



Soft Skills Unit-4 One Shot

AKTU Syllabus : Unit-4

Introduction to oral communication, Nuances and Modes of Speech Delivery, Public speaking: confidence, clarity, and fluency, Individual Speaking: Elements; Non verbal Communication: Kinesics, Paralinguistic features of Voice-Dynamics, Proxemics, Chronemics, and Presentation Strategies: planning, preparation, organization, delivery.



Soft Skills Unit-4 One Shot



Oral Communication

➤ What is oral Communication

- When we interact face to face, at the either end of telephone, when sender and receiver both are in front of one another, it is known as oral Communication.
- Oral Communication implies communication through **mouth/voice**.
- It includes individuals, interacting with one another, be it-



Soft Skills Unit-4 One Shot



Direct conversation Or Telephonic conversation

- Examples—
- Speech
- Debate
- Presentation
- Dialogue
- Interview
- Group Discussion
- Podcast etc.....



Soft Skills Unit-4 One Shot



Advantages of Oral Communication –

- There is high level of **understanding** and **transparency** in oral communication as it is inter-personal.
- There is **flexibility** in oral communication. It helps in the changes of decisions, taken previously as per the changing needs and demands/circumstances.
- **Instant feedback** is possible in case of oral communication.
- Oral communication is not only **time saving**, but it also saves much of our money and energy.



Soft Skills Unit-4 One Shot



- Oral communication is the best in case of conflict resolution, as both of the affected parties are physically present to one another.
- It helps in **team building** and **team work**.
- Oral communication is the best medium to **transfer private** and **confidential issues/matters**.
- Oral communication promotes **healthy** and **congenial** atmosphere around.



Soft Skills Unit-4 One Shot



Disadvantages of oral communication–

- Relying only on oral communication may not be sufficient, as professional world is **highly formal** and very **organized**.
- Oral communication is **less authentic** than written communication.
- Oral communication is **time saving** only in case of daily interactions but in case of conducting seminars, interviews, long speeches it consumes lots of time.
- In case of delivering **lengthy** messages, it is improper method as many of the important points may be skipped on the way.
- **It does not have legal validity** as there is no record of what is said. Oral communication is restricted to the available audience only.



Soft Skills Unit-4 One Shot



Paralinguistic Features of communication

What is Paralinguistic –

- 'Paralinguistic' word comes from the combination of two words-
- Para (besides) Linguistic (language)
- According to Richard,
- "Paralinguistic involves study of verbal and non verbal messages or speech".

Paralinguistic involves-

- Rate, pitch, intonation, volume, fluency, pace etc.



Soft Skills Unit-4 One Shot



- Thus paralinguistic features deal with non speaking communication, that does not involve any words but it is very important as it can make or break the impact of our communication. According to John,
- "We speak with our vocal cords, but we converse with our entire body."

Features of Paralinguistic communication –

(1) Pitch - Pitch is **high or low** notes on the scale.

- Pitch is the **rate of variations** on the vocal folds.
- **Pitch is important for the following reasons-**
- Pitch reflects **speaker's mood and interest** in speaking.



Soft Skills Unit-4 One Shot



- Pitch also expresses **speaker's emotional state**.
- Pitch helps to **avoid monotonous impact** in the speech.
- Pitch indicates, whether the speaker is –
 - Asking a question
 - Passing order
 - Making request
 - Simply speaking
- A high pitched person sounds:-
 - Unpleasant



Soft Skills Unit-4 One Shot



- Irritated
- Ill mannered
- Childish
- Artificial
- While a person with low pitch is taken with-
- Greater responsibility
- Greater authority
- Greater credibility
- It is advisable to start softly and in low pitch and then to switch in high pitch if it is the demand of the content



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



(2) Pace/Rate- Rate is the number of words that we speak per minute. Rate also reflects the **meaning and impression** of our communication.

- Most of us speak at an average of **150 words** per minute. If we speak to the limit of **200 words** per minute, the message will sound virtually **intelligible and intellectual**.
- In contrast, if we speak **too slowly**, others may perceive us to be –
- Lacking in confidence, Short of knowledge, Inactive and unwilling



Soft Skills Unit-4 One Shot



(3) Intonation -It tells –

How the voice rise and fall in speech.

➤ In other words, intonation is –

The way, the pitch of speaker's voice goes up and down.

