

Better Spoken English
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Lecture No # 14
Topics for Presentation III

Good morning.

Good morning sir.

Once again everybody with smile please, good morning.

Good morning sir.

Are you alright?

Yes sir.

Comfortable?

Yes sir.

Now, sit with your back to the desk. I am going to talk with my turn to entertain you or try to entertain you, just relax and see the point. We are already into one, you know more than one month into the course. And the first module that is public speaking and professional presentation's part is over that is behind this. We have already, you have already made two presentations. And now, you know where you are very good and where you are not so good. Wherever you are not so good, please work hard on that and try and make up for this same; be the best that you are design to be, that you ought to be.

Many people have not checked the videos of their presentations yet. I invite you to come to my room, bring your pendrive if you like or even without, come in, watch it on my computer, and see if there is a change in your presentation style between the two presentations you had made so far. Are you doing better? Wherever you feel, you are not

doing as you will as you ought to, you will have to try and work hard. Do you understand? Say yes or no.

Yes, sir.

So, I invite you to come and watch your own presentation. Let us take advantage of you know, having the class in this studio. In an ordinary class room, I may not have been able to video graph you and to show you changes if any between your first and your next presentations, here we can. Do you understand? Do you understand?

Yes sir.

Right, take advantage of that, please. Today, I am going to announce, topic for the third cycle; please write. This is the topic for the third cycle. What is the topic? Can one of you please read it aloud to me. You can see the PPT or points slider

A managerial solution to a civic problem.

Anyone else, what is the topic of the next?

A managerial solution to a civic problem.

Yeah right, it is the managerial solution to a civic problem. What is it?

Managerial solution to a civi problem

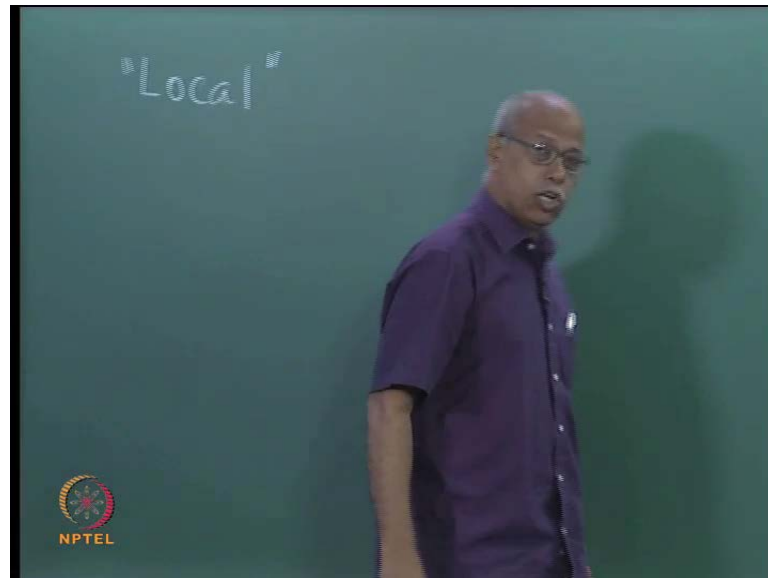
Once again listen, once again listen and then you mark the pause, mark the phrase structure. A managerial solution to a civic problem, what is it?

Managerial solution to a civic problem.

You know for any problem or for many problems, there can be military solution. Go and kill the man, who is committing thefts, but Gandhi's solution, the managerial solution is to do not kill him. Tell him, it is not good to commit, thefts that is Gandhi's solution. Hate the sin, but not the sinner. What is the solution? Hate the sin, but not the sinner, not the sinner. That is a managerial job, you know. A manager does not destroy, a manager creates, a manager does not add to the problems, a manager solves the problems. So, you have already spoken about problem in your place. Some people did not speak about their

place; they spoke about all of India or all of the world. I strongly and encourage them to find a local problem, quote and quote local, you know.

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Find a local problem whatever it is, from your place, your street? If you are in the big city like Chennai or Shanghai or New York or Delhi or Calcutta or Bombay, then you do not even to talk about all of Bombay, all of Calcutta. Talk about your part of the city and then come up with solution. So, this is the topic for the next presentation. This presentation will come to you please, note; sometime in the middle of March. Kiran and I worked out the date the other day, I will tell you tomorrow exactly when. Please, for god sake do not miss your turn, when it is your turn to speak.

Particularly because, we are doing it here in the studio, you know it is a huge line up. They do not have a vacant slot, if you miss your turn, you miss it. So, make sure, you do not. Number one, number two the reason I am telling you so much in advance, I am telling you almost four weeks in advance, all over five perhaps about your topic. The reason is not that I want to forget it or I want you to forget it. The reason is I want you to prepare, I want you to think, I want you to research about your topic. And come up with some genuine solution, something interesting, something feasible, something which are intelligent an determined manager can ensure propose for the problem, you have already described.

