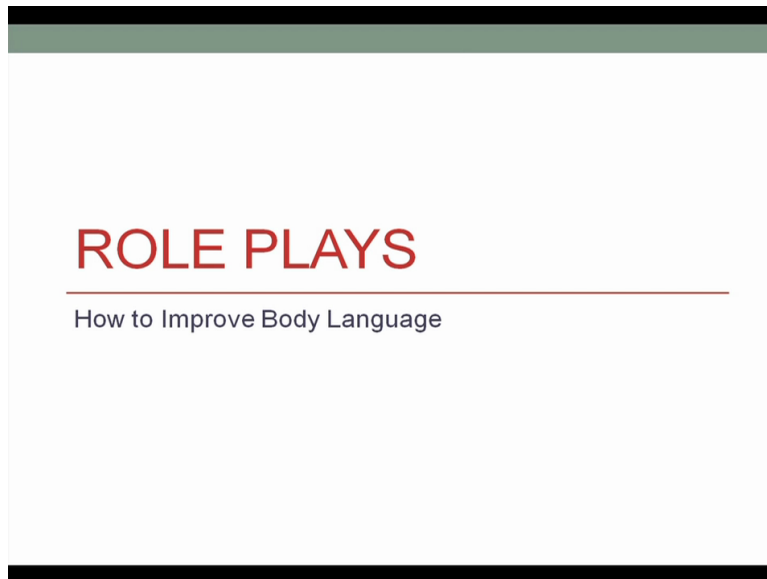
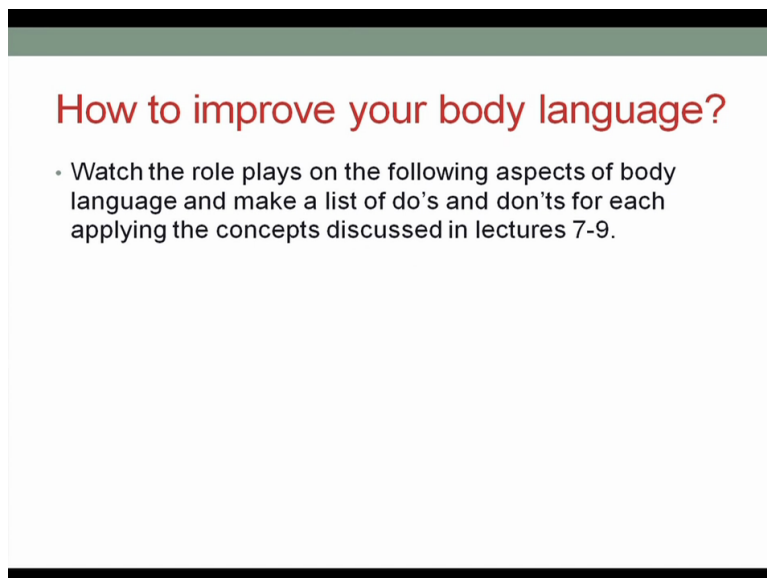


Speaking Effectively
Professor Anjali Gera Roy
Department of Humanities and Social Sciences
Indian Institute of Technology Kharagpur
Lecture 10
Role Plays
How to Improve Body Language

(Refer Slide Time: 00:19)



(Refer Slide Time: 00:22)



(Refer Slide Time: 00:26)

Proxemics or Spatial Distance

- Watch a young man strike a conversation with a young lady he meets at the bus stop and identify the reason why things go wrong.

(Refer Video Start Time: 00:28)





Student 1: It is getting late.

Student 2: Hey hi. What is the matter? You did not recognize me?

Student 1: No.

Student 2: You are from IIT, right?

Student 1: Yes.

Student 2: We took the same course last year I was in the same course...

Student 1: I am sorry I just took lot of course last year. I do not remember you.

Student 2: I was in the CET course last semester.

Student 1: Oh! That CET course?

Student 2: Yeah.

Student 1: Yes. I do not exactly remember but fine yes I did the CET course last semester.

