

Organizing Information

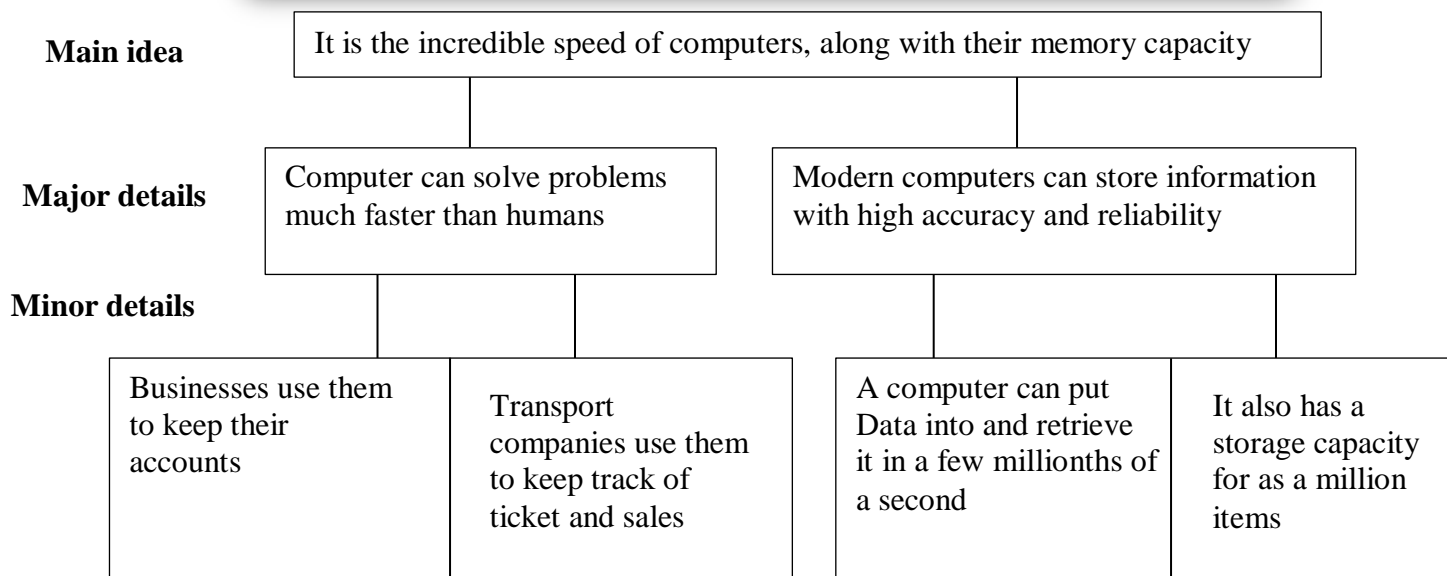
A paragraph is a group of related sentences that develop an idea. In nearly every paragraph, there is one idea that is more important than all the others. The main idea of the paragraph is usually found at the beginning. Supporting details are reasons, examples, facts, steps, or other kinds of evidence that explain the main idea. They include : Major details explain and develop the main idea. Minor details help make the major details clear.

Examples of Major Details using Transition Words:

- a) **One** study shows that frequent TV watchers are more fearful and suspicious of others.
- b) **In addition**, age is a biological factor to consider.
- c) Muscle mass is **another** factor affecting our body temperature.
- d) **Finally**, keeping pennies in circulation costs the nation as a whole.

