



SPEAKING FOR GENERAL COMMUNICATION:

Essential Skills and Strategies

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KATA PENGANTAR

Dengan mengucapkan puji syukur kehadiran Allah SWT, atas limpahan rahmat dan hidayahNya, maka Penulisan Buku dengan judul *Speaking For General Communication* dapat diselesaikan dengan kerjasama tim penulis. *Speaking For General Communication* merupakan buku ini berisikan bahasan mengenai *The Importance of Speaking For General Communication, Asking for and Giving Factual Information, Expressing Like and Dislike, Expressing Gratitude, Dealing With Communication Problems, Inviting People in English, and Informing Directions*.

Buku ini masih banyak kekurangan dalam penyusunannya. Oleh karena itu, kami sangat mengharapkan kritik dan saran demi perbaikan dan kesempurnaan buku ini selanjutnya. Kami mengucapkan terima kasih kepada berbagai pihak yang telah membantu dalam proses penyelesaian Buku ini. Semoga Buku ini dapat menjadi sumber referensi dan literatur yang mudah dipahami.

Padang, Oktober 2024
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BAB 1

THE IMPORTANCE OF SPEAKING FOR GENERAL COMMUNICATION

Oleh Bertaria Sohnata Hutaauruk

1.1 Introduction

Speaking is a way of expressing the ideas, thoughts, feelings, sharing information and make a relationship with others. This is one of an important english skills in learning English as the productive skill in the communication. Speaking occurs at the real time of the conversation beteween the speakers that produces words and utterances from the interlocutors' respond (Harmer, 2007). Speaking is a crucial part for the communication between the speakers because (1) it is a verbal language as the fundamental mark for the human being communication. it is use in daily life conoversation and at work. Next, (2) speaking is also used to make a relationship among the interlocutors for example teamwork and trust. (3) speaking is also a means of communication to clarify the information that will be built up the effective communication and reduced waste time, (4) speaking is a way to present the ideas in the real life of communication. It can influence the decision and motivate the change. In the case of english learners, to speak in english is the most important priority ability (Richards et al, 2005). While other expert mention that there are some categories of the

function in speaking: interaction, transaction , and performance (Brown and Yule)

Speaking is an important part of work and is one of the keys to success in establishing relationships with each other both within family, relatives, society and the world of work. Speaking can be one way to respond to the person you are talking with others. It is useful to maintain the relationships between individual to individual, group to group, and international relations, whether personal or public. Well, because speaking has a significant influence in the practice of public relations, speaking is very important to study. Having good communication in a relationship can form an emotional connection which will make the relationship more meaningful. In this case, we and the person we are talking to each other share things about ourselves such as the values we hold, experiences or opinions. speaking is needed to obtain or provide information from or to other people. The need to obtain information is increasing, so people need speaking tools that can be used whenever and wherever they are.

Below is the picture of why speaking is very important in daily life communication.



Gambar 1. 1 The Importance of Sepaking

From the above figure, it describes that speaking is a key and way of communication to others for sharing the ideas or information. There are some reasons that explains why speaking is important such as to give self confidence, an important skill in the workplace, to help the individual present as a leader, to motivate people. Thus speaking is a guide for career success through the communication.

1.2 The Concept of Speaking

Speaking skills are very important for language learners because in essence, humans communicate by speaking using language. Speaking is a means of conveying ideas, thoughts, and the contents of one's heart to other people using spoken language to get the point across that other people can understand. Speaking is a means of conveying meaning can be ideas, thoughts, the contents of one person's heart to another person. It can also be interpreted as the ability to pronounce sounds articulation or words to express, express and convey thoughts, ideas and feelings (Tarigan, 2008). Speaking is essentially a communication process. In this process, messages are transferred from one party (communicator) to another the other party (communicant). The message that will be conveyed to the communicant first converted into symbols that are understood by both parties. Speaking is as one aspect of language skills that functions for conveying the information orally. From several expert opinions, it can be concluded that Speaking begins with thoughts, ideas and the contents of the heart which are then conveyed orally so that others can understand it.

Speaking is acronyms for setting, participant, ends, act, key, instrument, norms, and genres. (Hymes, 1974) Meanwhile, elements of message (message) as a determining factor of skills (Darma, 2009),

1. Setting

Setting refers to place (space) and time (tempo/time) the conversation occurs. Very background influence someone when having a conversation (communicate). For example, in official and non-official places, someone will be different in communicating.

2. Participant

Participant refers to the participants in the conversation, i.e speaker (greeter) and listener (greeter). Which include in this case are age, education, position, and type gender of conversation participants. These things are very influence someone's speech. Participanta talk with young speech partners will certainly be different from those of you talking to an older speech partner. Speaking with an interlocutor who is educated and has a position higher will certainly be different from talking with a partner said those who are educated and have lower positions. Likewise gender, speaking with a speech partner. Men will talk differently with their partners said the female gender. These differences can be in the form of attitude, politeness, voice intonation, or diction used.

3. End

End refers to outcome or the final goal of the conversation. Objective Conversation greatly influences a person's speech. With different goals, of course different topics discussed.

4. Act

Act refers to the event or situation in which the speaker take advantage of the opportunity to speak. This can be called turn taking in speaking (the right to take a turn speak).

5. Key

Key refers to method or the variety used in convey speech. Speaking in a direct way, of course It would be different if done indirectly. Speaking in a formal way will also be different from informal variety.

6. Instrument

Instrument refers to the use of either orally or write with reference to language variations used. Means also refers to the tools used in speaking. Talking face to face will different from talking on a cell phone.

7. Norms

Norms or rules refer to participant behavior conversation. For example, discussions and lectures. Both have different norms. Discussions of behavior tend to go both ways, while lectures tend to be one way, although sometimes given the opportunity to ask questions. Thus, there is discussion norms and lecture tone norms.

8. Genre

Type refers to the activity a conversation has other traits. Different activities will influence conversation too. Talking at discussion activities will different from telephone activities.

Speaking can be used to communicate ideas, feelings, and willingness, as well as to further expand your knowledge and horizons knowledge. Talking basically has a general purpose

want to convey. There are three general purposes in speaking, namely: (1) inform and report (to inform), (2) entertain and entertain (to entertain), and (3) persuade, invite, urge, and convince (to persuade) (Tarigan, 2008). The purpose of speaking is presented as below:

1. Encouraging and stimulating, if the speaker tries to give enthusiasm and passion for life to the listener. Expected reaction is to inspire or arouse emotions listener.
2. Convincing, if the speaker tries to influence beliefs, listeners' opinions or attitudes. The most important tool in the description is an argument. The expected reaction is there conformity of beliefs, opinions or attitudes on an issue delivered.
3. Moving, if the speaker wants action or the actions of the listeners.
4. Informing, if the speaker wants to inform about something so that the listener can understand and relate to it.
5. Entertaining, if the speaker means to encourage or pleases his listeners. The expected reaction or response is the emergence of a feeling of joy, pleasure and happiness in the listener's heart.

From several opinions, it can be concluded that the main goal in speaking, namely to communicate with the person you are talking to, but even in speaking there is a general goal to encourage encourage the interlocutor, to convince the interlocutor, to move, inform and entertain the interlocutor.

1.3 Types of Speaking

According to Brown (2004) as a process of building and sharing meaning through the use of verbal or oral form describes six categories of speaking skill area. Those six categories are as follows:

a. Imitative

This category includes the ability to practice an intonation and focusing on some particular elements of language form. That is just imitating a word, phrase or sentence. The important thing here is focusing on pronunciation. The teacher uses drilling in the teaching learning process. The reason is by using drilling, students get opportunity to listen and to orally repeat some words.

b. Intensive

This is the students' speaking performance that is practicing some phonological and grammatical aspects of language. It usually places students doing the task in pairs (group work), for example, reading aloud that includes reading paragraph, reading dialogue with partner in turn, reading information from chart, etc.

c. Responsive

Responsive performance includes interaction and test comprehension but at the somewhat limited level of very short conversation, standard greeting and small talk, simple request and comments. This is a kind of short replies to teacher or student-initiated questions or comments, giving instructions and directions. Those replies are usually sufficient and meaningful. d. Transactional (dialogue) It is carried out for the purpose of conveying or exchanging specific information. For example here is conversation which is done in pair work.

Speaking activities are one of the speaking skills most frequently used in everyday life. In a day humans can speak from 7,000 words to 20,000 words. When speaking, women produce more words in a day. According to research, approximately 20 thousand words produced by women in a day of speaking are 20 thousand words, while men only 7,000 words. Speaking activities have various types or varieties, therefore types of speaking must be classified into several categories, namely classification of speaking based on its purpose, situation, method of delivery, number of listeners, and special events. (Mudini and Purba, 2009)

1.3.1 Types of Speaking Based on Purpose

Based on the purpose, there are five types of speaking, namely speaking to inform, speaking to convince, speaking to entertain, speaking to stimulate, and speaking to mobilize. The classification of types of speaking is taken from the purpose of speaking. The following is a complete explanation of the five types of speaking based on their purpose.

1. Speaking to inform

The type of speaking to inform is the type of speaking used when a speaker wants to inform, tell or report something. Apart from that, this type of speaking is also used if someone is explaining a process, elaborating, interpreting something, disseminating information and so on.

2. Speaking to convince

The second type of speaking in the classification of types of speaking based on purpose is speaking to convince. Speaking to convince is a speaking activity that is used to make someone believe in something. The type of speaking that falls into this category is, speaking to make people know, understand or

eliminate the listener's doubts about something. This can be done by including appropriate evidence, facts or examples presented in the conversation, so that it will convince the listener.

3. Speaking to entertain

Speaking to entertain is the third type of speaking in the classification of speech based on purpose. Speaking to entertain is a speaking activity carried out by a person or group of people to please and soothe the hearts of listeners who are in trouble or need entertainment. This type of speaking requires the ability to attract attention and please the listener. Entertaining speaking is usually done by comedians on stage.

4. Speaking to stimulate

Speaking to convince is a type of speaking or activity carried out by someone to make the listener do something that the speaker wants. The category of speaking to stimulate can be seen in the activity of speaking to arouse inspiration, speaking to arouse the listener's desire, or speaking to get the listener to do something.

5. Speaking to move

The last type of speaking in the classification of speaking based on purpose is speaking to move. Speaking to mobilize is a speaking activity carried out by someone to mobilize listeners (individuals or groups) to do what the speaker wants. This activity of speaking to mobilize is usually carried out by individuals to groups of people, although it can also be carried out on individuals. Examples of this activity can be seen in campaign activities, speeches at demonstrations, or speeches by fighters.

1.3.2 Types of Speaking Based on Situations

The next classification of types of speaking is the type of speaking based on situations. This category of speaking consists of two types, namely formal speaking and informal speaking. The following is a further explanation of the two types of speaking based on situations.

a. Speaking formally

Formal speaking is a speaking activity carried out by a person or group of people at official activities. The characteristics of official activities are usually carried out by the government, institutions, companies or agencies with participants from the government, institutions, agencies or companies. Other characteristics can be seen from the purpose of the event, for example inaugurations, inaugurations, training, inaugurations, seminars, interviews, lectures/speeches, teaching, and others. In formal speaking activities, a speaker must use language that is formal and tailored to the listener.

b. Speaking informally

Informal speaking is a speaking activity carried out by a person or group of people at an informal activity. In this activity, speakers are required to use fluid language and communication patterns or everyday language. However, values or manners must also be considered. Characteristics of informal or unofficial activities are usually carried out for something that is not serious or for entertainment. This activity can be carried out by anyone, individual or group. Examples of these activities can be seen in entertainment activities, daily communication, communication between friends, or others. Informal

speaking activities usually use informal or non-standard language.

1.3.3 Types of Speaking Based on Delivery Method

The next classification of types of speaking is types of speaking based on delivery method. There are four types of speaking based on the method of delivery, namely sudden (spontaneous) speaking, speaking based on notes, speaking based on memorization, and speaking based on a script. The following is a further explanation of the four types of speaking based on the method of delivery.

1. Speaking suddenly (spontaneously)

Sudden or spontaneous speaking is a speaking activity carried out by someone suddenly without any prior preparation, notification or planning. This type of speaking is usually done at informal events, although it does not rule out the possibility of it being done at formal events. Speaking suddenly or spontaneously requires maturity and experience from a speaker. The thing that needs to be considered in this type of speaking is to pay attention to the theme of the activity and the participants.

2. Speaking from notes

Speaking based on notes is a speaking activity carried out by someone based on writing that has been made previously. This type of speaking requires skill and preparation from the speaker. This is necessary because the speaker only makes important notes about what needs to be discussed, then the speaker develops what needs to be discussed himself. The notes taken can be in the form of small cards or notes on the speaker's device. This speaking activity can be said to be an intermediate type of speaking based on

memorization and the type of speaking based on a script which will be discussed next.

