

Communication Skill

Class X , Ch-1 Communication Cycle:II(IT #402)

Session 2: Verbal Communication

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Learning Outcome of this Session

Student could able to understand:

- Verbal Communication
- Type of Verbal Communication
- Advantages Verbal Communication.
- Disadvantages of Verbal Communication
- What is Mastering Verbal Communication?

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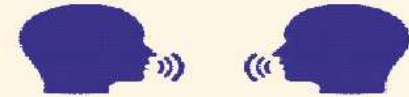
Verbal Communication

- Verbal communication includes sounds, words, language, and speech. Speaking is one of the most effective and commonly used way of communicating. It helps in expressing our emotions in words. By improving your verbal communication skills you will build rapport, and have a better connect.

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Types of verbal Communication

Type of Verbal Communication	Examples
<p>Interpersonal Communication</p>	<p>This form of communication takes place between two individuals and is thus a one-on-one conversation. It can be formal or informal.</p> <p><i>Examples</i></p> <ol style="list-style-type: none"> 1. A manager discussing the performance with an employee. 2. Two friends discussing homework. 3. Two people talking to each other over phone or video call.
<p>Written Communication</p>	<p>This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two or more people.</p> <p><i>Examples</i></p> <ol style="list-style-type: none"> 1. A manager writing an appreciation e-mail to an employee. 2. Writing a letter to grandmother enquiring about health.
<p>Small Group Communication</p>	<p>This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the rest.</p> <p><i>Examples</i></p> <ol style="list-style-type: none"> 1. Press conferences 2. Board meetings 3. Team meetings



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Public Communication

This type of communication takes place when one individual addresses a large gathering.

Examples

1. Election campaigns
2. Public speeches by dignitaries



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Advantages of Verbal Communication

- It is an easy mode of communication in which you can exchange ideas by saying what you want and get a quick response.
- Verbal communication also enables you to keep changing your interaction as per the other person's response.

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Disadvantages of Verbal Communication

- Since verbal communication depends on written or spoken words, sometimes the meanings can be confusing and difficult to understand if the right words are not used.

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Mastering Verbal Communication

- Most people tend to get nervous while speaking in front of a large group, or even while speaking to their teachers, managers or supervisors.

Think Before You Speak

- Think about your topic.
- Think about the most effective ways to make your listeners understand the topic.
- Write or note down whatever you plan to say.

Concise and Clear

- Speak clearly, loudly and at moderate speed.
- Be sure the information you want to share is to the point.
- Do not repeat the same sentences.

Confidence and Body Language

- Be confident.
- Maintain eye contact, stand straight and be attentive.
- Be friendly.

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Home Assignment

A. Multiple choice questions

Read the questions carefully and circle the letter (a), (b), (c) or (d) that best answers the questions.

1. Which of the following is an example of oral communication?
 - (a) Newspapers
 - (b) Letters
 - (c) Phone call
 - (d) e-mail
2. What are the types of words we should use for verbal communication?
 - (a) Acronyms
 - (b) Simple
 - (c) Technical
 - (d) Jargons
3. Why do we use e-mails?
 - (a) To communicate with many people at the same time.
 - (b) To share documents and files.
 - (c) To talk to each other in real-time.
 - (d) To keep a record of communication.

B. Subjective question

1. List the different types of verbal communication. Include

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Subjective question

List the different types of verbal communication. Include examples for each verbal communication type.

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THANKING YOU

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