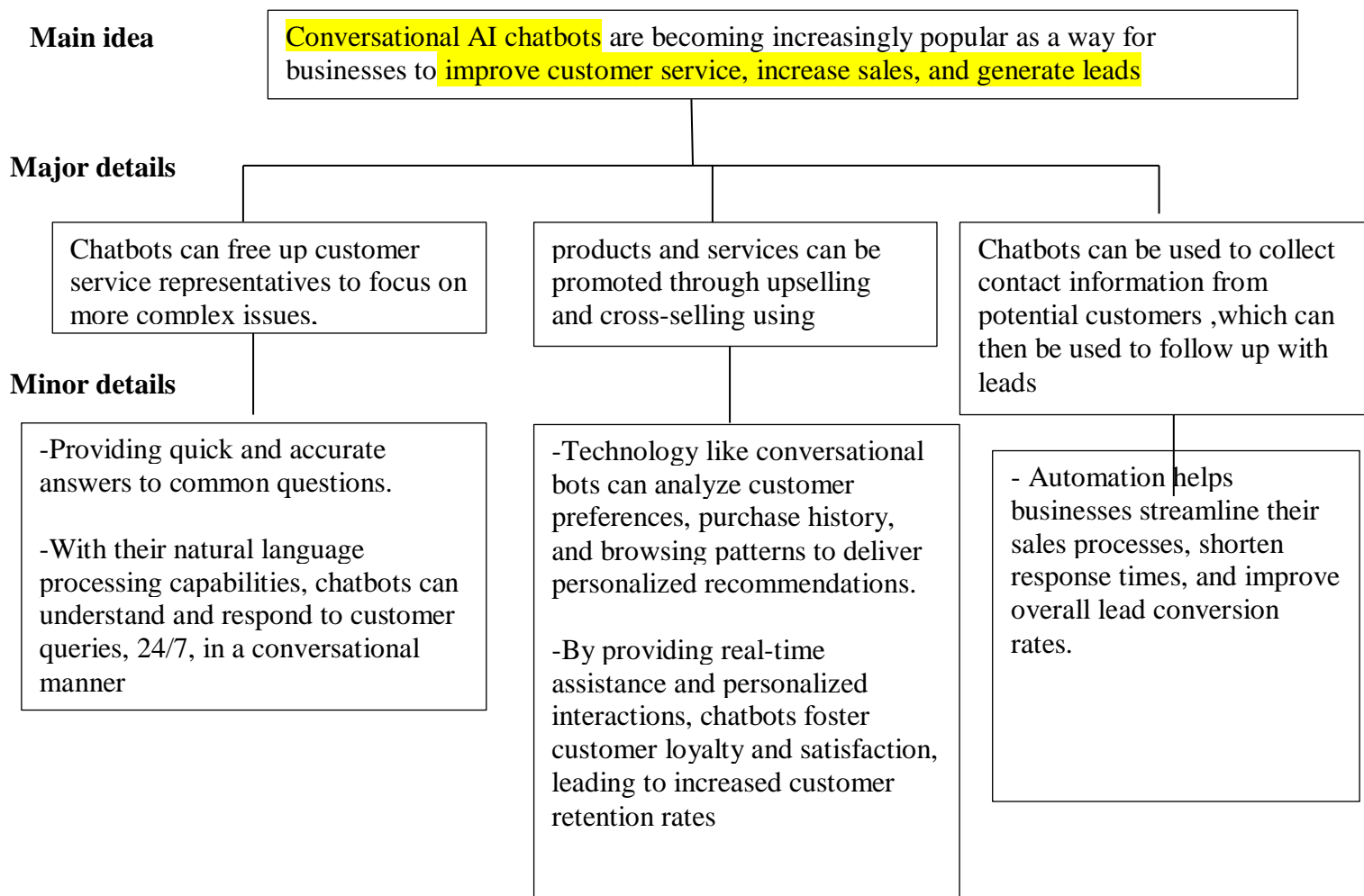
Paragraph1 : Find the main idea, the major details, and minor details by completing the blockdiagram after reading the following paragraph.

It is the incredible speed of computers, along with their memory capacity, which makes them so useful and valuable. Computers can solve problems in a fraction of the time it takes man. For this reason, businesses use them to keep their accounts, and airline, railway, and bus companies use them to control ticket sales. As for memory, modern computers can store information with high accuracy and reliability. A computer can put data into its memory and retrieve it again in a few millionths of a second. It also has a storage capacity for as many as a million items.



Paragraph2 : Find the main idea, the major details, and minor details by completing the blockdiagram after reading the following text.

Conversational AI chatbots are becoming increasingly popular as a way for businesses to improve customer service, increase sales, and generate leads. In fact, Chatbots can free up customer service representatives to focus on more complex issues, while still providing quick and accurate answers to common questions. Also, with their natural language processing capabilities, chatbots can understand and respond to customer queries, 24/7, in a conversational manner. This can lead to shorter wait times, happier customers, and higher customer satisfaction scores. Indeed, products and services can be promoted through upselling and cross-selling using chatbots. First, technology like conversational bots can analyze customer preferences, purchase history, and browsing patterns to deliver personalized recommendations, thereby enhancing the overall customer experience. Second, by providing real-time assistance and personalized interactions, chatbots foster customer loyalty and satisfaction, leading to increased customer retention rates. Even, Chatbots can be used to collect contact information from potential customers, which can then be used to follow up with leads. Consequently, this automation helps businesses streamline their sales processes, shorten response times, and improve overall lead conversion rates. In conclusion, conversational AI chatbots have become indispensable tools for businesses since it offers enhanced customer engagement, efficient customer support, streamlined sales, and lead generation, and improved operational efficiency.