3. Speaking by rote

Speaking by rote is a speaking activity carried out by someone without a script or notes when speaking. The thing that needs to be considered in speaking activities based on memorization is the preparation of the speaker. The speaker must memorize the script or things to be discussed before appearing. The things memorized can be important points which are then developed by the speaker or the entire contents of the script. This rote-based speaking activity takes longer than other types of speaking.

4. Speaking from a script

The last type of speaking from the classification of types of speaking based on the method of delivery is speaking based on a script. Speaking based on a script is a speaking activity carried out by someone by reading a script that has been prepared beforehand. Script preparation in this type of speaking can be done by yourself or by someone else. Speaking based on a script is usually used for important purposes, so what is said must be prepared in advance.

1.3.4 Types of Speaking Based on Number of Listeners

The next classification of types of speaking is types of speaking based on the number of listeners. As the name suggests, types of speaking based on the number of listeners are categories of speaking that are divided according to how many listeners there are. This type of speaking consists of three types, namely interpersonal speaking, speaking in small groups, and speaking in large

groups. The following is a more complete explanation of the three types of speaking based on the number of listeners.

a. Interpersonal talking (talking face to face)

Interpersonal or inter-individual speaking is a speaking activity carried out between one individual and another without the involvement of other people. This type of talking is intense talking that occurs between two people. This type of speaking can take place spontaneously or planned and can also be done formally or informally. For example, this type of speaking can be found in interviews, interrogations, conversations between friends, and others.

b. Speak in small groups (3 – 5 people)

Speaking in small groups is a type of speaking activity carried out by someone in a group of three to five people. This activity is usually found in small group discussion activities, seminars, courses or special training. Speaking activities in small groups can occur in one direction (teaching, lecture, or other) or can also occur in two directions (speaker and listener are both active).

c. Speaking in large groups (mass)

Speaking in large groups is the last type of activity in the category of types of speaking based on the number of listeners. Speaking in a large group is a type of speaking activity carried out by a person to more than five people. This type of speaking is done when someone is required to speak in a large group of people and a large audience. Speaking activities in large groups usually occur at general meetings, campaigns, and so on.

1.3.5 Types of Speaking Based on Specific Events

The final classification of types of speaking is the type of speaking based on special events. The type of speaking based on special events is the type of speaking carried out by someone at a typical or exclusive event. This type of speaking activity consists of at least six types of speaking activities, namely presentations, welcoming speeches, farewell speeches, banquet speeches, introductory speeches and nomination speeches. Below is a more complete explanation of the six types of speaking based on specific events.

1. Presentation

Presentation is a type of speaking done by someone to explain or present things or things that the listener wants or needs to know. This type of speaking is usually formal, although it does not rule out the possibility of doing it informally. Examples of presentation activities can be seen in presentations about a paper by students, presentations of research, projects, or others.

2. Welcome speech

A welcoming speech is a type of speaking activity carried out by someone to receive a person or group of people. The purpose of making a welcoming speech is so that the guests attending are known to many people and the host receives them well. A welcoming speech is a form of respect from the host towards guests who attend or visit his place. This activity is usually carried out officially and accompanied by a banquet. Examples of this activity can be seen in welcoming regional heads to other regional heads, welcoming regional heads to

KKN students, welcoming a company official to other company officials or similar activities.

3. Farewell speech

A farewell speech is a speaking activity carried out by someone to an individual or group to end a meeting. A farewell speech is the opposite activity to a welcoming speech. The purpose of a farewell speech is to thank guests who have visited or stayed in an area, institution or agency. This activity is usually carried out formally. Similar to a welcoming speech, a farewell speech is a form of respect for the host towards his guests.

4. Banquet speech (dinner)

A dinner speech is a type of speaking activity carried out by someone at a dinner event. This type of activity is still foreign to Indonesia because this activity is part of Western culture. A dinner speech usually contains thanks to the guest or host then followed by other things related to the purpose of holding the dinner. Dinner speeches are usually done formally or informally.

5. Introductory speech

An introductory speech is a type of speaking activity carried out by a person to tell other people about himself with the aim of letting other people know him. Introductory speeches are made by individuals, even though they are made by groups of people, group representatives can make introductory speeches to introduce their group. This activity can be a follow-up activity to the welcoming speech.

6. Nomination speech (favoring)

The last type of speaking in the classification of speaking based on special events is nomination speech. A nomination speech is a type of speaking done by someone after receiving an award or nomination. The purpose of the nomination speech is for the speaker to thank those who helped him to get the award, apart from that it can also contain information about his career journey, or motivation for other people. Nomination speeches are usually short, because they involve many winners. However, it does not rule out the possibility that the nomination speech will take place specifically for one person, so that the speech delivery time will also be longer. Examples of this activity can be found in nomination speeches for Nobel laureates, awards from governments, institutions, or others.

1.4 Speaking Skills

Learning a language requires stages to communicate with well that requires several aspects. To learn a language several aspects are needed skills include (1) listening skills, (2) skills speaking, (3) reading skills, and (4) writing skills. Speaking skills are the second aspect of learning to speak a language (Utami, et al, 2015). Speaking skills are the second aspect of learning to speak a language. The word skill is the same with skillful/dexterous is the ability to do something work quickly and precisely. The definition of skill is the ability to operate the work easily and carefully. Speaking is a second language activity what humans do in the language learning stage, namely after listening or listening activities. After completing the steps listening or listening, humans begin to imitate speech who are heard so that they finally start to speak and become skilled in

speaking. Speaking skills are essentially skills uttering articulatory sounds or pronouncing words to tell, express, state thoughts, ideas, and feelings towards others with confidence to speak naturally, honestly, correctly and responsibly, as well by eliminating psychological problems such as shame, low self, tension, heavy tongue, etc (Muammar 2008)

Speaking skill is the second stage of language learning in which humans can speaking after hearing or listening to others. Skills is a person's cleverness in doing things correctly and quickly. Humans can be said to be skilled at speaking if they are able to express or convey ideas with confidence and clarity psychological problems. Speaking ability is the ability to pronounce sounds articulation of words to express, state, convey thoughts, ideas, and feelings with words. On the other hand, someone is able to speak or is able to pronounce sounds which conveys or expresses feelings, opinions and idea. Speaking ability has factors that can be used as a reference.

There are several factors that can be taken into account a measure of a person's speaking ability, namely from the linguistic aspect and non-linguistic.

- 1) Linguistic aspects include:
 - a. Accuracy of speech.
 - b. Appropriate placement of pressure, tone, joints, and duration.
 - c. Word choice.
 - d. Accuracy of conversation targets.
- 2) Non-linguistic aspects include:
 - a. Appropriate posture, gaze, body language and expression.
 - b. Willingness to respect other people's conversations and ideas.
 - c. Loudness of voice and fluency in speaking.
 - d. Relevance, reasoning and mastery of certain topics.

Factors that can be used as a measure or used as support the effectiveness of speaking is as follows:

- 1) Linguistic factors as supporting speaking effectiveness, as follows.
 - a. Accuracy of speech.
 - b. Appropriate placement of pressure, tone, joints, and duration.
 - c. Word choice (Diction)
 - d. Accuracy of conversation targets.
- 2) Non-linguistic factors as supporting speaking effectiveness, as follow:
 - a. A natural, calm, and not stiff attitude.
 - b. The gaze must be directed towards the person speaking.
 - c. Willingness to respect other people's opinions.
 - d. Appropriate gestures and expressions.
 - e. The loudness of the sound is also very important.
 - f. Smoothness.
 - g. Relevance or reasoning

It can be concluded that speaking ability can be measured in two ways One of these aspects is the linguistic aspect of how a person is choosing words, accuracy in speaking, intonation and accuracy of language with the interlocutor. In the second aspect, the non-linguistic aspects that include gestures or body language, reasoning on the topic of conversation as well fluency in speaking. A person can be said to be able to speak if you already have both aspects. Speaking skills require practice for good communication well connected. The necessary thing to be trained are pronunciation, pronunciation, voice control, self-control, controlling body movements, choosing words, sentences and intonation, good and correct use of language, and arrangement or organizing ideas. According to this opinion, pronunciation is an important thing to learn because if the

speaker doesn't use good pronunciation will result in fatal misunderstandings, Likewise with speaking intonation. Intonation is important also to be trained because intonation is very influential for learning Language. What is the intonation of speaking when asking, explaining, getting angry, sad, happy, and so on. Intonation is an expression speak using a loud, soft tone when speaking. The basic concepts of speaking are (1) matters relating to the essence or basic nature of speech, (2) matters which states the intellectual processes necessary for develop the ability to speak well, and (3) things that makes it easier for someone to achieve skills speak.

1.4 Conclusion

Every human being needs to master speaking skills. Speaking as a reflection of thought and implementation communicate. Every human life begins with speech act event. Therefore silence is golden not in line with the development of mastery of abilities speak. Humans must speak, humans must communicate is the most important reason for speaking activities. As human life becomes increasingly complex, This has implications for the increasingly complex purposes of human speech. Speaking skills begin with developing a a communication strategy that starts from what talking is for. A good speaker will start from this, namely the goal speak. Talking is not just saying words, However, it involves the body language used to emphasize the meaning of the conversation. Body language will give away the function of emphasizing expression so that the event of speaking becomes more communicative.

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BAB 2

ASKING FOR AND GIVING FACTUAL INFORMATION

Oleh Rabiatul Adawiyah

2.1 Introduction

A wide range of topics can be discussed in everyday conversations, each bringing its unique focus. One such topic often encountered is exchanging factual information, where individuals may ask for or provide specific details. Factual means based on or containing fact (Hornby, 2003). This can include anything from sharing accurate data and statistics to simply confirming facts, all of which play an important role in clear and effective communication.

This chapter is intended to provide readers with a comprehensive understanding of how to ask for and give factual information in English, as well as how to apply these skills in various contexts.

2.2 Asking for Factual Information

Asking for factual information means asking others for reality or actual information. The 5W + 1H formula can be used for asking factual information.

Tabel 2. 1 5W + 1H Formula

5W + 1H	Example
What	What is the capital city of Turkey?
Who	Who made this delicious food?
Why	Why do birds migrate in the winter?
When	When did humans first land on the Moon?
Where	Where was she found?
How	How do plants absorb water from the soil?

A speaker can also ask questions by expanding on that formula based on context. For example:

What time is it?

How many chapters are in this book?

How often do lions yawn?

Whom did you meet at the party?

Whose book is this?

Which team won the championship last year?

Before delving deeper into information with WH questions, a speaker may begin with Yes/No questions, tag questions, or choice questions.

Do they live nearby?

Does she work at this company?

Is the meeting today?

Are the men being sought wearing black suits?

Am I required to bring practice equipment for this activity?

The meeting starts at 10 AM, doesn't it?

They came to the party together last night, didn't they?

Is the project due on Monday or Tuesday?

Do you take the accounting program or the law program?

For examples:

A: Do they live nearby?

B: Yes, they do

A: Where is their exact address?

Modal verbs can also be used to ask for factual information.

Would you like to explain about...?

Could you tell me how this machine works?

Have you ever received a vaccine?

Here is an example of a short conversation asking for factual information. This is a conversation between Peter and Laura in analysing a painting (Richards, 2020).

Peter : What are we looking for exactly?

Laura : We need to find details that indicate the place, date, and time. If I'm not wrong, this painting represents five crimes that could happen in any place in London.

Peter : Ok, ok... Here is something I recognise! I would recognise this sculpture anywhere, with the horse and the bloke on top. Also, the floor below has a very peculiar colour. It can only be one place.

Laura : Where is it?

Peter : It's Trafalgar Square in London.

2.3 Giving Factual Information

When someone asks a question, it requires an appropriate response. Questions that seek information, known as 'asking for information,' should be answered by providing the requested details. When asked about factual information, the speaker can respond directly, typically by using a structure involving a subject followed by verb, auxiliary verb or action verb.

Tabel 2. 2 Expression of Giving Factual Information

Example of Subject+ Verb	Sentence Example
It is ...	It is my new program.
They/We/You are ...	They are the pilgrims whose trip was canceled. You are allowed to carry up to 100 ml of liquid in your hand luggage.
He/She is ...	He is a doctor in that hospital.
They had ...	They had lived in that house for 21 years before moving.
It has ...	It has been scientifically proven that regular exercise improves mental health.
... can ...	Volcanoes can erupt
Subject+ action verb	Bees produce honey. Smith performs in both action and comedy genres. Etc.

To give factual information, someone can begin with these words such as: It's a fact .../ In fact .../ The fact .../ The truth .../ This is.../That is .../ There is.../There are ...

For examples:

It is a fact that water freezes at 0 degrees Celsius.

In fact, honey never spoils and can last for thousands of years.

The fact that Marie Curie was the first woman to win a Nobel Prize reflects her significant contributions to science.

That is the closest train station to the hotel.

There is a famous traditional dance in Bali called the Kecak dance.