Am I clear to you so, please unlike you know some people. I had a very clear in distinct impression last time that some people had not prepared well enough. They possibly woke up at the last minute, put some slides together and presented here. I do not want that kind of job; I want it to be your best. Just as the hero in the Hindi film, does it is difficult to marry the girl he wants or the heroine in the Hindi film does, it is difficult to marry the hero she wants or she does have best overcomes all the troubles, all the problems. That is why I am giving you four or five weeks. So, that you can write to your people home, you can make calls, you can ascertain and obtain information and do it.

Then, you know, you will not only learn to make a good presentation. You will discover the hidden research, the talents in you that is why I am telling you about five weeks in advance, is that ok. Please, do not forget and do not ask me again, what is the topic is? On the appointed date or before two or three days before the appointed date, I will ask you to stand up and make a presentation. Third, I expect all your power point slides to come to this studio, two clear days before presentation before your presentation is due. Any doubts? Please, everybody please say yes or no. Any doubt?

No sir.

Any doubts?

No sir

Your presentation must come here, your slides must come here by or before tenth march. I think your presentation comes on 13th, 14th, 15th in the middle of the month. And final presentation will come in the middle of April and with that the course ends is that alright.

yes sir.

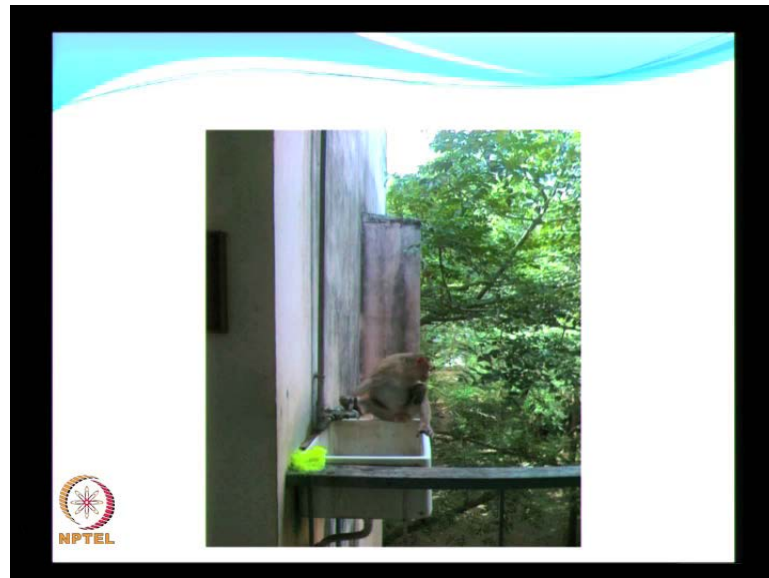
Do you agree, do you, are you happy with that.

Yes sir.

No examination, no quizzes this is all that you have to do. So, today, I am going to tell you, how you can prepare for the topic, what a managerial solution can be, how much time you will have to make your presentation? And what I will expect you to tell me, in

other words, how I will evaluate you? You can take notes, if you like. Alright, here we go, what is a managerial solution to civi problem?

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So, for example, look at this problem, very very familiar problem you know, we know it well. In our campus we have lot of monkeys, we cannot kill them. Can we? We cannot even catch them and leave them in Adayar, Taramani or in another place or in Andhra or in Kerala or in or in Pakistan. Can we do that? Say yes or no. Why cannot we? Why cannot we?

This is their home

Sorry.

This is their home so, we cannot.

This is their home and.

That creates problem

That creates problem for the; it does not solve the problem. It only transfers the problem. Correct, it does not solve; actually, it adds to the problem. You have monkey; now, you have monkey plus an and an enemy. If you put this monkey in Pakistan or in Bangladesh or in Sri Lanka, you know earlier we used to export these monkeys to biotech labs in America or Canada. But then there are animal rights groups that tell us, no we cannot do

that. You can have your opinion, but the fact remains that the world today is more sensitive and wants to animals to have their rights too. Now, does not mean we should allow them to drink from the same glass of bottle of water from which we drink.

I feel slightly scared, I love them, but you know I do not want to eat in the same plate with them, I do not love them so much. So, what is my option, what can I do? That is where you know, a managerial solution is required. A solution that will not kill the monkey, a solution that will save water; a solution that will also allow some water for monkey; somewhere; are you with me? Suppose, imagine a monkey has already water available to it. Is it is still likely that you would come and break your tap open? I do not know, I have not specialist on monkeys. But this will be a specific job to find a solution to this kind of thing. So, what we are talking today, what we are talking about today is? Finding a solution which meets certain required criteria.

