



DUE10012 COMMUNICATIVE ENGLISH 1

SOCIAL AND COMMUNICATION SKILLS

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SOCIAL AND COMMUNICATION SKILLS



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PREFACE



The Authors

In the name of Allah, the Most Merciful the Most Compassionate, peace and prayer be upon our Prophet Muhammad S.A.W.

Alhamdulillah, first and foremost, we are extremely thankful and grateful to God Almighty for giving us the opportunity and inspiration to write and complete this eBook.

We also owe our appreciation to our Head of Department, Puan Norsaliza binti Osman for her invaluable advice and constant encouragement as well as to our Head of English Unit, Puan Nor Azlinda binti Hasmin for all her help and guidance.

Last but not least, we would also like to thank all of our colleagues from General Studies Department, Politeknik Sultan Mizan Zainal Abidin for their undivided support.

May Allah bless our little effort and may this eBook benefits everyone.

Thank you

SOCIAL AND COMMUNICATION SKILLS

ABSTRACT



the Authors

Participating in group discussions using the English language is one of the skills that many second language learners struggle with.

This eBook is produced as part of our intention to guide students in handling and participating in discussion fluently and confidently. This eBook is accompanied with simple to understand explanation and easy to do practices i.e writing, listening and speaking.

This eBook is fully owned by The English Unit, General Studies Department, PSMZA and will be used by students taking DUE 10012 Course.

Thank you for your interest in this eBook and hopefully it will benefit us all. Any enquiries, kindly submit it to englishunit@psmza.edu.my.



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SYNOPSIS & COURSE LEARNING OUTCOMES

SYNOPSIS

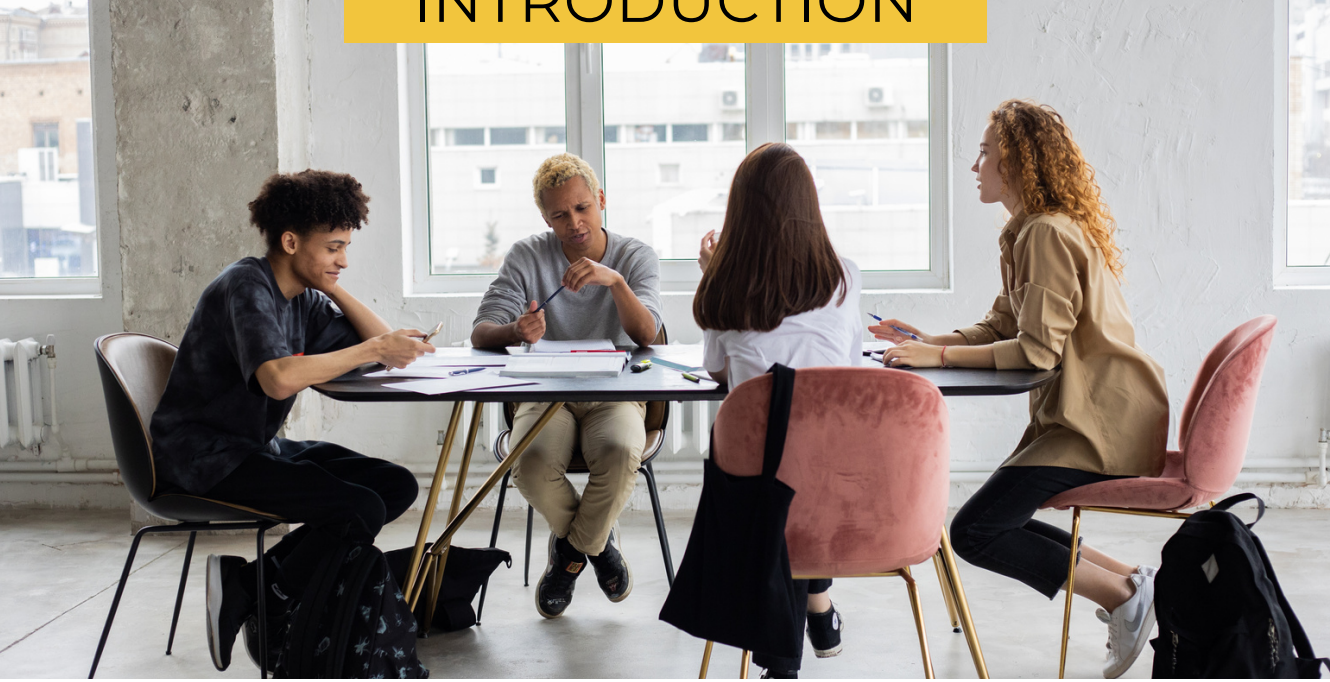
COMMUNICATIVE ENGLISH 1 focuses on developing students' speaking skills to enable them to communicate effectively and confidently in group discussions and in a variety of social interactions. It is designed to provide students with appropriate reading skills to comprehend a variety of texts. The students are equipped with effective presentation skills as a preparation for academic and work purposes.

COURSE LEARNING OUTCOMES

CLO 1 : Participate in a discussion using effective communication and social skills to reach an amicable conclusion by accommodating differing views and opinions.

SOCIAL AND COMMUNICATION SKILLS

INTRODUCTION



SHARE IDEAS AND INFORMATION IN GROUP DISCUSSIONS

The main aim of this topic is to equip students with the basic social and communication skills so that they will be able to engage in group discussion confidently. Since group discussion is considered as a powerful mechanism for active learning, a well-assisted group discussion allows students to share new ideas and at the same time help them to recognize and value the contribution of other members.

In this topic, we shall explore deeper on the specific skills that the students will apply whilst handling their group discussion, such as giving suggestions and counter suggestions, agreeing and disagreeing to suggestions, asking for and making clarifications and many more. Related skills are presented in the concept map in the next page:

SOCIAL AND COMMUNICATION SKILLS

Related Skills

SOCIAL AND COMMUNICATION SKILLS

1

Listen to and comprehend discussions and conversations

2

Give suggestions and make counter suggestions

3

Agree and disagree to suggestions courteously

4

Justify opinions through elaborations of main points and supporting details

5

Ask for and make clarifications

6

Make interruptions politely

7

Take turns speaking and encourage the contributions of others

8

Make and respond clearly and politely to enquiries

9

Use gestures and facial expressions to enhance meaning

10

Wrap up a discussion by attempting to reach consensus

LISTEN TO AND COMPREHEND DISCUSSIONS AND CONVERSATIONS

It is undeniably true that humans listen and try to comprehend first before they are able to speak up. However, listening is often something we take for granted.

To listen, we need to make a conscious effort not to just hear what people are saying but to listen, digest and understand. Not only does listening enhance your ability to understand better and make you a better communicator, but it also makes the experience of speaking to you more enjoyable to other people.

