

# UNIT 2

## ORAL COMMUNICATION



*It is said that it does not matter  
what you say, what matters is  
how you say it*



# MEANING AND DEFINITION

## ORAL COMMUNICATION

Oral communication describes any type of interaction that makes use of spoken words. It implies communication through mouth.



# CHARACTERISTICS / NATURE OF OR COMMUNICATION

- **Speakers personality**
- **Know your audience**
- **Speech preparation**
- **Art of speaking**
- **Voice modulation**
- **Pauses and punches**
- **Listener participation**
- **Summarizing and conclusion**
- **Great delivery**



# PRINCIPLES OF SUCCESSFUL ORAL COMMUNICATION

- ✓ Clarity of expression
- ✓ Clear and correct pronunciation of words
- ✓ Develop trust by creating interest in listeners
- ✓ Appropriate tone for the situation
- ✓ Pleasing note
- ✓ Be precise with the message to be communicated.
- ✓ Avoid communication overload.
- ✓ Variations in sound pitch to grab the attention of listeners
- ✓ Overcoming barriers of communication
- ✓ Timely feedback
- ✓ Correct choice of medium
- ✓ Sequence, coherence and consistency in the content
- ✓ Appropriate usage of body language.

# FORMS OF ORAL COMMUNICATION

- Informal face to face talk
- Interviews
- Group communication
- Debate or group discussion
- Meeting
- Conferences
- Speeches and presentations

## MERITS OF ORAL COMMUNICATION

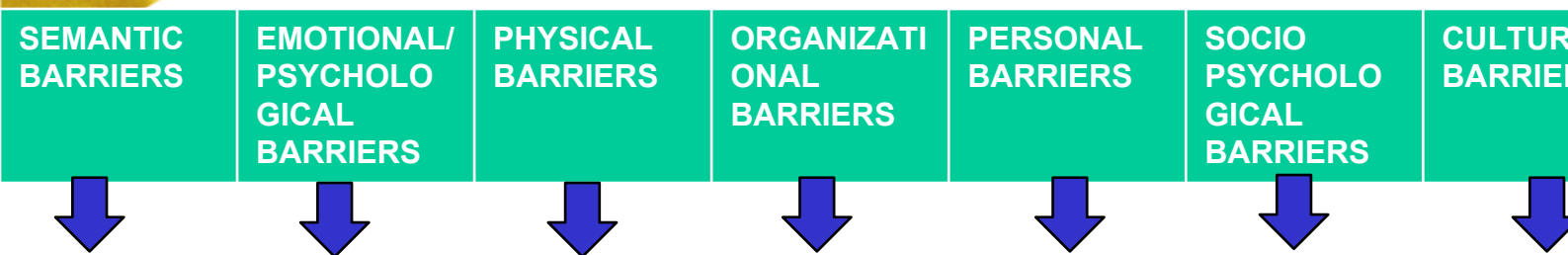
- Saves time
- More forceful
- Shades of meaning are conveyed
- Immediate feedback
- Immediate clarification
- Promotes informal communication
- More effective with groups
- Better for conveying feelings & emotions

## LIMITATIONS OF ORAL COMMUNICATION

- Distance a hurdle (in absence of mechanical device)
- Unsuitable for lengthy messages
- Message cannot be retained for long
- Word once uttered cannot be taken back
- Hard to control voice pitch & tone
- Demands thinking coherently as one speaks
- May lead to misunderstandings