Here is an example of a short conversation giving factual information of a robbery case (Lindell, 1990)

The man : What happened ?

The woman : The bank was robbed.

The man : Which bank was it ?

The woman : It was First National Bank.

The man : When did it happen ?

The woman : About fifteen minutes ago.

The man : Who did it ?

The woman : I don't know. A bad guy. He was wearing a mask.

The man : How did he do it ?

The woman : He threatened the teller with a gun.

The man : How did he get away ?

The woman : He escaped through the back door.

The man : How much money was stolen ?

The woman : Someone said over \$100,000.

The man : Was anyone hurt ?

The woman : I don't think so, but the thief fired two shots into the air before he left.

2.4 Conversation

➤ Asking for and Giving Factual Information of Direction

This is a conversation adapted from (Dobson, Curry and Newton, 2003)

Alice : Excuse Me. Could you tell me which way Jhenny's bookstore is?

Lucy : Yes, it's that way. You go two blocks, then turn left. It's on the corner opposite the bank.

Alice : Thanks I've only been in town a few days, so I don't know my way around yet.

Lucy : Oh, I know how you feel. We moved here nine months ago, and I still don't know where everything is.

➤ Asking for and Giving Factual Information of Personal Identity

This is a conversation adapted from (Lindell, 1990)

Mrs. James : What is your name?

Barbara : Barbara Alexandra

Mrs. James : Where do you come from?

Barbara : I come from Jordan.

Mrs. James : What language do you speak?

Barbara : I speak Arabic.

Mrs. James : What do you do in Jordan?

Barbara : I am an engineer.

Mrs. James : Where do you live?

Barbara : I live in Oak Park.

Mrs. James : What's your address?

Barbara : It's 24447 East Waverly Avenue.

Mrs. James : How long have you been here?

Barbara : I have been here since August 17.

Mrs. James : When were you born?

Barbara : I was born on March 11.

Mrs. James : What are you studying now?

Barbara : English and engineering.

Mrs. James : What courses are you taking?

Barbara : I'm taking English grammar and composition. I am also taking two electrical engineering courses.

Mrs. James : How long have you been studying English?

Barbara : I have been studying English for two years.

➤ Asking for and Giving Factual Information of Mailing A Letter

This is a conversation adapted from (Hariyono, 2002)

Diana : Hello Paul!

Paul : Hello!

Diana : Where are you going, Paul?

Paul : I am going to the post office.

Diana : What for?

Paul : I will send my letter. What is the matter ?

Diana : Would you tell me how to mail the letter?

Paul : Have you ever written the letter before?

Diana : Of course, I have. But, I don't know how to mail that letter.

Paul : Ok, I'll tell you. It's very easy. Listen to me. First you write the letter, then put the letter into an envelope. Don't forget to seal that envelope. Then, you write down the address.

Diana : I know that way. I mean how to mail it to the post office?

Paul : Oh, I see your mean. It's easy too.

Diana : What do you mean with easy?

Paul : You just put enough stamps on the right top side of envelope. And then you can mail that letter to the post office. It's easy isn't it?

Diana : Sure, it's easy.

Paul : Now, we can go to the post office together.

➤ Asking for and Giving Factual Information of Seasons

Anne : How many seasons are there in Indonesia?

Sasa : There are two seasons.

Anne : What are they?

Sasa : They are rainy and dry season. And How many seasons are there in your country?

Anne : There are four seasons, summer, autumn, winter, and spring.

Sasa : Now we are in rainy season.

Anne : Oh really?

Sasa : Yup, people need to bring umbrella or raincoat because the day is so gloomy.

➤ Asking for and Giving Factual Information of Time

Sony : What time is it ?

Luca : It is seven o'clock.

Sony : Do you know where the meeting room is ?

Luca : The meeting room is on the third floor. Are you going to attend the literacy training ?

Sony : Yes, I am

Luca : I am one of the participants. The organizers have announced that the event has been rescheduled to nine.

Sony : Thanks for telling me.

Luca : Any time.

Sony : How long is the literacy training? I don't read the schedule.

Luca : The literacy training is scheduled for five hours.

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BAB 3

EXPRESSING LIKE AND DISLIKE

Oleh Magvirah Octasary

3.1 Introduction

Hugges (2018) stated that a main factor for English learner is using a typical expressions, thus it can makes this makes your English more natural and steap ahead.

In English language, there are many expression to use in order to tell someone about what the speaker intended to say. For instance; expression of asking and giving opinion, expression of giving suggestion, expression of excuses and expression of like and dislike.

In this chapter of the book, we will look briefly about expression of like and dislike about something. We will start to learn from what is expression of like and dislike is telling us about, the function, when and how to use and the dialogue of expression of like and dislike.

3.2 Expressing Like

Expression of likes artinya adalah ekspresi yang mengindikasikan perasaan suka atau senang terhadap suatu benda (Wardhana and Widyaputri, 2017).

To express our preferences and likes, as a speaker, some verbs that can be used for instance like, love, adore, and crazy

about. Below is the formula of making a statement or expression of like:

- a. Subject + like(s) + object (noun/verb-ing)
- b. Subject + to be + crazy about + object (noun/verb-ing)
- c. Subject + love(s) + object (noun/verb-ing)

The example of expressing like can be seen below:

- a. We like bananas
- b. She likes playing volley ball
- c. Baso and Wawan love hamburger

Verb + Noun	Verb + V-Ing
We <i>like</i> banana	We <i>like</i> eating banana
She <i>likes</i> volley ball	She <i>likes</i> playing volley ball
Baso and Wawan <i>love</i> hamburger	Baso and Wawan <i>love</i> eating hamburger
They <i>are crazy about</i> soccer	They <i>are crazy about</i> playing football
Razka <i>enjoys</i> meatballl	Razka <i>enjoys</i> eating meatball
I <i>love</i> pie	I <i>love</i> making pie
You <i>are crazy about</i> music	You <i>are crazy about</i> listening to music
He <i>enjoys</i> movie	He <i>enjoys</i> watching movie
It <i>loves</i> mouse	It <i>loves</i> eating mouse

Another expression of like that can be used in daily conversation are:

- *I'm very interested in* making apple pie
- *I'm fond of* watching and directing movie
- *I adore* writing novel
- *I fancy* Full House Drama
- Going to visit my grandmother and playing around in her house *are up to my liking*
- *I'm keen on* gym
- *I'm mad about* having a pink bedroom
- *I'm addicted to* cook
- Playing tennis *is my thing*
- Being a teacher *appeals to me*
- *I'm attached to* writing a novel

Understanding expression of like surely does not complete if we do not take a look the example of using expression of like in a complete conversation. Below, here are some examples of using expression of like in daily conversation.

Example 1:

Baso : Hey, are you free tomorrow?

Besse : Not exactly. Why?

Baso : What about going to theater? At 4 P.M, there will be a movie called Pasutri Gaje. You better watch the movie, since I know you are very into a Romantic Comedy Movie.

Besse : Romantic Comedy Movie is really my thing. Frankly speaking, I have read the synopsis and I just can't get enough of that story

Baso : Okay then. Let's watch the movie together.

Example 2:

Razka : Have you read the book that I gave you last week?

Raisha : Of course. I'm so addicted to that book. Thank you.

Razka : Really? I'm glad, then. I just wondering you are not into that kind of book.

Raisha : Seriously? I'm fond of reading that book. Reading that inspirational motivation book somehow boosting my mood up. It seems like, I have found my missing me through that book. It appeals to much for me. From now on, motivation book is my thing.

Razka : Glad to hear that.

Example 3:

Vika : Do you have any favorite music?

Wawan : Of course I do. I love rock music. The adrenaline rush and hard music always keep me awaken. What about you?

Vika : Me ? I fancy enough for pop music, especially a song from Bruno Mars and Meghan Trainor. They are really my things

Wawan : I have heard a song from Meghan Trainor, if I am not mistaken it called Better When I'm Dancing. I'm very interested into that song.

Vika : See? Better When I'm Dancing appeals to me too. No matter what happened in this word, you just need to chill.

Wawan : I can't agree enough with you. By the way, have you ever heard ar listened to rock music?

Vika : Nope. Never. But, by the way why you are really into that kind of music? That's so noisy.

Wawan : I have told you before that the adrenaline rush and hard music always keep me awaken. Besides that, I just think that all the rock music lyrics are truthful. I have a lot of stuff related to the rock music at my house.

Vika : You are really crazy about that.

3.3 Expressing Dislike

Expression of dislikes artinya adalah ekspresi yang mengindikasikan perasaan tidak suka atau tidak senang terhadap suatu benda (Wardhana and Widyaputri, 2017).

There are many expressions that can be used in expressing dilikes dealing with something. Before take a look closer at that, here are the pattern of making expressing dislikes.

- a. Subject + dislike(s) + object (noun/verb-ing)
- b. Subject + don't like/doesn't like + object (noun/verb-ing)
- c. Subject + hate/hates + object (noun/verb-ing)

The example of expressing like can be seen below:

- a. We dislike bananas
- b. Tiger dislikes grass
- c. They don't like playing soccer with us
- d. She doesn't like playing volley ball with me
- e. Baso hates Pizza
- f. Baso and Wawan hate hamburger

Verb + Noun	Verb + V-Ing
We <i>dislike</i> banana	We <i>dislike</i> eating banana
She <i>doesn't like</i> volley ball	She <i>doesn't like</i> playing volley ball
Baso and Wawan <i>hate</i> hamburger	Baso and Wawan <i>hate</i> eating hamburger
They <i>are detest about</i> soccer	They <i>are detesting about</i> playing football
Razka <i>abhor</i> meatballl	Razka <i>abhor</i> eating meatball
I can't bear pie	I can't bear making pie

Another expression of like that can be used in daily conversation are:

- *I dislike* singing
- *They don't like* hiking
- *She can't stand* in pain
- *You hate* travelling by plane
- *You detest being* with her
- *He detests* blackout

- *We abhor waiting*
- *She doesn't really care for writing contest.*
- *You don't really care for singing contest*
- *Writing novel is not my thing*
- *I'm not very fond for K-Pop Music*
- *We are not a huge fan of Kim Jong Kook*
- *They can't bear watching Korean Drama all the time*

Understanding expression of dislike surely does not complete if we do not take a look the example of using expression of dislike in a complete conversation. Below, here are some examples of using expression of dislike in daily conversation.

Example 1

Dessy : Why didn't you finish your drink?

Sri : It turns out contain coffee. Coffee is not my thing.

Dessy : Seriously? I thought that you are a coffee-holic.

Sri : Nope, not anymore. I can't bear caffeine anymore.

Dessy : Glad to hear that.

Example 2

Dina : Hi. Tria. What's up?

Tria : Hi, Dina. I'm good but somehow I am so exhausted with my job.

Dina : What's going on?

Tria : I think being a secretary is my dream but turns out I am not a big fan of it. Arranging someone schedule, meeting and so on. I am so tired.

Dina : Maybe you just burnout. You need to take a vocation. Why don't we go to Jikomalamo Beach?

Tria : Nope. Beach is not my thing. I abhor beach.

Dina : Okey, then. Do you have any idea?

Tria : What about going to karaoke? So I can scream as loud as I can.

Dina : Ok, cool. I'm in. As long as you are happy.

Tria : Thank you. You are really my bestfriend.

Example 3

Dina : Hi. Tria. What's up?

Tria : Hi, Dina. I'm good but somehow I am so exhausted with my job.

Dina : What's going on?

Tria : I think being a secretary is my dream but turns out I am not a big fan of it. Arranging someone schedule, meeting and so on. I am so tired.

Dina : Maybe you just burnout. You need to take a vocation. Why don't we go to Jikomalamo Beach?

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Dina : Okey, then. Do you have any idea?

Tria : What about going to karaoke? So I can scream as loud as I can.

Dina : Ok, cool. I'm in. As long as you are happy.

Tria : Thank you. You are really my bestfriend.

3.4 Exercise

1. Make a paragraph based on the personality given.

CHILDREN OF THE WEEK



Baso Atharrazka

Alhuzayn

TK Negeri 7 Sausu

Age : 5

Nationality : Indonesian

Favorite Color : Blue

Favorite Sport : Running

Favorite Food : Meatball
and Nugget Homemade

Favorite Drink : Milk and
Yogurt

Dislikes : Nap, Chocolate
and Fish

2. Fill in the blanks below with the correct expression based on the emoji given.

- She eating bunch of Hamburger on Sundays
- They candy
- My mom making breakfast every morning
- Those children eating chocolate at Indomaret
- My friend, Lia like Bibliography book
- My uncle whey my cousins are eating their food in the car
- Sigit and his friend watching movie at the teather
- My father reading. Reading is

- i. These wives going to market with their couple.
- j. My sister party. She is an introvert person

3. Make a paragraph about Daniel and Jane based on the picture given.



4. Look at the images and complete the sentences with like or don't like



1 Katie _____ tuna.

2 Katie _____ chips.



5 Sam _____ pickles.

6 Sam _____ hamburgers.



9 Lucy _____ meat.

10 Lucy _____ noodles.



13 Max _____ chocolate bars.

14 Max _____ peanut butter.



3 Marie _____ milk.

4 Marie _____ soda.



7 Dave _____ orange juice.

8 Dave _____ pizza.



11 Suzie _____ sandwiches.

12 Suzie _____ bread alone.



15 Dani _____ chips.

16 Dani _____ fries.

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BAB 4

EXPRESSING GRATITUDE

Oleh I Made Widianlara

4.1 Introduction: The Importance of Expressing Gratitude

In the tapestry of human communication, few threads are as vibrant and essential as the expression of gratitude. This simple yet profound act serves as a cornerstone of positive social interaction, weaving connections between individuals and strengthening the fabric of society. From a casual "thank you" exchanged with a stranger to a heartfelt expression of appreciation to a loved one, gratitude has the power to transform ordinary moments into meaningful experiences.

