

LEARN ENGLISH PHRASES TO ENHANCE  
ENGLISH COMMUNICATION SKILLS

# LET'S SPEAK ENGLISH



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# Let's Speak English!

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Love,  
Ida Sariani Bt. Mohd Isa &  
Noor Syahrina Azween Binti Md. Saru

# PREFACE

## LET'S BENEFIT FROM THIS BOOK

English Language has been a part of us since we are very little. We learn the form and structures in primary and secondary school. However, mastering English in communication requires more than knowing rules and completing exercises and tests. Going into higher education you will endure many opportunities to meet new people and work together to accomplish assignments given by your lecturers. Most of the time, you will be encourage to speak in English to give opinions, make discussions and presentations.

**Let's Speak English!** will help you to learn common phrases in communicating effectively and confidently in variety of social interactions as well as expressing ideas and opinions academically. This book is aimed for students from community college, polytechnic and university to increase proficiency and able to communicate within your colleagues, lecturers and people around you.

The book is divided into 5 Chapters.



**Chapter 1: Communication.** This chapter will give you an understanding of the communication process and how you will be able to function better with some tips and effective skills. Communication takes place in many situations. In this chapter you will also learn the role and functions in different settings of communication.

**Chapter 2: Phrases for Social & Communication.** This chapter will give a list of English phrases in every day conversation. You will learn greeting and introducing yourself, speaking about yourself, introducing other people, making small talk and making plan, decision and goal.

**Chapter 3: Phrases for Participating in Discussion.** In this chapter, you will know the phrases to begin a discussion, give opinion and idea, ask and respond to an opinion, make agreement or disagreement, elaborate and justify opinions, give solutions and recommendations, express emotion, make interruption, ask for and make clarification, lead, manage and participate in group discussions.

**Chapter 4: Phrases for Making Presentation.** In this chapter, you will know the phrases to begin a presentation, give an introduction, develop main ideas and explanations, use correct sequence connectors, give a conclusion and handle questions from the audience.

**Chapter 5: Gestures and Expression in Communication.** This chapter will highlight the importance of gestures and expression in communication. You will know some non-verbal communication skills that will help you to communicate better.

CHAPTER  
01

COMMUNICATION



# The Beginning

**I**t's the beginning of a new experience for Sarah as she has been enrolled in a Diploma Course in a college. In this challenging and independent role as a student, Sara will have to enhance her communication skills to build confidence and interaction with her colleagues, lecturers and future prospects. Now that she's here, she needs to develop good commands of English and a broader range of phrases in order to make conversations with the people around her.

Like Sarah, in order to be a competent student, you should be able to improve your English social and communication skills to participate effectively in conversations with your friends and lecturers.



## Note to Self:

A large, red-bordered notepad with a silver spiral binding at the top. The notepad has several horizontal lines for writing, and it is set against a light blue background.

# UNDERSTANDING THE COMMUNICATION PROCESS

Social and communication skills is an important ability for a person to not only speak to others but to develop relationships and connections. A good communicator will be able to react and respond effectively. Communication situation varies and depend on the number of people involved. It can be a conversation between two people, a small group or a large audience. It can also be face-to-face or through a medium like messaging, video conferencing, internet and various communication applications.

Communication is all about getting the message across. Sometimes in informal communication all it takes is just a few words to let the other person receive the message that you want to give. So in doing so, you will need to learn basic English phrases and know the keywords of the message you want to send. However, when it comes to formal discussion, you will need to gather more information to be able to deliver the right ideas or opinion regarding on the topic being discussed.

The process of communication requires at least a speaker and a listener. In most cases it will require exchanging ideas where the individuals would play both role, as a speaker and as a listener. The speaker convey a message to the listener and the listener will then give feedback to display understanding of the message given.



# THE ROLES IN COMMUNICATION

## Social & Interpersonal Communication

Interpersonal communication occurs between two people or more. For example, a conversation with your friend, lecturer and family members. Generally, your characteristics would develop based on the social communication with the people around you. You learn best about your strength and weakness from the feedbacks and know how people feel about your behavior.

Here are some tips to become a competent communicator:

**C**onvey clear message

**O**pens up and listen attentively

**M**ake message simple and direct

**M**ake eye contact with other speakers

**U**nderstand the feelings, views and needs of the other person

**N**egotiate politely when dealing with misunderstanding views

**I**llustrate good non-verbal communication skills

**T**hink before you speak

**O**bserve speaker's reaction

**R**elax and enjoy the conversation



## Group Discussion

As a student, discussion is one of the important communication skills for you to obtain. Most probably, you will be required to conduct group discussion as your assessment or share ideas and opinions to complete assignments, projects or events. There are many language expressions to use in order for you to manage a successful discussion.