Active listening is important to:

- learn and understand things better in a social environment
- become better at socialising
- improve problem-solving skills

So in this topic, we will expose students to a few listening audios pertaining to discussions and conversations in order to familiarize the students with the language, vocabulary, and tone used in discussions and conversations.



In order to fully understand what we hear, it is best to apply these few tips when you are listening:

TIP #1:

LEARN COMMON ENGLISH EXPRESSIONS AND SLANG

English speakers usually use common expressions and slang when they speak to each other. Learning and knowing common expressions in English will make it easy for you to understand what you hear. Not only that, you will be able to use it in your speaking and writing later on.

Some examples of common English expressions/idioms and their meanings are:

- Make up your mind - to decide
- Once in a blue moon - very rarely
- Butterflies in your stomach - feeling nervous
- Piece of cake - very easy
- Agree to disagree - accept or set aside a disagreement.
- Clear the air - defuse tension, be honest about conflict so as to reduce it
- Beat around the bush - to avoid talking about what is important.



TIP #2:

LISTEN TO STRESSED WORDS IN A SENTENCE

When you listen to stressed words in a sentence, you are actually focusing on the important words in a sentence. Stressed words are commonly longer, louder and higher in pitch, to make it easier to understand what is being said.

Note the different stress marks used in the following words.

Example 1

- present /PRI'-zent/ - it's a verb that means to give something to somebody formally at a ceremony.
- present /Pre-'ZNT/ - it's a noun that refers to an object given to somebody as a gift.

Example 2

- export /EX'-port/ - the practice or business of selling goods to another country or an article that is exported.
- export /ex-'PORT/ - to sell goods to another country.



TIP #3:

IMPROVE YOUR VOCABULARY

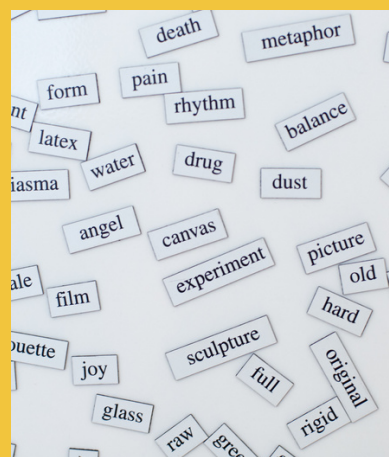
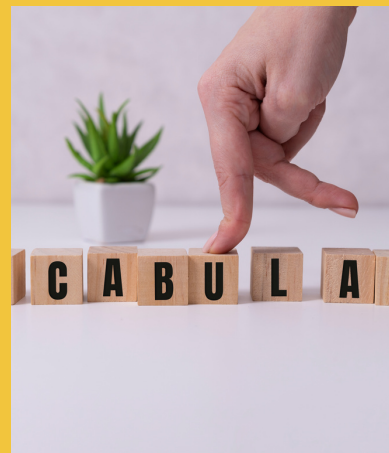
Having good vocabulary power and knowing lots of words in English will definitely help you in listening. Additionally, if you know the meaning of a word, then it will be easy for you to understand when you hear the word. Thus it is crucial for you to improve your vocabulary and learn new English words every day.

Listed below are some ideas on how to improve your vocabulary:

- Reading your favorite books, blog posts and Instagram posts.
- Listening to music or podcasts (audio books)
- Writing a journal in English (for example you can write about your daily routine and use new words that you learn in your journal).

WORD GALLERY

Wordsmith - a person who has skill with using words, especially in writing.



TIP #4:

LISTEN TO AUDIO AND WRITE THE SCRIPT

Play your favorite audio and listen to it many times then write down whatever you hear in that.

When completed, compare your script with the subtitles and find out what is missing and correct those mistakes.

Practice whatever was missing, because doing so will make you know the exact pronunciation of words and you will understand later when you hear those words.



TIP #5:

CLOSE YOUR EYES AND LISTEN

It is said that when a human being loses one sense, the other sense becomes better. Practice this by listening to documentaries in English and listen to it with closed eyes and check out the difference, you might understand it better with closed eyes.





listening tips

- ☒ Learn common expressions in English
- ☒ Listen to stressed words in a sentence
- ☒ Improve your vocabulary
- ☒ Listen to the audio and write the script
- ☒ Close your eyes and listen

PRACTICE 1



<https://youtu.be/JCp75vMUzYM>

Based on the video that you have watched, fill in the blanks with the most appropriate answer.

	MAINTAINING/ CLOSING/ INITIATING
STEP 1	
STEP 2	
STEP 3	

PRACTICE 2

Listen to the audio provided and write the most suitable topic for the conversations.



Audio 1



Audio 2



Audio 3

AUDIO	TOPIC OF CONVERSATION
AUDIO 1	
AUDIO 2	
AUDIO 3	



WORDS OF WISDOM



"Most people do not listen
with the intent to
understand; but they listen
with the intent to reply."

-
Stephen R. Covey



WORDS OF WISDOM



"The difference between a smart man and a wise man is that a smart man knows what to say, a wise man knows whether to say it or not to say it."

-
Frank M. Garafola

GIVE SUGGESTIONS AND MAKE COUNTER SUGGESTIONS

When you give a suggestion, you are putting forward a plan, a proposal or an idea for another person to consider.

People give suggestions when they are:

- deciding what to do,
- offering advice, or
- helping others.