Student 2: Okay, what are you doing here this time?

Student 1: I am waiting for a bus you know.

Student 2: So you are going back to IIT?

Student 1: Yeah.

Student 2: I am taking the same bus. It looks like it is going to be a while so.

Student 1: I am getting late. I have to rush off you know, it is pretty late.

Student 2: The bus will come when the bus will come. Hey what do you say? We go there at a coffee shop and grab a cup of coffee.

Student 1: No I am fine, thank you. I am just fine here.

Student 2: Hey, getting a bit cool out here. What is the problem? Let us go at the coffee shop.

Student 1: No its okay you know. I just want to get home.

Student 2: Let us just get at the coffee shop.

Student 1: Yeah it is okay. I am sorry.

Student 2: Oh come on.

Student 1: Okay yeah. See I am just fine here. I will like to wait. Thank you.

(Refer Video End Time: 01:46)

(Refer Slide Time: 01:47)

Closed and Open Body Language

- Watch the body language of the two young women when a young man approaches them in a café!
- Make a list of closed and open body language and write down what it means.

(Refer Video Start Time: 01:49)







Student 1: Hey Himanshi.

Student 2: Hey Zeniya.

Student 1: How are you?

Student 2: I am fine. What is up?

Student 1: I am good.

Student 2: Tell me.

Student 1: You came back from home, right? Two days back, right?

Student 2: Yeah. It was so nice. Home is always nice.

Student 1: I know and how is about the cold there?

Student 2: It is cold there. Ranchi is cold you know. What about you?

Student 1: I am good. Just got arranged with this NPTEL course and...

Student 2: Yeah. So did you receive your stipend?

Student 1: I did.

Student 2: Oh my god! Congratulations. So are you going to do with that?

Student 1: Besides shopping...

Student 2: Besides shopping. You will have to buy something for me as well.

Student 1: Sure I will. We will see how to work that out.

Student 2: Let us go for a...

Student 3: Guys, is this seat taken?

Student 2: No.

Student 3: Do you mind if I sit here?

Student 1: Okay.

Student 3: so which department are you guys from?

Student 2: HSS.

Student 3: Oh! I have not seen you around so often so, do you live nearby or...

Student 2: We do come here often I guess.

Student 1: Well that is Humanities and Social Science, it is just besides the academy.

Student 3: Oh! Okay cool. So how long you guys have been in the campus?

Student 1: It is been like one and half year for that we are here.

Student 3: Okay and how is your routine going?

Student 2: Its fine, it is just nice.

(Refer Video End Time: 03:17)

(Refer Slide Time: 03:18)

Eye Communication

- Do you look at others when speaking or listening to others?
- What do you think of the eye communication between the following:
 - The two women
 - The two men

(Refer Video Start Time: 03:21)







Student 1: Hi Zeniya.

Student 2: Hi Nilindra.

Student 1: So how are you?

Student 2: I am good.

Student 1: You remember last night we met over the star night.

Student 2: Yes, of course. I do remember.

Student 1: So how did you find it?

Student 2: It is nice.

Student 1: Okay actually I forgot to ask from where you are?

Student 2: Actually I have come from IIT Ropar.

Student 1: Oh! Nice. I am from PA only.

Student 2: Oh! So this is your campus, your fest?

Student 1: Yes.

Student 2: So it must be you are from this university.

Student 1: Yeah. So, you are enjoying the fest?

Student 2: Yeah.

Student 3: Hey, hi girls.

Student 1: Hi.

Student 2: Hi.

Student 3: Hey can you let me know the time please?

Student 2: Sure, it is like 2 minutes to 12.

Student 3: Okay. Can you guide me to like coffee shop over here? Do we have one?

Student 2: Yeah you have a coffee shop here. Actually I am also new to this place. You go straight and take a right.

Student 3: Uh are you free so like can you join me?

Student 2: You are asking me?

Student 3: Yes you.