Firstly, let's understand the formation of a group discussion. A discussion might consist of small or large group of people. In a classroom setting your teacher or lecturer might group you into 3 or 4 members to discuss on specific topic or the discussion could be revolved around the entire students in the class. Any good discussion will need a leader to begin and maintain the discussion. It is important to have a leader to make sure that the discussion is smooth and allowing everyone to participate fairly.

In active discussions it is important for you to be able to:

- Share ideas by making suggestions
- Express opinion clearly and confidently
- Support opinions with facts, statistics and examples
- Respond appropriately
- Think critically
- Listen to people's opinion
- Make decision
- Identify solutions to a problem



## Understanding Topic of a Discussion

In order to participate in a discussion, it is vital to understand or have knowledge on the topic of discussion. How do you understand the topic? Ask yourself some questions about the topic. For example:

- What is the topic about?
- Who is involved?
- Where is it happening?
- When is it happening?
- Why is it happening/ What is the cause?
- What is the effect(s) that could happen or has happened?
- How to overcome/What are the solution(s)?

Once you know the answers to the questions above, you will have some ideas/opinions to share in the discussion. Try to relate the topics with popular issues from the news, internet or around you.

## Oral Presentation

The main objective for any presentation is to deliver one or more key messages. The PEEP principle is a simple tool for structuring each section of your presentation that helps you to achieve this aim. You begin with a direct communication of the key message. You then provide more detail by giving explanations and examples. Finally, you recap the key point again.

Why providing is PEEP useful?

By providing a clear structure for each section, the PEEP principle helps you to remain discipline to deliver your key messages. You don't want your presentation to be unorganized and end up lost in words. The PEEP principle helps you to control the presentation.

Whatever the context, presenting is about communicating ideas or messages to an audience in order to achieve something. When you prepare a presentation, you must consider the factors below:

- age, knowledge and education level of audience
- duration of presentation
- key messages to deliver
- visual aids to enhance presentation





# Self Survey:

How do you feel when speaking in English? Fill in the survey. Tick (/) if your response is "Yes" or (X) if your response is "No."

- 1** I feel confident to speak in English in any situation.
- 2** I feel comfortable when people ask me a question in English.
- 3** I can respond confidently when people ask me questions in English?
- 4** I feel confident having an English conversation with a stranger.
- 5** I feel confident having a group discussion with colleagues.
- 6** I feel confident participating in English speaking activities in class.

# CHAPTER 02

## PHRASES FOR SOCIAL & COMMUNICATION



# I Can Greet & Introduce Myself

A conversation with another person is an approach to start speaking in English. Speaking to someone you've just met can really be nerve-racking and sometimes you're not sure what to say. If you are starting the conversation, you should greet and introduce yourself. It's a sign that you want to begin the conversation and simply being friendly!

## Phrases for Greeting

### FORMAL

-  Hello!
-  How are you?
-  Good morning/ afternoon/ evening.
-  Good day!
-  Good to see you.
-  How are you doing?
-  How's it going?
-  How do you do?
-  Nice to meet you.



### INFORMAL

-  Hi!
-  Hey!
-  What's up?
-  How's things?
-  How are ya?
-  What cha doing?
-  What's going on?
-  What's happening?

## Phrases for Responding to Greeting & Introducing Yourself

-  Hello. I'm (your name).
-  How do you do. I'm (your name).
-  Fine. What about you? I'm (your name).
-  Nice to meet you too. I'm (your name).
-  Let me introduce myself. My name's (your name).

# I Can Speak about Myself

Usually beginning a conversation with a stranger will require you to talk about yourself and getting to know your nationality age, marital status, job and other interests.

## Phrases about Nationality

 I'm Malaysian/ Malay/Chinese/ Indian/ Korean/ German/ Irish/Indonesian (your nationality).

## Phrases about Place of Origin

 I'm from Malaysia/ Indonesia/ Singapore/ Germany/ Kedah/ Johor (the place you come from).

 I come from Malaysia/ Indonesia/ Singapore/ Germany/ Kedah/ Johor (the place you come from).