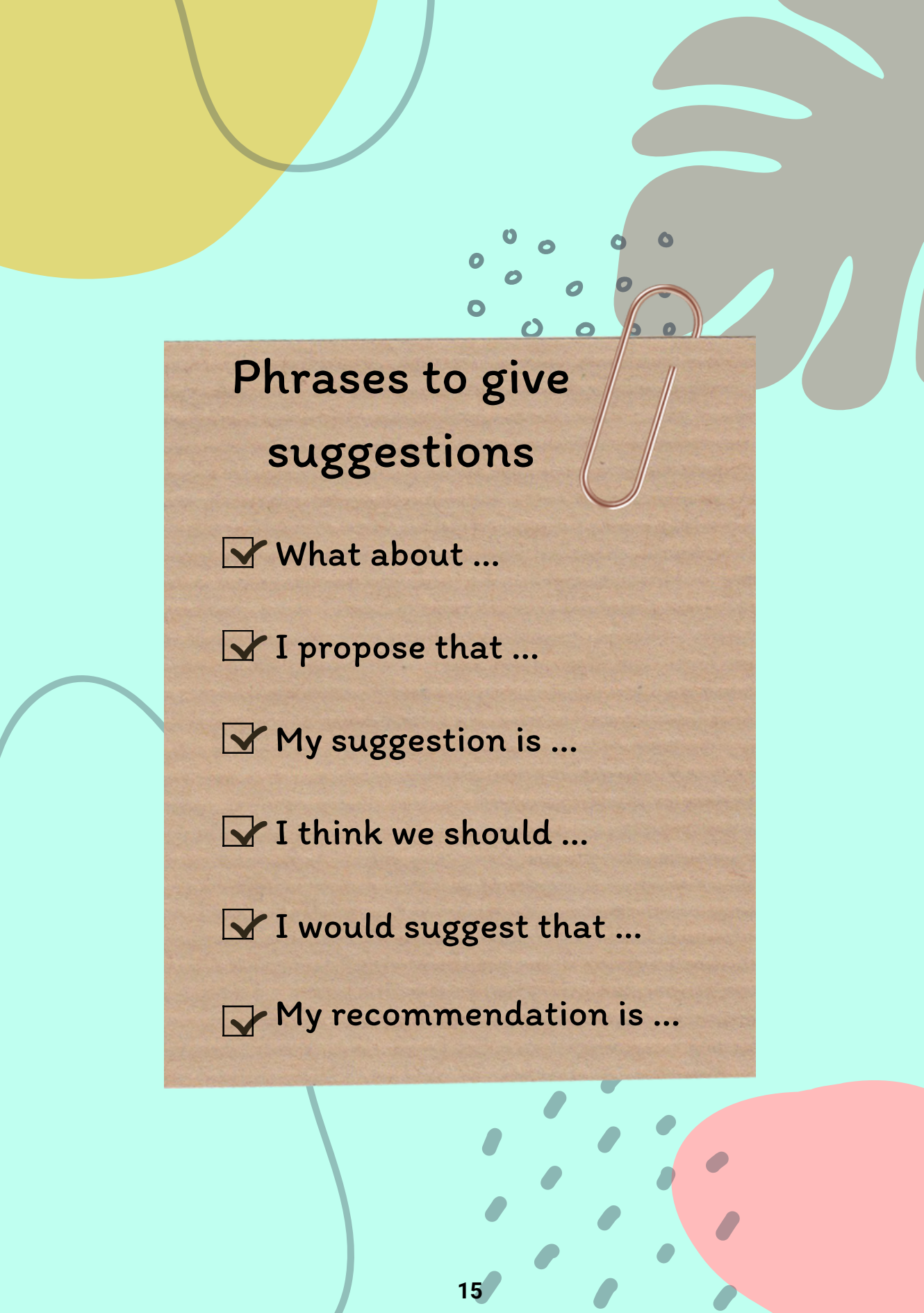
Learning how to give a suggestion is a good way to improve your English communication skills.

Besides giving suggestion, making counter suggestion is another useful skill to practice when having discussion especially to come out with the best solution to a problem.

POINTS TO PONDER

Everyone has their own ways of expressing their opinions and we all have something to say, but finding ways to say it effectively is half the battle.





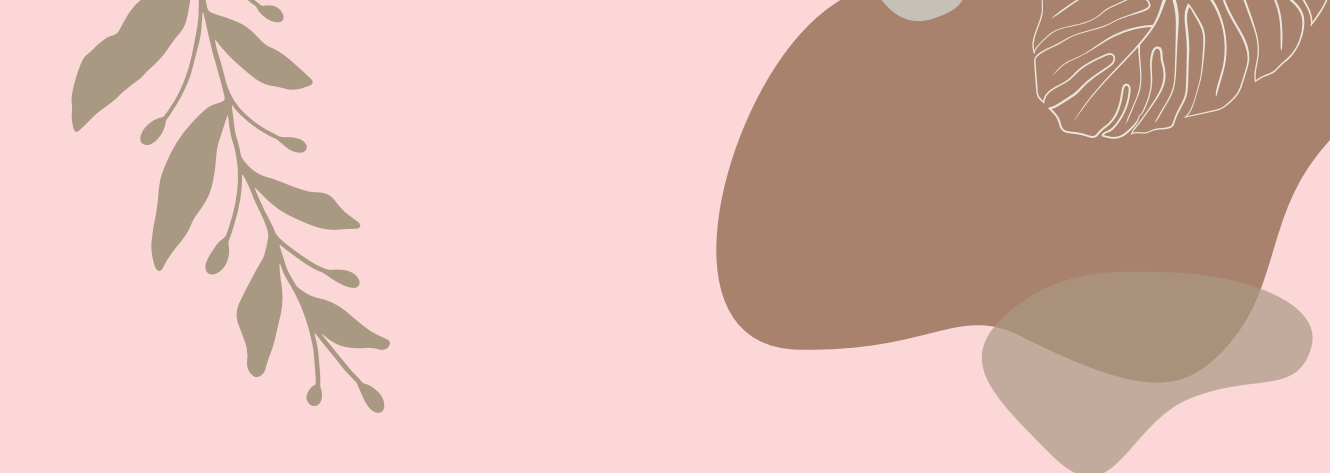
Phrases to give suggestions

- ☒ What about ...
- ☒ I propose that ...
- ☒ My suggestion is ...
- ☒ I think we should ...
- ☒ I would suggest that ...
- ☒ My recommendation is ...



Phrases to make counter suggestions

- ☒ We could always ...
- ☒ Perhaps we should ...
- ☒ What we could do is ...
- ☒ It might be a good idea if ...
- ☒ It would be a good way if ...
- ☒ Other solution would be ...



TIPS

Remember that asking for suggestions or other people's opinions is a good way to maintain a discussion.

PRACTICE 3

Read and understand the dialogue between 2 friends below. Based on the dialogue, identify the suggestions made.

Ana: Hi Solehah, would you like to do something with me this weekend?

Solehah: Sure. What shall we do?

Ana: I don't know. Do you have any ideas?

Solehah: Why don't we watch a film?

Ana: That sounds good to me. Which film shall we watch?

Solehah: Let's watch "Spiderman."

Ana: I'd rather not. I don't like violent films. How about going to "The Bad Guys." I heard it's quite a funny film.

Solehah: OK. Let's go and watch that.

PRACTICE 4

Read and understand the situations below.
Based on the situation, give suggestions by using appropriate expressions.

SITUATION

Imagine that you're having a conversation with your friend.

He/She asks for your suggestion. Give your suggestion based on the following situations:

1. I have an English speaking test tomorrow.
2. I wish I could dance like BTS.
3. I want to get in shape.

You can use some useful expressions listed below:

1. Why don't you ...
2. What about (verb+ing) ...
3. Let's ...
4. Perhaps you could ...

Remember to keep your intonation "conversational" and use appropriate gesture.