At its core, expressing gratitude is an acknowledgment of the good in our lives and the role others play in contributing to our well-being. It's a recognition that we are not isolated beings, but rather interconnected individuals whose actions can positively impact one another. This awareness fosters a sense of community and mutual respect, encouraging a cycle of kindness and consideration that can ripple through society. As noted by Emmons and McCullough (2003), "Gratitude is the forgotten factor in happiness research. We are engaged in a long-term research project designed to create and disseminate a large body of novel scientific data on the nature of gratitude, its causes, and its potential consequences for human health and well-being" (p. 377).

Research in positive psychology has consistently highlighted the benefits of gratitude, not just for the recipient but also for the expresser. Regular expressions of thankfulness have been linked to improved mental health, increased happiness, and greater life satisfaction. It can boost self-esteem, reduce stress, and even contribute to better physical health by promoting positive behaviors and coping mechanisms.

In professional settings, the power of gratitude should not be underestimated. A workplace culture that emphasizes appreciation can lead to higher job satisfaction, increased productivity, and stronger team cohesion. Leaders who regularly express gratitude to their team members often find themselves with more engaged and loyal employees, creating a positive work environment that benefits all.

Moreover, in our increasingly globalized world, understanding and practicing gratitude across cultures has become crucial. While the concept of thankfulness is universal, its expression can vary widely between societies. Being aware of and respecting these differences can enhance cross-cultural communication and foster international goodwill.

In essence, the art of expressing gratitude is more than just good manners; it's a fundamental aspect of human interaction that enhances our personal relationships, professional lives, and overall well-being. By cultivating a habit of genuine appreciation, we not only enrich our own experiences but also contribute to a more positive and empathetic world.

4.2 Basic Expressions of Gratitude

Imagine walking through a bustling city street, where the simple act of saying "thank you" transforms the urban landscape into a tapestry of human connection. As you navigate through the crowd, you witness a young man holding the door open for

an elderly woman. She looks up, her eyes crinkling with a smile, and says, "Thank you, dear." Those two words, so simple yet powerful, create a moment of warmth in the concrete jungle.

Further down the street, you pass a busy café where a harried barista is juggling multiple orders. A customer receives their latte and responds with a casual "Thanks!" The barista's shoulders relax slightly, a small smile playing on their lips. It's a reminder that even in the rush of daily life, a moment of appreciation can ease the burden of a hectic day.

As you continue your walk, you overhear a phone conversation. A woman is speaking earnestly, saying, "I really appreciate your support during this tough time." Her voice carries the weight of genuine gratitude, demonstrating how these expressions can convey deep emotional resonance. It's a testament to the power of gratitude in strengthening personal relationships and providing comfort during challenging periods.

Turning the corner, you come across a small park where a community event is taking place. The organizer is addressing the volunteers, saying, "I can't thank you enough for your hard work. This event wouldn't be possible without you." The volunteers beam with pride, their efforts acknowledged and valued. This scene illustrates how emphatic expressions of gratitude can motivate and inspire, fostering a sense of community and shared purpose.

As the day winds down, you find yourself in a quiet restaurant. At a nearby table, a family is celebrating a birthday. The guest of honor opens a gift and exclaims, "Thank you so much! I love it!" The joy in their voice is palpable, reminding us that gratitude is not just about politeness - it's about expressing genuine pleasure and acknowledging the thoughtfulness of others.

Reflecting on your day, you realize that these basic expressions of gratitude, from a simple "thanks" to more elaborate acknowledgments, are the threads that weave the fabric of social harmony. They oil the gears of daily interactions, deepen relationships, and create moments of human connection in a world that often moves too fast. Whether it's a casual thanks between strangers or a heartfelt appreciation among loved ones, these expressions of gratitude are the unsung heroes of our social landscape, small but mighty in their ability to spread positivity and strengthen the bonds between us. As Wood et al. (2010) noted in their comprehensive review, "Gratitude is uniquely important to psychological well-being" (p. 890), underscoring the profound impact these simple expressions can have on both individuals and society as a whole.

4.3 Formal Expressions of Gratitude

In professional and formal settings, expressing gratitude takes on a more refined and structured form. Picture yourself in a grand ballroom, the air thick with anticipation as a charity gala reaches its crescendo. The host steps up to the microphone, her voice resonating with sincerity as she addresses the generous donors: "On behalf of our organization, I would like to express our deepest gratitude for your unwavering support." This carefully crafted phrase exemplifies the essence of formal gratitude: polished, respectful, and weighted with significance.

Formal expressions of gratitude often employ more elaborate language and structure than their casual counterparts. They frequently begin with phrases such as "I would like to extend my sincere thanks," "Please accept my heartfelt appreciation," or "I am deeply grateful for." These openings set the tone, signaling to the recipient that what follows is a thoughtful and earnest expression of thanks. In a boardroom, a CEO might conclude a successful negotiation by saying, "I would

like to express my profound gratitude for your trust in our company. Your partnership is invaluable to us." Such formality not only conveys respect but also underscores the importance of the relationship.

The power of formal gratitude lies not just in the words chosen but in their delivery and context. Imagine a graduation ceremony where a valedictorian addresses her professors: "I am immensely grateful for the knowledge and guidance you have imparted to us throughout our academic journey." Here, the formality of the expression matches the solemnity of the occasion, elevating the impact of the gratitude expressed. In written communication, formal thank-you notes or emails often follow a similar structure, opening with a formal address and closing with phrases like "Yours sincerely" or "With deepest appreciation."

Interestingly, research has shown that the formality of gratitude expressions can have significant effects on how they are perceived and their subsequent impact. As noted by Pelsner et al. (2015), "More formal expressions of gratitude lead to stronger feelings of appreciation and, in turn, stronger feelings of indebtedness compared to less formal expressions" (p. 754). This suggests that, in situations where building strong, lasting relationships is crucial, formal expressions of gratitude may be particularly effective.

However, it's important to note that formal gratitude, while powerful, should be used judiciously. In a world where authenticity is increasingly valued, overly formal expressions in casual settings might come across as insincere or create emotional distance. The key is to match the level of formality to the situation and relationship. A handwritten note to a mentor might strike a balance: "Dear Professor Johnson, I wanted to express my sincere gratitude for your guidance during my

research project. Your insights have been invaluable to my academic growth."

Ultimately, formal expressions of gratitude serve as important tools in our social and professional lives. They allow us to convey deep appreciation, respect, and recognition in a manner that befits significant occasions or relationships. Whether delivered in a speech, a letter, or a face to face interaction, these carefully constructed expressions of thanks have the power to strengthen bonds, build reputation, and create lasting positive impressions. In a world where small courtesies are sometimes overlooked, the ability to express formal gratitude with sincerity and grace remains a valuable skill.

4.4 Adding Sincerity to Expressions of Gratitude

In the art of expressing gratitude, sincerity is the brushstroke that transforms a simple "thank you" into a masterpiece of human connection. Imagine a world where every expression of thanks resonates with genuine appreciation, where the words spoken or written carry the weight of true emotion. This is the power of adding sincerity to our gratitude. As Algoe et al. (2016) noted, "perceived sincerity of the expression is the key ingredient for gratitude's relationship-boosting effects" (p. 659). This finding underscores the crucial role that authenticity plays in making our expressions of thanks truly impactful.

But how does one infuse sincerity into expressions of gratitude? The key lies in specificity and personal touch. Instead of a generic "Thanks for your help," consider the impact of saying, "I'm truly grateful for the way you stayed late to help me finish the project. Your dedication made all the difference." By highlighting the specific action and its effect, the expression

becomes more than just words - it becomes a recognition of the person's unique contribution. This specificity not only demonstrates that you've paid attention but also that you value the individual's efforts.

The tone and delivery of our gratitude also play a crucial role in conveying sincerity. Picture a colleague receiving an award at a company event. As they accept the honor, their voice trembles slightly with emotion as they say, "I'm deeply thankful for the trust and support of my team. This achievement is as much yours as it is mine." The vulnerability in their voice, coupled with the acknowledgment of others' contributions, adds layers of sincerity to their expression of gratitude. In written form, taking the time to handwrite a note or carefully craft a personalized email can similarly convey the earnestness of your appreciation.

Interestingly, research has shown that the benefits of sincere gratitude extend beyond the recipient and positively impact the expresser as well. Kumar and Epley (2018) found that "expressing gratitude improves well-being for both expressers and recipients" (p. 1). This suggests that when we take the time to add sincerity to our thanks, we're not just brightening someone else's day - we're also enhancing our own emotional well-being. Consider the warmth you might feel upon writing a heartfelt thank-you note to a mentor: "Your guidance has been instrumental in shaping my career. I'm sincerely grateful for the time and wisdom you've so generously shared with me."

Ultimately, adding sincerity to our expressions of gratitude is about creating a moment of genuine human connection. It's about pausing in our often-hectic lives to truly acknowledge the impact others have on us. Whether it's a heartfelt "thank you" to a stranger who held the door open, accompanied by a warm smile and eye contact, or an elaborate expression of appreciation

to a long-time supporter, sincerity transforms these moments into meaningful interactions. By cultivating the habit of expressing sincere gratitude, we not only strengthen our relationships but also contribute to a culture of appreciation and kindness in our personal and professional spheres.

4.5 Responding to Expressions of Gratitude

In the social dance of everyday life, responding to expressions of gratitude is an often overlooked but crucial step. Imagine a colleague has just thanked you for your help on a project. Your response, while seemingly simple, has the power to strengthen bonds, affirm the value of your actions, and even influence the dynamics of the future relationship.

Responses to expressions of gratitude can range from simple “You’re welcome” or “It was my pleasure,” to more elaborate “I was glad to help” or “No problem at all, anytime you need help, feel free to ask.” The choice of response often depends on the context, the relationship between the giver and recipient, and the culture in which the interaction is taking place. For example, in a professional setting, someone might respond with, “You’re welcome, I appreciate the opportunity to contribute to this project.”

Interestingly, research shows that how we respond to expressions of gratitude can have a significant impact. According to a study by Algoe et al. (2016, p. 659), “Perceived responsiveness to expressions of gratitude promotes relationship quality.” This highlights the importance of not just responding, but responding in a way that shows that we appreciate and understand the expression of gratitude.

In a cross-cultural context, responding to expressions of gratitude becomes more complex. In some Asian cultures, for example, it is the norm to be condescending when responding to

an expression of gratitude. Someone might respond with “It was nothing” or even deny that they did anything worthy of gratitude. In contrast, in many Western cultures, acknowledging the act and accepting the gratitude gracefully is considered more appropriate. Kumar and Epley (2018, p.1) found that “Expressing gratitude improves well-being for both expressers and recipients,” emphasizing the importance of responding in a way that validates the feelings of the person thanking you.

The importance of sincerity in responding to expressions of gratitude cannot be overstated. A sincere response, even if brief, can have a greater impact than a lengthy response that sounds rote or insincere. Think of the difference between “Well, it wasn’t a big deal” delivered in a flat tone, and “I was glad I could help” delivered with a genuine smile and eye contact. The latter response is more likely to reinforce positive relationships and encourage positive interactions in the future.

Ultimately, the ability to respond appropriately to expressions of gratitude is a valuable social skill. It’s not just about politeness, it’s also about building and maintaining positive, supportive relationships. By understanding the nuances of responding to expressions of gratitude - from word choice to tone of voice and body language - we can create an environment where appreciation flows freely and relationships thrive. In both personal and professional contexts, responding thoughtfully to expressions of gratitude can be a catalyst for more positive and fulfilling interactions.

4.6 Gratitude in Cultural Context

Gratitude, while universal in its essence, has nuances and manifestations that vary across cultures around the world. The way we express and receive gratitude is often shaped by our cultural norms, social values, and the history of our society. As

Floyd et al. (2018, p.172) put it, “Gratitude is expressed and understood differently across cultures, reflecting diverse value systems and social norms.”