- Intonation is of 3 types-
- Rising intonation
- Falling intonation
- Rising -Falling intonation



Soft Skills Unit-4 One Shot



(4) Articulation - Speaker should be careful about not to-

- Slop, slur, chop, truncate and omit sounds between words and sentences.
- Lazy articulation or speaking over words will lower down the credibility of the speaker.

(5) Pause - Pause is –

- Interruption of action, Speaking briefly, Stop temporarily (In between)
- A pause helps not only the listener, but the speaker as well. Pause comes automatically in between the major points of your speech.



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



(6) Volume - Volume is the –

- Loudness or softness of our voice.
- Speaker's volume reflects **his nature, mood and attitude**.
- Researchers say that **one's assertiveness, confidence, boldness** are reflected in louder volume, while one's intellectualism, deep insight of the **subject matter**, his **polish manner** and **etiquettes** are peeped out from one's softer volume.
- We should use **moderate volume**, neither **too high** not **too low**.



Soft Skills Unit-4 One Shot



(7) Pronunciation - Pronunciation is a way, style in which a particular word, letter or sound is produced or delivered.

- We should follow –
- **British Received Pronunciation**
- Speaker's pronunciation should be accurate and exact, clear and grammatically acceptable.



Soft Skills Unit-4 One Shot



Public Speaking

- ❖ **Public Speaking** - Public speaking is the **practice or art of delivering a speech to the live audience**
- Public speaking is an art of delivering a **specific** content to a **specific sect of audience** with a **specific goal, target or reason**.
- Generally it aims at –
- Transforming information.
- Motivating people to take a particular action



Soft Skills Unit-4 One Shot



- Besides, there are manifold purposes of public speaking –
- To inform, to instruct, to persuade/convince
- To teach, train, educate people..
- To upskill and upgrade
- To entertain and amuse the audience

Elements of Public Speaking

1- **Who(The speaker)**

2- **To whom** (The audience -Their age, gender, background/culture, background knowledge, languages known to them.



Soft Skills Unit-4 One Shot



3- With what effect-

- Mission
- Goal
- Target
- Expected outcome

4- Using What medium-

- Projector
- Slide
- Blackboard
- Charts/maps/diagrams/tables/pictures and so on...



Soft Skills Unit-4 One Shot



Pillars of Public Speaking

➤ The **three** pillars of public speaking are-

(1) **To verbalize** - It means the selection of words ,which the speaker is going to use. It is - **What you speak**

(2) **To vocalize** - It means - **How you deliver words** ,using -pitch, rhythm, intonation, pace, rate, Volume, voice modulation and other vocal skills.

(3) **To visualize** - It means -**How** the audience **visualizes you** and **your presentation**. This involves how you dress, groom and present yourself.



Soft Skills Unit-4 One Shot



- Be clear, transparent in your presentation. Your presentation must be so influential and winning that it may leave an indelible impression onto the audience.

Tips to overcome stage fear and freight –

- Choose a topic of your interest. **Read a lot** about that. **Collect** as much **information** as you may from reading magazines, journals, newspapers, or from websites, blogs or from surfing you tube channels and the like....
- Prepare **more material** than is required. It will help you to feel **confident**.



Soft Skills Unit-4 One Shot



- Prepare a **well researched content**, assuming all possible questions and queries that may be asked from audience.
- Reach the venue at **least half an hour** before the scheduled time. Check all the necessary arrangements beforehand.
- Keep on **attending public speaking** events from time to time. Observe their way of speaking and their non verbal cues, and notice how they interact to their audience.



Soft Skills Unit-4 One Shot



- Try to use some **humour**. Humour works excellently to relax you and your audience both.
- Take some **deep breaths**. Fresh supply of oxygen will ease your nervousness and fear.
- Last but not the least ,the one and only way to overcome stage fear is to go for rehearsals and repeated practice, hence –
- **Practice, practice and practice .**



Soft Skills Unit-4 One Shot



Kinesics

- ❖ **What is kinesics** - Kinesics stands for science of body language..
- It is said that our actions speak louder than words. Sometimes we fail to express our thoughts into words, there body language conveys a lot Body language comprises of-
 - Gesture
 - Posture
 - Eye contact
 - Facial expressions
 - Physical appearance
 - Smile
 - Energy and the like....



Soft Skills Unit-4 One Shot



Features of kinesics(body language:–

(1) Posture - Posture plays an important role in deciding our personality, as a speaker. Posture indicates –

- How to sit, stand, move on...
- How to take position on Dias/podium...
- How to move into the room.....
- How to take entry in the lecture theatre...
- How to appear before others...
- How to make ourselves accessible to others....