# BARRIERS OF COMMUNICATION





should use the clear and precise meaning of the used words and their appropriate

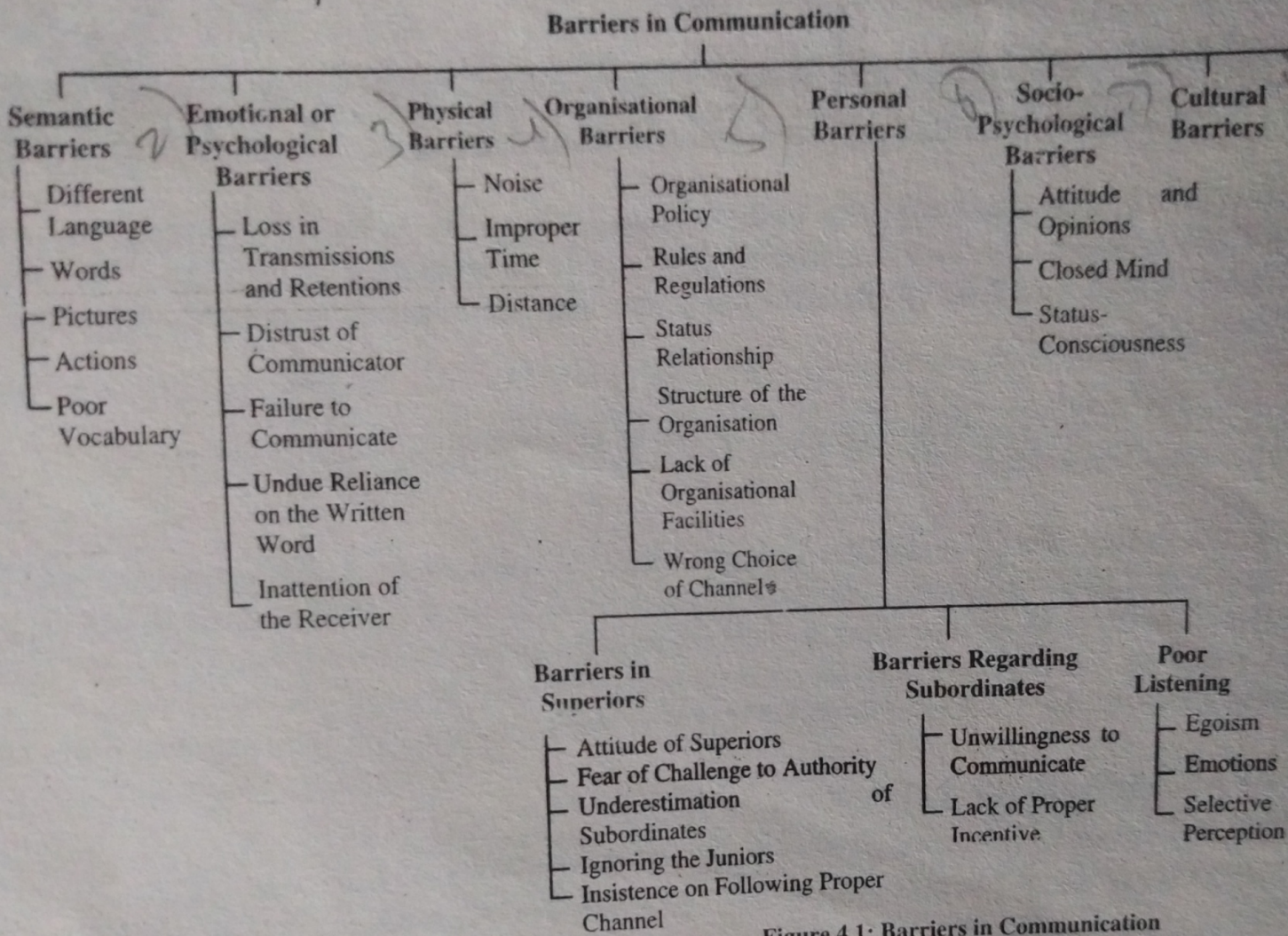


Figure 4.1: Barriers in Communication

## **OVERCOMING BARRIERS / TECHNIQUES IMPROVING COMMUNICATION**

- **Two way Communication**
- **Strengthening communication network**
- **Promoting participative approach**
- **Appropriate language**
- **Credibility in communication**
- **Good listening**
- **Selecting effective communication chan**





# CONVERSATION CONTROL

**The art of conversation consists in  
ability to listen with concentration  
and reply well.**

## IMPORTANCE OF CONVERSATION CON

- Being able to respond to criticism with confidence
- Knowing how to get the correct information quickly
- Talking to people in a meeting in convincing way
- Handling objections and oppositions when making a proposal.
- Developing special skill in interviewing and appraisal.
- Learning to use the dynamics of conversation both problem solving and social use.