Tabel 4. 1 Cross-Cultural Comparison of Gratitude Expressions

No	Region	Verbal Expression	Body Language	Cultural Context	Level of Formality
1	Western (e.g., US, UK)	"Thank you", "Thanks", "I appreciate it"	Direct eye contact, smile, handshake	Expected in daily interactions	Varies from informal to formal
2	East Asian (e.g., Japan, China)	"Arigatou" (Japan), "Xièxiè" (China)	Bowing, nodding, avoiding direct eye contact	More implicit, often expressed through actions	Tends to be more formal
3	Middle Eastern	"Shukran" (Arabic), "Teşekkür ederim" (Turkish)	Hand over heart, slight bow	Often accompanied by religious references	Highly formal and expressive
4	Sub-Saharan African	Varies by local language, e.g., "Asante" (Swahili)	Prolonged handshake, eye contact	Often expressed through stories or proverbs	Tends to be formal and communal
5	Latin American	"Gracias" (Spanish), "Obrigado/a" (Portuguese)	Hugging, cheek kissing	Expressive and emotional	Varies, but generally warm and personal
6	Indian	"Dhanyavaad" (Hindi), "Nandri" (Tamil)	Pressing palms together (Namaste)	Often linked to concept of karma	Formal, especially to elders

Source: From several sources

In Western countries such as the United States and the United Kingdom, direct and explicit verbal expressions of gratitude are highly valued and often expected. “Thank you” or “Thanks” are common phrases heard in everyday interactions, even for small acts. In contrast, in many Asian cultures, particularly Japan, expressions of gratitude are often more implicit and expressed through actions rather than words. The Japanese concept of “on” or indebtedness emphasizes the importance of reciprocating kindness, often without excessive verbal expression.

In Middle Eastern cultures, expressions of gratitude are often accompanied by religious references. For example, in Arabic, the phrase “Jazak Allahu Khayran” (may Allah reward you with goodness) is a common way to express deep gratitude. Meanwhile, in many African cultures, gratitude is often expressed through stories, proverbs, or even dance and music, emphasizing the importance of community and interpersonal relationships in expressing gratitude.

Cross-cultural research on gratitude has revealed nuances and variations in gratitude expressions across societies. Morgan, Gulliford and Waters (2022, p.186) in their study of gratitude expressions in the UK and Australia found that “even between two Western, English-speaking countries, there are subtle but important differences in how gratitude is conceptualized and expressed.” This finding is especially relevant in an increasingly globalized world. For example, a British executive working in Australia may need to understand that small differences in gratitude expressions can have important implications for professional and social interactions. Understanding these cross-cultural nuances, even between countries that appear to have much in common, can help avoid misunderstandings and improve communication effectiveness in an international context.

Interestingly, despite cultural differences in expressions of gratitude, cross-cultural research suggests that the feeling and experience of gratitude share many similarities across cultures. Gratitude, at its core, is an acknowledgment of a kindness received and a desire to reciprocate - a sentiment that appears to be universal, even if its manifestations vary. Understanding the cultural nuances of gratitude is not only essential for effective interpersonal communication, but also for building meaningful relationships in diverse global contexts. In an increasingly connected world, the ability to express and understand gratitude across cultural contexts is becoming an invaluable skill. It's not just about knowing the right words to say, but also about understanding the meaning behind the expression, appreciating the diversity of expressions, and recognizing that gratitude, in its many forms, is a universal language that connects us all as human beings.

4.7 The Importance of Sincerity

Sincerity is a key element in effectively expressing gratitude. When someone expresses gratitude sincerely, the message becomes more meaningful and impactful to the recipient. Sincerity can be conveyed through various aspects of communication, including tone of voice and body language, especially eye contact.

A sincere tone of voice can reinforce the message of gratitude being conveyed. Using a warm, gentle, and appreciative tone can help convey genuine feelings. For example, when someone says, "Thank you so much for your help," in an expressive and caring tone, the message will come across more sincerely than if it were said in a flat or rushed tone.

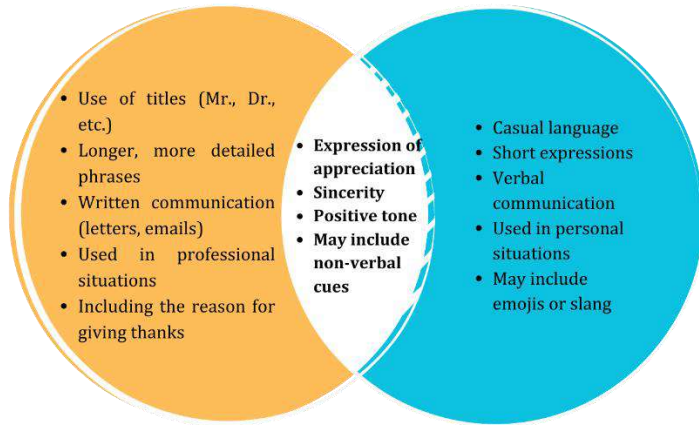


Diagram Formal vs Informal Expressions of Gratitude

Eye contact also plays an important role in conveying sincerity, especially in cultures where eye contact is seen as a sign of respect and openness. By making eye contact when expressing gratitude, a person shows full attention and deep appreciation. However, it is important to be aware of the cultural context, as in some cultures, too much eye contact can be considered rude or intimidating.

Research has shown the positive effects of sincere expressions of gratitude. According to a study conducted by Grant and Gino (2010, p. 946), “Expressions of gratitude increase prosocial behavior by increasing the recipient’s feelings of social esteem.” This suggests that when a person feels appreciated through sincere gratitude, they are more likely to be willing to help in the future.

Furthermore, Wood et al. (2010, p. 890) stated that “Gratitude is associated with a variety of psychological well-being aspects, including higher life satisfaction, vitality, happiness, hope, and optimism.” This emphasizes the importance of developing a habit of expressing sincere gratitude,

not only to improve interpersonal relationships but also for personal well-being.

In practice, expressing sincere gratitude may take practice and self-awareness. A person can begin by reflecting on the specific reasons why they are grateful, then conveying it with a warm tone of voice and appropriate eye contact. For example, “I really appreciate the time you took to help me with this project. Your contribution was invaluable to the success of our team.” By making a habit of expressing sincere gratitude, a person can improve the quality of their communication and interpersonal relationships overall.

4.8 Expressing Gratitude in Professional Situations

Expressing gratitude in professional situations is an important skill that can improve work relationships and open up career opportunities. Two common situations where expressing gratitude is especially important are after a job interview and when acknowledging a coworker’s contribution to a presentation.

A thank-you email after a job interview is a highly recommended practice in professional etiquette. According to Medina and Hintze (2021, p. 184), “A post-interview thank-you letter gives candidates an opportunity to express their appreciation for the interviewer’s time, demonstrate their enthusiasm for the position, and reaffirm their qualifications.” This email is not just a formality, but also an opportunity to reaffirm interest in the position and leave a positive impression. An example of an effective thank you email might read:

"Dear Ms. Sarah,

Thank you for taking the time to interview me today about the Marketing Manager position at XYZ Company. I was very

impressed with the company's vision and am excited about the possibility of joining your team. Our discussion about digital marketing strategy was very interesting, and I am confident that my experience in social media campaigns will be of great benefit to the company.

Thank you again, and I look forward to hearing from you in the future.

Sincerely,

[Your Name]"

Acknowledging the contributions of coworkers in a presentation is also an important form of professionalism. It not only shows integrity, but it also builds team spirit and better collaboration. According to Grant and Gino (2010, p. 947), "Recognizing the contributions of coworkers can increase team motivation and productivity by up to 50%." When giving a presentation, you might say, "I would like to give a special thanks to the Design Team, especially Andi and Budi, who worked overtime to perfect this data visualization. Their contributions were invaluable to the success of this project." It is important to remember that expressions of gratitude in a professional context should be sincere but not overly so. Use polite and formal language, while maintaining a warm and appreciative tone. In cross-cultural situations, be aware of local norms about formality and expressions of gratitude to avoid misunderstandings. Developing a habit of expressing gratitude in professional situations can enhance your reputation as an empathetic and collaborative colleague. It's not just about politeness, it's also about building strong professional relationships and a support network that can benefit you throughout your career.

4.8 Practice Gratitude in Your Daily Life

Practicing gratitude in your daily life is an effective way to improve your psychological well-being and the quality of your interpersonal relationships. Two important aspects of this practice are being thankful for the little things and making a habit of expressing gratitude regularly.

Being thankful for the little things in your daily life can have a significant impact on your mental well-being. According to research by Emmons and McCullough (2003, p. 377), “Individuals who regularly jotted down things they were grateful for reported higher levels of subjective well-being than those who jotted down problems or neutral events.” This suggests that noticing and appreciating the little things can improve overall happiness.



Gambar 4. 1 Illustration of body language expressing gratitude

Source: Image Illustration by Bing Image Creator

Examples of practicing gratitude for the little things might include thanking your partner for making breakfast, appreciating a friend who listened to your complaints, or even being thankful for the nice weather. For example, “Thank you for

making me coffee this morning, it really helped start my day,” or “I really appreciate your patience in listening to my problems earlier.”

Making a habit of expressing gratitude regularly can help instill a positive mindset and improve long-term well-being. Seligman et al. (2005, p. 416) found that “A gratitude intervention resulted in increased happiness and decreased depressive symptoms that persisted for up to six months.” This suggests that consistent gratitude practices can have significant long-term benefits.

One way to build this habit is to keep a gratitude journal. Each day, take the time to write down three things you are grateful for. These can be simple things like, “I am grateful for the delicious lunch I had today,” or bigger things like, “I am grateful for the health of my family.”

Wood et al. (2010, p. 891) highlight the importance of diversity in gratitude practices, stating that “Gratitude involves a broader appreciation of others, the world, and oneself.” This means that we should strive to recognize and appreciate many different aspects of our lives, rather than just focusing on one area.

In everyday life, this practice can be applied by saying thank you to the cashier at the store, sending a text message thanking a friend, or even just taking a moment to appreciate the beauty of nature around us. By building this habit, we not only improve our personal well-being but also contribute to a more positive and appreciative social environment.

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BAB 5

DEALING WITH COMMUNICATION PROBLEMS

Oleh Yohanes Tuaderu

Introduction

Communication in practice does not always run well. Often we cannot grasp the intent and message conveyed by someone because of various obstacles both from the communicator and the recipient. The use of statements with long subordinate clauses, unclear articulation, intonation that is not in line with the information are some examples of problems that hinder communication. Therefore, communication problems like this must be overcome to ensure that the exchange of information and messages involving the communicator and recipient is successful.

Communication always consists of at least three elements; *communicator*, *communicant*, and *communique*. Communicator is one who conveys a *communique* to communicants. Communicant(s) is someone or a group of people who receive the *communique* from the communicator. Meanwhile *communique* is the content of communication in forms of idea, information, knowledge, news, data, announcement, and so on conveyed by a communicator to the communicants for certain objective or goal. Dealing with the effort in solving the problem

of communication, all those elements should perform their task in good way.

This chapter provides information and descriptions of the problems experienced by humans in everyday communication. The problems refer to any obstacle in oral, verbal, and nonverbal communication and written communication which distort both communicators and communicants in conveying and receiving communicate. The writer also gives some solutions in overcoming the problems in order to help both the communicator and the communicant in improving their communication skills.

5.1 Problems in Oral, Verbal, and Nonverbal Communication

Oral communication is the most popular form of communication used in daily interaction among human beings since the first man existed in this world. Through this kind of communication people speak to others to express their idea or feeling and to give feedback to what they listen to. It is usually done spontaneously in informal situation of meeting in families, in friendship group, in buy and sell transaction, in religious teaching, in social meeting, and in cultural performance. In the workplace, oral communication plays an important role in both personal and professional environments. It establishes effective interactions, improves relationships, and fosters understanding between individuals. Further more, it also contributes to build a good teamwork and fast and proper problem solving.

What about verbal communication? This type of communication uses spoken words - not symbols or signs such as Morse code, etc. - to convey a message or idea. Verbal communication usually uses our voices to carry out conversations, presentations, campaigns, merchandise promotions, and speeches. In verbal communication we meet

face to face with our interlocutor which allows us to converse and connect with our interlocutor at a better and more intimate level of intensity. Meanwhile nonverbal communication is a way of interacting with others by using body language, facial expressions, eye contact, tone of voice, or certain gestures that are commonly used by a language-speaking community to convey a certain message. We often use nonverbal communication without realizing it because it occurs along with and blends with the words we say.

In many experiences, oral, verbal, and nonverbal communication can be more effective in everyday communication compared to other forms of communication that have emerged in this digital era. Why? Yes, it may happen so because direct and face-to-face interaction reduces the possibility of misunderstanding and misinterpretation between the communicator and the communicant. The direct interaction opens the chance to Question & Answer session to clarify something unclear and to make sure that the audience get the information completely. That is why by improving oral and verbal communication skills, we can become effective and convincing communicators in conveying our messages, information, and ideas or feelings.

