



SRM VALLIAMMAI ENGINEERING COLLEGE
(An Autonomous Institution)
Department of English



LABORATORY MANUAL AND OBSERVATION



EN- 4348 COMMUNICATION SKILLS ENHANCEMENT-II
Version - 2

III SEMESTER

2026-2027

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LABORATORY MANUAL AND OBSERVATION

COMMUNICATION SKILLS ENHANCEMENT-II

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COURSE OBJECTIVES:

- To provide opportunities to learners to practice their communication skills to make them become proficient users of English.
- To enable learners to fine-tune their linguistic skills (LSRW) with the help of Technology to communicate globally.
- To enhance the performance of learners at placement interviews and group discussions and other recruitment procedures

1. SOFT SKILLS

- People skills
- Interpersonal skills
- Team building skills
- Leadership skills
- Problem solving skills

2. PRESENTATION SKILLS

- Preparing slides with animation related to the topic
- Introducing oneself to the audience
- Introducing the topic
- Presenting the visuals effectively – 5 minute presentation

3. GROUP DISCUSSION SKILLS

- Participating in group discussions
- Brainstorming the topic
- Activities to improve GD skills.

4. INTERVIEW SKILLS

- Interview etiquette – dress code – body language
- Attending job interviews
- Answering questions confidently
- Technical interview – telephone/Skype interview
- Emotional and cultural intelligence
- Stress Interview

REFERENCES / MANUALS / SOFTWARE: Open Sources / websites

COURSE OUTCOMES:

Upon Completion of the course, the students will be able to:

TOTAL: 30 PERIODS

CO1: Students will be able to make presentations and participate in Group discussions with confidence.

CO2: Students will be able to perform well in the interviews.

CO3: Students will make effective presentations.

CO-PO Mapping

CO	POs					
	PO1	PO2	PO3	PO4	PO5	PO6
1	1	2	2	1	1	1
2	1	3	2	1	1	1
3	1	2	3	1	1	1
4	1	3	2	1	1	1
5	1	3	2	1	1	1
Avg	1	2.6	2.2	1	1	1

SOFT SKILLS

Soft Skills are non-technical skills that relate to how you work, interact with others, and navigate your environment. They include interpersonal skills, communication abilities, emotional intelligence, and personality traits that define how we engage in various situations.

Importance of Soft Skills

- Enhance teamwork and collaboration
- Improve communication with peers and superiors
- Boost employability and career growth
- Strengthen leadership and decision-making
- Foster a positive and adaptive mind set

A few of the Soft skills are listed below

a. People skills (also called interpersonal or social skills) refer to the ability to interact effectively with others in both personal and professional settings. These skills determine how well you relate to, communicate with, and influence other people.

1. Active Listening

- Paying attention to what the other person is saying.
- Avoiding interrupting, and showing that one is engaged (nodding, eye contact, short verbal affirmations like “I see” or “Go on”).
- Repeating or summarizing to confirm understanding: *“So what you’re saying is...”*

2. Empathy

- Trying to see things from the other person's point of view.
- Responding with compassion and understanding, even if one disagrees.
- Helps reducing conflict and build trust.

3. Clarity & Conciseness

- Being clear about what one is saying — avoid jargon or long-winded explanations.
- Think before speaking and organize your thoughts.
- Using simple, direct language when appropriate.

4. Nonverbal Communication

- Paying attention to body language, facial expressions, posture, and tone.
- Ensuring your nonverbal cues match the words (e.g., don’t smile while delivering bad news).

- Reading others' nonverbal signals as part of the communication strategy.

5. Emotional Intelligence (EQ)

- Understanding and manage one's own emotions.
- Recognizing emotional cues in others.
- Helps to respond rather than react, especially in tense situations.

6. Assertiveness (Not Aggressiveness)

- Expressing your thoughts, feelings, and needs confidently — but respectfully.
- Saying “no” when needed without guilt.
- Assertiveness builds respect and avoids passive-aggressive behaviour.

7. Open-Mindedness

- Being willing to listen to different opinions.
- Avoiding judgment or defensiveness — this encourages openness in others too.

8. Feedback Skills

- Giving constructive feedback (focus on behaviour, not personality).
- Being open to receiving feedback without taking it personally.
- Feedback should be a tool for growth, not criticism.

9. Adaptability

- Adjusting the communication style depending on the audience (e.g., formal vs. casual, direct vs. diplomatic).
- Helping you connect with a wider range of people.

