

- **Problem:**

The students have the knowledge of the answers, but they are afraid of class participation and feel relieved when the teacher does not call them. They are psychologically scared and feel hesitant in speaking up and participating. The people facing this problem usually feel reluctant in sharing their thoughts and feeling as well from the fear of being judged.

- **Solution:**

The communication is a two-way process. The teacher and a student's conversation must be encouraged by the teacher. If a teacher feels student's nervousness, she must encourage and appreciate the student for participating. This will help them in boosting up their confidence and participating actively in the class.

Q2: Identify the missing Cs in each of these given situations and re-write them after incorporating the required changes. (Marks 6)

i. Deer Sukaina

As a Manager, you must inform an employee that her continued laziness is going to create some problems.

The two C's, clarity and correctness are missing.

Clarity: The sentence has no topic in some words, the sentence is not aligned, which disturbs the structure of the sentence and affect its clarity.

Correctness: The wrong spelling of a word is present in the sentence which affects the meaning of the sentence.

Deer Sukaina as a Manager, you must inform an employee that her continued laziness is going to create some problems.

ii. Robert

The report you submitted is full of errors. I did not expect such a poor quality of work from you. You have been an unprofessional member of this team. Fix it and submit it again.

The three C's are missing clarity, courtesy and conciseness.

Clarity: The sentence is not aligned.

Courtesy: The other person is addressing rudely.

Conciseness: There is more of wordy expression on the same topic.

Mr. Robert, the report you submitted was full of errors. I did not expect such unprofessional behavior from you. Kindly fix it and submit it again.