## Phrases about Age

 I'm nineteen/ twenty-three/ thirty-five/ in my forties (your age).

## Phrases about Marital Status

 I'm single/ married/ divorced.

## Phrases about Job

 I'm a student/ part-time student

 I'm working a part-time/full-time job at.....

 I'm a tutor/teacher/freelancer

## Phrases about Hobbies and Interests

 I'm interested in gaming/travelling/music/ sports (your hobbies).

 I'm into gaming/travelling/music/ sports (your hobbies).

 I love gaming/travelling/music/ sports (your hobbies).

# I Can Introduce Other People

College life would mean lots and lots of friends! Most of the time you would be accompanied by your friend and go out meeting other people. When introducing a friend to another you should give his or her first name and also mention how the person is related to you.

## Phrases for Making Introduction

### FORMAL

-  I would like you to meet my friend, (Your friend's name).
-  Let me introduce my classmate, (Your friend's name).
-  This is my roommate, (Your friend's name).
-  Meet my friend, (Your friend's name).

### INFORMAL

-  Hey (Friend A), meet (Friend B)
- He/She's a good friend of mine.
- "Hey Sarah, meet Ray. He's a good friend of mine."
-  (Friend A), this is (Friend B)
- "Sarah, this is Ray."
-  (Friend A), have you met, (Friend B), my housemate.
- "Sarah, have you met Ray, my housemate."

## Phrases for Responding to Introductions

-  My pleasure to make your acquaintance, (Friend's name).
-  How do you do.
-  I've heard a lot about you.
-  Nice to meet you, (Friend's name).
-  How's it going?

# I Can Make Small Talk

After getting to know the names of your new acquaintances, you would probably want to talk about other things. Some of the small talk topics can be on everyday subjects that you're familiar with like interests, the weather, the environment (college/restaurant/park/shop, etc.), the location (city, interesting places around, etc.) and current issues or the news.

## Phrases to Show Politeness

 I'm Malaysian/ Malay/Chinese/ Indian/ Korean/ German/ Irish/Indonesian (your nationality).

## Phrases about Place of Origin

 I'm from Malaysia/ Indonesia/ Singapore/ Germany/ Kedah/ Johor (the place you come from).

 I come from Malaysia/ Indonesia/ Singapore/ Germany/ Kedah/ Johor (the place you come from).

## Phrases about Age

 I'm nineteen/ twenty-three/ thirty-five/ in my forties (your age).

## Phrases about Marital Status

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## Phrases about Job

 I'm a student/ part-time student

 I'm working a part-time/full-time job at.....

 I'm a tutor/teacher/freelancer

## Phrases about Hobbies and Interests

 I'm interested in gaming/travelling/music/ sports (your hobbies).

 I'm into gaming/travelling/music/ sports (your hobbies).

 I love gaming/travelling/music/ sports (your hobbies).

# CHAPTER 03

## PHRASES FOR PARTICIPATING IN DISCUSSION



# Beginning a Discussion/Conversation

Every discussion or conversation begins with greetings and introductions of the members. If you are the leader, you may greet and introduce all of the group members as well as introduce the topic.

## Phrases to Show Politeness

 I'm Malaysian/ Malay/Chinese/ Indian/ Korean/ German/ Irish/Indonesian (your nationality).

## Phrases about Place of Origin

 I'm from Malaysia/ Indonesia/ Singapore/ Germany/ Kedah/ Johor (the place you come from).

 I come from Malaysia/ Indonesia/ Singapore/ Germany/ Kedah/ Johor (the place you come from).

## Phrases about Age

 I'm nineteen/ twenty-three/ thirty-five/ in my forties (your age).

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 I'm working a part-time/full-time job at.....

 I'm a tutor/teacher/freelancer

## Phrases about Hobbies and Interests

 I'm interested in gaming/travelling/music/ sports (your hobbies).

 I'm into gaming/travelling/music/ sports (your hobbies).

 I love gaming/travelling/music/ sports (your hobbies).

# I Can Give Opinion and Ideas

As a participant in any group discussion, you should be active. An opinion is a view or judgement formed about something and is not necessarily based on fact or knowledge. You can share opinions and ideas by making suggestions. Try to express opinion clearly and confidently.

## Phrases to give opinion/suggestion

-  I think...
-  I reckon...
-  I suggest (that)...
-  For me...
-  I believe (that)...
-  In my opinion/view....
-  In my view...
-  I would like to suggest...
-  My suggestion(s) is/are...
-  From my perspective...
-  It seems/appears to me that...
-  From my point of view...
-  I'm inclined to believe that....
-  My opinion is that...