10. Conflict Resolution

- Staying calm under pressure.
- Focusing on solutions, not blame.
- Practicing compromise and negotiation skills.

b. Interpersonal skills

Interpersonal Skills are the abilities that help us interact and communicate effectively with others. These skills are essential for building relationships, managing teams, and working collaboratively in both personal and professional environments.

Importance of Interpersonal Skills

- Strengthen teamwork and collaboration
- Reduce misunderstandings and conflicts
- Enhance professional and personal relationships

- Increase productivity and morale
- Boost leadership and influence

c. Team building skills

Team building skills refer to the abilities that help individuals work together effectively toward common goals. These skills promote unity, trust, cooperation, and motivation within a group.

Tips for Effective Team Building

- Setting clear goals and roles
- Promoting open communication
- Celebrating small and big wins together
- Encouraging mutual respect and inclusion
- Giving and receiving feedback constructively
- Address conflicts quickly and fairly.

Why Team Building Matters

- Encourages collaboration and mutual support.
- Improves communication and understanding among members.
- Enhances productivity and morale.
- Builds trust and respect.
- Helps identify and leverage individual strengths.
- Promotes problem-solving and conflict resolution.

d. Leadership skills

Leadership skills are the abilities that help an individual guide, motivate, influence, and support a group or organization to achieve common goals. Effective leaders inspire confidence, build trust, and help others grow.

Importance of Leadership Skills

- Builds trust and unity within teams
- Drives innovation and productivity
- Helps navigate change and challenges
- Supports goal achievement
- Cultivates future leaders
- Encourages personal and team growth

e. Problem Solving Skills

Problem solving is the process of identifying an issue, analyzing possible solutions, and implementing the best one to resolve the situation effectively.

Essential Skills required for Effective Problem Solving

- Analytical Thinking: Break complex problems into smaller parts.

- Creativity: Think outside the box for unique solutions.
- Decision Making: Choose the best course of action confidently.
- Communication: Share ideas and feedback clearly.
- Collaboration: Work well in teams to solve shared problems.
- Adaptability: Adjust approach when new challenges arise.

PRESENTATION SKILLS

Presentation skills refer to the ability to convey information clearly, confidently, and effectively to an audience. They encompass verbal communication, body language, visual aids, and the ability to engage and respond to listeners. Mastering these skills enhances one's capacity to inform, persuade, and inspire, making them essential in academic, professional, and public settings.

Key Components of Presentation

- Content: Well-organized, relevant, and clear.
- Structure: Introduction, Body, Conclusion.
- Clarity: Use simple language and avoid jargon.
- Confidence: Maintain poise and composure.

Verbal Communication

- Speaking clearly and at a moderate pace.
- Emphasize key points with tone variation.
- Avoid fillers like "um," "uh," and "like."

Using Visual media

- Preparing slides with animation related to the topic
- Introducing oneself to the audience Introducing the topic
- Presenting the visuals effectively – 5 minute presentation

Delivery Techniques

- Volume: Loud enough to be heard clearly.
- Pace: Not too fast or too slow.
- Tone: Expressive and varied, avoid monotony.
- Articulation: Pronounce words clearly.
-

Body Language

- Eye Contact: Engage with your audience, not your screen or notes.
- Gestures: Use natural hand movements to emphasize points.
- Posture: Stand straight and avoid fidgeting.

Facial Expressions

- Match your expression to the message—smile when appropriate.
- Show enthusiasm and confidence.

Audience Engagement

- Interactive Techniques
- Ask rhetorical or direct questions.
- Use polls or quick activities if time allows.
- Involve the audience in examples or scenarios.

Handling Questions

- Listen fully before answering.
- Stay calm and respectful.
- If unsure, admit it and offer to follow up later.

Common Pitfalls to Avoid

- Reading from slides or notes too much.
- Overloading slides with text or data.
- Speaking too quickly due to nerves.
- Ignoring the audience or failing to engage.
- Poor time management—practice to stay within limits.
- Using jargon or complex language unnecessarily.

Practice and Improvement

- Rehearse aloud several times—alone and with others.
- Record yourself to evaluate your voice, posture, and pace.
- Seek feedback from peers or mentors.
- Learn from every experience—note what worked and what didn't.

Final Checklist before presenting

- Content well-prepared and rehearsed.
- Slides designed and tested on the presentation device.
- Time your presentation to stay within limits.
- Dress appropriately for the occasion.
- Arrive early to set up and test equipment.
- Stay calm, breathe deeply, and focus on connecting with your audience.