Student 2: Nilindra, I have got some work so I got to go.

Student 1: Okay, no problem. Actually she got some work so she need to leave.

Student 3: Okay. So can you join me because like I am kind of lonely today like you know, no friends, no one.

Student 1: Oh! I got you. You are you new in this campus?

Student 3: Yes.

Student 1: Yeah definitely, but I am sorry to say I am busy right now but later yeah surely I can join you.

Student 3: Okay. So, like I will be expecting you over there.

Student 1: Yeah sure you just go. I think she told, you got the way to the coffee shop? You just go and wait I will be there.

Student 3: Okay then see you bye.

Student 1: Yeah, thank you.

Student 3: Okay bye.

Student 2: Bye.

(Refer Video End Time: 04:46)

(Refer Video Start Time: 04:47)





Student 1: So how did you like screen fest this time?

Student 2: Yeah it was kind of okay like you know.

Student 1: Yeah even I felt the same. It was not as good as last year.

Student 2: Yeah actually.

Student 1: The artist that came last year was much better.

Student 2: Even like my friends are not here like you know.

Student 1: Yeah my friends also came last time. It was much more fun.

Student 3: Hey guys.

Student 2: Hi.

Student 1: Yeah hi.

Student 3: Actually I am new in this place so I am bit confused with the direction. Can you let me the way to CCD?

Student 1: CCD? Yeah sure. So you go down to this road around 500 meters later there will be a turn on the left. So you turn and at the end of the road, there is CCD. It is pretty simple.

Student 3: Oh okay so you study here?

Student 1: Yeah, we are student over here.

Student 3: Okay. Actually I am here for the fest so I am new in this place. So there are many things to see you know but I have no one to company me. So you just tell me from which department you are.

Student 1: I am from chemical engineering.

Student 3: Chemical. Okay. I am an MBA student.

Student 1: Oh! Interesting.

Student 2: Okay me too.

Student 3: Okay hi.

Student 1: Yeah he is also a MBA student.

Student 3: I am Nilindra.

Student 2: Nice meeting you. So like you are moving for a coffee shop?

Student 3: Yeah actually.

Student 2: Okay.

Student 3: Yeah so you are from which department?

Student 2: Actually I was also talking to have like you know even I was interested in having a cup of coffee.

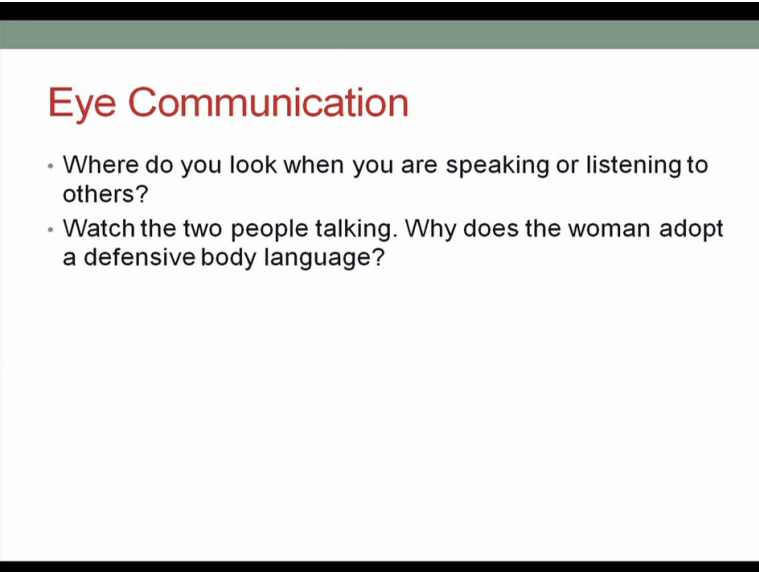
Student 3: Oh!

Student 2: I think he is busy kind of so can I join you like.

Student 3: Yeah sure.