You can also strengthen or add conviction to your opinion by adding adverbs. Here are some useful adverbs:

absolutely  
strongly  
unequivocally  
firmly  
completely  
honestly  
personally  
frankly  
definitely  
without a doubt

For example:

-  *"I **absolutely** feel/think/believe that.."*
-  *"I **strongly** feel/think/believe that..."*
-  *"I **completely** feel/think/believe that..."*
-  *"**Without a doubt** there is a need.."*

# I Can Elaborate and Justify Opinion

To make your points stronger you should support opinions with explanation , for example telling a story, facts, statistics and giving examples.

## Phrases to Provide facts

-  It's clear/obvious/evident that.....
-  As a matter of fact/ in fact
-  The fact is that.....
-  The facts suggest...
-  The evidence shows...
-  Clearly/Obviously...
-  There's no doubt that....
-  I'd like to point out that...

For example:

*"It's **clear** that the Social Media have become popular among the global society. "*

*"**The fact is that** Social Media has become important in our daily life"*

*"**As a matter of fact**, Social Media users have grown immensely"*

*"**Obviously** people have become attached to Social Media."*

## Phrases to Indicate Referring to a Source:

-  According to a report/interview/an article from the source/ website's name,....
-  According to UNESCO, WHO, AADK, PDRM, Doctor, etc
-  A study/research conducted by Universiti Malaya shows/proves/reveals/suggests/has discovered that.....
-  Experts/ scientists/ researchers say/state/claim/have found that..

For example:

*"**According to the news report** in The Star, Covid-19 vaccination walk-ins for teenagers will begin on Thursday (Sept 23) that have been identified by the Health Ministry."*

# I Can Agree or Disagree to opinion

Agreement and disagreement in group discussion can be done to show that points are understood between the group members.

## Phrases to Agree

-  "Totally!"
-  "Right on!"
-  "Hear, hear!"
-  "I hear you!"
-  "You're right/absolutely right about that!"
-  "My thoughts/ feelings/opinion exactly"
-  "I couldn't agree with you more."
-  "I totally/absolutely/ completely agree with you."

## Phrases to Disagree

-  "No way!"
-  "That makes no sense!"
-  "That's ridiculous!"
-  "I don't think so."
-  "You've got that all wrong."
-  "I don't see it that way."
-  "I beg to differ."
-  "I totally/absolutely/ completely disagree with you."
-  "I 'm afraid I have to disagree with your view/opinion."

## I Can Counter Suggestions

We counter a suggestion when we disagree to someone or when we want to give other suggestions. Here are a number of useful phrases used when disagreeing or expressing another opinion.

### Phrases to

- I wouldn't do that. I would prefer to eat more nutritious food.
- But it would be better if you/ we meet online to prevent from risk of COVID-19 infection.
- I'm afraid I have to disagree with you.

Don't get me wrong, I prefer to....

Even so, if...

Very true, but...

Example of counter-suggestion in discussion:

Adam : I suggest to get a personal trainer to lose weight.

Cairin : I wouldn't do that. I would suggest to seek advice from a doctor before going for extreme actions.

Sally : But we don't know if we don't take the risk.

Cairin : Don't get me wrong, I just think we should look at some other options before making a decision.

Activity: Read the following statements and circle your views, whether **agree** or **disagree**. **Give a reason for your choice.**

1. Too many cars on the road cause road accidents.

**I agree / disagree because...**

---

---

---

2. The authority should fine people who practice open burning.

**I agree / disagree because...**

---

---

---

3. Technology gives bad influence to humans.

**I agree / disagree because...**

---

---

---

4. Smoking should be totally banned in public areas.

**I agree / disagree because...**

---

---

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Speaking practice : With a partner, practice making suggestions and countering suggestion in the following situations:

1. Suggest on best apps to use for learning.
2. Suggest best places to release stress.
3. Suggest the best online games.
4. Suggest the ways to be healthy.
5. Suggest best cafes in the country.

Sample conversations:

*A: I think we should go to the park.*

*B: No, I don't think so, we better go to watch a movie.*

*C: But if we watch a movie we will have to spend money. I prefer going to the park because I want to get some fresh air.*

Write your suggestions here:


## Sample of group discussion transcript



Speaking practice: In groups, practice the dialogues below:

Azree : Good morning everyone! We are here to discuss on the ways to reduce traffic congestion. Sara, would you like to begin?