Group Discussion

Group discussion is an important activity in academic, business and administrative spheres. It is a systematic and purposeful interactive oral process. Here the exchange of ideas, thoughts and feelings take place through oral communication. The exchange of ideas takes place in a systematic and structured way. The participants sit facing each other almost in a semi-circle and express their views on the given topic/issue/problem.

Debate is competitive in nature while group discussion is a co-operative group process. In a debate, a speaker can speak either 'for' the topic or 'against' the topic whereas in a GD, the speaker can express both. The final decision or result in a debate depends on voting while in a GD, the group reaches group consensus.

It helps students to train themselves to discuss and argue about the topic given, it helps you to express your views on serious subjects and in formal situations. It improves your thinking, listening and speaking skills. It also promotes your confidence level. It is an effective tool in problem solving, decision making and personality assessment. GD skills may ensure academic success, popularity and good admission or job offer. Thus it is important to be able to take part in a GD effectively and confidently.

Participants should know how to speak with confidence, how to exhibit leadership skills and how to make the group achieve the goals. The panel which normally comprises of the technical and HR (Human Resource) experts of the company will observe and evaluate the members of the team. The rules of the GD – the time limit, panel's expectations etc are explained after the initial introduction by the panel, soon after the topic or case to be discussed is given to the group members.

The panel does not interfere during the discussion, it only observes. The panel at its discretion may provide some time to think over the topic or may ask them to start immediately. Each candidate is supposed to express their opinion either supporting or against the topic. The discussion carries on till the panel signals termination. It is left to the discretion of the panel to extend or cut short the given time. The objective of a selection in GD is mainly to check your team playing skills. You have to understand the other persons' point of view, while making your point and ensure that your team as a whole reaches a solution or agreement that is both feasible and accepted by all team members. There are four major areas of evaluation in selection GDs: subject knowledge, oral communication skills, leadership skills and team management.

A Few Interesting Topics for Group Discussion

Will AI take over human jobs or create more opportunities?

Should social media platforms be regulated more strictly?

Is the education system keeping up with the needs of modern society?

Do influencers have too much impact on young people?

Is it ethical to use genetic engineering in humans?

Does morality change with culture and time?

Can ends ever justify the means?

What's more important: skills or degrees?

Should students be graded on effort or results?

Is entrepreneurship better than a 9-to-5 job?

Does online education offer the same value as traditional learning?

Do reality shows distort our perception of real life?

Has fast fashion become a global problem?

Are smartphones making us smarter or lazier?

Interview Skills

Successful interviews require careful preparation and effective communication. A candidate should begin by researching the company's background, values, and recent developments, as well as gaining a clear understanding of the job role and its requirements. Reviewing the resume and being ready to explain previous experiences, accomplishments, and transitions is crucial. Practicing common interview questions—especially those involving strengths, weaknesses, and situational responses—can improve clarity and confidence.

Clear, structured responses using techniques like the STAR method (Situation, Task, Action, Result) help illustrate skills with real-life examples. Appropriate attire should be chosen according to industry norms, and punctuality is important, whether for in-person or virtual interviews. Professional body language, such as maintaining eye contact and sitting upright, supports a confident impression. During the interview, responses should be concise and relevant, with an emphasis on active listening and a positive tone, particularly when addressing past challenges. For virtual interviews, a quiet environment, reliable internet connection, and tidy background contribute to a professional presentation.

A few key points to remember:

1. Preparation

- Research the Company: Understand its mission, values, products, and recent news.
- Understand the Role: Know the job description, key responsibilities, and required skills.
- Review Your Resume: Be ready to explain your experience, achievements, and transitions.
- Practice Common Questions: Prepare answers for "Tell me about yourself," strengths/weaknesses, and situational questions (e.g., STAR method: Situation, Task, Action, Result).
- Prepare Questions to Ask: Show interest by asking insightful questions about the role or company.

2. Presentation

- Dress Appropriately: Follow industry norms (business casual or formal).
- Body Language: Maintain eye contact, sit up straight, offer a firm handshake (if in-person).
- Punctuality: Arrive 10-15 minutes early or log in early for virtual interviews.
- Professional Tone: Be polite, clear, and confident without sounding rehearsed or

3. Communication

- Be Concise and Relevant: Avoid rambling; stay focused on the question asked.
- Use Examples: Back up claims with real-life experiences and quantifiable results.
- Listen Carefully: Don't interrupt; ask for clarification if a question is unclear.
- Stay Positive: Avoid criticizing past employers or colleagues.