AGREE OR DISAGREE TO SUGGESTIONS COURTEOUSLY

Once somebody in a group discussion put forth their suggestion, idea, or proposal, the other group members will express their agreement or disagreement.

In order to maintain a positive vibe and a certain degree of politeness, fellow members need to express their agreement or disagreement in a proper manner and do it courteously.

Listed in the following pages are some of the commonly used expressions to agree and disagree politely.

INSPIRATIONAL QUOTE

"The best way to solve problems and to fight against war is through dialogue."

-Malala Yousafzai-





Phrases to express agreement

- ☒ I agree completely.
- ☒ I am in favour of ...
- ☒ I totally agree with ...
- ☒ I see no objection to that ...
- ☒ I would certainly endorse ...
- ☒ That's interesting, I agree.

Phrases to express partial agreement

- ☒ That is true but ...
- ☒ I see your point but ...
- ☒ Your suggestion is good but ...
- ☒ It sounds like a good idea, but ...
- ☒ I agree to a certain extent but ...
- ☒ I do not entirely agree with you.



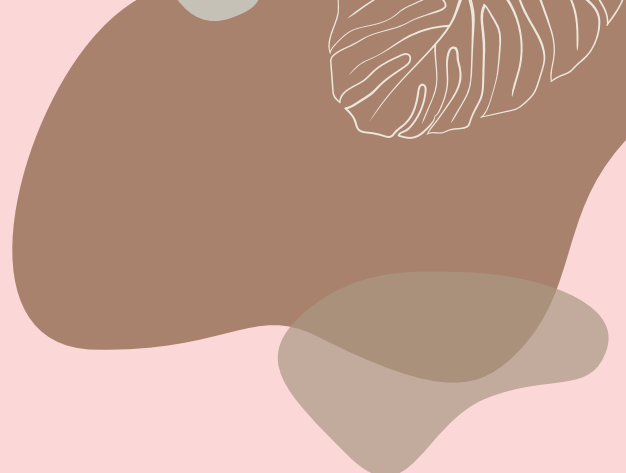
Phrases to express disagreement

- ☒ I beg to differ.
- ☒ I don't think so.
- ☒ On the contrary ...
- ☒ I disagree completely.
- ☒ I think you are mistaken.
- ☒ I think it would be better if ...



Interesting Fact

Body language is very important. Expressing your agreement with a smile and a slight nod of the head will emphasize your agreement.



TIPS

DON'T SHOUT!

If you disagree with a suggestion, do not make unacceptable personal remarks. Be careful with your tone of voice. Be polite at all times.

PRACTICE 5

Read and understand the situations below.
Based on each situation, express your
agreement or disagreement. Give reason(s).

SITUATION 1

According to a study conducted by the
Ministry of Health, 45 per cent of
Malaysian is obese. The problem can
be overcome by organizing awareness
campaigns.

SITUATION 2

In every day life, man and money are
inseparable. However, is money the
key to happiness?

PRACTICE 6

Read and understand the situation provided to practice expressing agreement or disagreement. Send a recorded speaking video to your respective lecturer for comments.

	SITUATION
PRACTICE 1	Social media platforms like Instagram, Twitter and Facebook are good for teenagers. Disagree with the statement given.
PRACTICE 2	Football is only for idiots. Agree with the statement given.
PRACTICE 3	Learning a language is good for students. Agree with the statement given.



JUSTIFY OPINIONS THROUGH ELABORATION OF MAIN POINTS AND SUPPORTING DETAILS

When we are involved in a discussion or meeting, oftentimes we are required to justify our points and not just merely state the point.

In order to make sure fellow members are able to follow your justification of ideas, it is best to elaborate on the main points and supporting details by following a certain framework. One framework that you could use is called the **PREP Framework**;

P - Point

R - Reason

E - Elaboration

P - Point

INSPIRATIONAL QUOTE

"You can speak well if your tongue can deliver the message of your heart."

- John Ford -



Example

SITUATION:

Global climate change has already had observable effects on the environment. Glaciers have shrunk, ice on rivers and lakes is breaking up earlier, plant and animal ranges have shifted and trees are flowering sooner. Discuss the causes, effects and solutions to the situation above.

CAUSE:

P – In my opinion, I think the main cause of global climate change is ...

R – This is because/ this is due to ...

E – For instance,

P – This is why I think ...(reiterate your point)

EFFECT:

P – From my point of view, the main effect of global climate change is ...

R – This is because/ this is due to ...

E – For example,

P – This is why I feel that ...(reiterate your point)





PREP FRAMEWORK

☒ P - Point

☒ R - Reason

☒ E - Elaboration (provide examples)

☒ P - Point (reiterate point mentioned earlier)

PRACTICE 7

Read and understand the situation below. Based on the situation, justify your opinion by using the PREP Framework.

SITUATION

Infectious diseases are a major concern around the world. One measure is to practice good hygiene. Justify your opinion.

Suggested points:

- Wash your hands frequently
- Avoid touching your eyes, nose or mouth
- Do not share your cups and cutlery

MY SPEAKING FRAMEWORK

P -

R -

E -

P -

ASK FOR AND MAKE CLARIFICATIONS

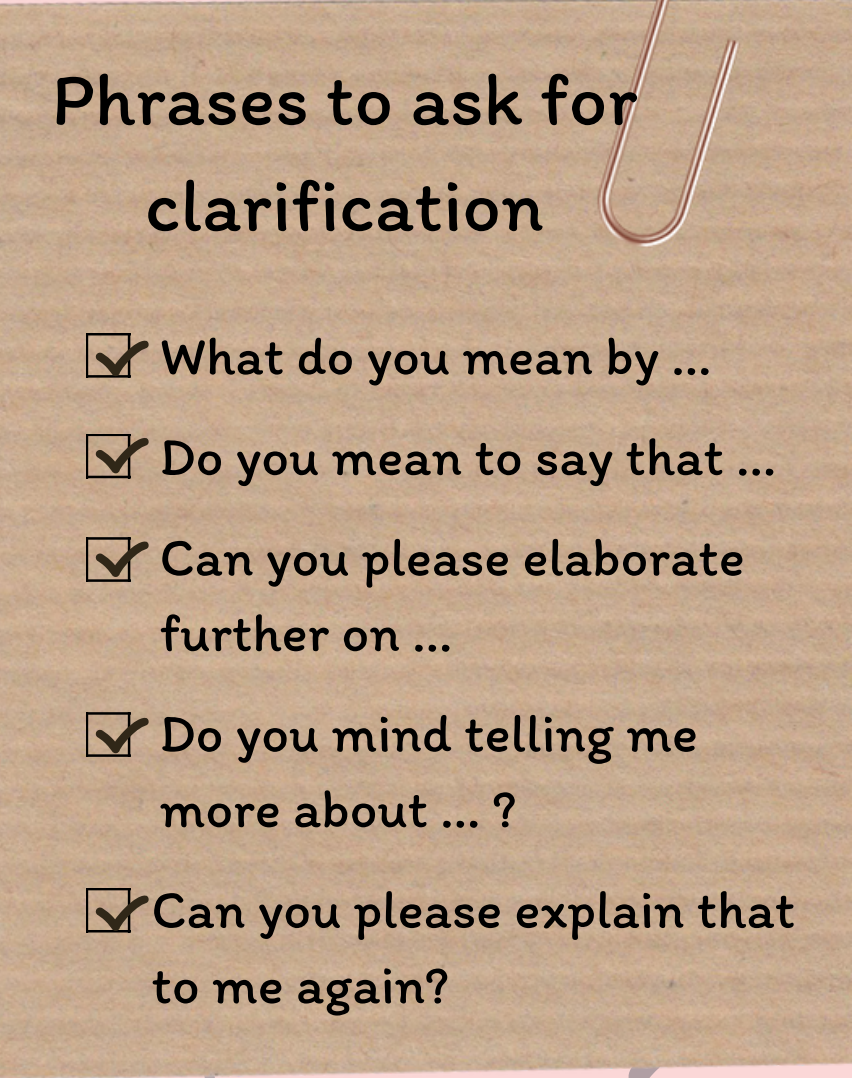
When you ask someone for clarification, you are asking them to say something in a different way or provide more information so that you understand them better. This is different from asking a person to repeat something.

