

# 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

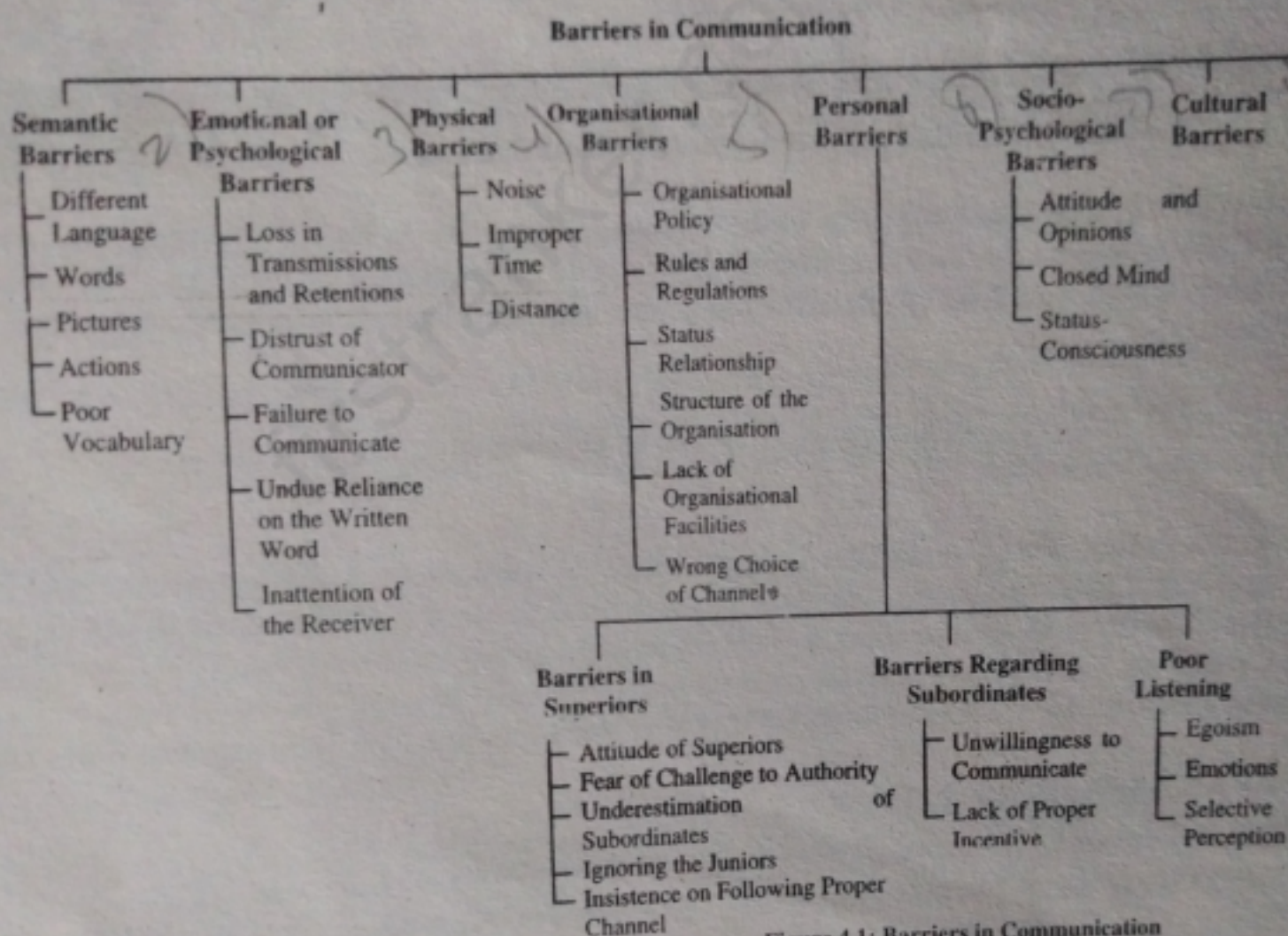


Figure 4.1: Barriers in Communication

## **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

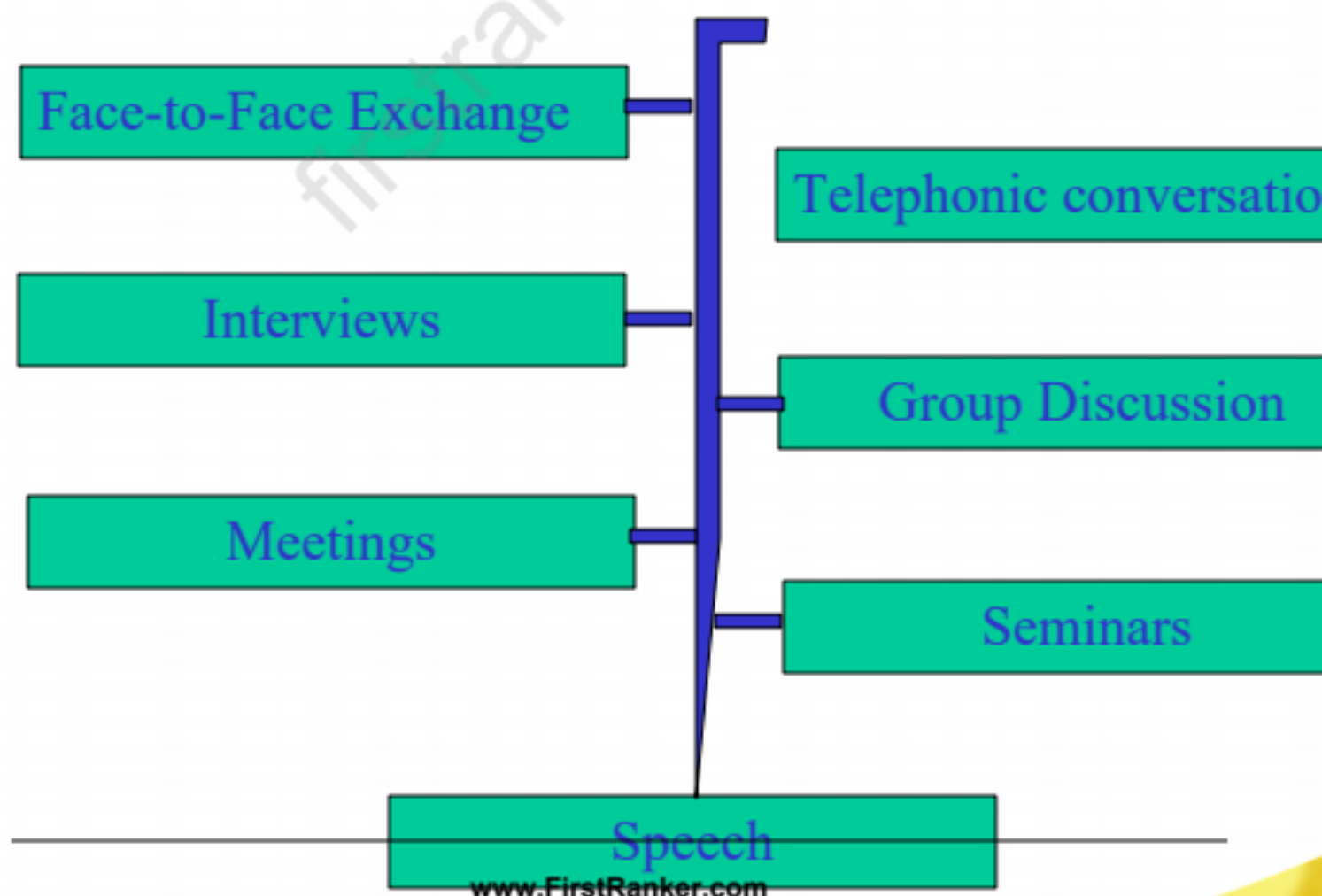
- In oral communication, the most important skill is to impress upon the other person that you are genuinely interested in him / her statements.
- You must first understand the underlying feelings exactly and accurately. Then speak in such a manner that the person feels that you have indeed seen the 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, criticize, or 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>	<a href="http://www.FirstRanker.com">www.FirstRanker.com</a> Listening at first then thinking about it.

# BARRIERS TO LISTENING

## ***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”.**

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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