4. Virtual Interviews

- Check Technology: Test camera, microphone, internet connection, and platform (e.g., Zoom).
- Professional Background: Choose a clean, quiet, well-lit space.
- Avoid Distractions: Silence notifications and minimize interruptions

After the interview, sending a thank-you message within 24 hours helps reinforce interest in the role and leaves a courteous final impression. Regular reflection on interview performance aids in continuous improvement.

In addition to preparation and communication, emotional intelligence plays a key role in interview performance. Demonstrating self-awareness, empathy, and the ability to work collaboratively can positively influence an interviewer's impression. Awareness of non-verbal cues—such as posture, facial expressions, and tone of voice—can further enhance the candidate's presence. It is also beneficial for a candidate to display enthusiasm for the role and the organization, as genuine interest often distinguishes strong applicants.

Flexibility and composure under unexpected questions or technical issues reflect adaptability and professionalism. Candidates who show an understanding of the company's challenges or industry trends and suggest ways they can contribute to solutions demonstrate strategic thinking. Lastly, aligning personal career goals with the organization's mission can reinforce long-term potential and commitment in the eyes of interviewers.

Interview Preparation Worksheet

Name: _____

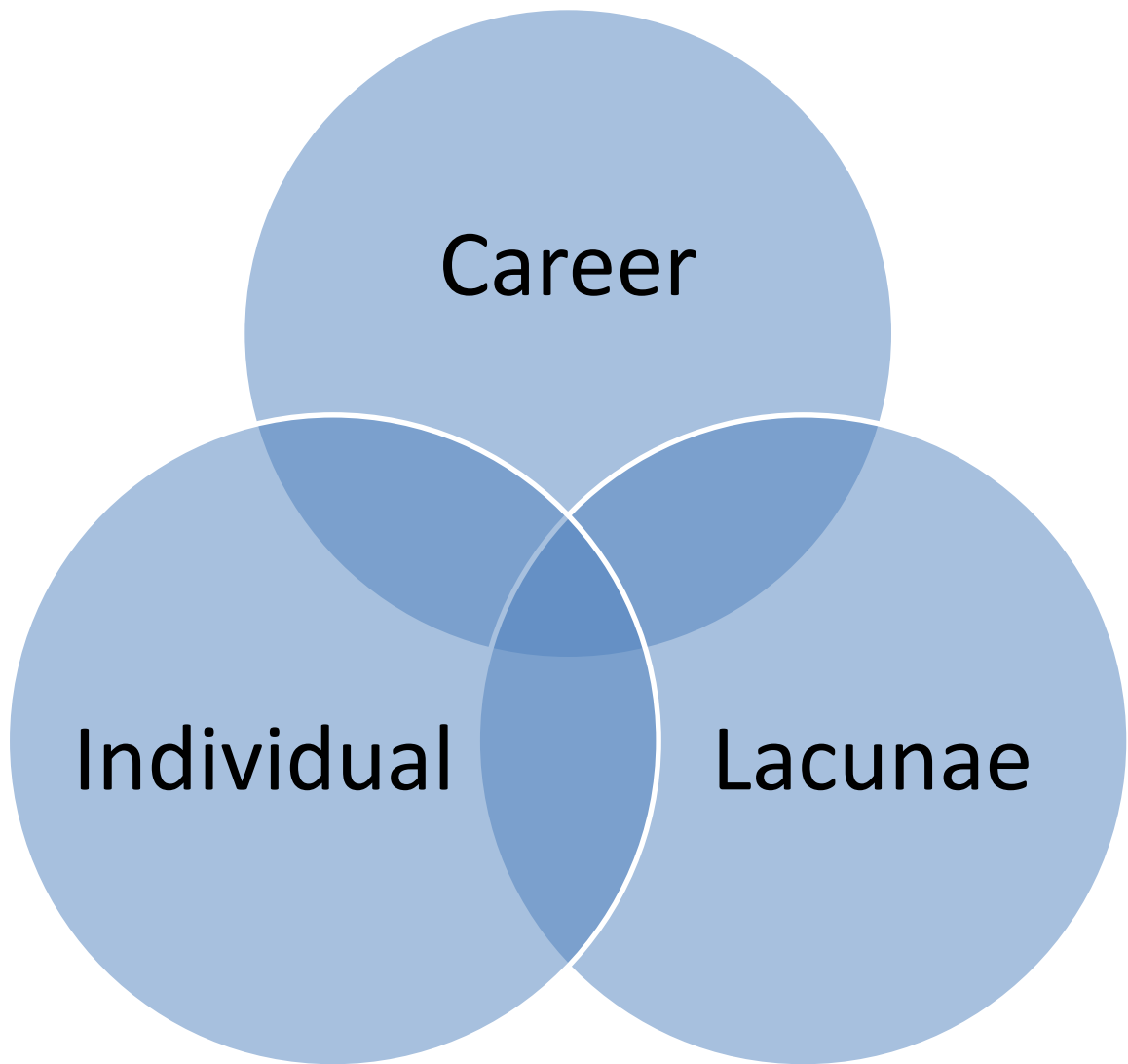
Date: _____

Instructions:

Answer each question thoughtfully. Practice speaking your answers aloud. Be ready to explain your experiences clearly and confidently.

1. **Tell me about yourself.**
(Tip: Focus on your background, education, and interests related to the role.)
Answer:
2. **What are your strengths?**
(Give 2–3 strengths and examples of how you’ve demonstrated them.)
Answer:
3. **What is your biggest weakness, and how are you working to improve it?**
Answer:
4. **Why do you want to work here / for this company?**
Answer:
5. **Describe a time you faced a challenge and how you dealt with it.**
(Use the STAR method: Situation, Task, Action, Result.)
Answer:
6. **Where do you see yourself in 5 years?**
Answer:
7. **Give an example of a time you worked on a team. What was your role?**
Answer:
8. **How do you handle stress or pressure?**
Answer:
9. **Why should we hire you?**
(Summarize your skills, attitude, and value you bring.)
Answer:
10. **Do you have any questions for us?**
(Always have 1–2 questions ready to ask the interviewer.)
Answer:

Self Analysis – Venn Diagram



Choose appropriate items given below to fill in the Venn Diagram

1.	Honest	26.	Exploring science experiments
2.	Independence	27.	Studying human behavior and emotions
3.	Creativity	28.	Performing (acting, music, public speaking)