The person might not have explained themselves clearly, for example. Or maybe they used difficult language. Or maybe you think you know what the person means but want to make sure that you are correct.

It is first important to express your lack of understanding before asking for clarification. You may use the following expressions:

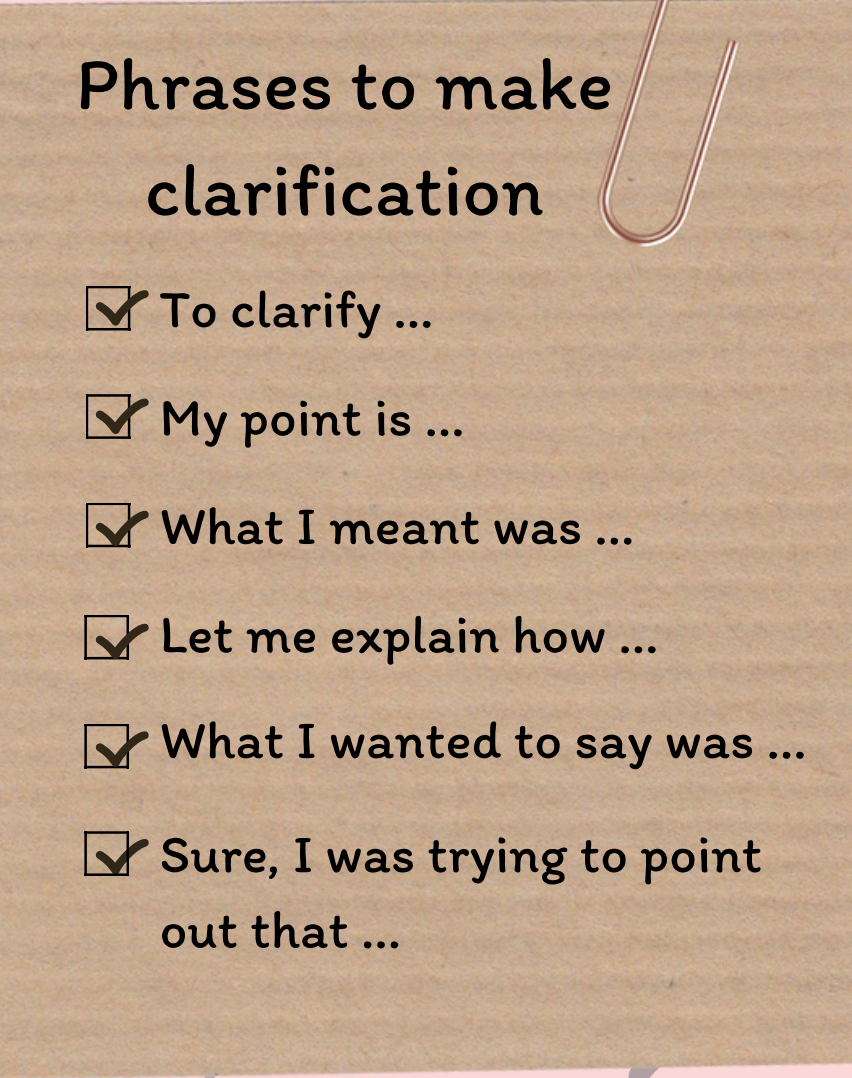
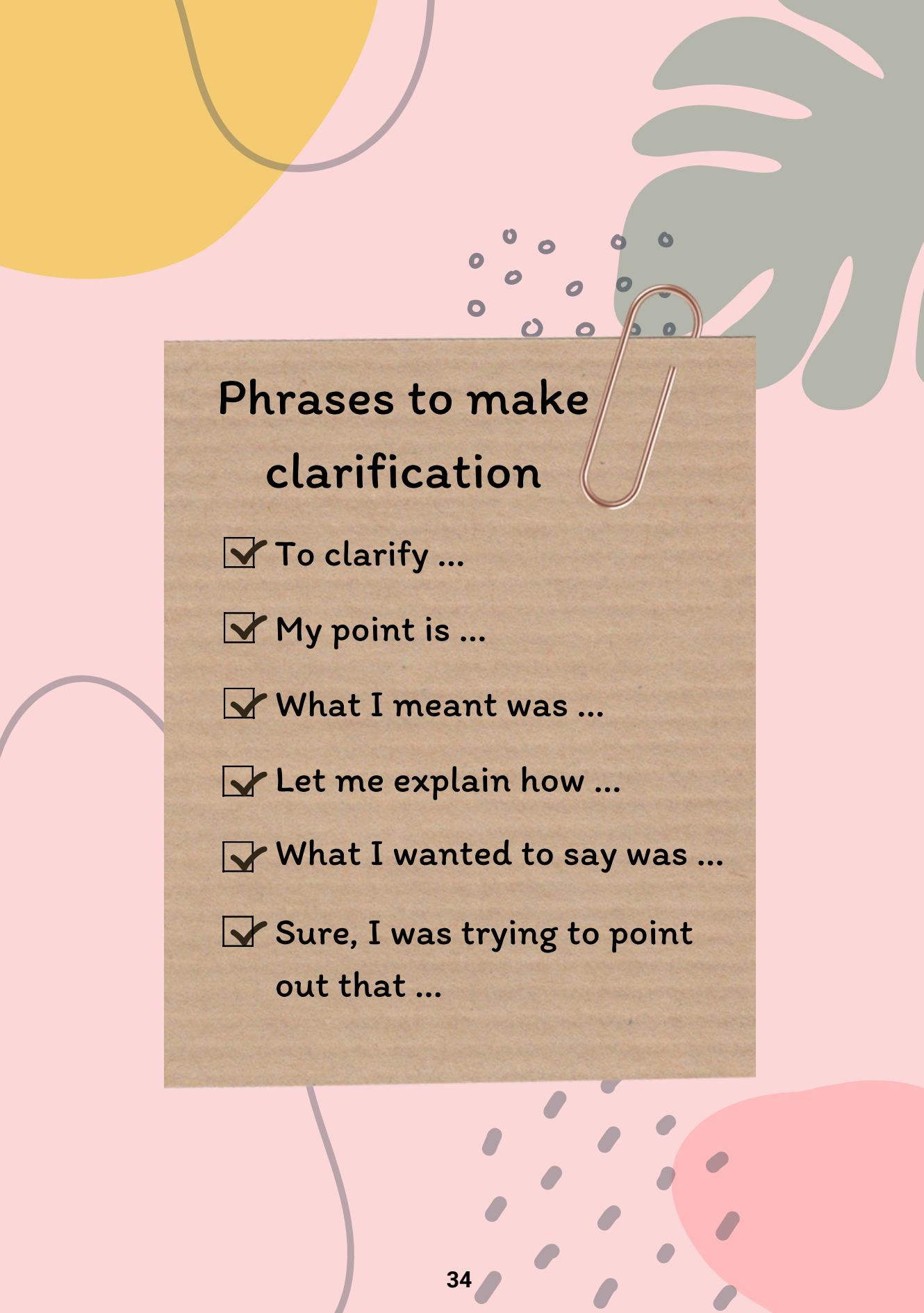
- I beg your pardon, but I don't quite understand.
- I'm not quite sure I know what you mean.
- I'm not quite sure I follow you.
- I don't quite see what you mean.
- I'm not sure I got your point.
- Sorry, I didn't get your point.