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What is a managerial solution? Excuse me. What is a managerial solution? The managerial solution is number one, cost effective. In a monkey wastes your water and imagine yourself bringing an artillery gun to kill the monkey, then that will cost will lot of money. So, a good manager uses available resources, but uses it better. Either you may reorganise, you may provide other water outlet for the monkeys somewhere or you know, you can create a particular kind of tap for them or you can create particular kind

of pool for them. Some you know available a monkey has to, have some water just as we to have some water.

But the point is how can we care for them both? So, a managerial solution will have to use the same resources. But we will have to use the same resources in a better manner in a more cost effective manner, in a more democratic manner. In a manner such that everyone has access to the available resources. Not that rich should become richer and the poor should become poorer. Not that that is not a good solution that solution will never bring you peace and comfort. Peace and comfort to you come will come to you only when you make good use of available resources and good here means cost effective, democratic everyone gets the minimum. The good manager also recognizes time. When you should do it, how much time it should take? Suppose, you start finding a solution and it takes a decade, can we wait for 10 years?

May be, we can, if there is no other solution. But compare with a solution which works in 9 years, a 10 year solution is not a good solution, is that right? So, you know manager will have to be sensitive to time, will have to be sensitive to people and their needs, will have to be sensitive to place. Where are we? We are in a place which is water starved. You do not have a lot of water in big cities anywhere in the world particularly in some countries of Asia and Africa. You do not have lot of water but you have about 10 million 11 million people living in this city. And you have to find water for them, what can you do? Can you create water has engineering reached that stage so, that water can be created artificially. Say yes or no?

No sir.

I mean you know it can be, the engineering has reached a stage where sea water can be desalinated and you know you can make it available to people but it is not cost effective yet. You know it is still extremely expensive only the rich and the scientist can afford that kind of water. But some day one of you comes up with technology which you know. does something like this, you know you touch it and water becomes desalinated or you take it to your home and do some simple chemical process and the water gets desalinated.

Suppose you create a filter, which takes away all the salt and leaves the good water behind. Today, it might found impossible but nothing is impossible in engineering

sciences. When I was your age, it would have been difficult for me to imagine that there could be a box like machine using which I can send an entire book length material to New York at the cost of a local call and the time it takes for the local call. Nothing is impossible. So, provided you keep these factors in mind that you know I have to find solution. The solution which is not cost put lot of money, the solution which works well does not create another problem; it has no side effect that is a managerial solution. It must also be eco friendly, you know when plastic was created, the polymer.

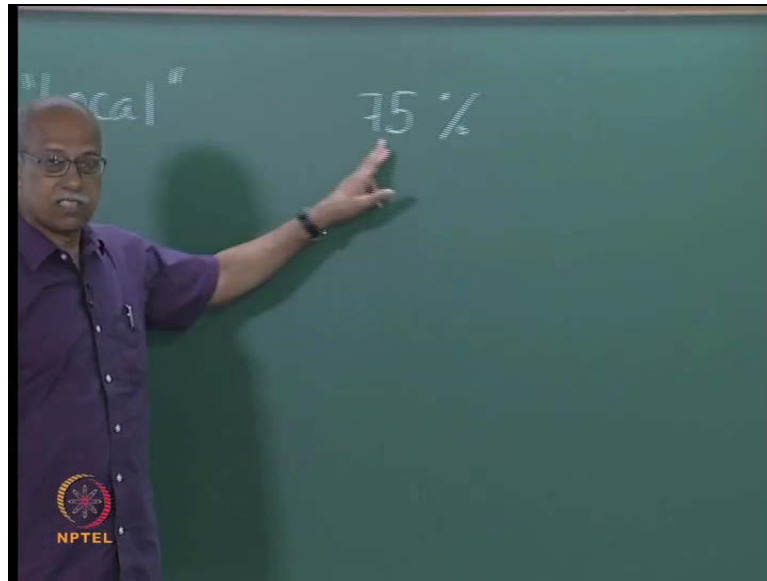
The, you know the material that we have extensively used for many purposes in the last 20-25 years in the world. I was about your age or slightly older when plastic came to India, there was lot of excitement in the behaviour. You know before that many poor people slum dwellers, please believe me did not have a plate, a dining plate even steel plate from which they could eat. They had to eat either on the leaves banana leaves or on plain hand you know, there is a Sanskrit proverb [FL], you know most beggars have nothing but their hand. So, when plastic came almost everyone had a plate, everyone had a jug, you know it became fashionable but later we realized that plastic was no solution. Why not? Because it caused other problems damage, ecology, environment, refrigeration is not a solution.