4.	Teamwork	29.	Playing sports or staying physically active
5.	Growth/Learning Achievement	30.	Organizing events or planning activities
6.	Responsibility	31.	Gaming and game development
7.	Helping others	32.	Traveling and learning about new cultures
8.	Speaking clearly and confidently	33.	Debating or discussing social issues
9.	Analyzing data or solving logical problems	34.	Software development / IT support
10.	Drawing, Sketching, or designing	35.	Teaching or educational support
11.	Writing essays or research papers	36.	Graphic design / digital marketing
12.	Leading a team or managing people	37.	Social work or counselling
13.	Staying organized and meeting deadlines	38.	Engineering (mechanical, electrical, civil)
14.	Using technology or learning new software fast	39.	Environmental science / sustainability roles
15.	Explaining concepts in simple terms	40.	Business management / entrepreneurship
16.	Paying attention to small details	41.	Construction and skilled trades
17.	Learning languages quickly	42.	Data analysis / cyber security
18.	Staying calm in stressful situations	43.	Media, journalism, or content creation
19.	Working well in teams	44.	Law and criminal justice
20.	Being empathetic or a good listener	45.	Translation or interpretation services
21.	Working with children	46.	Finance and accounting
22.	Designing visuals or graphics	47.	Hospitality or tourism
23.	Writing creatively (Stories, blogs, journalism)	48.	Negotiation skills
24.	Helping others solve problems	49.	Leadership Skills
25.	Building things(e.g., engineering, robotics)	50.	Organisational skills

Worksheet 1

Reading Comprehension

Passage:

In a rapidly digitizing world, many argue that traditional libraries are becoming obsolete. However, others claim that libraries offer more than books—they provide community, access, and a sense of intellectual sanctuary. In low-income areas, libraries often serve as essential spaces for students without internet access or quiet study zones. Despite budget cuts and digital competition, libraries persist, adapting through digital lending and collaborative workspaces.

Choose the correct options:

1. The central argument in favor of libraries is that:
 - a) They are technologically advanced
 - b) They offer more than just books
 - c) They need to be demolished
2. Libraries are particularly vital in:
 - a) High-income areas
 - b) Urban shopping centers
 - c) Low-income communities
3. Libraries are adapting by:
 - a) Closing down branches
 - b) Hosting live concerts
 - c) Offering digital services and workspaces
4. The tone of the passage is:
 - a) Critical
 - b) Balanced
 - c) Sarcastic

Cloze Test

The rapid pace of technological change has _____ both opportunities and challenges. While it has _____ communication, it has also _____ new ethical concerns about data privacy and security. Societies must _____ these challenges proactively.