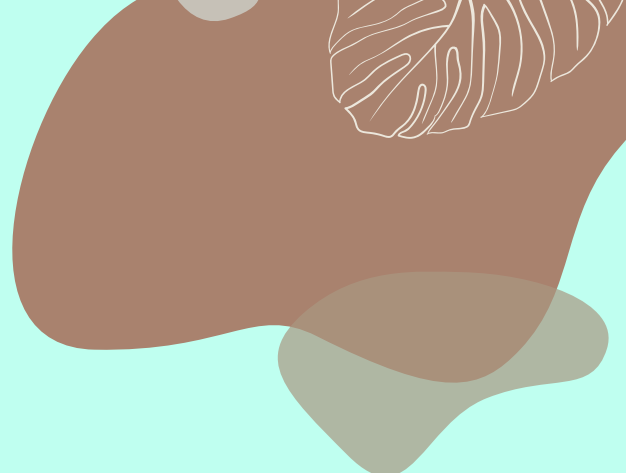
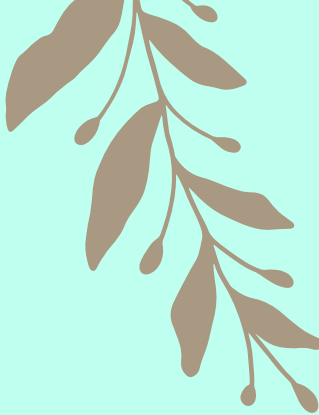
Phrases to ask for clarification

- ☒ What do you mean by ...
- ☒ Do you mean to say that ...
- ☒ Can you please elaborate further on ...
- ☒ Do you mind telling me more about ... ?
- ☒ Can you please explain that to me again?



Phrases to make clarification

- ☒ To clarify ...
- ☒ My point is ...
- ☒ What I meant was ...
- ☒ Let me explain how ...
- ☒ What I wanted to say was ...
- ☒ Sure, I was trying to point out that ...



Words of Wisdom



**"Every clarification breeds
new questions."**

-
Arthur Bloch

PRACTICE 8

Decide whether the expression is to ask for clarification or to make clarification.

Expression	Ask for clarification	Make clarification
Could you clarify that to me?		
What I am trying to say is ...		
In other words, ...		
Could you rephrase that?		
What I mean is ...		
Can you please elaborate more on ...?		
What are you trying to say?		
To clarify, ...		

PRACTICE 9



<https://youtu.be/JCp75vMUz>

Watch the Youtube video and list down the expressions used to ask for clarification and to make clarification.

Ask for clarification	Make clarification

MAKE INTERRUPTIONS POLITELY

WHAT IS AN INTERRUPTION?

- Interruption is an act of interrupting someone in the middle of a conversation.
- By interrupting someone in a conversation, it can express that you are actively participating and listening throughout the conversation.
- Interruption can also enhance connection, engagement and create more interesting conversation.
- Nevertheless, the interruption must be done politely by using useful expressions and phrases.



WHY DO PEOPLE INTERRUPT IN A CONVERSATION?

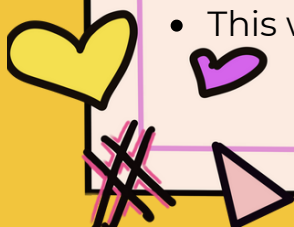
- To clarify something
- To ask a quick question
- To add on something said
- To contribute meaningful idea or opinion
- To express your disagreement or agreement



HOW TO POLITELY INTERRUPT SOMEONE DURING A CONVERSATION?

Here are some useful expressions and phrases.

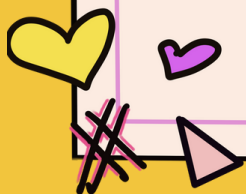
- I am sorry for interrupting, but I do not quite understand...
- Excuse me for interrupting, but I would like to add something...
- I apologize for the interruption, but I have an important question about...
- I hope you will excuse me for interrupting, but could I quickly ask you a question?
- Sorry, could I ask a question?
- I am really sorry for interrupting but...
- Excuse me, may I interrupt for a moment?
- Sorry for interrupting but could you repeat...
- This will only take a minute. Would you mind telling me...



HOW TO RESPOND TO THE INTERRUPTION

Here are some useful expressions and phrases.

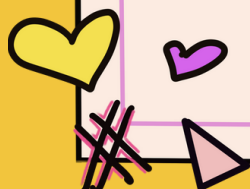
- No problem, go ahead.
- Sure, go ahead.
- Of course, go ahead.
- Hold on just a moment. Let me finish.