# CONVERSATION CONTROL TECHNIQUES

- Questioning
- Compliments
- Eye contact
- pauses

# Reflection and Empathy

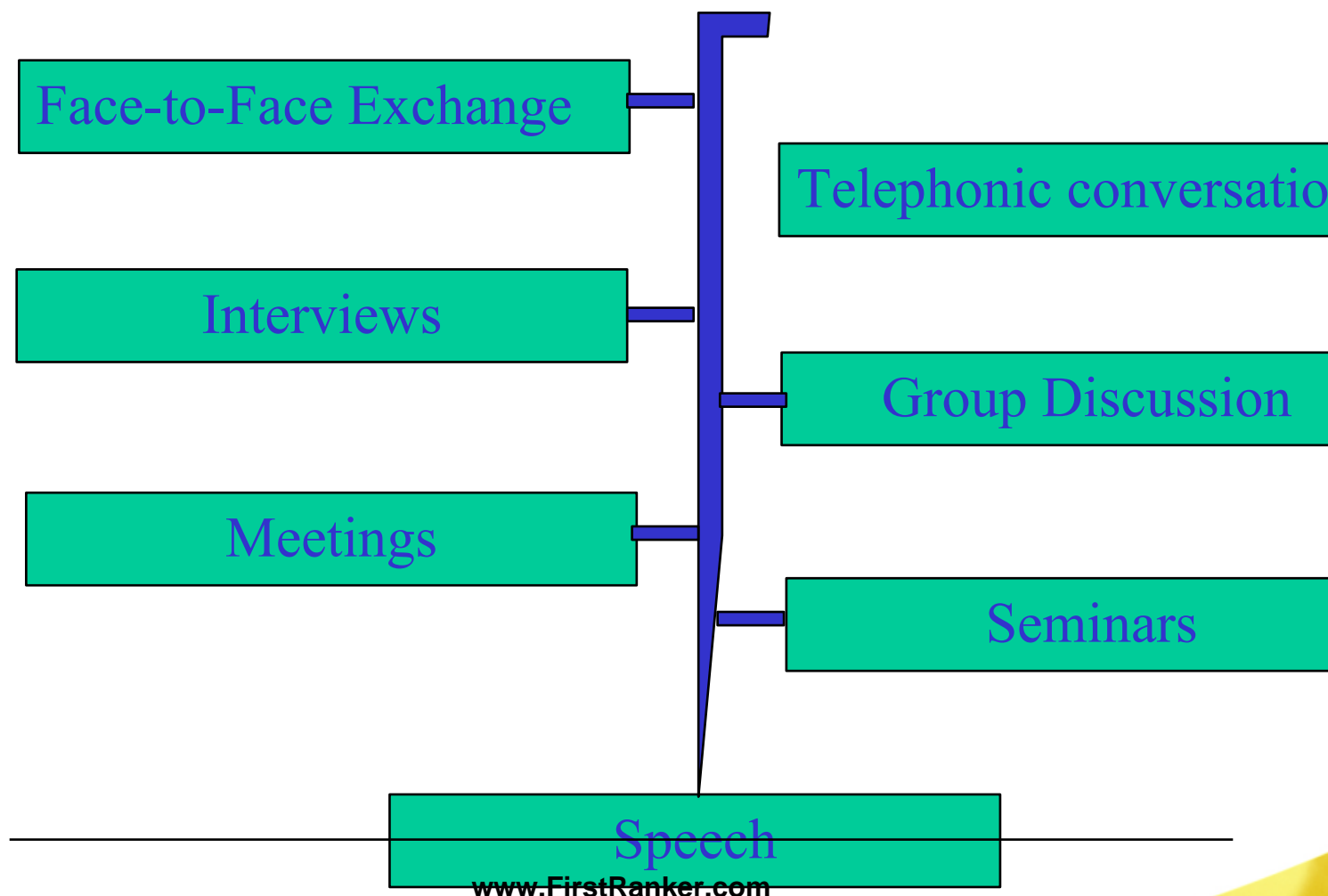
- In oral communication, the most important skill is to impress upon the other person that you are genuinely interested in him / her statements.
- You must first understand the underlying feelings exactly and accurately. Then speak in such a manner that the person feels that you have indeed seen the issue from his/ her point of view.