Why? Because you know it tears the ozone layer, you know that increasing heat even in the month of February, even places like Delhi and Patna and Lucknow, experience heat. It is because of largely because of these gases we have added in extra quantities in the world in the universe. So, these are not smart solution these are these solutions are called two clever by half. You think they are solutions but they are not. So, good manager will find an eco friendly solution. And in the end, they must not only be cost effective, there must not only be sensitive to people, there must not only we eco friendly, there must also be easy to implement. There must be easy, imagine think of the engineer who created a pressure cooker in one stroke that engineer for every family in the world that engineer saved 75 percent of the fuel. How much? How much?

75 percent.

Yeah 75 percent, must come.

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75 How much?

75 percent.

Everybody please write, what is this?

75 percent.

Go slowly, 75.

75.

Percent.

Percent.

Once again what is this?

75 percent.

Correct, 75 percent of fuel was saved by simply designing creating a vessel which cooked in one-fourth of the time. So, you know that is what is a smart managerial solution is. It is cost effective, it is easy to implement, it is peoples sensitive, time sensitive etcetera. I will give you some examples, it could be my story, it could be your story, it does not matter, you know people do not matter. But I am telling the story of a

neighbourhood, where lots of people threw garbage at one persons door. That person happen to have a corner house and near his gate every morning he found dump of garbage.

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What would you do if it were your house? This person went from door to door, begging with them [FL]in Tamil. He put up a poster, say with folded hand, lady telling the people throw more garbage, there if they saw the poster, they threw more garbage. What could he done? Then he thought using a gun, he put a poster with coconut and say, I will break your head like coconut and he watched from the terrace of his house. Evening, night, one or two days he had big fight with his neighbours, but it was not possible. He could not have been there all the 24 hours, by the side of a busy road lot of young people working. In the software companies they come riding with the motor bike and left over's of the last evening pizza would be offered to him as gift at his door.

And the motor cycle gone racing before, he came out, ran after the motor bike; the boy driving the motor bike and the girl sitting behind the bike, behind the boy on the bike has disappeared. Even before, he could note the registration number of the motor bike, even that solution was intelligent. Then it thought of hiring a security, he contacted a security agency, that I want guards 24 hours. The security agencies said we can give you guards, but we cannot guarantee that our guards will help you against your neighbours, you have to do something. Then what could you have done? Then they went to, this person went to

police, because you know throwing garbage on the road is an offence. Do you know that, yes or no?

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Do you know under what section?

(())

Yeah, it is an offence, you can be arrested. If you throw a bit of paper on the road, you are causing nuisance in the public, there is a section of some act of criminal proceed to court which can you know, be invoked against you. So, this person went to the police station. The police inspector or police officer was very symphethetic. He said, he offered him a cup of tea sat down and heard him. And then told him, if you knows somebody in particular and tell me we can go and arrest, try him. But if you do not anyone in particular, there is no way we can help.

We cannot post police van at your door step, we are already over worked, looking after Ministers, MLA's, Airports, Railway stations, Bus stands. You know we are full out of thing and they are simply or not enough police men to protect, I am sorry. Try and bring the photograph of somebody throwing garbage at your door step, we will try and tell him not to do so. It is difficult, then what this man did? Somebody told him, why do not try this idea. Put a photograph of the diety popular in that area, either Jesus Christ or you know or Shiva or somebody.

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So, this man this is how the place looked like you know with all the garbage and all that etcetera, etcetera. You know he almost wanted to take a gun and kill himself or kill his neighbours, but it was not working that is where managerial solution is required. Which is marked, which is ecofriendly, which is easy to implement, which is cost effective. it does not take long time. Somebody another of his neighbours told him why don't you put the picture of a Deity.

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Can you see, can you see the picture there at the gate? Now, yes or no? And can you see the greenery there, suddenly you as soon as there was this picture of whatever deity. Which deity is that?

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You know what deity is that?

(()).

Actually, what deity is there, over there? Some deity, some you know. Hindus are very rich people; they are 10,000 or 100,000 gods. Some deity was put there and completely it stopped. Nobody, then you know everybody; I do not know what happened, you know my neighbour does not know what happened, but everybody stopped throwing garbage there. And what did it cost that house holder? Tell me or may be about 100 rupees or so, some photographs there, getting the somebody to put it up there. The point here is this was the very good solution to highly; complete the phrase please, to a highly; give me the word come on somebody please, give me the word it was the very smart solution to a highly complex problem, highly irritating problem.

You cannot live without neighbours, you cannot go and live on the moon all by yourself, you need neighbours. At the same time, you cannot live with garbage. What did you do? You know there could be lots of other ways. Another way could have been for this person to create a garbage dump and tell everybody to dump there, get together a garbage truck which removes this all kinds of solutions can be possible. I am not telling you religion is the only solution. I am trying to tell you that each problem and when you make the presentation, it is not; you know all these things that are told you English, stage manners.