HOW TO CONTINUE AFTER THE INTERRUPTION

Here are some useful expressions and phrases.

- Back to what I was saying ...
- Thanks for your opinion. As I was saying / explaining ...
- Let us go back to the topic ...
- I would like to return to my point ...



Watch the YouTube video to enhance your understanding

How to interrupt politely in English

<https://youtu.be/DtxrAUwhZXw>



PRACTICE 10

Look at the picture below, figure out who is trying to interrupt? How do you know?



PRACTICE 11

Based on the conversation below, identify who made an interruption.

Ammar: In my opinion, we should conduct a health awareness campaign at school. We can invite a representative from the Dungun Health Department to give a talk. Besides that, we also...

Aryan : Excuse me, may I say something?

Ammar: Yes, sure. Go ahead.

Aryan : I have my doubts about inviting someone to give a talk. We don't have funds to pay for the fee.

PRACTICE 12

Create a short conversation between three people. The conversation must include phrases of interruption, respond to interruption and how to continue after the interruption.

PRACTICE 13

Based on Practice 12, memorise and act out the dialogue that you have created. Be prepared to present your dialogue in the class.

TAKE TURNS SPEAKING AND ENCOURAGE THE CONTRIBUTIONS OF OTHERS

WHAT IS TURN-TAKING?

- Turn-taking is a process of changing role as a speaker and a listener when the conversation takes place in a pair or a group.
- Turn-taking happens in a conversation when a speaker take turns offering ideas, giving suggestions or clarifying something.
- The speaker should have the ability to start and finish a turn by giving signal to the other persons.

PHRASES YOU MAY USE TO SIGNAL TURN-TAKING

- Anita, do you have anything to add?
- Does anyone have anything to say before we move to the next point?
- Haikal, how about you? What is your opinion on ...?
- That's all from me. How about you?



We should know how to initiate and maintain the conversation in order to encourage the contributions of others throughout the discussion.

FACILITATING EFFECTIVE DISCUSSIONS

Initiation is a process to start a discussion and grab everyone's attention. Initiation allows the topic to be discussed in a right direction.

Useful phrases to encourage the contributions of others

Introduction

- I would like to start by saying ...
- I would like to begin the discussion by giving my view of the matter...
- Good morning everyone, today we are going to discuss ...

To ask for an opinion

- What do you think about ...
- What is your opinion ...
- Do you think ...

To give an opinion

- In my opinion ...
- Well, I would say ...
- I strongly believe ...

Expressing strong agreement

- I strongly agree with you on that.
- I completely agree.
- That's a very good point.

Expressing agreement

- Yes, I agree.
- I think you are right.
- That's true.

Useful phrases to encourage the contributions of others

Expressing partial agreement

- Yes, in a way.
- Yes, I agree up to a certain point, but...
- I do not completely agree with you.

Expressing disagreement

- I am sorry, but I have to disagree.
- I am afraid I have to disagree.
- I don't think so.

Expressing strong disagreement

- I don't agree with you at all.
- I totally disagree.
- That's not right.



Try to be a person who initiate the discussion.

You will...

- Make a good first impression
- Display a strong self-confidence



FACILITATING EFFECTIVE DISCUSSIONS

Maintaining a discussion is the most important stage of a group discussion. At this stage, the topic is further discussed and active involvement by all participants is vital.

Useful phrases to encourage the contributions of others

To make suggestion

- My suggestion is ...
- I would like to propose that ...

To ask for a suggestion

- What is your suggestion?
- Do you have any suggestions?

To accept ideas/opinions/suggestions

- I think that's a good idea.
- That sounds like a great idea.
- That's a good point.

To ask for clarification

- Would you elaborate on that, please?
- Could you clarify what you meant by ...
- Could you give an example ...

To give clarification

- What I'm trying to say ...
- Let me clarify ...

PRACTICE 14

Look at the pictures below, figure out who is the speaker? How do you know?

1



2



PRACTICE 15

What would you do if your group members are not participating actively during a group discussion?

MAKE AND RESPOND CLEARLY AND POLITELY TO ENQUIRIES

DEFINITION

Enquiry is an act of asking question.

THE OBJECTIVE OF ENQUIRIES

- To get information
- To enhance understanding



TYPES OF QUESTIONS

- WH-Questions
- Yes-No Questions



Truth never lost ground by enquiry.

~William Penn~

WH-QUESTIONS

WH-Question	Auxiliary Verb	Subject	Verb	Expansion/object
What	do	you	think	about the solutions?
When	did	you	buy	the book?
Where	do	you	think	is the best place to study?
Who	is	the leader?		
Whom	did	you	study	with?
Why	did	they	throw	rubbish everywhere?
Whose	is	this laptop?		
How	do	they	reduce	the cost?

Answer WH-questions with a complete sentence (to give information).

Anna: Nabil, **what** is your opinion?

Nabil: I think we should conduct a campaign.

Nurul: Atika, **where** can we get the information?

Atika: We can get the information at the museum.

YES-NO QUESTIONS

USE AUXILIARY VERBS TO CREATE YES-NO QUESTIONS

- Is she sleeping?
- Is it working?
- Are you tired?
- Are they walking together?
- Do you like swimming?
- Does it work perfectly?
- Have you completed the task?
- Has she arrived?

USE MODAL VERB TO CREATE YES-NO QUESTIONS

- Can we meet this evening?
- Should we discuss tonight?
- Will you come tomorrow?

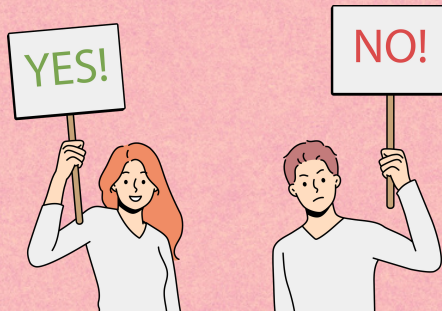
YES-NO QUESTIONS

The expected answer for this question is either Yes or No.

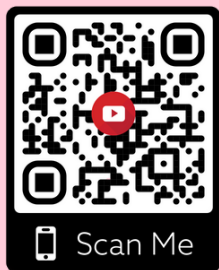
Do you like watching movie?	Yes, I do	No, I do not
Does she like playing piano?	Yes, she does	No, she does not
Did you go to the cinema last night?	Yes, I did	No, I did not
Have you finished your homework?	Yes, I have	No, I have not

USE MODAL VERB TO MAKE POLITE REQUEST

- Could we take a break for two minutes?
- Could you please tell me where can I get the brochure?
- Would you mind explaining what are the causes of the pollution?