# Empathy

**Empathy is the capacity to understand or feel what other person is experiencing from within the other being's frame of reference.**

**In simple words the capacity to place oneself in another's position.**

# MODES OF ORAL COMMUNICATION





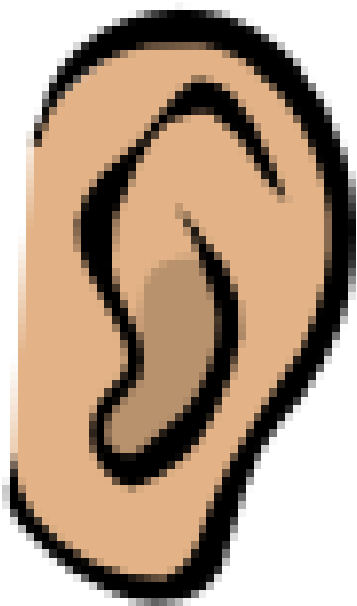
# **LISTENING AND NON VERBAL COMMUNICATION**



# Meaning and Definition Listening

- “listening is a process of receiving, interpreting and reacting to messages received from communication sender”.

# Hearing



To perceive sound via the e

# Listening



*To concentrate on hearing something; heed or pay attention*

Collins English Dictionary

# Why listening skills are important

- Improves relationships
- Improves our knowledge
- Improves our understanding
- Prevents problems escalating
- Saves time and energy
- Leads to better results

# Purpose of Listening

- To gain new information and ideas
- To question test evidence and assumptions
- To be inspired and motivated
- To improve overall communication

# The listening process

## 1. Receiving

- Physically hear message and take note
- Affected by external factors i.e noise

## 2. Interpreting

- Infer speaker's meaning based on own ex
- Need to understand speaker's frame of re

## 3. Remembering

- Store message for future reference

## 4. Evaluating

- Consider points mentioned and assess th importance

## 5. Responding

- Reacting to speaker's message

## 6. Acting

- In certain occasion, action is vital. Put all action in writing and make sure to deliver



# ELEMENTS OF EFFECTIVE LISTENING

Hearing

Interpreting

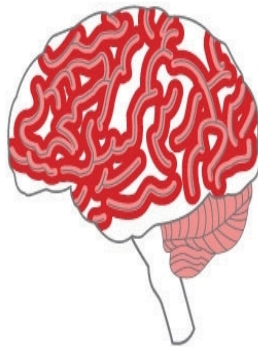
Evaluating

Responding





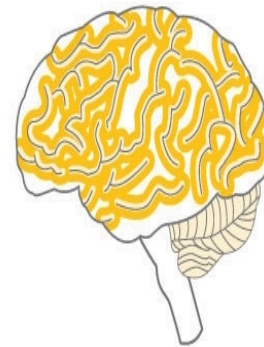
**Stage 1**  
**Receiving**



**Stage 2**  
**Understanding**



**Stage 2**  
**Remembering**



**Stage 2**  
**Evaluating**



**Stage**  
**Feedba**

# TYPES OF LISTENING

<u>Empathetic listening</u>	Seeking to understand what the other person is feeling. Demonstrating this empathy.
<u>Evaluative listening</u>	Listening in order to evaluate, or to otherwise pass judgment on what the other person says.
<u>False listening</u>	Pretending to listen but actually doing more time thinking.
<u>Full listening</u>	Listening to understand. Seeking more information.
<u>High-integrity listening</u>	Listening from a position of integrity and concern.
<u>Inactive listening</u>	Pretending to listen but actually doing more time thinking.
<u>Informative listening</u>	Listening to understand. Seeking more information (but little more).
<u>Initial listening</u>	Listening at first then thinking about the message.

# BARRIERS TO LISTEN

## ***PHYSICAL BARRIERS***

- 1) Noise
- 2) Physical Discomfort
- 3) Physical Distractions
- 4) Distance

## ***PSYCHOLOGICAL BARRIERS***

- 1) Emotional Disturbance
- 2) Anxiety
- 3) Over arousal of Emotions

## ***LINGUISTIC BARRIERS***

- 1) Improper Message Decoding
- 2) Ambiguous Language
- 3) Jargon

## ***CULTURAL BARRIERS***

- 1) Cultural Differences
- 2) Different values
- 3) Different social norms

# Strategies for improving listening

- Eye contact
- Bodily exhibitions
- Avoid distracting actions or gestures
- Ask questions
- Paraphrase
- Do not overtake
- Avoid premature arguments
- Indicate acceptance
- Hold your temper
- Respect pauses or silence
- Be honest with the answers



# **NON VERBAL COMMUNICA**

# Meaning

**“Non verbal communication is the transfer of meaningful information from one person to another by means other than written or spoken”.**

The background of the slide features two 3D white figures. The figure on the left is facing the viewer and has its right arm extended forward with an open palm. The figure on the right is seen from the side, facing the first figure, and has its right hand raised in a gesture. The figures are simple, without facial features or clothing.