There are some common problems in oral, verbal, and nonverbal communication dealing with the way the communicator apply to share the information and the content of the information itself.

5.1.1 Physical Expression and Body Language

Although physical expression and body language do not belong to Oral and Verbal Communication but we all admit that inappropriate expression and body language can become a serious obstacle in communication. Good and useful information

might become useless only because the facial expression is improper or certain gesture does not fit with the usefulness of the information. Our sentences may be well-constructed and our choice of words may be excellent and meaningful, but if we speak without any eye-contact with the communicants or if we speak while crossing our arms in front of our chest, we are actually demonstrating a less respectful attitude toward the people before us, and thus, this may lessen their respect and attention to us - the communicator. Mehrabian, Professor Emeritus of Psychology at UCLA, stated that what we say represents only 7 percent of the messages we send. As much as 55 percent of our communication is conveyed through body language such as eye-contact, head nodding, proper hands movement, or facial expression. To respond to a very personal problem one shares to us, for instance, we lean forward to the person, touch his shoulder and say, "I believe you can win this fight. I'll do my best to support you", will make the person calmer and more confident in facing the problem. This will not happen if we respond with the same sentence but without touching, without an empathetic gaze, and instead look the other way when talking to the person who is in serious trouble.

Although in the Eastern tradition we are advised not to be excessive in expressing emotional things, in reality we are unable to hold back the expression of emotions verbally. On the contrary, most of us in our own ways usually succeed in expressing joy, sadness, likes, dislikes, personal strengths and weaknesses non-verbally. Through the high and low tones of voice and body movements or gestures we strengthen and further emphasize what is conveyed verbally to our audience. We must admit that in this way we can more easily and efficiently transfer our ideas and expressions of feelings than with words.

The question now is how can we improve our non-verbal communication skills in accordance with the effort to amplify our verbal communication? Cherry (2020) suggests 10 (ten) tips to have a good capability in non-verbal communication:

1) *Focus on Tone of Voice.*

Our tone of voice can trigger better attention from the audience and thus help them to more easily understand the information we convey. Our tone of voice can psychologically stimulate our audience. If we speak too fast, especially in a high tone as if we are angry or even really angry, we have actually triggered a sense of annoyance in our audience and made them no longer interested in listening to what we say. However, if we speak more slowly, with well-structured sentences, it is much more interesting for the audience and will certainly also result in deeper understanding.

2) *Use Signals to Amplify Meaning*

Verbal and nonverbal communication skill in reality work together to transfer a message to the audience. We can improve our public speaking skill by combining as well as possible body language that amplifies and supports what we are saying. In a presentation activity or when we speak in front of participants of a meeting, this must be very helpful.

3) *Don't Ignore Non-Verbal Signals.*

Body movement, eye-contact, gesture, and tone of voice in many occasions help the speaker to convey messages more clearly and the audience are easier in catching an information. There are people who have to speak loudly. They rarely speak softly. So if they become a speaker in a meeting, they have to control their voice for the sake of effective communication. Learning to read and understand the nonverbal language of others - both as a speaker and as a listener and being aware of our own nonverbal language is one way to improve communication skills that are essential in everyday life and in the workplace.

4) *Empower Good Eye-Contact*

Effective and proper eye-contact is an essential non-verbal communication. We can imagine how the communication situation is when a presenter speaks without noticing his audience. It could be a boring meeting because the audience will think that they are being ignored by the speaker.

5) *Don't Forget to Apply Q & A*

According to Cherry, when a speaker asks questions to the audience it can help him to clarify whether his audience understand or not and to encourage the people before him to keep talking and be active during the session. The activity of Q & A is part of active listening and help demonstrate your interest and engagement in the conversation.

6) *Understanding Signals at a Whole*

Another thing to note about good nonverbal communication skills is the ability to take a more holistic approach to what someone is saying. When we notice someone speaking in a regular (and actually convincing) language but looking at the floor, we should not rush to conclude that he is someone who is hesitant and lacks confidence in expressing his opinion. Who knows, he might just be feeling unwell.

7) *Think about the Context*

The context or communication situation is one of the necessary points to be considered when we act as a speaker of a meeting. It may deal with the types of audience (children of Kindergarten, students of high school, workers of educated class, illiterate common people in rural regions, women congregation, etc), types of meeting (formal or informal meeting, political assembly, new employee training meeting, technical meeting, etc.), time and place of meeting (morning meetings will be different from meetings around lunchtime, outdoor meetings are different from indoor meetings, etc). As a responsive speaker, we must be able to adapt our speech to the context and situation of the communication.

8) *Signals can be Misread*

Interpreting the meaning of nonverbal communication is complicated. That is why the possibility of bias and misinterpretation of the meaning of nonverbal communication is very wide open. The right or wrong interpretation then depends on the knowledge and experience of communicating with many people over a long period of time. For example, for most Javanese women, laughing out loud with their mouths wide open is considered impolite and reflects that the woman is not someone who understands Javanese politeness well. So don't misjudge a Javanese woman who doesn't express her sense of humor as we expect even though we have just told her something that we think is very funny and deserves to be responded to with laughter while screaming. However, that is not a signal that our story is not funny.

9) *Pay Attention to Inconsistent Behaviors.*

This happens when sentences we are saying does not match up with our non-verbal signal. We say that we are so sorrowful of the heavy burden of life we are facing, for instance, while we are laughing so happily. We must always keep our words match up with our non-verbal expression. Words that do not match nonverbal signals can cause listeners to suspect the speaker that he is pretending to be happy when he is actually sad or vice versa, pretending to be patient when in his heart he is planning something bad as revenge, pretending to be able to accept what others say when in fact he does not agree with it. Psychologically the audience will pay more attention and believe what is shown through body language than the words spoken.

10) *Practice to Apply*

The 9 nonverbal communication skills above can only be achieved by doing regular exercises with full awareness. We must have experienced that by applying the things described above, we can more easily influence our audience and convince them to be active listeners while we speak in front of them. Or, there are many people we know in society at the national or even international level who can apply all

the skills above when speaking in public. They certainly did not become smart and skilled overnight. They must have gotten all of that through practice over time and then applying it in real presentations or speeches so that they could become reliable speakers like that. This proves that skills can be honed, knowledge can be learned, and experience can continue to grow over time.

5.1.2 Disdaining Communicant's Opinion

In the context of ineffective communication, there is a habit of some people who tend to underestimate or consider the ideas and feelings of others so trivial that they do not need to be given much attention, and are often simply ignored. This kind of communication attitude is highly not recommended to be developed if we want to become an effective communicator. Why? Yes, because in good and effective communication, such things will actually become a serious problem for the construction of good interpersonal relationships in building ideas, future plans, success targets, and progress together with a community. No matter how simple a person's views and feelings, they need to be appreciated and given adequate attention so that their personal resources as individuals can be well-developed, which in turn will also provide a positive and useful contribution to the development of our community or to the significant progress of our company.

Just as insisting that our opinion is more correct does not help much in building effective communication, judging other people's feelings will also not bring good results in building harmonious interpersonal relationships. Statements such as, "How can't you understand something as simple as that," or "Why does something like that make you so happy?" are expressions that discourage and cause the bridge of better communication to be broken in the longer term. The correct communication attitude regarding differences of opinion and feelings when we think that other people's views are wrong and

their feelings are unreasonable is to simply listen without judging. At most, we might only ask why they can think and feel that way.

5.1.3 Interrupting the Conversation

Who are we to stop our interlocutor's conversation before he finishes his sentence? Do we know what the next sentences he is going to say? It could happen that the words that have not been said or that we have interrupted are the most important sentences of all his statements about something - the sentences that will stir our feelings and inspire our thoughts? So the right attitude related to the habit of interrupting and cutting off our partner's conversation is to be a patient listener.

Don't interrupt or cut him off. Wait patiently until he's finished. Give him a chance to speak freely and comfortably. Our job at this point is to give the impression that we really value what he has to say. By interrupting him — even if they are brilliant and intelligent advices — we are undermining his efforts to communicate well.

5.1.4 Pay Attention to Person Speaking

We often witness people are looking at their phones, not at the person who is speaking. Or we have seen blatant disregard ... people looking out the window while their friend next to them is talking. Or we have seen people walking out of a room while someone is talking. Other disregards are more "civilized" -- listening to someone talk while watching TV or flipping through a book or notebook while someone is talking. Here's a piece of advice for those of us who want to be effective communicators - even though we may need to multitask and talk at the same time — making dinner, driving, writing work report, etc — we should make an effort to:

- 1) Direct our gaze to the person who is speaking in front of us.
- 2) Leave the work we are doing.

- 3) If a call comes in while we are listening to someone else talking to us, if it needs to be answered, apologize first to the person who is speaking that we need to take the phone call, but if it is not too important, then there is no need to answer it and set the sound silent so as not to disturb our concentration while paying attention to the person who is speaking.
- 4) Pay full attention to the speaker and give the impression that we are really listening to what he is saying by occasionally saying, "Oh is that so?", "Oh yeah?", "Okay" -- short responses in one or two words to show that we are still paying attention to him talking.

5.1.5 Blaming Someone for Our Feelings

Don't easily blame others for the feelings of annoyance, disappointment, or sadness that befall us right now. In an effort to establish good and effective communication, we must be able to control ourselves and avoid the temptation to blame others for our feelings. Usually the person who is blamed will also not be happy because of the accusations we direct at him. On the contrary, he will be angry and annoyed with us for making him the scapegoat for the negative feelings that are attacking us now. This situation is not fertile ground for planting the seeds of good relationships which are the basis for building good communication with others.

As a good communicator and communicant, we must be able to get rid of all negative feelings that are embedded in us when we are a speaker or a listener. That is the art of communication - that is when we can ignore negative feelings and refuse to blame others when appearing as a speaker and focus more on the content of the conversation than "what's in the heart".

5.1.6 Manipulation

Communication must be an honest, open dialogue that occurs naturally on the basis of mutual need and comfort between the two or more parties. When we are no longer honest in communication, for example trying to indoctrinate values that are actually contrary to the interests and values held by our interlocutor and trying to get him to follow our direction, we have actually manipulated the intention and deceived our interlocutor for something he does not want. This will form in the interlocutor an attitude of rejection, antipathy, and a priori to communicate with us again on another occasion. Covert political campaigns, cunning promotions of certain products or commodities, and the planting of influence or extreme views subtly and gradually are real examples of communication that is full of manipulation. The best communication occurs when both parties express their desires and only listen and respond with love.

5.2 Problems In Written Communication

Written communication is the most important way to interact with others in various fields - education, economics, business, politics, culture, history, science, etc. - through writing. This type of communication is so important that from an early age at the lowest level of education to college we are trained and educated to write. The question is: has the long journey of education and writing practice that we have undergone since elementary school to college shaped us into skilled writers? Do we no longer experience obstacles or create obstacles - especially meaning and language - in our writing? So what are the problems that are usually caused by written communication? This is what the author will review.

5.2.1 Ignorance of Small Things

One seemingly simple and insignificant obstacle to effective written communication is the writer's inattention to small details, such as forgetting to put proper punctuation, not capitalizing the first letter of a person's name or a place, spelling errors, and poor grammar. Some people say that those matters are not important. The content of the writing is more significant to the reader. Punctuation issues, and so on, are just technicalities that are not that important. They are minor issues.

We are wrong to think if those kinds of mistakes are simple and can be ignored. No, it is not as simple as that because things that we consider simple and unimportant can have a negative impact on readers. Allowing small errors to remain exist in our writing can be an indicator that we are not educated enough to produce qualified writing - clear, structured, and easy to understand. Making mistakes is human, but getting used to producing written documents full of errors will have negative consequences for readers. When we write, we are responsible for editing the text first and paying attention to the details - both content and the "technicalities" mentioned above. If there is incorrect spelling, incorrect punctuation, misspelling words, uppercase and lowercase letters that are not yet appropriate, and grammar that is considered strange, it is better to have someone else proofread it first.

5.2.2 Misinterpretation of Meaning

Meaning is packaged in words and sentences but the way people understand meaning might be very different. So, as writers, we need to remember that the words in the text we write are just means we use to communicate our ideas, information, or perception on a subject, but how readers interpret the writing is no longer our business. Why? Because the meaning lies on the readers in the sense that they are the ones who interpret our writing and find meaning according to their understanding. In this case, we can say that the meanings are in people, not in the words themselves. Knowing which

words can be easily understood by the readers of our writing will help us to make the right word choices or diction and thus be able to anticipate readers to interpret it correctly. This is one of the ways we may do to prevent misinterpretation of our writing. However the difficulty in preventing misinterpretation of the text we write cannot be completely anticipated by choosing the right words. We still need to know in advance what kind of background our potential readers have before we write. A sentence can have different meanings for different readers in different situations. Misinterpretation here occurs because a reader misunderstands or misinterprets the meaning, intent, or message of a text. Readers with different backgrounds (language, culture, education level, social status, region/country of origin) may interpret a text differently. Confusion, miscommunication, and the spread of incorrect or distorted information are the aftereffects of misinterpretation from the differences in readers' backgrounds.