(Refer Video End Time: 06:05)

(Refer Slide Time: 06:07)



The slide features a dark green header bar at the top. Below it, the title "Eye Communication" is written in a red, sans-serif font. The main content area is white and contains two bullet points in a black, sans-serif font. The slide is framed by a thick black border at the top and bottom.

Eye Communication

- Where do you look when you are speaking or listening to others?
- Watch the two people talking. Why does the woman adopt a defensive body language?

(Refer Video Start Time: 06:09)





Student 1: Hey hi.

Student 2: Hi.

Student 1: How are you?

Student 2: I am good.

Student 1: Okay.

Student 2: And once again thank you for the coffee yesterday.

Student 1: That is nothing.

Student 2: Yeah so what you are doing around?

Student 1: Nothing just like I was just roaming around and like suddenly I saw you.

Student 2: Okay, okay.

Student 1: So what are the plans?

Student 2: Nothing yet. I am just participating in few of the events so busy with the events actually. Yeah so are you participating in the events?

Student 1: No but like I have plans you know like for the evening I might click if you could join me and we will have fun so.

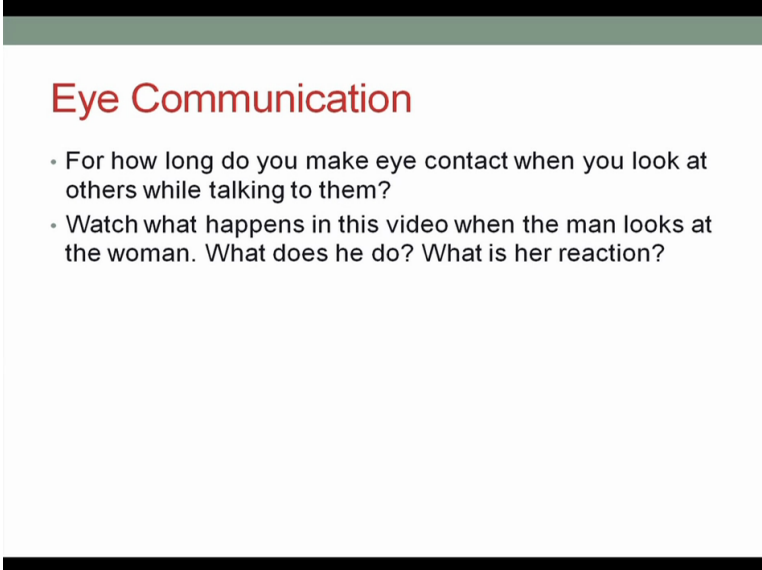
Student 2: Yeah, today evening actually I need to go for a show. I heard there is a show so I will be there.

Student 1: Okay. Okay catch you later bye.

Student 2: Yeah.

(Refer Video End Time: 06:54)

(Refer Slide Time: 06:55)



The slide features a title 'Eye Communication' in red text. Below the title are two bullet points in black text. The slide is framed by a dark green header bar at the top and a black footer bar at the bottom.

Eye Communication

- For how long do you make eye contact when you look at others while talking to them?
- Watch what happens in this video when the man looks at the woman. What does he do? What is her reaction?

(Refer Video Start Time: 06:58)





Student 1: Hey hi, how are you?

Student 2: I am good. How are you?

Student 1: I am good.

Student 2: So you are here for the show?

Student 1: Yeah I am.

Student 2: So you are here with your friends or alone?

Student 1: No I am alone.

Student 2: Okay.

Student 1: So are you?

Student 2: Yeah I am here with my friends. Actually we first planned to go for dinner but later we thought to come here for the show.

Student 1: Okay.

Student 2: Yeah it was a night show right.

Student 1: Yeah it was kind of.

Student 2: Yeah.

Student 1: So what are the plans? Like today I think you are free.

Student 2: No, actually I have to be with my friends because tomorrow I will be leaving for my city. So I will be going tomorrow.

Student 1: Okay.

Student 2: Yeah.

Student 1: So like tomorrow can I come to drop you like...