1. a) presented b) presented with c) gave d) show
2. a) ruined b) facilitated c) confused d) rejected
3. a) decreased b) erased c) introduced d) ignored
4. a) run away from b) solve c) address d) neglect

Vocabulary Matching

Match the quality to the term:

- | | |
|--|------------------------|
| 1. Ability to generate original ideas | a) empathy |
| 2. Sensitivity to others' feelings | b) leadership |
| 3. Skill in managing and motivating groups | c) creativity |
| 4. Staying composed under stress | d) resilience |
| 5. Bouncing back after failure | e) emotional stability |

Common Errors

Correct the sentences:

1. He is capable to manage the team.
2. The professor discussed about quantum theory.
3. I have completed the assignment yesterday.
4. She succeeded to get the internship.
5. I am looking forward to meet the author.

Worksheet 2

Reading Comprehension

Passage:

Social media has redefined how humans engage with one another, especially among younger demographics. While it enhances connectivity and self-expression, excessive use has been linked to anxiety, sleep disorders, and reduced attention spans. Researchers now argue for "digital hygiene"—intentional and healthy use of online platforms.

Choose the correct options:

1. Social media affects young people by:
 - a) Encouraging real-life interactions
 - b) Promoting healthy habits
 - c) Potentially causing mental and physical strain
2. The term "digital hygiene" refers to:
 - a) Cleaning your device
 - b) Using the internet intentionally and healthily
 - c) Avoiding technology altogether
3. One benefit of social media mentioned is:
 - a) Encouraging addiction
 - b) Enhancing communication
 - c) Replacing physical education
4. The author's tone is:
 - a) Alarmist
 - b) Balanced and reflective
 - c) Unconcerned

Cloze Test

The professor's lecture _____ significant interest among the students. He _____ recent research on artificial intelligence, and his insights _____ much discussion. Many students _____ further reading on the topic.

1. a) sparked b) sparks c) sparkled d) was sparking
2. a) ignored b) referenced c) deleted d) skipped
3. a) silenced b) ended c) generated d) blocked
4. a) pursue b) were pursuing c) had pursued d) pursued

Vocabulary Matching

1. Expresses thoughts clearly – a) articulate

2. Can adjust to new environments – b) adaptable
3. Learns quickly – c) quick learner
4. Works well under deadlines – d) efficient
5. Values punctuality – e) reliable

Common Errors

Correct the sentences:

1. She is good in debating.
2. We enjoyed from the concert.
3. I am afraid of to speak in public.
4. He has applied on the job.
5. The team discussed about the plan.

Worksheet 3: Libraries in the Digital Age

In today's fast-paced digital world, the role of libraries has become a subject of debate. With access to e-books, online journals, and virtual databases, many question whether traditional libraries remain relevant. However, libraries have consistently adapted to change. Far from being obsolete, they now offer free internet access, career support, academic workshops, and community spaces—particularly valuable in under-resourced areas. For students without a quiet place to study or reliable technology at home, libraries provide crucial support.

Additionally, libraries promote information literacy, teaching users how to evaluate sources and avoid misinformation. In a time of rising disinformation online, this role is more essential than ever. Libraries have also embraced digital technology by offering e-lending services and online research support. Rather than resisting change, they are evolving to meet modern needs while preserving their mission: equal access to knowledge.

Comprehension Questions:

1. What is the central idea of the passage?
 - a) Libraries are being replaced by e-books
 - b) Libraries no longer serve any purpose
 - c) Libraries continue to evolve in the digital era
 - d) Libraries should be shut down
2. According to the passage, one of the key roles of libraries today is:
 - a) Selling books
 - b) Promoting e-commerce
 - c) Fighting online misinformation
 - d) Replacing schools
3. What does the passage suggest about students in under-resourced areas?
 - a) They don't need libraries
 - b) They often rely on libraries for studying
 - c) They prefer studying in cafes
 - d) They mostly read online
4. The tone of the author is:
 - a) Critical
 - b) Supportive
 - c) Indifferent
 - d) Humorous

Cloze Test

Complete the text by choosing the correct option:

Online learning platforms have _____ in popularity over the last decade. Students can now access quality education from anywhere, often at a _____ cost. However, success in virtual classrooms depends largely on _____ and time management skills. Some learners _____ with the lack of face-to-face interaction.