Later this month I am going to tell you beginning to tomorrow, I am going to talk about pronunciation. All these things are secondary the primary is quality of the message. You said something interesting yes common sense exactly that is common sense. Which is abundantly available to every creature and which we only rarely use, use that is managerial solution. So, whatever the problem you have presented please bring also the solution to it. I will give you another example, suppose a boy about to appear at the

matriculation examination about to appearing the matriculation examination has a fall from the bicycle and fracture's his hand, break's his hand. Is that a problem, yes or no?

Yes.

Is that a problem?

Yes sir.

How would you advice that boy that is student to solve the problem? Ask for extra time, to appear at the examination later. Any other solution come on?

(()).

A writer for him, somebody who has not broken his hand. Anybody else, come on give us some solutions please do something extraordinary.

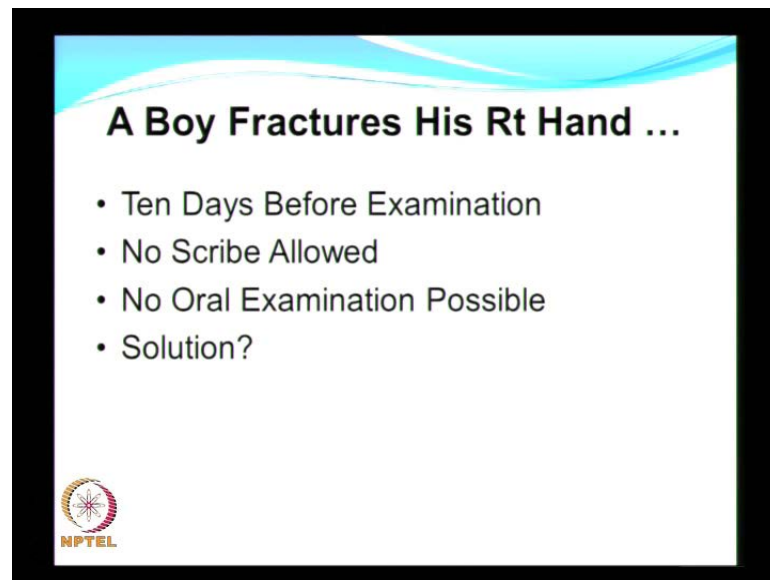
Start writing with his left hand.

Start writing with his left hand is that a funny solution, why?

(()).


How many people says not possible and how many people said it is possible in. But this is the real story you know, the boy on this campus. I know you know felt down from the bi cycle. A professors son before matriculation examination and broke his right hand good boy coming first in the class preparing for jee etc etc and ten days before examination.

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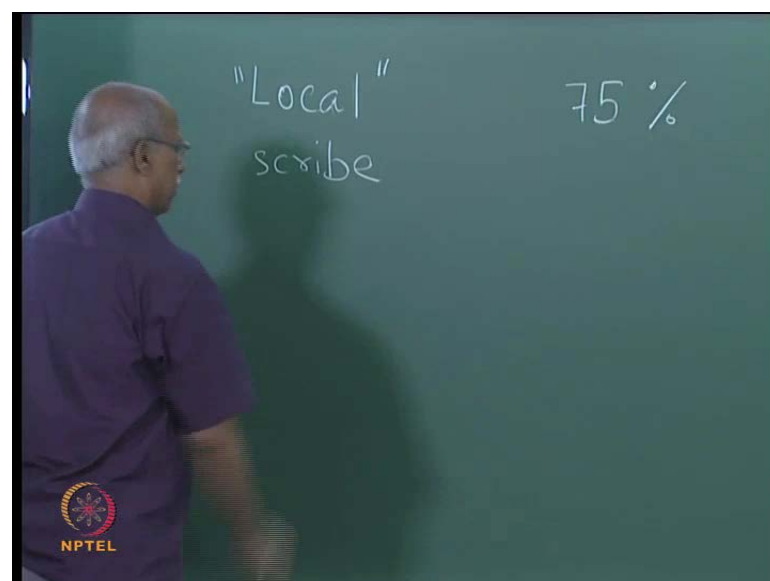
A Boy Fractures His Rt Hand ...


- Ten Days Before Examination
- No Scribe Allowed
- No Oral Examination Possible
- Solution?



The boy was heartbroken by all his dreams of you know jee etc etc, disappearing from before his eyes. The father ran to the board matriculation board asking if any scribe if his son would be permitted to uses scribe. Do you know what is scribe is, who is this scribe anybody? No a scribe is somebody who writes for you. In the story of mahabharatha, do you know? How many people do, who was the famous scribe for the writer Vyasa, composer Vyasa? Lord Ganesa was the scribe. Vyasa dictated and Ganesa wrote there is a big word for that in Latin.