Student 2: No. It is totally fine. I will be going off with my friends so we guys are going together.

Student 1: Okay then bye.

Student 2: Yes bye.

(Refer Video End Time: 07:49)

(Refer Slide Time: 07:50)

Facial Expression

- Do you smile when speaking to others or do you maintain a grim appearance?
- Watch a doctor telling a student that he has torn a ligament and can't play the match.
- Watch a model coordinator telling a model that he has got a plum assignment.
- What difference does the facial express make to the conversation?

(Refer Video Start Time: 07:54)





Student 1: Good evening doctor.

Student 2: Good evening Prakhar.

Student 1: So my reports came in, I think.

Student 2: Yes your reports have come I was just going through. It is the second time I am going through it.

Student 1: Anything wrong doctor?

Student 2: There is nothing right Prakhar.

Student 1: What?

Student 2: I remember you have told me about your match that is coming next week, right?

Student 1: Yeah I have match this weekend.

Student 2: So you will not be able to play for that.

Student 1: That is not possible doctor. It is a very important match.

Student 2: However important that match is, it is not important then your health right?

Student 1: You do not understand the problem doctor. It is very important for me to play in it

Student 2: All that I am trying to tell you is that you cannot play because you have a ligament tear and you need is to rest. Okay?

Student 1: Is there nothing that can be done about this?

Student 2: as of now there is nothing that can be done and finally that is your call.

(Refer Video End Time: 08:50)

(Refer Video Start Time: 08:52)





Student 1: Hello Prakhar.

Student 2: Good evening doctor.

Student 1: How have you been?

Student 2: I have been good.

Student 1: So any more trouble with the ligament tear you had?

Student 2: No I think the leg is feeling well. I am feeling (go) good about this. So the reports?

Student 1: Yeah they are here. Please have your coffee.

Student 2: Yeah thank you.

Student 1: I was just going through your reports Prakhar and you know this is the second time I was actually going through it and if I remember and if I am not wrong you have a match coming up next week, right?

Student 2: Yes this weekend I have a very important match.

Student 1: Okay, this weekend only.

Student 2: Yeah.

Student 1: Okay. Prakhar I hope you understand that there is nothing more important than your health right now. Okay?

Student 2: Yes.

Student 1: So as per your reports you have a ligament tear. See it?

Student 2: Okay.

Student 1: So you need rest of at least 2 weeks with the capping and...

Student 2: But I have a match this weekend you know.

Student 1: I know. I know Prakhar you have a match but all that I am trying to say is that if you can avoid the match now and if you could take rest then there is another tournament that is coming next month, right?

Student 2: That is true.

Student 1: You can participate in that. Then that way you will not have any more trouble for the match that is there next month.

Student 2: Doctor (ar) are you absolutely sure that I cannot play this match?

Student 1: Yes, I am absolutely sure. All that you can do is take rest now so that you know your injury heals well and then you can play for the next tournament that is coming next month.

Student 2: Well I guess if you think so it must be the best course to take.

Student 1: Yes. So please take care of your injury and take rest.

Student 2: Yeah, I will. I will take care of my leg. Thank you doctor.

(Refer Video End Time: 10:29)

(Refer Video Start Time: 10:31)







Student 1: Hello Nilindra, good morning.

Student 2: Good morning Angad, how you doing?

Student 1: I am doing great.

Student 2: Okay so I went through the portfolio which you sent yesterday through mail and I also I have also seen your Kolkata fashion week show.

Student 1: Okay.

Student 2: I must say you are very good with your body language and walk.

Student 1: Thank you.

Student 2: Yes and so finally we have concluded that we want to see you for the Lakme Fashion Week.

Student 1: Are you serious?

Student 2: Yes we are serious. So we all just want you to be there.

Student 1: Okay.

Student 2: And I think it is going to be held next week only, you might be knowing. So you just please be there day after tomorrow so that they can train you according to that.

Student 1: Okay, definitely I will.

Student 2: Okay. So congratulations and it will be really good to see you there.