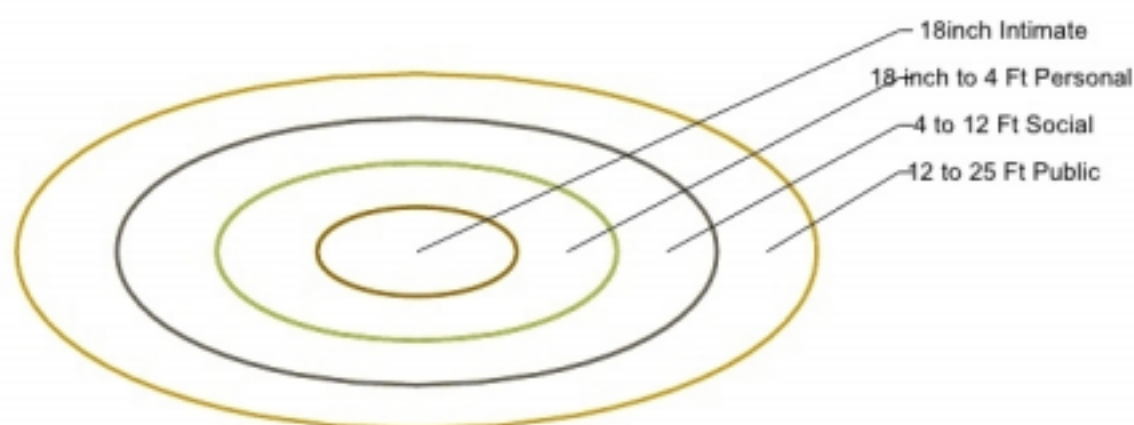




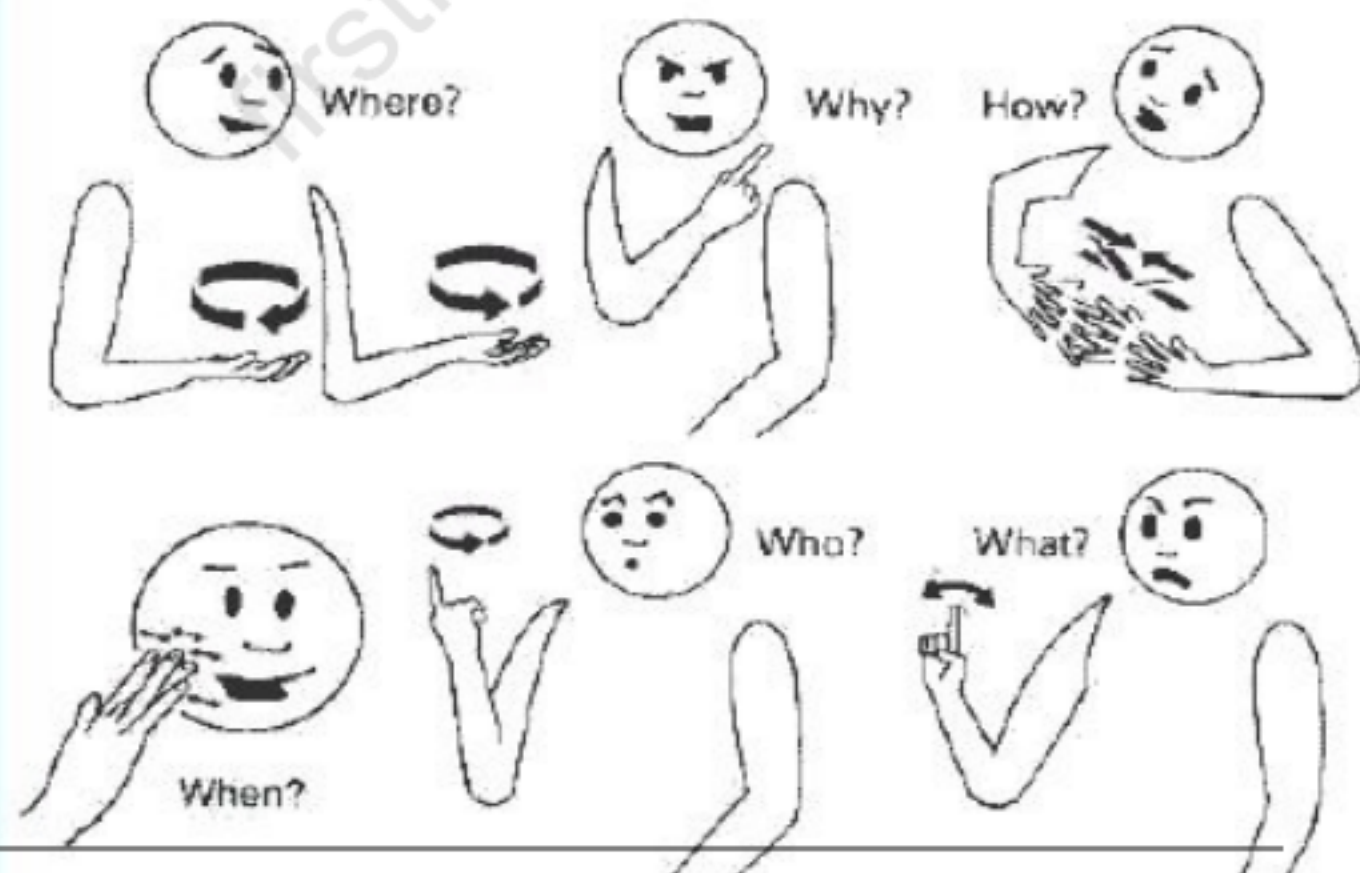
# Space Language/ Proxemics

## 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





# 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.