# What is nonverbal communication?

**Nonverbal Communication = Communication without words**

Nonverbal communication is a process of communicating without words, sending and receiving wordless messages.



Can anyone say what this  
symbol is?



# Characteristics of Nonverbal Communication

- Nonverbal communication exists
- All nonverbal behavior has communicative value
- Much nonverbal communication is culture-bound
- Male and female nonverbal communications differ in some ways
- Nonverbal communication is primarily relational
- Nonverbal communication serves many functions
- Nonverbal communication is ambiguous



# Nonverbal Communication



*'it's not what you say,  
but how you say it'*

*'actions speak louder than words'*

# Components / Forms of Non Verbal Communication

Paralanguage/ Vocalics

Body language/ Kinesics

Space Language/ Proxemics

Sign language/ Symbolics

Time language/ Chronemics

Touch language/ Haptics

Physical Appearance

# Paralanguage /Vocalics

## Paralanguage

"Not only *what* you say, but *how* you say it also matters."

Paralanguage consists of:

- Rate
- Pitch
- Volume
- Vocal Fillers
- Quality-Made up of tempo, resonance, rhythm, and articulation



# Body Language / Kinesics

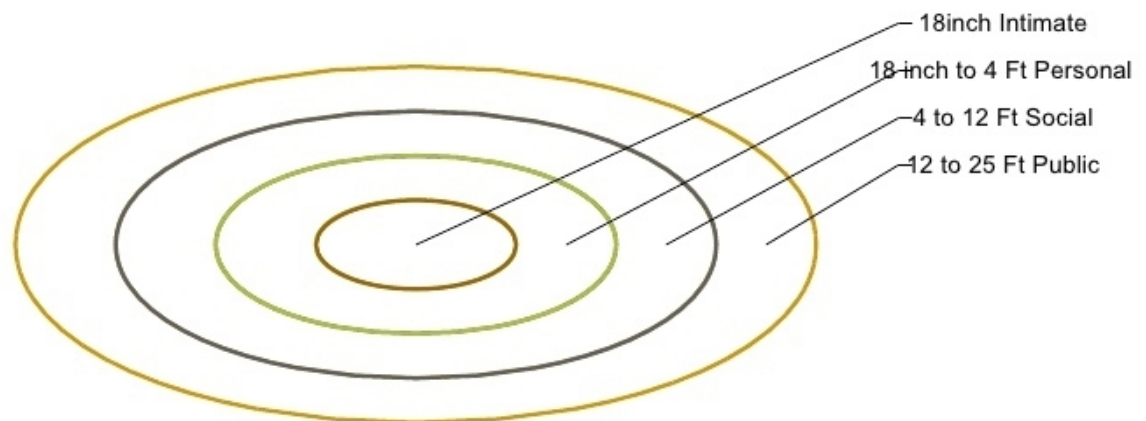




# Space Language/ Proxemics

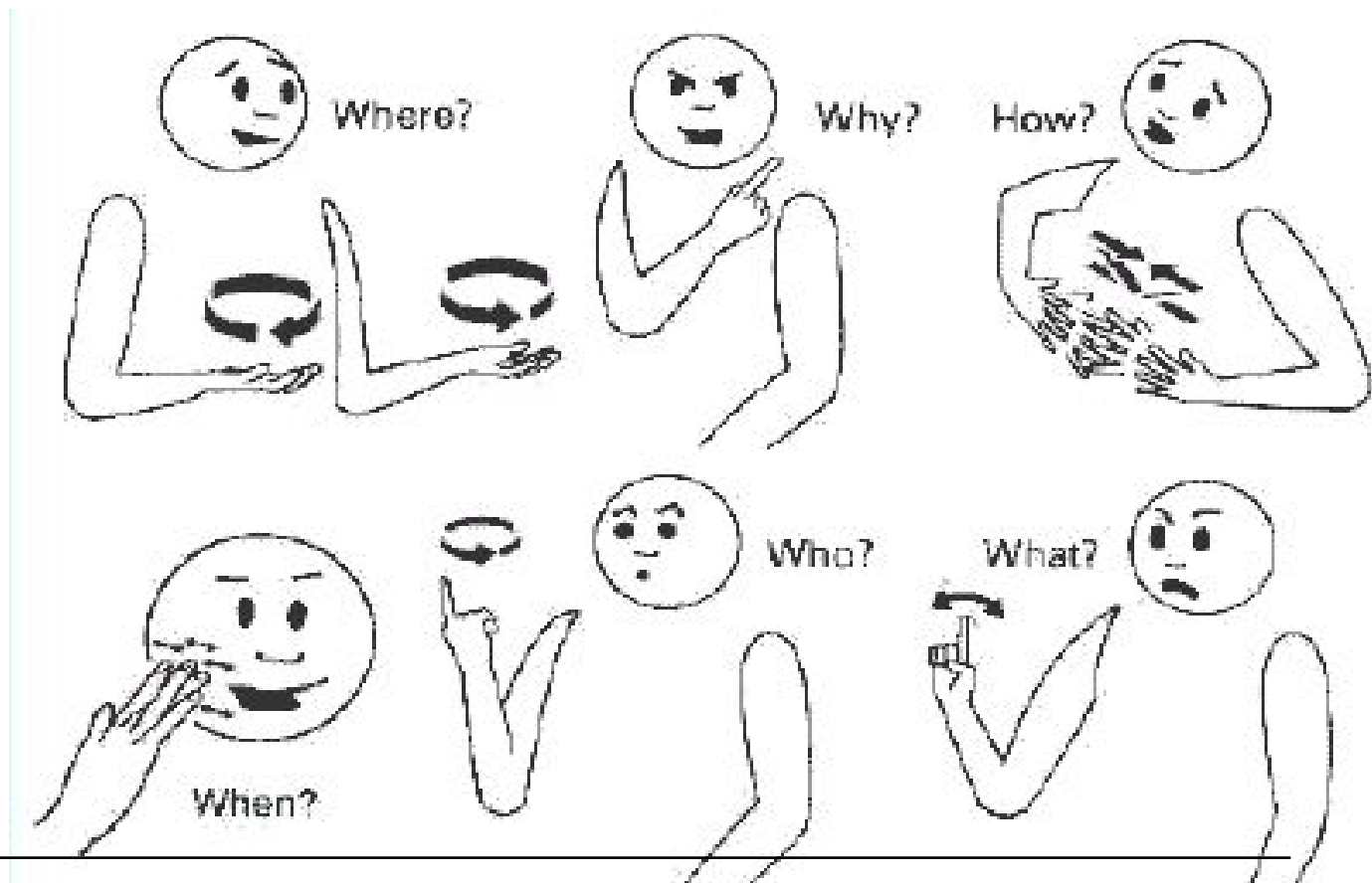
## Components of Nonverbal Communication

### ■ Proxemics





# Sign Language/ Symbols and



# Time Language

## Time (Chronemics)

Chronemics, the study of a person's use of time, help us to understand how people perceive and structure time and their dialogues and relationships with others.