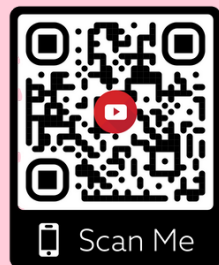


Watch the YouTube videos to enhance your understanding



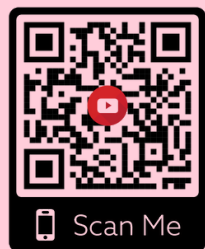
Learn about "Wh" Questions in English Grammar

<https://youtu.be/aQyettA79LI>



Modal Verbs: Making Requests

<https://youtu.be/xE-04vBz3fg>



How to Ask Questions in English: Wh-Questions - Present, Past, and Future

<https://youtu.be/U0sL9gEpIKE>

PRACTICE 16

Based on the answers below, create the most appropriate WH-Questions.

QUESTIONS	ANSWERS
	She works at the Biotech Factory.
	They will go to the airport at 5 p.m.
	Mr. Arif is my English lecturer.
	I like the latest version of Perodua Alza.
	I need a large bag because I have many books.
	It is Sara's laptop.
	I go to school by bus.

PRACTICE 17

Pair Activity

Create 5 questions individually using Yes-No Questions. Take turn to ask and answer the questions.

- 1.
- 2.
- 3.
- 4.
- 5.



USE GESTURES AND FACIAL EXPRESSIONS TO ENHANCE MEANING

- Gestures and facial expressions are powerful to enhance meaning of what you are trying to convey. Both facial expressions and gestures also denote the personality or image of the speaker.
- Gestures are the movement of your body, hand, head and other body parts to emphasize the meaning or idea while communicating with other people.
- Facial expressions reflect emotion of the people such as emotion of anger, disgust, fear, happiness, sadness, and surprise. These reflections relate to the feeling and thoughts at that moment.



DO'S

- Display good non-verbal communication throughout the discussion.
- Establish good eye contact.
- Good voice projection and speak clearly.
- Use appropriate facial expression, correct posture & good body gestures.



DON'TS

- Refer to the notes frequently and less eye contact.
- Make a lot of unnecessary movements.
- Give blank expression during the discussion.



PRACTICE 18

Identify the emotions and then practice making the following expressions. Show your facial expressions to your partner and let he/she guess your emotions.

1



4



2



5



3



6



WRAP UP A DISCUSSION BY ATTEMPTING TO REACH CONSENSUS

CLOSING

The final part of a group discussion. Make a closing statement and provide the final decision of the topic discussed.

TIPS

- Begin the conclusion by summarizing all important points made throughout the discussion.
- Be brief and concise.
- Do not add new points or ideas.
- Conclude based on the mutual agreement made throughout the discussion.
- Make a convincing conclusion.
- Show your confident.

Useful phrases to summarize and conclude

To summarize main points

- To sum up ...
- In brief ...
- Let me summarize the key points ...

To end the discussion

- Finally, we come to the end of our discussion.
- I think, it's time to wrap up our discussion.
- I think today's discussion has finally come to an end.

To conclude

- In conclusion ...
- So, pulling it all together ...
- Hence, it is concluded that ...

To close the discussion

- Thank you very much for your attention and participation.
- Thank you all.
- I guess that will be all for today.

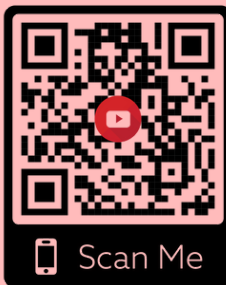


Watch the YouTube videos to enhance your understanding



How to conclude your discussion - MUET Speaking part 2

<https://youtu.be/O9o3d5bmVQg>



ENGLISH GROUP DISCUSSION - MUET Speaking Task B

<https://youtu.be/q6dPRg63QVo>



PRACTICE 19

Write other phrases that you can use for the following language functions.

To summarize	To conclude	To end the discussion	To close the discussion

HANDLING GROUP DISCUSSION FLOWCHART

STAGE 1 INITIATING

One candidate (either A/B/C or D) will initiate on behalf of the group.

List to do:

- Greeting
- Introducing oneself
- Starting - Stating Objective
- Asking/ Giving Opinion

Once one candidate establish all the listed to do above, automatically the discussion has started.

STAGE 2 MAINTAINING

Candidate A, B, C and D will take turn speaking/participating in the discussion.

List to do:

- Asking opinion
- Giving opinion
- Making enquiries
- Making suggestions/counter suggestions
- Accepting / rejecting idea/opinion/suggestion
- Expressing agreement/disagreement
- Interrupting
- Asking for clarification
- Giving clarification

Please make sure your group cover all three important items to be discussed i.e causes, effects and solutions within the allocated time

STAGE 3 CLOSING

One candidate (either A/B/C or D) will close the group discussion on behalf of the group.

List to do:

- Summarising + Moral Value
- Concluding
- Signalling a stop
- Closing by thanking all group members

GROUP DISCUSSION SAMPLE DIALOGUE

[Click the link provided to access
the Group Discussion dialogue](#)

PRACTICE 20

GROUP DISCUSSION SAMPLE QUESTIONS

GENERAL STUDIES DEPARTMENT

DUE 10012 COMMUNICATIVE ENGLISH 1

GROUP DISCUSSION (20%)

CLO 1: Participate in a discussion using effective communication and social skills to reach an amicable conclusion by accommodating differing views and opinions

Instructions to candidates:

- In your discussion, you may support or oppose the other group members' view.
- You are given 10 minutes for the discussion.
- Remember to use all the speaking skills to maintain your group discussion.
- Marks will be awarded individually.

QUESTIONS

For each of the following situation, discuss the causes, effects, solution(s) and value(s) of the statement given.

1. Suicide is more common among older people in most parts. But research shows that suicide is the second leading cause of death among youth between age of 15 and 29 in Malaysia.

2. Many parents worried about the rise of social media which could affect their children academic performance. Research showed that spending too much time on social media also can lead to poor sleep.

3. The Sungai Kim Kim pollution has badly affected students and residents in Pasir Gudang. The damages were caused by illegal dumping of toxic chemical into the river.

4. Overweight could undermine Malaysia's competitiveness in every aspect of life. The increase of this problem in the population of Malaysia was stated as the highest in the region.

5. Malaysia government imposed smoking ban at the eateries and restaurants in our country. The action was prompted the nationwide backlash.

6. Fatal road accidents increase during every festive seasons. PDRM said the number of death from accidents in Malaysia remained among the highest in the world.

7. In recent years, an increase in motorcycle street-racing and its associated risk behavioral has seriously concerned the Malaysian public and legal authorities.

8. Cyberbullying has become epidemic to the society nowadays. The use of technology has threatened, harassed and embarrassed other person easily.

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