In addition to the differences in readers' backgrounds, misinterpretation can also occur due to the use of abbreviations or shortened words - even emojis - as it is done by today's Gen-Z writers. If a text is written only for a specific group of readers - for example for the readers of military troops - it is possible to use abbreviations or shortened words which are familiar to military persons. A love letter that is written by a teenager to publish in teenage magazines may use specific terms, abbreviation, shortened expression, or even emoji popular among them. There is a very small possibility for the group of readers to misinterpret the texts or the letters because they know the meaning of those kinds of abbreviation or shortened words or emoji. However, if the letters or the texts are addressed to general readers, it is not wise enough to use expressions which are not popular.

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BAB 6

INVITING PEOPLE IN ENGLISH

Oleh Rampeng

Invitation is a request to somebody to do something or to go to somewhere.

How to invite people

There are two types of languages used in inviting people namely formal language and informal language. We use formal language if we intend to invite the older. Whereas, if we invite our friends, we can invite them with colloquial language.

The following are some sentences are used to invite people in formal way:

- I would like to invite you to the opening of our company
- I'm pleased to invite you to our anniversary party
- We invite you to attend the inauguration ceremony of our business
- We would like to invite you for attending the MoU among some universities in the this city.
- Would You come to my new appartement?
- Might you want to go along with us for watching football competition ?

- Would you run with us for attending live music at my campus ?
- Would you like to go the cinema with me?
- I would be very glad if you can join at my sister's party.
- We would be delighted if you come to attend the inauguration of our business company on the 17th of June.
- Would you care to go along with me to the swimming pool?
- We would be pleased if you could join in our program.
- Please save the date for celebration of our great reunion this month.
- I am looking forward to joining you in our company's strategy meeting.
- I was wondering if you have time to join us
- You're kindly invited to attend my graduation ceremony.
- Join us for barbecue party tonight.
- Please join us for watching drama concert.
- You're invited to come for discussing and sharing ideas about education.
- I'd love it if you can come to our art exhibition.
- I hope you can join us to go the festival Saturday night.
- I'd love it if you could join me to the live concert tonight.
- We warmly invite you to attend the inauguration of our new house.
- You are invited to a special event in honor of our wedding anniversary.

- We would love for you to come to our concert.
- Join us for an evening of music and entertainment at the concert next Friday.
- Would you like to to our baby shower party ?
- We hope you can join us for launching of our new cafe
- What about hanging out with me this weekend?
- Do you like to come to my brother's birthday party tonight?
- Join us for the annual badminton competition.
- You're invited to celebrate our match victory.
- Please be our guest at a dinner party this weekend in my house.
- I'd love it if you can come to our daughter's birthday party.
- We would be happy if you could join us for dinner next week.
- You are invited to attend the inauguration of our new office.
- Please join us for a celebration of our daughter's birthday party.
- We'd be honored if you could attend the international conference at our campus.

The following are some sentences are used to invite people in informal way:

- Are you doing anything after today's meeting?
- Do you want to grab coffee during the break?
- Do you feel like going out for dinner tonight?

- Are you free to hang out this Friday?
- We should check out the new art exhibit next week!
- Any interest in going to a summer concert?
- How about going to the festival together on Saturday?
- Why don't we go together?
- How if we spend our holiday in Bali?
- Are you free on Saturday?
- Are you doing anything later?
- I wanna ask you to come with me.
- Come to the library with me.
- I'll be so happy if you come with me to my village.
- Will you come to my house?
- Wanna grab some coffee with me?

How to Accept the Invitation

The following are some sentences are used to accept the invitation:

- I would warmly come to be a guest in your birthday party.
- Count me in for the great live music this week..
- What a delightful idea to be there watching your great performance.
- With the greatest pleasure for inviting me in launching your business.
- Alright, I'll come to celebrate your victory
- Ok, I will be there for dinner.
- I'd like to come in your graduation party.
- Sure, I am coming for watching your competition

- I'll be there for our reunion party.
- I would be delighted to join you for dinner to celebrate your victory.
- Thank you for the invitation. I would love to attend your company's celebration.
- I accept with pleasure the invitation to attend the International Seminar at your campus.
- It sounds great. I'd love to go with you for watching movie.
- I would be honored to attend the dinner party to celebrate your promotion.
- I accept with pleasure your invitation to anniversary party on the 17th of April.
- I'm looking forward to attending the international conference at your campus.
- I'd love to join you for going to Japan in this month.
- Thank you very much for inviting me to attend your graduation ceremony.
- I'm excited to attend the live concert this weekend.
- I'll definitely save the date for your drama performance.
- That would be wonderful. I'd be happy to attend your daughters' birthday party.
- I accept your invitation to attend the inauguration of your new office.

How to Refuse the Invitation

The following are some sentences are used to refuse the invitation:

- I appreciate the invitation, but unfortunately, I won't be able to attend the grand opening of your business.
- I'm sorry, I am afraid I am busy tomorrow.
- I am really sorry, I won't be able to attend your wedding party.
- Thanks for the invitation, but I won't be able to attend your anniversary party.
- I appreciate the invitation, but I already have plans on that day.
- With my pleasure, but I already have plans for the 7th of June.
- I wish I could, but I have another appointment.
- Thank you for your invitation, but I can't join you maybe another time.
- I am horribly sad, I have other plans for tonight.
- I am terrible sorry I can't come to your party.
- I appreciate the offer, but I have plans for my family reunion.
- Thank you for the invitation, but I won't be able to be guest in launching your new cafe.
- Sorry, Maybe I'll come next time.
- Thank you for the invitation, but I'm unable to join you for inauguration of your new office.

- Thank you for inviting me, but I have already made plans for Saturday night.
- I appreciate the invitation, but unfortunately, I won't be able to attend your graduation ceremony.
- That would be very nice, but I already have a plan to go to cinema.
- I appreciate the invitation for dinner party but I have other commitments.
- I'd like to, but I have already promised to my friend to come to her wedding party.
- Unfortunately, I can't. I have to accompany my mother to the hospital.
- I'm very sorry, I don't think I can go because I have something to do.
- I'd really like to, but I have plans for the barbecue party.
- I'm sorry, but I won't be able to attend.
- Thank you, but I can't accept the invitation.
- I wish I could, but I have a prior appointment.

How to respond the Refused Invitation

If someone refuses your invitation, you can respond in polite way with the following sentences :

- We appreciate your response, we understand. Perhaps we can make schedule another time.
- It's okay. I hope you can join next time.
- Thank you for letting us know. Let's plan for another day.
- No problem. Hope you can join us next time.

- Thank you for your honesty, but we hope everything is alright.
- We are sorry to hear you can't join us, but we understand.
- We appreciate your response. Hopefully, we'll have the opportunity to meet at another event.
- No worries at all. We'll plan for another occasion soon.
- We understand your situation. Take care and we hope to see you at our next gathering.
- I completely understand. Your presence will be missed, but there will be plenty of other opportunities.
- It's unfortunate that you can't join us. Hopefully, we will have opportunity to see another time.
- No worries at all. Take care and we hope to see you at next gathering.
- We'll miss your presence, but we understand. We hope you can join us next time.
- It makes me sad you can't attend in this occasion, I am hoping to see you soon.
- No problem. We completely understand. Take care
- No problem at all. We understand. We will meet at the next gathering.
- We respect your decision. We hope to see you soon and hope everything is okay.
- We're sorry to hear you can't join us. Let's plan in another occasion.
- We will miss you at this concert, but I believe We will meet soon.
- It's unfortunate you won't be able to join us, let's find a better time.
- We're sorry to hear that you won't be able to join, but no worries we hope to see you next time.

- I'm glad you told me. Let's plan another time to meet.
- Thanks for letting me know. Hope everything is Okay.
- We'll miss your presence. Let's keep in touch for another time.
- We understand, but your absence will be felt. Let's reschedule our program.
- No worries at all. But just to know, we'll miss you in this moment.
- So sorry to hear you can't join us. We'll miss you.
- We will miss you, but we understand.
- Your presence would have added to the joy, we'll miss you in this party.
- I am sorry to hear you can't join us. We'll miss you.
- We were looking forward to seeing you. But we understand, and we'll miss you.
- No worries at all. But we'll miss you.
- We understand. We hope everything is okay.
- We respect your decision, Let's make plan for another moment.
- So sorry to hear you can't join us. We probably need to reschedule this program.
- We understand and respect your decision. We were looking forward to seeing you. But we understand.
- We are sorry to hear you can't join us, but we trust you have a good reason. Let's plan for another time.
- We'll miss you at our gathering, but we understand. We hope everything is going well.
- No worries. We're hoping to see you soon.
- Your absence will be felt, but we understand. Have a great time with your family

- “No worries at all! We’ll reschedule this meeting at another time.”
- I appreciate your honesty and I hope everything is okay.
- Thank you for letting me know. I hope that we can meet in the another event.
- No problem, I definitely understand. Looking forward to meeting you soon.
- I understand that you are very busy recently. Let’s reschedule.
- That’s quite alright. I hope we’ll get another chance soon.”
- Thank you for your honesty. We can plan in another day.
- I understand. We can plan in another day.”
- That’s okay. Life can get busy sometimes. Let’s find another time to meet.
- I appreciate your response. Let’s plan something else when you’re free.
- I’m glad you considered it, let’s try for another time.”
- No worries, life can get busy sometimes. Let’s reschedule this meeting.
- I understand you’re unable to attend, hope everything is okay on your end.”
- That’s alright. Let’s try for another time.
- I appreciate you taking the time to let me know.”
- I get it. Hopefully, we’ll be able to connect at a later date.”
- No problem at all. We are looking forward to seeing you at another moment.
- Your reasons are understandable, let’s reschedule.
- I appreciate your response. Let’s plan for another occasion.

- I respect your decision, and I hope that we can find another time to meet.
- Thanks for letting me know in advance. Let's plan for a better time.
- I understand and respect your decision. Let's hope for a better time in the future.
- Thanks for letting me know. See you in another event.
- No worries, I appreciate your response. Hopefully, We could meet in another program.

I understand, thanks for telling me. Let's plan for another day.

- I appreciate your quick response. Let's plan for another occasion.
- Thanks for informing me. Take care
- Thanks for letting me know. Hopefully we can meet soon.
- No problem at all, thanks for your fast response.
- Thanks for your honesty. I hope that we can find another time to meet.
- I appreciate you letting me know. Take care, have a great day.
- It's ok. We'll plan something in the future."
- Thanks for informing me. Good luck and Enjoy your day.
- Thanks for your response! Let's keep in touch for another time."

The Using of Accepting Phrases in Conversation

Conversation 1

Dian: Hi, Putri. Long time no see. How are you?

Putri: Hi, Dian. I'm fine.

Dian : I would love to invite you to my sister's birthday party next week.

Putri : Really ? I'd love to come. When is it ?

Dian : At 7 p.m in Pizza Cafe.

Putri: Ok. I'll come with my friend.

Dian: All right. I will wait for you.

Conversation 2

Ria : Tiwi, are you busy this Monday?

Tiwi : Not at all. Why?

Ria: I hope you can join me to go the festival in Losari Beach.

Tiwi : What time the festival starts ?

Ria : At 7 p.m. Could you pick me up ?

Tiwi: Ok. I will pick you up around five or six.

Ria : Thank you. I will wait for you at home.

Conversation 3

Mr. Dino: Mr. Wahyu, I would like you to attend the launching of our business on the 17th of April.

Mr. Wahyu: With the greatest pleasure for inviting me in launching your business. Where is located ?

Mr. Dino : It is located at 57, Sudirman Street and will be held at 10 a.m

Mr. Wahyu : Alright. I will be there.

Mr. Dino : Thank you a lot in advance Mr. Wahyu.

Mr. Wahyu : You are welcome, Mr. Dino.

Conversation 4

Sintia: Tomorrow is my birthday and my mother will cook a lot for dinner. Would you like to come over?

Rini: Thanks. I'd love to come. What time?

Sintia: Great! It'll be at 6.

Rini: Okay. See you tomorrow!

Sintia: See you!

Conversation 5

Mr. Anton: Mr. Ari, my company will held a party. Would you like to come?

Mr. Ari: Oh, when is it?

Mr. Anton: It is on Saturday at 7 p.m.

Mr. Ari: I will be there,

Mr. Anton. Mr. Anton: Happy to hear it. See you there, Mr. Ari.

Conversation 6

Ms. Ana : Would you like to attend the International Conference with me tomorrow morning?

Ms. Dina : Thank you, I'd love to. What time does the International Conference start ?