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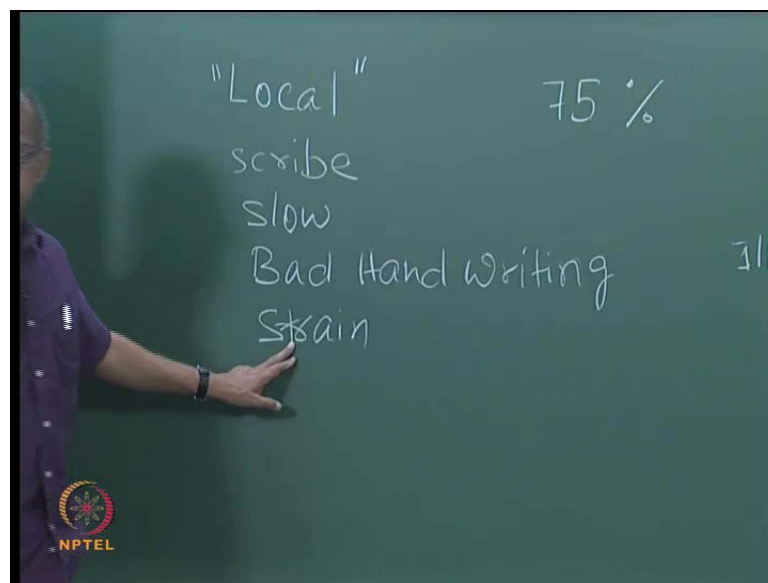




But the small word this thing scribe. So, father went to the examination board asked for the scribe and the examination board told him that they were no provision. Why? Because he says it use to be there, you know we are a country India, it use to be there the provision. But so many people broke their hand just to pass matriculation. That they would break a bad student, hand would broken by his father and then a good scribe was found and the boy was made to pass matriculation. So, the government withdrew that facility no scribe was along.

If you abuse any facility, then that facility cannot continue so, no a scribe was allowed. Now, then could you appear at an oral examination that is not possible again you know new kind of act to will have to be inacted. Then what was the solution? Then this was the solution that family encourage the boy they told the boy that you anyway have ten days. You know the subject, all you have to do is to learn writing with your left hand. So, why do not you practice it in the remaining 10 days or 9 days? What problems are there when you write with your left hand can you tell me? number one it would be slow.

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Number two let us write, let us make a list, the writing would be slow. What would it be? Then next.

Illegible may be.

Bad hand writing or as you rightly said illegible writing. What is this?

Illegible writing,

Illegible, what is it?

Illegible.

They are stress here. What is this?

Illegible.

Illegible writing cannot be . Next, what are the problems? Strain. Where? What problem? Strain. Where?

All possible parts

Why all possible parts, why should be strain on the left figure sorry or in the right finger if you left with left? So, it is strain in 3 places. You know when you write pick up your pen this muscle your forearm muscle works, then you arm muscle works. There is a third muscle, can you tell me where? of course moves. Three muscles play huge very significant role when you write your fore arm, your arm and your shoulder back of the back muscle.

So, in less than two days the boy had severe pain, in the left shoulder, left arm. Because you know over the, you have been writing that way for, how many years? 15 years or 20 years, 19 years. You know definitely more than 10, more than 14, more than 13. As suddenly you ask to write 20 pages a day using that part of your body which have not used earlier so, it was painful. But in 10 days, the boy got used to writing, the family took care of the boy, they gave him some extra special massage and the boy was able to pass with very good marks. Nearly as good yeah.

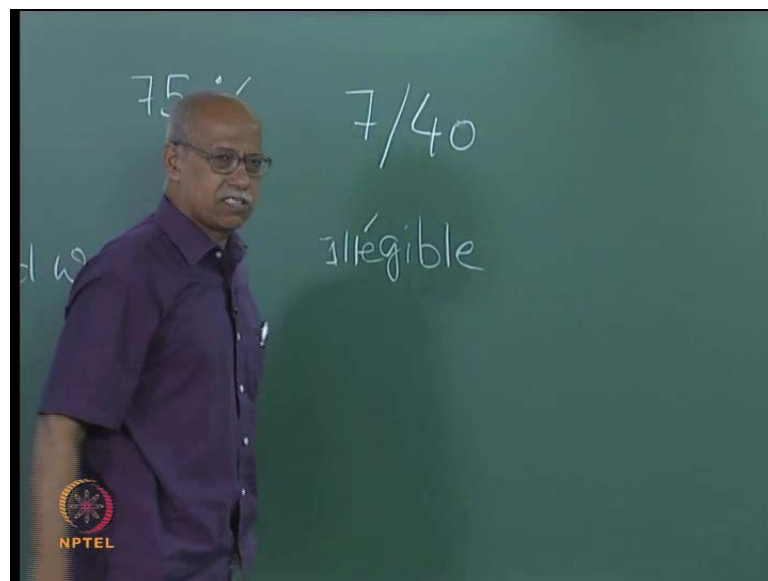
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But yes possible, yes that would be a still a smarter solution, but I will talking of an era when computers were not so easily available, but you are quite right yes. You see this is smart solution, a managerial solution. Voice driven software, voice driven computing, what is it? Imagine if a computer could recognise your voice like human beings do, then you know there will be a no problem for people who are visually challenged. You will

suddenly have removed a huge barrier that nature has created for something. In other words, all I am trying to tell you is that a managerial solution require very smart.