- Duration pertains to how long we allocate for a particular event
- Punctuality is the promptness associated with keeping time
- Activity is somewhat chromatic value



# Touch Language / Hapti

## HAPTIC???

- Derived from greek word 'haptikos' meaning "ABLE TO COME INTO CONTACT WITH"
- Haptics = Touch = Connection
- Touch is at the core of personal experience.
- Of the five senses, touch is the most proficient, the only one capable of simultaneous input and output



# Physical Appearance



Streetwear



Casual



Business  
Casual



Smart  
Casual



Business /  
Informal



B  
Se

# ADVANTAGES OF NON-VERBAL COMMUNICATION

The advantages of non-verbal communication are:

- \* Helps to communicate with deaf people.
- \* Helps to communicate in silent zones.
- \* Helps to communicate secrets.
- \* Helps to communicate with a distant person.
- \* Helps to make conversation short and brief.
- \* Helps to save on time
- \* Helps to communicate with people who don't understand our language.

# DISADVANTAGES OF NON-VERBAL COMMUNICATION

The disadvantages of non-verbal communication are:

- \* We cannot have long conversation.
- \* Difficult to discuss the particulars of the message.
- \* Difficult to understand and requires a lot of repetition.
- \* Cannot be used as a public tool for communication.
- \* Less influential and can not be used everywhere.
- \* Not everybody prefers to communicate through non-verbal communication.
- \* Cannot create an impression upon people/listeners.