Ms. Dina : It's at nine in the morning

Ms. Ana : Could I come and pick you up around half past eight ?

Ms. Dina : That's fine.

The Using of Refusing Phrases in Conversation

Conversation 1

Mrs. Maryam : Assalamu alaikum Mrs. Ulfah. May I come in ?

Mrs. Ulfah : Waalaikum Salam. Yes, please take a seat. I am happy to see you.

Mrs. Maryam : Same with you Mrs. Ulfah. Mrs. Ulfah, we would be delighted if you come to attend our Wedding Anniversary on the 7th of June.

Mrs. Ulfah : That sounds great. I appreciate the invitation, but unfortunately, I won't be able to attend your Wedding Anniversary because at same time, I have to attend my daughter's graduation ceremony.

Mrs. Maryam : We are sorry to hear you can't attend our Wedding Anniversary, but we understand. Congratulation on your daughter's graduation. Have a nice moment with your family

Mrs. Ulfah : Thank you so much. Have a nice moment with your family, too and hopefully, the party of your wedding Anniversary is going well.

Conversation 2

Ruby: Good evening, Mr. Karim. My father would like to invite you and Mrs. Karim to have dinner together at our house.

Mr. Karim: When is it, Ruby?

Ruby: Saturday night at 7 p.m

Mr. Karim: Oh, sorry, Ruby. I think I won't be able to come because we have to go out of town this Saturday. Tell your parents I do apologize.

Ruby: Oh, I see. It's okay, Mr. Karim. We can invite you again next time.

Mr. Karim: Thank you, Ruby.

Conversation 3

Mita : Hi, Dillah.

Dillah : Hi, Mita. There will be big sale of some clothes at Panakukang Mall tomorrow and I hope you want to go with me.

Mita : I really want to go with you, but I have made appointment with Fania to accompany her to her friend's house. I'm so sorry Dillah.

Dillah : That's okay Mita, I didn't know if you already have an appointment with Fania. Just go then with her.

Dillah : Is It okay ?

Mita : Yes, It's ok Dillah. Next time, we will go together.

Conversation 4

Ika : Hi, Nanda, I'd like to invite you to my farewell party. It will next week.

Nanda : When will be held ?

Ika : It will be held on Friday at 7 pm.

Nanda : On Friday ? I am very sorry. I cannot join. I am going to attend my brother's graduation.

Nanda : It's ok. Have a great time with your family.

Ika : Thank You.

Conversation 5

Nisa : Eka, I want you to accompany me at home because my parents are going to my hometown.

Eka : It sounds fun, but I am sorry Nisa, I can't. My parents won't let me sleep over at a friend's house.

Nisa : No problem. I understand.

Conversation 6

Mr. Saki: Mr. Rudi, We are going to held a party for launching our new apartment this Monday morning. Would you like to come?

Mr. Rudi: Thank you for the invitation, Mr. Saki. But I am very sorry, I wouldn't be guest in launching your new apartment. I have to attend the important meeting at my office.

Mr. Saki : No worries, I appreciate your reason, Mr. Rudy. Hopefully, We could meet in another moment.

Mr. Rudy : I do hope so, Mr. Saki.

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BAB 7

INFORMING DIRECTIONS

Oleh Salmon Pandarangga

7.1 Useful information for Informing Directions

a. Vocabulary words and phrases

• in	• opposite	• follow the signs
• in front of	• intersection	• on the corner
• on	• the other side	• take the intersection
• behind	• roundabout	• cross the street
• next to	• around the corner	• go straight/past...
• before	• junction	• take the first right/left
• between	• traffic lights	• turn right/left
• beside	• dead end	• take a left/right
• near	• bridge	• go past
• close	• signpost	• walk for five minutes
• corner	• crossroads	• keep walking ahead
• nearby	• bridge	• follow the road/street

b. Common questions for informing directions

• Where is the bank around here?
• Do you know where the nearest hospital is?
• Excuse me. We are looking for a restaurant. Is there a good

restaurant around here?

- Hello, I think I get lost. Could you tell me the way to a gym?
- Excuse me, how can I get to the closest café?
- Can you tell me the way to the Peninsula hotel?
- Are we on the right street for traditional market?
- Could you direct me to the nearest park?
- Is it far to the bus station?
- Can you show me on the map the nearest zoo?
- May I ask you what train should I take to the city?
- Could you help me please? I am looking for the shopping center.
- Hello Dina, how do I get to Sara's house?
- Excuse me. What is the quickest way to get to the beach?
- I am sorry. What's the best way to get to the park?
- Excuse me. Would you give me direction to the church?
- Sorry to disturb you. Where can I find a gas station?
- I can't find the airport. Is it near here?

c. Common answers for informing directions

- Go straight this street and the bank is opposite the church.
- Walk for 5 minutes and turn left, the hospital is next to the park.
- Take this road until you reach the intersection, there is a good Chinese restaurant behind the bank.
- At the end of this street, take a left and the café is just around the corner of the junction.
- Take the first road on the right and the Peninsula hotel is opposite of the train station.
- Follow this market signs, walk past the church and the traditional market is in front of the bank.
- Go along this road to the traffic light and turn left and the park is at the end of the street.
- It's not far from here. Walk along this road for two minutes, turn right and the bus station is next to the zoo.
- Walk down the road, pass a church and a traditional

market and then turn right. The shopping center is around the corner on the right side.

- Walk up the road, pass the traffic lights, walk for five minutes and take a left. The gas station is in front of the shopping center

7.2 Let's Practice

A : Excuse me. Where is the bank?

B : It's on Diponegoro street, next to the Nusantara High School.

A : Thank you.

B : You are welcome.

.....

A : Hello. Where is the hospital?

B : It's on the left side of Sudirman street, between the concert hall and the restaurant.

A : Thanks a lot.

B : No problem at all

.....

A : Do you know the Sumba hotel?

B : Yes, I know it. It's on the right side of Soekarno street, in front of the Peninsula hotel

A : Great. Many thanks for your help.

B : Don't mention it.

.....

A : Hello. Do you know where the traditional market is?

B : It's on the Sudirman street, opposite Sumba restaurant.

A : Thank you for your help.

B : Glad I could help.

.....

A : Good morning. Where is the bus station?
B : It's on Pattimura street, behind the shopping center.
A : Thank you very much.
B : You are most welcome.

.....

A : Excuse me. How can I get to the bus station?
B : Go straight on Sulawesi street, turn right on Sumatra street and walk for 2 minutes and it's on the left, across the gym.
A : Thank you.
B : You are welcome.

.....

A : Hello, I'm sorry. Where is the police station?
B : Just go along this road and turn left on Markisa street and keep walking, pass a shopping center and a bank. The police station on the corner of Markisa and Pisang street.
A : Thank you
B : Glad to help.

.....

A : Excuse me. Could you please help me how to get to a closest restaurant?
B : Sure. You just need to go straight on this street and turn left on Mawar street. You walk around 2 minutes and there is a good restaurant called Sumba Restaurant. It's between a cafe and a government office.
A : Thank you very much!
B : You are welcome.

.....

A : Excuse me. May I ask you where the nearest hospital is?

B : Well... I think you just take this road until you reach Melati street. Then, keep going on Melati street and walk for five minutes. The hospital is on dead end of Melati street, next to a bank.

A : Thanks a lot

B : No worries.

.....

A : Good morning. Can you help me please?

B : Good morning. What can I do for you?

A : Where can I find a park near here?

B : Ok, I can help you. You just go up the Anggrek street until you find the T junction. Then, turn right and follow the Melati street. The park is at the end of the Melati street.

A : Oh, I get it now. Thanks for your help.

B : Glad to help you. Have fun there!

.....

A : Good afternoon.

B : Good afternoon. Can I help you?

A : I am new here and looking for the Sumba café. Which way leads to the café?

B : I think I know it. Keep walking for two blocks ahead and then turn left, keep walking and pass a restaurant and a bank. It's on your right, behind a government office. You can't miss it!.

A : Thank you very much!

B : You are welcome!

.....

A : Excuse me. I'm sorry to disturb you.
B : Sure, no problems.
A : I can't find the way to the shopping center. I am new here.
B : Uhm... I think I know it.
A : Is it far from here?
B : Actually, it's quite close. You keep walking ahead until you reach the traffic lights and then turn right and walk for two minutes. It's in your left side, opposite the bridge.
A : I'm sorry. You mean after passing the traffic light, turn left?
B : No, don't turn left but right and walk for 200 meters.
A : Ok, I see. It's opposite the bridge, right?
B : Yes, that's right. I am sure, you will find it.
A : I will. Thanks a lot.
B : No worries.

.....

A : Hello, good afternoon.
B : Good afternoon.
A : Could you tell me where the church is?
B : I'm so sorry. I'm not really sure about it.
A : Oh, no...
B : I just stayed in this town a few days. Do you know where the church is?
C : Yes, I know it. You go two blocks to Anggrek street, then take the first right and keep walking ahead and follow the church signpost. It's around the corner, quite close to the hospital.
A : So, I go two blocks, take the first right and walk and follow the signpost. Is that right?
C : Yes, you are right. It's near the hospital. You can't miss it!
A : Thank you. I'm new here. I really don't know my way around yet.
C : No worries. I just moved here a few months ago.

B : Anyway. You'll be fine here.

.....

A : Hello, good morning.

B : Good morning. Can I help you?

A : Yes, please. What is the quickest way to get to the beach?

B : Yes, it's easy. Take this road until you reach the intersection, turn left and walk past a shopping center, hotels, and cafes. Go straight towards the ocean and the beach is straight ahead.

A : Can you please repeat? After the intersection....

B : After the intersection, turn left, go straight past a shopping center, hotels, and cafes.

A : I got it now. Thanks.

B : Alternatively, do you see the blue bus line 25 over there?

A : Yes, I see it.

B : That bus goes straight to beach. You can take the bus to the beach. It reaches the beach around three to five minutes

A : Well, I'll take the bus. I think, it's the quickest way to the beach. Thank you!

B : No problems. Have fun!

A : Thanks!

.....

A : Excuse me. I think I get lost and need your help.

B : Sure. I can help you.

A : Would you please show me the way to museum?

B : You follow this Melon street until you reach the roundabout, then turn right on Pisang street. Keep walking ahead for 300 meters. It's on the corner of Anggrek and Pisang street, between the bank and shopping center.

A : Uhm

B : Do you understand?

I don't understand... So, turn right at the roundabout and go straight on Pisang street. Do I need to turn left or right?

B : No need to take a turn, just keep walking and follow the signs for museum. It's just around the corner.

A : I see. Thanks for your help

B : No worries. Have a nice day!

A : Hey, you too. Have a nice day!

.....

7.3 Exercises

a. Answer the questions using the statements in the box

a. The hospital is on the corner of Borobudur street and Prambanan street, next to the bank.

e. Well, keep walking on Melon street, turn right and walk along on Melati street. There is a restaurant's on the left.

b. The mosque is on Soeharto street, opposite the church.

f. Go straight this street until you reach Pisang street, then turn left and walk for five minutes. The zoo's on the right.

c. The Humba café is on right side of Pattimura street, in front of shopping center.

g. The shopping center is between concert hall and bus station.

d. The park is next to the traditional

h. Walk along Waingapu street, go past a church

market	and a café. The gym is on the corner of Waingapu street and Lewa street.
1.	Excuse me. Could you tell me the way to the gym?
2.	I am new here and looking for a restaurant. How can I get to a restaurant around here?
3.	Sorry to disturb you. Where can I find a mosque around here?
4.	Hello, I think I get lost. Could you tell me the way to Humba cafe?
5.	Where is the shopping center?
6.	I am sorry. Where can I find the hospital?

7.4 Language Notes

• turn right	: belok kanan
• turn left	: belok kiri
• go straight/ahead	: jalan terus/lurus
• take the first right/left	: ambil jalan kanan/kiri pertama
• keep walking	: terus berjalan
• around the corner	: sudut/pojok jalan
• pass intersection	: lewati persimpangan
• next to	: di samping
• in front of	: di depan
• follow the road/street	: ikuti jalan
• excuse me	: permisi
• where is the...?	: dimanakah ...?
• could you tell/show me the way to...	: dapatkah kamu tunjukkan jalan menuju ke...?
• do you know where the...?	: apakah kamu tahu dimana...?
• cross the street	: seberangi jalan
• what is the quickest way to the...	: apakah jalan paling cepat menuju...?

- | | | | |
|---|--------------------------------|---|--------------------------------------|
| • | how can I get to...? | : | bagaimana saya dapat ke...? |
| • | excuse me | : | permisi |
| • | ...until you reach... | : | ...sampai kamu tiba di... |
| • | on the left/right | : | sebelah kiri/kanan |
| • | ...until reach traffic lights. | : | ...sampai mencapai lampu lalu lintas |
| • | follow the sign | : | ikut tanda |
| • | pass the junction | : | lewati persimpangan |

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