Sara : Yes, thank you, Ahmad. As we all are aware, the increase number of vehicle causes serious traffic congestion in city centre, for example Kuala Lumpur, Johor Baharu and Penang. If nothing is done to reduce the problem, it will soon be hard to control and may cause more problems. In my opinion, the only way to solve the problem is to reduce the number of vehicles on the road. Do you agree with me, Lee?

Lee : Yes. I totally agree with you. The society must be encouraged to use public transportation like buses and trains. This will significantly lessen traffic congestions in our cities. Would you like to add anything Hafiz?

Hafiz : Yes, I guess you're right but cars are now a necessity and people buy personal cars for convenience. Why would they buy cars if they will just leave it at home? So, in my opinion encouraging people to use public transportation is not the best way to solve the problem. I think the government should improve the road conditions by providing alternative routes to the city centre.

Azree : Can I say something?

Hafiz : Yes, go ahead.

Azree : You have a point there but if majority chooses to drive to work then traffic congestion would be even worse. Some people are leaving their cars at home when they go to work and they still use their cars for other purposes like going shopping or travelling. If we can persuade the rest to do the same then public transportation could be the best way to solve the problem.

# CHAPTER 04

## PHRASES FOR MAKING PRESENTATION



# I Can Do a Presentation

**Chapter 4: Phrases for Making Presentation.** In this chapter, you will know the phrases to begin a presentation, give an introduction, develop main ideas and explanations, use correct sequence connectors, give a conclusion and handle questions from the audience.



## STARTER

When was the last time you gave a presentation in English? Was it a success? Or was it not?

How do you feel about presenting in English?

Who do you normally present to?

How often do you give presentations in your class?

# POWERFUL ENGLISH PRESENTATION PHRASES TO IMPRESS YOUR AUDIENCE



Do you get nervous when you have to give a presentation? You're not alone, to be sure.

The good news is that being nervous can be beneficial. This feeling motivates us to improve our preparation, and as long as you're prepared, you'll be alright.

Good presenters always use language or 'signposts' to indicate where they are in their presentation. These 'signposts' allow the audience to:

- **follow the structure of the presentation**
- **understand the speaker better**
- **get a sense of the presentation's length and content.**

So, let's look at how we might prepare ourselves to produce outstanding English presentations to make our presentation run more smoothly from beginning to end.

# I Can Give an Introduction

"The most crucial aspect of your presentation is the beginning. It will be your audience's first impression of you. It's your first chance to capture their attention. You want them to immediately trust and listen to you."



## top tips

### How to create an engaging introduction

- Inform your audience about yourself.
- Share what you are presenting.
- Tell them why it's important.
- Tell a story.
- Make an interesting statement.
- Invite the crowd to participate.





# Useful Phrases: Introduction

## Welcoming and greeting the audience

- *Good morning/afternoon everyone and welcome to my presentation. First of all, let me thank you all for coming here today.*
- *Hello / Hi everyone. Thanks for coming*

## Introducing yourself

- *Let me introduce myself. I'm Dalili from Politeknik Merlimau, Melaka.*
- *Let me start by saying just a few words about my own background. I'm Akid, a Diploma student of Electrical Engineering at Politeknik Merlimau, Melaka.*
- *For those of you who don't know me already, my name's Adam and I'm from the Commerce Department, Politeknik Merlimau, Melaka.*
- *Let me introduce myself and my team members.*



## Saying what your topic/title/subject is

- *What I'd like to present to you today is...*
- *As you can see on the screen, our topic today is...*
- *The subject/focus/topic/title of my presentation/talk/speech is...*
- *In this talk, I/we would like to concentrate on...*
- *In my presentation I would like to report on...*
- *I'm here today to present...*

## Tell them why it's important.

- *Today's topic is of particular interest to those of you who...*
- *My talk is particularly relevant to those of you who...*
- *By the end of this talk you will be familiar with...*

## Presenting the outline of your presentation

- *I've divided my presentation into three main parts.*
- *In my presentation, I'll focus on three major issues.*
- *We thought it would be useful to divide our talk into three main sections.*
- *We can break this area down into the following fields:...*
- *This presentation is structured as follows:...*

## I Can Give Examples

A good presenter should give some examples to the audience to make them clear about the topic. This will help your presentation to be more effective.