Do not give the conventional, hacken it; answer to the problem you presented last week. I am giving you five weeks to think, come up with something it may not be possible to implement it right away, but no harm dreaming about it. They can be, I can, you know we can together talk about lots of stories where you know smart solutions could be found for similar problems. But all we are talking about is, a managerial solution, a good manager solution which does not add to the problem, but solve it. In every city, I think how many people spoke about traffic problems last week, can you raise your hands? 1, 2, 3, 4, 5, 6, 7, do not raise both your hands; seven people. So, 7 in a class of 40. How, what percent is that? 7.

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Let us say, one out of every you know five. Which means that all of india is facing this problem. You know, this is huge problem of traffic jam, traffic bottlenecks, congested road, bad roads.

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Okay yeah, I come from a place, where there is no road, but there still are cars. Bank provide loans there as well so for every marriage as a girl goes from one family to the other. She also takes a car from her or the girl goes later, the car goes before. But there are no routes so there are traffic jams even in smaller cities, smaller places in India. Now, what can we do? Can you, we are a democratic country. Can you say only B. techs can have cars, M. techs are not allowed or dual degree people alone can have cars. Shall we say that, say yes or no?

No.

No, may be in china we can. In china they do that. In china they say that today you know, Monday, Wednesday, Friday only cars with number plates bearing even numbers can come on the road. So, they take care of half the cars. And they you know in china they implement all their rules very strictly, no exceptions at all. May be so, you can say that or in many Europeans countries they have done they start schools early, send school buses. In many Indian cities as well, they have done, they start the schools at seven o clock. Get school buses, school cars, school transport, before office transport, start office a little late, close office a little late, you know after mother sends their children.

There are many ways in which this problem of managing traffic can be handled. They do not require necessarily building, fly overs, buildings subways or building other kinds of tunnels or passes. You know a simple manager your solution can also be called for to

stagger certain things or brings something before or you can say, no big Lorries to enter the city. They must all stopped on the outer skirts of the city. Create a parking area. Anybody from Delhi? They stop all buses coming from outside Delhi into particular places. In Chennai they stop buses in Koimbedu. In Delhi, they stop trucks in Azadpur. You can do that, that is another solution or you can you have some priority basis, mass transport vehicles. In American cities, if you are travelling one person, one car you know, you cannot use some roads.

But if you are sharing the car with two or three other people or if you go in a bus then those things, those transport vehicles can use those roads. Some of these things can also be; in other words what I am trying to tell you is the following that a managerial solution will, arise, if you think carefully on all aspects. It need not necessarily only be an engineering solution. Of course, it can also be an engineering solution. After all engineering technology is also used by a manager. But the essentially it is the manager, who is going to use it. So, you know all kinds of possible ways exist using which you can say, that traffic bottlenecks or traffic jams can be managed better provided we use solution. Am I clear to you about, what I want to talk about, say yes or no?

Yes sir.

Everybody please.

Yes sir.

So, I start working on your topic beginning today. Not necessarily writing, thinking this is the problem I spoke about. If I have to solve this problem, at no cost or at very little cost, what am I going to do? There will be two ways, raise your hands. God I cannot do it, let my father do it, let my mother do it, let my professor do it or the other way would be start thinking please.

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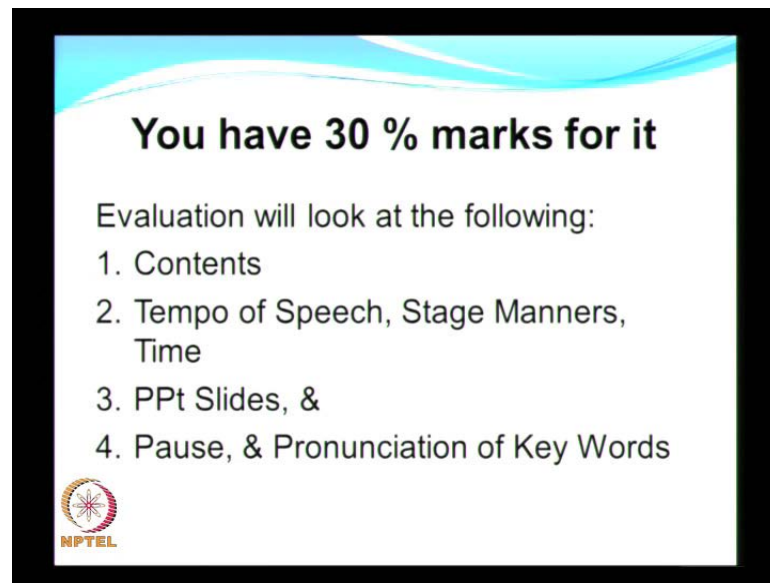
What, how much time I would give you? For this presentation, please write for this cycle you will now have 30 marks, 30 percent. You remember the first cycle, how much did I tell you? 10, the second 20 and the third now you will have.