Student 1: Thank you. Thanks a lot.

(Refer Video End Time: 11:15)

(Refer Video Start Time: 11:17)





Student 1: Hey, good morning Nilindra.

Student 2: Good morning Angad. How you doing?

Student 1: I am doing great.

Student 2: And there is really a good news for you.

Student 1: Seriously?

Student 2: Yeah. I mailed your portfolio to Riya and she just said yes for you and we are hoping to see you for the Lakme Fashion Week next week.

Student 1: Seriously?

Student 2: Yeah seriously, seriously.

Student 1: Okay.

Student 2: That is really a great matter so we all are hoping you day after tomorrow.

Student 1: Thank you a lot, thanks, thanks a lot.

Student 2: That is really good to see you over there and we all are really glad. So you just pack your bag and good luck for your shows.

Student 1: Thank you, thanks a lot. Trust me, you have done a great job for me.

Student 2: No, you are a great.

Student 1: It is a really big platform. Thanks.

(Refer Video End Time: 11:59)

(Refer Slide Time: 12:00)

Gesture

- Importance of Gesture
- The group was asked to converse without using any gestures for the first few seconds and then to continue the conversation using gestures.
- What difference did you notice?
- Who was using gestures and who was not?

(Refer Video Start Time: 12:03)











Student 1: So what do you did last weekend?

Student 2: Last weekend we went for a movie.

Student 3: Yeah, the Akshay movie Jolly.

Student 1: Jolly LLB 2?

Student 3: Yeah.

Student 1: Oh yeah. There is a new part for that. Where did you guys go? There is no very good theatre in Kharagpur.

Student 2: We went to...

Student 3: We went to Bombay hall like...

Student 1: Achha I have heard that has been renovated.

Student 2: Have you been to Bombay hall?

Student 4: No never.

Student 3: Yeah it is good.

Student 1: It is something similar to like Inox over there.

Student 3: In Calcutta.

Student 1: I also tried it out once. But there is no theatre over here so we do not go to movies a lot.

Student 3: Okay. Truly saying like now it is far better.

Student 1: Okay.

Student 4: Yeah earlier it was not good. When we came here at that time it was not renovated. But I think it is recently renovated.

Student 3: Yeah it is recently like now at least families can go there.

Student 1: Okay, nice.

Student 2: So the movie was really good but I have heard people talking about that the earlier part was much better than this one.

Student 3: Yeah because it was kind of like similar to the Salman Khan case.

Student 1: Salman Khan case so this is a kind of attire people like. So what is this new part based on?

Student 2: New part is just based upon you know they basically focus on the police department. What things are actually running in police department.

Student 3: Not about police department only, it depends on like how people like they kill for promotions and everything.

Student 2: Yeah.

Student 1: So dark side of.

Student 3: Yeah the dark side of politics and police department.

Student 1: Lot of such movies have come out recently. Singham was.

Student 3: Yes Singham.

Student 1: Sorry not Singham. Drishyam was about this, it was very good.

Student 2: Yeah.

Student 3: Like now that, I do not remember the name. The some Attack movie...

Student 2: Yeah Ghazi attack.

Student 1: I have heard that is also very good. There are no songs in it.

Student 4: Very good.

Student 2: You have seen that movie?

Student 4: No I have heard about it and read about it.

Student 1: I have heard it is not typical Bollywood type movie. No songs and dances, random sequences.

Student 3: This movie is based on true story.

Student 1: Yeah even I have heard about that.

Student 2: Yeah.

Student 3: So that is the thing.

Student 1: Is it running in?

Student 2: Yeah.

Student 3: Yes.

Student 1: In Bombay Cinema Radio.

Student 3: Yeah.

Student 4: yeah.

Student 1: So maybe we can go some next week or something.

Student 3: Yeah why not.

Student 2: They got the shows for 8:15 and 8:15 P.M and 1:20...

Student 3: Yeah its 8:15 and 1:20.