### Useful Phrases: Giving Examples

- *Now let's take an example.*
- *Let me give you an example.*
- *To illustrate this ...*
- *Such as ...*
- *For instance ....*

## I Can Use Visual Aids

There is no doubt that using good visual aids can enhance your presentation. They can help you present more coherently. Here are some phrases you can use to introduce your visual aids.



### Useful Phrases: Using Visual Aids

- *I'd like you to look at this ....*
- *Let me show you ...*
- *As you can see ...*
- *Let's have a look at ...*
- *If you look at the screen, you'll see ...*
- *This table/diagram/chart/slide shows ...*
- *On the right/left you can see ....*

# I Can Use Sequence Connectors

In an oral presentation, you need to make the topic clear to your audience, identify the main sections of your talk, and link in your ideas and information so that the presentation flows.

This can be done by using **SEQUENCE CONNECTORS**

Sequence connectors are used to link opinions from one sentence to the next and to give paragraphs coherence.



**Remember this!**

However, it is critical to learn how to utilize SEQUENCE CONNECTORS correctly and **not to misuse them** to the point that they become visible and repetitious, as shown in the example below.

*"To start with, I really like studying English. **Firstly**, it is interesting, **secondly**, it is challenging, **thirdly** I meet new people and **fourthly** I learn about other cultures. However, I must say that I find it difficult because of four things. **Firstly**, the grammar, **secondly**, the punctuation, **thirdly**..."*



## Here are sequence connectors list

First / Firstly	Before
Second/ Secondly	Finally
Third	Meanwhile
	In conclusion
To start with	
To begin	All in all
For a start	In short
At this point	A final point
	To summarize
Next	
After	Eventually
As soon as	In the end
Later	Last but no least
Then	To conclude
Subsequently	

### Useful Phrases: Sequencing

- **My first point** concerns...
- **First of all**, I'd like to give you an overview of....
- **Secondly/Then/Next**, I'll focus on...
- **Thirdly/And then**, we'll consider...
- **Next**, I'll focus on.....and **then** we'll consider....
- **Then** I'll go on to highlight what I see as the main points of....

- **And then**, I'll go on to highlight what I see as the main points of/ put the situation into some kind of perspective/discuss in more depth the implications of/ take you through/make detailed recommendations
- I'll **end** with...
- And **finally**, I'd like to address the problem of/to raise briefly the issue of...
- **Lastly**, I'd like to address the problem of.....
- **To conclude**, I'd like to raise briefly the issue of....



## Activity

Why don't you write a simple blog entry about your day. Don't forget to use the sequence connectors.



# I Can Give a Conclusion

The goal of this section is to provide you with expressions or sentences that you can use **to end your oral presentation**. Make sure that you can use at least one language element from each section.



## Useful Phrases: Conclusion

### Summing up

- *So, to sum up, ...*
- *To summarise, ...*
- *To recapitulate/recap, ...*
- *Let me now sum up, ....*

### Handouts

- *I'll be distributing the handouts in a few moments.*
- *The handouts are over by the door.*
- *Copies of my transparencies/slides are on the table by the door.*

### Closing

- *Thank you for your attention/time.*
- *Thank you for listening.*
- *Thank you very much.*

### Concluding

- *Let me end by saying ....*
- *I'd like to finish by emphasizing ...*
- *In conclusion, I'd like to say ...*

### Questions

- *If you have any questions or comments, I'll be happy to answer them.*
- *If there are any questions, I'll do my best to answer them.*
- *Are there any more questions?*



# I Can Handle Questions



Many presenters will try to avoid questions in the Q&A session of a presentation. But you don't have to do that. Handling questions in a presentation is a skill that anyone can master.

Morover, you can keep your audience interested by allowing them to ask questions during the presentation. You will also receive valuable feedback on the content of your presentation.

## Prepare for your Q&A

Think about your presentation, anticipate the questions you might get, and be prepared for your answers.



## When to answer questions during your presentation?

You may choose to handle audience questions at different times:

- **Anytime during the presentation:**

You may ask your audience to raise their hands if something is unclear, and you will answer those questions immediately.

- **At specific times during your the presentation:**

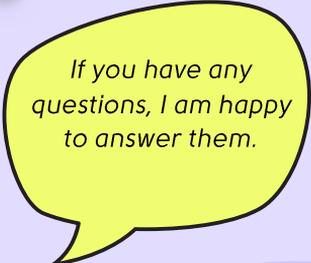
Schedule some slots to answer questions during the session. For example, it can be after any part of the presentation.