1. a) declined b) surged c) disappeared d) paused
2. a) massive b) minor c) reduced d) heavy

3. a) discipline b) memory c) health d) wealth
4. a) thrives b) coping c) struggles d) struggle
5. Students _____ adjust their schedules to balance responsibilities.
a) might b) must c) should d) can
6. A reliable internet connection is _____ to the experience.
a) optional b) irrelevant c) vital d) vague
7. Online discussions encourage _____ exchange of ideas.
a) passive b) interactive c) limited d) biased
8. Unlike traditional classrooms, e-learning requires _____ motivation.
a) external b) internal c) occasional d) zero
9. Digital tools like quizzes and forums help to _____ learning.
a) hinder b) reduce c) enhance d) distract
10. The overall tone of the paragraph is:
a) Negative b) Critical c) Neutral d) Informative

Match each word with the correct definition:

1. Diligent – a) Able to recover quickly from setbacks
2. Innovative – b) Good at finding quick solutions
3. Versatile – c) Pays close attention to detail
4. Collaborative – d) Works well in a team
5. Proactive – e) Takes initiative
6. Analytical – f) Thinks critically and logically
7. Resilient – g) Hard-working and careful
8. Resourceful – h) Creative and forward-thinking
9. Persuasive – i) Skilled at convincing others
10. Meticulous – j) Adaptable to many functions

Common Errors

Correct the following sentences:

1. He is married with a doctor.
2. They discussed about the issue in detail.
3. I look forward to meet you.
4. She suggested me to try yoga.
5. The manager explained us the rules.
6. He said me to wait outside.
7. They were married since 2015.
8. She is responsible of organizing the event.
9. We reached at the airport late.
10. He did a mistake in the report.

Worksheet 4: The Rise of Remote Work

The COVID-19 pandemic significantly transformed global work culture, pushing remote work into the mainstream. Previously seen as a luxury or reserved for freelancers, remote work became a necessity almost overnight. As offices closed, millions adapted to working from home using digital tools like Zoom, Slack, and Google Workspace.

While many employees appreciated the flexibility, others struggled with isolation and blurred work-life boundaries. Employers observed mixed outcomes: increased productivity in some sectors, but challenges in team communication and collaboration.

Now, as the world transitions into a post-pandemic phase, hybrid work models are becoming popular—blending in-office and remote days. This approach aims to retain flexibility while encouraging team cohesion. However, debates continue. Critics argue remote work limits creativity and mentorship opportunities. Supporters highlight reduced commuting stress, increased autonomy, and improved work-life balance.

The future of work appears to be flexible, digital, and driven by employee choice—provided companies can adapt their structures and cultures accordingly.

Comprehension Questions:

1. What major change did the pandemic cause in work culture?
 - a) A return to traditional jobs
 - b) An increase in factory work
 - c) A shift to remote working
 - d) A decline in internet use
2. What is a hybrid work model?
 - a) Only working weekends
 - b) Freelancing
 - c) A mix of remote and office work
 - d) Full-time office work
3. One major challenge of remote work is:
 - a) Lack of internet
 - b) Over-mentoring
 - c) Communication difficulties
 - d) Too much team bonding
4. The author's perspective is:
 - a) Strongly against remote work
 - b) Neutral and balanced
 - c) Anti-technology
 - d) Pessimistic about the future

Cloze Test

Work from home has become a _____ trend in many industries. While it allows employees to _____ time and reduce commuting stress, it can also _____ a sense of isolation. Companies now strive to _____ communication through regular virtual meetings.

1. a) declining b) rising c) past d) random
2. a) waste b) gain c) save d) miss

3. a) promote b) develop c) prevent d) create
4. a) weaken b) hinder c) enhance d) complicate
5. Employees must _____ self-discipline in such environments.
a) adopt b) lack c) ignore d) avoid
6. Many workers _____ flexible hours over fixed schedules.
a) preferred b) preferring c) prefer d) prefers
7. A major challenge is _____ work-life balance.
a) maintaining b) collapse c) maintained d) substitute
8. The shift has _____ digital collaboration tools.
a) replaced b) limited c) boosted d) abandoned
9. A quiet workspace is often _____ to productivity.
a) harmful b) essential c) distracting d) irrelevant
10. The overall perspective of the paragraph is:
a) Optimistic
b) Negative
c) Humorous
d) Biased

Vocabulary Matching

Match each word to its meaning:

