

# Rationalised notes 2025

# English

For more resources



## Kusomaplex.co.ke

**KUSOMAPLEX.CO.KE**

Smart Knowledge Pathway



WhatsApp only  
**0791801250**

## LISTENING AND SPEAKING; POLITE LANGUAGE

When it comes to listening and speaking politely, I've got a few pointers that might come in handy:

### Polite Listening:

1. **Show Genuine Interest:** Maintain eye contact, nod occasionally, and give verbal cues like "I see" or "Mm-hmm."
2. **Avoid Interrupting:** Let the speaker finish their thought before you jump in.
3. **Reflect Back:** Paraphrase what you've heard to show you're paying attention.
4. **Ask Clarifying Questions:** If you don't understand something, politely ask for more information.
5. **Stay Present:** Put away distractions like your phone and focus on the speaker.

### Polite Speaking:

1. **Use Courteous Language:** Words like "please," "thank you," and "excuse me" go a long way.
2. **Be Clear and Concise:** State your points clearly and without unnecessary rambling.
3. **Respect Others' Opinions:** Acknowledge different viewpoints even if you disagree.
4. **Maintain a Positive Tone:** Keep your tone friendly and respectful.
5. **Mind Your Body Language:** Use open and approachable body language.

Polite communication is all about mutual respect and showing others that you value their thoughts and feelings. Whether it's a casual chat with friends or a professional conversation, a touch of politeness can make all the difference. □

Is there a specific situation where you'd like to apply these tips?

## POLITE LANGUAGE: EUPHEMISM

Euphemisms are a wonderful tool in polite language. They help soften the delivery of potentially uncomfortable or harsh statements. Here are a few examples of euphemisms and their direct counterparts:

1. **Passed away** instead of **died**
2. **Economical with the truth** instead of **lying**
3. **Senior citizen** instead of **old person**
4. **Between jobs** instead of **unemployed**
5. **Let go** instead of **fired**
6. **Correctional facility** instead of **prison**
7. **Vertically challenged** instead of **short**
8. **Under the weather** instead of **sick**
9. **Comfort break** instead of **bathroom break**
10. **Differently abled** instead of **disabled**