1. What is a summary?

A summary is a shortened version of a piece of writing

- in which you include only its **main ideas** —i.e. you leave out supporting details, examples, quotations, etc.—, you write down the main idea of each section in one well-developed sentence. Make sure that what you include in your sentences are key points, not minor details
- which is written mainly **using your own words**, and which shows you have understood the text.
- There are 4 common elements to include when writing a summary:
 - ✓ **Introductory sentence:** It states the author and the text's title.
 - ✓ **Main points of the original text:** This restates the main points the author conveyed using your own words.
 - ✓ **Supporting arguments:** Here, you list the arguments that support the author's theses or main idea
 - ✓ **Final point:** Restate the author's conclusion or last main point to end your summary.

Example: According to Natasha Benton in her article 'Teens and Social Media,' **social media could be the source of lower self-esteem and anxiety.** **Benton, a clinical psychologist and author of 'Disconnect,' uses evidence from a recent survey conducted by the English mental health institute to support her case. She suggests that teens spending extended time on social media platforms are more subject to depression.** In addition, Benton invites parents to reduce their children's screen time and expose them to real social interactions.

1. How long should a summary be?

Although there is no fixed rule for this, it is commonly agreed that a summary should be **about one-fourth ¼ the length of the original.** e.g: If the text is **260 words** → summary is **65 words.**

2. How do I write a good summary?

a) **Read and understand** the text carefully.

b) **Think about the purpose** of the text:

- ✓ What is the author's purpose in writing the text?
- ✓ What is your purpose in writing your summary? (Are you summarizing to support your points? Are you summarizing so you can criticize the work before you introduce your main points?)

c) **Select** the **relevant information** —this will depend on your purpose for writing a summary.

d) Find the **main ideas:**

- ✓ Main ideas may be found in topic sentences.
- ✓ Distinguish between main ideas and supplementary information.
- ✓ Delete information that is not relevant for your summary —e.g. details, examples, illustrations, data, etc.
- ✓ **Find alternative words/synonyms for these words/phrases** - do not change specialised vocabulary and common words.

e) **Change the structure** of the text:

- ✓ Identify the meaning relationships between ideas and express them in different ways.
- ✓ Change the grammar of the text (rearrange words and sentences. Change nouns to verbs, adjectives to adverbs, etc., break up long sentences, combine short sentences.).
- ✓ **Simplify the text, reducing complex sentences to simple sentences, simple sentences to phrases, phrases to single words.**

f) Rewrite the main ideas in **complete sentences**, combining your notes **into** a **piece of continuous writing**—do not forget to use conjunctions and adverbs such as 'therefore', 'however', 'although', 'since', to show the connections between the ideas.

g) **Check** your work.

- ✓ Is the purpose of your summary clear?
- ✓ Is the meaning of your summary the same as that of the original?
- ✓ Is the style of your summary your own style?

Example

Small passages
Television is a modern electronic medium. It is very popular among the masses. It is an audio visual means of communication. It is an effective means of information of news and events from all over the world. It also entertains people by means of broadcasting cinema, serials etc. Television is also an effective means of education by means of advertisements and documentary films, interviews etc.(65 words)

Summaries
Television is an audio visual means of mass communication. It is an effective means of information, entertainment and education.

Examples: Summarize the following sentences.

- a) Failure to assimilate an adequate quantity of solid food over an extended period of time is absolutely certain to lead, in due course, to a fatal conclusion. -----→Lack of food causes death.
- b) The climatic conditions prevailing in the British Isles show a pattern of alternating and unpredictable periods of dry and wet weather, accompanied by a similarly irregular cycle of temperature changes. -----→**British weather is changeable**
- c) It is undeniable that the large majority of non-native learners of English experience a number of problems in attempting to master the phonetic patterns of the language. -----→**Many ESL learners find English pronunciation difficult**
- d) One of the most noticeable phenomena in any big city, such as London or Paris, is the steadily increasing number of petrol-driven vehicles, some in private ownership, others belonging to the public transport system, which congest the roads and render rapid movement more difficult year by year. -----→**Big cities have growing traffic problems**