- **At the end of your presentation:**

This is the most common way to handle Q & A and is most practical for presentation with a large audience.



### Useful Phrases: Q&A Session



*If you have any questions, I am happy to answer them.*

#### **Paraphrasing the question**

- *So, what you're asking is .....*
- *Well, the question is..... Is that right?*

#### **Postponing an answer**

- *I'll be dealing with that a little later on, so if you don't mind I'd rather answer that question then.*
- *I'll be coming to that, so if you don't mind I won't answer your question straightaway. But I won't forget.*
- *If you don't mind, I'd like to leave questions until the end of my talk /there will be time for a Q&A session at the end...*

## Getting the questioner to rephrase

- *Sorry, I'm not quite with you. Could you repeat that?*
- *Sorry, I didn't get your question. Could you repeat it?*
- *I'm afraid I don't quite see what you mean.*

## Answering questions – by admitting ignorance

- *I'm afraid I don't know the answer to that one.  
Perhaps someone here can help us out?*
- *I'm sorry I don't know the answer to that question,  
but what I will do is find out and give you an answer  
before the end of the week.*

## Answering questions – by saying you are not the right person to ask

- *I'm afraid I don't know the answer to that one.  
Perhaps someone here can help us out?*
- *I'm sorry I don't know the answer to that question,  
but what I will do is find out and give you an answer  
before the end of the week.*



## What to do when you are struggling to answer?

- 1) Acknowledge the question without answering it  
*"That's a good question, let's consider the impact by looking at..."*
- 2) Attack the question, on the basis of:
  - The question fails to tackle the important issue.
  - The question is too personal or objectionable.
- 3) State or imply the question has already been answered -  
*"We've already covered that topic"*



# CHAPTER 05

## GESTURES AND EXPRESSIONS IN COMMUNICATION



# Understanding Gestures and Expressions in Communication

**Chapter 5:** This chapter will highlight the importance of gestures and expression in communication. You will know some non-verbal communication skills that will help you to communicate better.



## What is Gesture?

A gesture is a specific bodily movement that reinforces a verbal message or conveys a particular thought or emotion. Although gestures may be made with the head, shoulders, or even the legs and feet, most are made with the hands and arms. Your hands can be marvelous tools of communication when you speak. But many inexperienced speakers are unsure what to do with their hands. Some try to get them out of the way by putting them in their pockets or behind their backs. Others unconsciously relieve nervous tension by performing awkward, distracting movements.

To be effective, a speaker's gestures must be purposeful – even if they're performed unconsciously. They must be visible to the audience. They must mean the same thing to the audience that they mean to the speaker. And they must reflect what's being said, as well as the total personality behind the message.

## Why Gestures?

All good speakers use gestures. Why? Gestures are probably the most evocative form of nonverbal communication a speaker can employ. No other kind of physical action can enhance your speeches in as many ways as gestures. They:

- Clarify and support your words.
- Gestures strengthen the audience's understanding of your verbal message.
- Help dissipate nervous tension. Purposeful gestures are a good outlet for the nervous energy inherent in a speaking situation.
- Function as visual aids. Gestures enhance audience attentiveness and retention.
- Gestures provide visual support when you address a large number of people and the entire audience may not see your eyes



## What is Facial Expression?

People watch a speaker's face during a conversation or presentation. Politeness, of course, is one reason for this, but equally important is the need to obtain visual data that will make the speaker's message more meaningful. Facial expression is often the key determinant of the meaning behind a message.

To an audience, your face serves as a barometer for what's inside you. Your listeners will watch your face for clues about your sincerity, your attitude toward your message and your earnestness in sharing your ideas with them. Remove expressions that don't belong on your face. These include distracting mannerisms and unconscious expressions which are unconnected to your feelings, attitudes, and emotions. Both types of unwanted facial expression usually portrays nervousness. Just as nervous speakers exhibit distracting gestures and body movements, they also may release excess energy and tension by unconsciously moving their facial muscles.



**Activity: Write down the facial expressions of each picture below:**

*For example: The man is happy.*

**01**



**02**



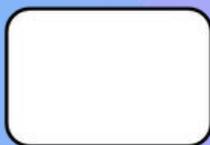
**03**



**04**



Activity: Tick (✓) for good example of gestures and facial expression and (X) for the bad examples.



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### Icons and Pictures

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