Student 4: Yeah afternoon show. Some of my friends, they have visited afternoon shows.

Student 2: Okay, they have seen the show.

Student 4: Yeah. Yeah.

Student 3: Like how like how did they find out like that place? Was it good?

Student 4: Yeah it was good. Actually they all were female and they booked a car and went and they said that it was quite good as you said that earlier they were no families or female alone going but right now it is quite good and safe. So there are visiting.

Student 1: Because there are no cinemas in Kharagpur it has been so long since I have seen movie. We used to see it in a small screen on laptop, that is it. Yeah so it will be a good change.

Student 4: Yeah.

(Refer Video End Time: 14:48)

(Refer Slide Time: 14:50)

How much gesture?

- Watch the two women talk to each other.
- What do you think about their gestures?

- Now watch the two men talk to each other.
- What do you think about their gestures?

- Does gender play a role in the amount of gesture we use?

(Refer Video Start Time: 14:56)







Student 1: Have you seen the new movie Ae Dil Hai Mushkil?

Student 2: No.

Student 3: Hello both of you.

Student 1: Hi.

Student 2: Hi.

Student 3: How are you?

Student 2: We are good.

Student 1: We are good. How are you?

Student 3: I am fine.

Student 1: Okay.

Student 3: So how have it is been these days?

Student 1: It is been good. We were just discussing about the new movie Ae Dil Hai Mushkil.

Student 3: My God, do not talk about Ae Dil Mushkil. Fawad Khan is just amazing you know he is amazing.

Student 1: He is very cute.

Student 3: if I talk about Fawad Khan I am going to forget about everything. So before I forget, this is my new watch, just have a look.

Student 1: That is really nice.

Student 2: That is very good.

Student 3: Thank you. So what is these days?

Student 1: Nothing we were just talking about actors right now. We were just discussing about Fawad Khan only when you listened.

Student 3: Okay so coming to clothes you go to the Westside collection...

Student 1: Yeah I went.

Student 3: Sale.

Student 1: Yeah seriously and I am just looking forward for July sales you know.

Student 3: And my God I just picked up 5 tops from there and they are very good and very nice like very nice.

Student 2: 5 tops?

Student 3: Yes.

Student 1: Very nice. You are going to show me when I come to your place.

Student 3: Sure definitely.

Student 1: Yeah.

(Refer Video End Time: 15:58)

(Refer Video Start Time: 15:59)









Student 1: Do you watch cricket?

Student 2: Yes I do.

Student 1: Who is your favorite cricketer?

Student 2: Dude Yuvraj Singh.

Student 1: Yuvraj Singh? I mean he has passed his prime.

Student 2: Dude six sixes in IPL.

Student 1: Okay, but that was like how many? 10 years ago.

Student 2: 10 years? Are you serious? Now also recently like. It was like everybody was thinking it is going to repeat the game.

Student 1: I think he is the recent cricketer and it is really admirable what he did with cancer and all, but objectively speaking Virat Kohli is much better. He is the future cricket after all.

Student 2: Look, he might be the future of, right?

Student 1: Yes.

Student 2: But Yuvraj Singh, he is the best.

Student 1: I think you just think so such a big fan of Yuvraj Singh because he is Punjabi and you are also Punjabi.

Student 2: Not about the Punjabi and Bengali, I am fan of Dada. What do you think?

Student 1: Even I am a fan of Dada for that matter. Yeah. So, but Yuvraj Singh, I am not so convinced. I think he should retire at this time. He has had his days he has had his fun. He should let the younger guys to come.

Student 2: I think Dada should also come back.

Student 1: What are you talking about?

Student 2: Dude, Dada created a team which has like you know given a pillar for this thing, World Cup. Trust me.

Student 1: That happened after Dhoni came in. I think you are confusing the two periods.

Student 2: Dada was the one then.

Student 1: Dada build it up.

Student 2: No. Dada was the one when India was like semi-final right?

Student 1: The 2003 World Cup.