30.

30 and you will have 100 seconds, you must complete in 100 seconds. Telling us all you can describe the problem morally. You can say that the last time I spoke about traffic problem or garbage problem or problem of electricity wastage on I I T campus. You know, you can mention the problem. You can once again I will allow you three slides and at the most one photograph. Some people last time puts six photographs in one slide, that I do not consider a good way of doing. Out of those six, you could have chosen one photograph. Which photograph would say that best and you could have used that photograph.

So, in this case I will allow you three slides plus at the most two photograph, but no more. On the first slide, you must describe the process of solution. How your solution is going to work? You know in the second slide, you can talk about any reorganisation, any machine, any technology that you are bringing in. And in the third slide you can talk about cost in terms of money, in terms of time, in terms of any other resources. That is why I have allowed you three slides, one photograph, 100 seconds to talk about the problem you have in mind. What I would evaluate you for this time.

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I would evaluate you for the following contents. Did you really, have something smart, something original? I am not telling you, do not go to the net internet. You know that they are there but if you use, you know any internet site then site the source. Tell us where you taken it from, also tell us whether you can make it any better. Whether you can make it any more changes in it, can it become still better than it is. Can something more be done about it right or easy to about the optimum. So, you, I will have out of thirty i will, easily you have ten marks for contents. I would like to see, if you are really able to describe the solution in its three components. It is mechanism, how it works, what cost it saves, what time it saves?

There of course, I will have all this whole things in mind. Tempo of the speech at least about half dozen people spoke very rapidly even in the second presentation. So, tell me, but watch it, just see how rapidly you have. So, there will be some marks for these things like whether you spoke slower enough, whether your have stage manners, did you look at your people, did you look at your listeners, look into the eyes of your listeners, your stage manners, your appearance, your turn out etcetera. And of course, power point slides, some people still have very cluttered slides. I invite you, I strongly invite you to come and watch your own presentation, you know and see how you can make it still better. And this time, the new thing would be I would add pronunciation. In place of percent if you say percent what is this? It is percent. What is this?

Percent.

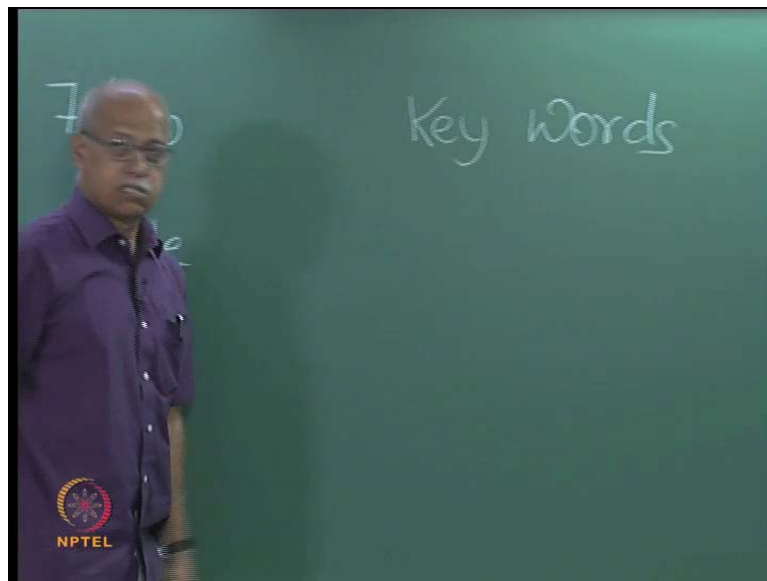
But not per cent. What is this?

75.

This is 75, what is this?

75 correct, I would wait for, I wait to hear the word in five. And if you do not say if you just say 75, I will take away 10 marks from you, and I will keep it back in my pocket. I would not give it to you. So, out of 30, no matter what you do, you will get only 20. I will have cleared 10 marks for pronunciation. This week I am going to... So, please write, check the pronunciation of your key words.

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What is this? Key words. So, in a managerial solution, what is the key word? Solution, numbers, etcetera, etcetera. You know check those 10 or 12 words, no more, and similar things. Any questions? Thank you, have a good day.