How to write a SUMMARY

<p align="center"><u>STEP 1</u> <u>READ & UNDERSTAND</u></p>	<p align="center"><u>STEP 2</u> <u>FIND the KEY WORDS</u></p>	<p align="center"><u>STEP 3</u> <u>WRITE THE IDEAS</u> <u>IN YOUR OWN WORDS</u></p>
<p><u>Water Pollution</u></p> <p>In order to have good <u>health</u>, people must use <u>clean</u> and safe water. Safe drinking water is water which is free from all <u>impurities</u> that cause pollution. Water pollution causes <u>diseases</u> such as typhoid, dysentery, cholera, diarrhoea and many others. It also kills fish and other animals.</p> <p>Water pollution is mainly caused by people's bad use of their water resources. In some countries people throw human and industrial waste into rivers and lakes. In others they throw chemicals and pesticides into streams. Water which contains these <u>substances</u> is dangerous for all people, animals and plants, because these substances are not natural.</p> <p>Water can also get polluted from within the water supply system. For example, all over the Sudan people keep their drinking water in a water pot called "zeer". It has been found that if the zeer is not <u>cleaned</u> and <u>covered</u>, the water becomes polluted and causes diseases. Also, if people use dirty containers to remove water from the zeer, the water becomes equally polluted. Some people try to avoid this problem by fixing little taps at the bottom of the zeer. In this way, the person can get water from the zeer without putting his hand inside it, so the water stays clean.</p>	<p>Water</p> <p>Clean / health</p> <p>Impurities / Diseases to people and animals</p> <p>1. Pollution by <u>substances</u></p> <p>2. Pollution in the zeer</p> <p>Cover the zeer</p> <p>Clean the zeer</p>	<p><i>For good health it is good to use clean water. Water with impurities can cause a lot of diseases, both to animals and to people.</i></p> <p><i>Water is polluted when people throw chemicals in it.</i></p> <p><i>Also, water from a zeer can be dangerous if the zeer is not covered or if we don't clean it well.</i></p>

Activity 1 : Select the appropriate summary for the given passage and justify your answer.

Original passage:

“The movement toward education by computer is developing fast. Massive Open Online Courses, called MOOCs, are changing how people learn in many places. For years, people could receive study materials from colleges or universities and take part in online classes. But such classes were not designed for many thousands of students at one time, as MOOCs are.” (MOOCs Are Moving Forward, Voice of America, learningenglish.voanews.com)

Summary1:

Voice of America website:

“Computer education is growing fast. MOOCs are influencing how we study. People received materials from universities for a long time to be able to take classes online. MOOCs are the only ones thousands can take at a time.” [Inappropriate summary because it is as long as the original text , and keeps the details . A summary needs to be concise

Summary2:

According to a Voice of America article, a fast-growing MOOCs movement allows thousands to take online classes at once, changing how we learn. [it's the appropriate summary because it keeps the original main idea and it is much shorter than the original passage]

Activity2 : Summarize the following passage.

Social media poses many risks to adolescents and teens despite its positive aspects. Teenagers have limited self-regulation capabilities and are more vulnerable to peer pressure and experimentation during their teens' years of growth and development. This phenomenon is harmful for many reasons: Internet addiction, sleep problems, pornography, and cyberbullying. Some experts say cyberbullying victims is at increased risk of depression, anxiety, and in some cases, even suicide. The impact of social media on health during adolescence may be considered in the differential diagnosis.

A multidisciplinary approach could address these issues by including psychologists, guardians, and school officials. A school's and community's knowledge of resources allows the specialists to assist adolescents facing these issues.

Social media is a popular means of engaging teenagers and young adults, but they also pose risks. These risks include internet addiction, sleep problems, pornography, and cyber bullying. A multidisciplinary approach may solve these issues with the help of specialist such as psychologists, guardians and school officials.

- ✓ **Remarque:** In the exam, you will have a long text in which you are going to extract the main idea, the major details and minor details. In addition, you underline the key words .Lastly, you will write the summary in which you include the four common elements said before (Introductory sentence, Main points of the original text, Supporting arguments, Final point).

Transitions and Patterns of Organization

○ Time Order Words

Before	immediately	when	until
Previously	next	whenever	often
First (of all)	then	while	frequently
Second (of all)	following	during	eventually
Third (of all)	later	as (soon as)	final(ly)
Now	after	by	last (of all)

○ Definition and Example (Illustration words)

(for) example	including	(as an) illustration	Once
(for) instance	specifically	to illustrate	
Such as	to be specific	on	

○ Compare and Contrast Words

(just) as	both	in like fashion	in a similar fashion
(just) like	equal(ly)	in like manner	in a similar manner
Alike	resemble	similar(ly)	(in) the same way
Same	likewise	similarity	(in) common
But	instead (of)	even though	difference
Yet	in contrast	as opposed to	different(ly)
However	on the other hand	in spite of	differ (from)
Although	on the contrary	despite	unlike
Nevertheless	converse(ly)	rather than	while
Still	opposite		

○ Cause and Effect Words

Therefore	so	owing to	because (of)
Thus	(as a) result	effect	reason
(as a) consequence	results in	cause	explanation
Consequently	leads to	if...then	accordingly
Due to	since	affect	