Student 2: Yeah, the 2003 World Cup. Trust me boss. Dada is the one who did it and the Dada was the person who supported Yuvraj Singh that is why like today Yuvraj Singh is the best person.

Student 1: I agree but if you consider the teams from then and now. We had a brilliant batting line up and everything, but still we collapsed.

Student 2: No.

Student 1: Now the team is you know invincible practically.

Student 2: Now it will be, because the base has kept by Dada and Yuvraj, Dhoni. What Virat is doing is everybody has put the stuff on the plate and like now Virat is just feeding himself.

Student 1: That is...

Student 2: That is it.

Student 1: You are not recognizing his contribution I think. I think...

Student 2: Dude Virat is good. Virat is good, but still he needs to learn a lot.

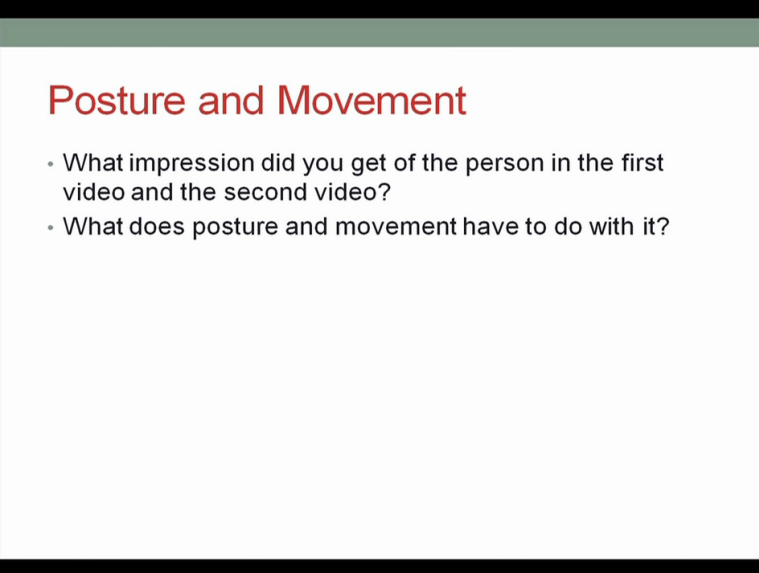
Student 1: Obviously he does, everyone does but...

Student 2: Yuvraj Singh is the best dude.

Student 1: Yeah. I guess yeah. Yuvraj Singh is good.

(Refer Video End Time: 18:13)

(Refer Slide Time: 18:14)



Posture and Movement

- What impression did you get of the person in the first video and the second video?
- What does posture and movement have to do with it?

(Refer Video Start Time: 18:19)







(Refer Video End Time: 18:45)

(Refer Slide Time: 18:46)

First Impressions

- What is the impression you formed of the couple in the video? Why?
- Use the tips provided in Lecture 9 by the Guest Trainer and share your experience with others in the forum.

(Refer Video Start Time: 18:51)











Hello everyone. Someone rightly said, that our first impression is the last impression. When two strangers walk into a room, the impression that they leave on the people becomes an important determinant to know about their personality. Posture and movement is an important thing in that. We see this lady and this gentleman, who give us a very good impression about their personality. The gentleman is dressed in a very informal look and gives us a casual impression. And the lady looks elegant as well as stylish.

Dress and appearance of this lady and gentleman gives us a good impression of both of them. When we look at the upper body of both of them, they are standing in the right posture, focusing on the lower body, their legs are positioned in a proper manner. Gesture is another important thing that we would want you all to focus on. Through their conversations we come to know that they are not engaged in a casual talk but are exchanging a conversation that is not (lo) so light hearted.

The gentleman brings a smiling face in between and the lady too does that. The eye communication of both of them is something that gives a good impression. They both are looking at each other and talking which shows that they are receptive and interested to talk about the matter that they are engaged in. The facial expression of this lady and the gentleman tells us that they have a good sense of engaging themselves in a conversation.