- | | |
|----------------|--------------------------------------|
| 1. Transparent | a) Plans with purpose and foresight |
| 2. Autonomous | b) Honest and open |
| 3. Ambitious | c) Independent or self-directed |
| 4. Ethical | d) Carefully avoids risks |
| 5. Cautious | e) Driven to achieve goals |
| 6. Motivated | f) Inspires others naturally |
| 7. Charismatic | g) Morally right or principled |
| 8. Strategic | h) Applies reason and clear thinking |
| 9. Consistent | i) Shows steady behaviour |
| 10. Logical | j) Has strong desire to succeed |

Common Errors

Correct these sentences:

1. She is married with a teacher.
2. They arrived to the airport late.
3. He is listening music now.
4. The news are interesting.
5. I suggest you to read this article.
6. We discussed about the problem yesterday.
7. He said me the answer.
8. The team is working hardly.
9. I didn't went to the party.
10. I am waiting since two hours.

Worksheet 5

The Ethics of Artificial Intelligence

Artificial Intelligence (AI) is transforming industries—from healthcare and education to finance and transportation. While AI offers efficiency, innovation, and predictive power, it also raises complex ethical questions. For example, when algorithms decide who gets a loan, or diagnose diseases, how do we ensure fairness and transparency?

One concern is algorithmic bias, where AI systems unintentionally reflect human prejudices embedded in training data. This could lead to discrimination in hiring or law enforcement. Another issue is accountability—if an AI system makes a harmful decision, who is responsible: the developer, the user, or the machine itself?

Experts are calling for stronger regulation, ethical guidelines, and human oversight. Some advocate for the concept of “explainable AI,” where algorithms are designed to show how they reach decisions.

As AI becomes more embedded in daily life, its ethical development must keep pace with its technical capabilities. Ensuring that AI serves humanity rather than replacing or harming it is one of the biggest challenges of our time.

Comprehension Questions:

1. What is a major benefit of AI?
 - a) It removes all human jobs
 - b) It increases bureaucracy
 - c) It brings efficiency and innovation
 - d) It ends scientific research
2. What is algorithmic bias?
 - a) AI choosing the fastest route
 - b) AI decisions influenced by biased data
 - c) Humans avoiding AI tools
 - d) AI improving fairness
3. What does “explainable AI” mean?
 - a) AI that cannot be understood
 - b) AI with humorous output
 - c) AI that shows how it makes decisions
 - d) AI that hides its logic
4. The tone of the author is:
 - a) Casual and humorous
 - b) Critical of technology
 - c) Thoughtful and concerned
 - d) Entirely optimistic

Cloze Test

Traveling abroad provides a chance to _____ new cultures and ways of life. It can broaden your _____ and help you appreciate diversity. However, travelers must _____ local customs and traditions to avoid causing offense.

1. a) ignore b) experience c) judge d) repeat
2. a) stress b) expenses c) perspectives d) belongings
3. a) learn b) disrespect c) observe d) offend
4. Many people return from trips feeling _____.
a) limited b) enriched c) confused d) exhausted
5. Responsible tourism involves _____ nature and heritage.
a) exploiting b) harming c) respecting d) ignoring
6. Traveling helps people become more _____.
a) isolated b) tolerant c) indifferent d) passive
7. In some cultures, silence during meals is _____.
a) rude b) polite c) illegal d) optional
8. A passport is usually _____ for international travel.
a) unnecessary b) irrelevant c) essential d) delayed
9. Tourists should always carry _____ identification.
a) expired b) fake c) valid d) local
10. The paragraph mainly suggests:
a) Avoiding travel
b) Traveling only for business
c) Respectful exploration is valuable

Vocabulary Matching

Match the terms:

- | | |
|----------------|-----------------------------------|
| 1. Confident | a) Sensitive to others' feelings |
| 2. Curious | b) Consistently truthful |
| 3. Reliable | c) Able to adapt to change |
| 4. Honest | d) Always on time |
| 5. Flexible | e) Full of new ideas |
| 6. Hardworking | f) Keeps commitments |
| 7. Empathetic | g) Eager to learn |
| 8. Creative | h) Believes in own abilities |
| 9. Tactful | i) Polite in difficult situations |
| 10. Punctual | j) Works with dedication |

Common Errors

Correct the sentences:

1. She didn't knew the answer.
2. They enjoys playing football.
3. He is more taller than me.
4. I look forward to see you.
5. This is a very unique idea.
6. She is married with a dentist.
7. We go always to the park.
8. The teacher told to us a story.
9. I have visited Paris last year.
10. He speaks English good.