Soft Skills Unit-4 One Shot



(2) Gesture- Our gesture plays a vital role in determining our impression as a speaker. We should take care of the following things, while maintaining our gesture-

- Do not lean too much...
- Do not lean against anyone ..
- Do not play with chain/ring/handkerchief....
- Keep your hands down. Use mild movements with hands. Do not be artificial while using hand movements.
- Stand at the center where from everyone can see you and you can also establish proper eye contact to each and every member without any hinderance.
- Do not take support of wall, while standing..



Soft Skills Unit-4 One Shot



(3) Eye Contact - Eye contact plays a vital role in kinesics. It helps us to feel confident .It also helps to read the mood of the audience, whether they are **boring, irritated, prejudiced, diverted, flighty of inactive** .

➤ **We should not fix our eyes more than 3-5 seconds to one person.**

(4) Smile - It is said that , "face is the index of mind.

- Smile makes our facial impressions. Smile helps to –
- Win the favour of the audience.
- Connects us with the audience.
- Be friendly with the audience, so that they may feel comfortable and easy to ask questions and their doubts.



Soft Skills Unit-4 One Shot



(5) Physical Appearance - It is said that , " first impression is the last impression."

- To make our physical appearance remarkable and impressive, we should take care of following things-
- Proper body hygiene is must. So have proper care of nails, feet, ankles elbows, neck, and skin.
- Hair should be well trimmed, well combed , properly gelled.
- Nails should be properly paired.



Soft Skills Unit-4 One Shot



- Dress should suit to the occasion and culture of the organization and it should be properly ironed and well creased.
- Footwear should be cosy and professional. High heels and gaudy footwear may spoil your impression.
- Do not use gaudy jewellery and heavy makeup.
- Handbag or carry bag should not be gaudy. A leather bag/briefcase of black/brown colour is preferable.
- Keep a neatly folded, neat and clean handkerchief in your right pocket.



Soft Skills Unit-4 One Shot



Some other features of kinesics-

(A) How to use screen-

- Stand by the screen, while pointing out.
- Stand away from it, while describing or explaining about the points.

(B) How to look energetic –

- Keep energy in your eyes, voice and movements.
- Stand straight. Do not lean too much. Do not cross your arms and legs.

(C) Relax-

- A relaxing speaker is more carefully listened to.
- Audience show more confidence in a speaker, who is cool, calm, relaxing and comfortable.
- People will not focus if you are impatient, or uncomfortable, unorganized or scattered.



Soft Skills Unit-4 One Shot



Chronology

- **Chronology** - Chronology means **Time Management**. Time management is the process of organizing and planning of how to divide one's activities/projects/tasks in the allotted time slots, setting down priorities.
- **Tips of Time Management** - Time Management is the key to success. The more influentially we will manage our time, the more successful we will be. Here are some tips to manage time –
 - Set a goal, fix your priorities and hit the target one by one, brick by brick, step by step.



Soft Skills Unit-4 One Shot



- Fix a deadline to complete various tasks.
- Take a break between tasks. It would re energized you.
- Organize yourself. Plan your further activities in advance.
- Do not procrastinate for next day.
- Remove non-essential activities.
- Plan ahead, so that further steps may not be hampered.

- **Role of Time Management –**
- It sounds an individual to be well mannered, well disciplined, punctual and systematic as well as organized.
- It helps us to complete task ahead of time.
- Staying within time limits is a sign of courtesy and professionalism.



Soft Skills Unit-4 One Shot



Category of Individuals, In prospects of Time Management - There are **two** kinds of individuals, in prospects of time Management

(1) Monochromic - Such kinds of persons value time. They keep their strong hold on every single minute. Each and every single second is under their strict control. Such kind of person –

- Concentrate on their jobs/assignments/projects and liabilities.
- They take time commitments more seriously.
- Such kind of persons treat time as commodity or asset.
- These people are highly punctual and well organized.
- They complete the task ahead of time, reach the venue before time.



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



Category of Individuals, In prospects of Time Management - There are two kinds of individuals, in prospects of time Management

(2) Polychromic - Such kind of persons do not value time. They can break appointments. For them professional liabilities are lesser than personal engagements.

- They linger on their duties.
- They procrastinate the work on tomorrow or following days.
- They have a number of excuses to delay the tasks, assignments, handed over to them.



Soft Skills Unit-4 One Shot



❖ Proxemics -

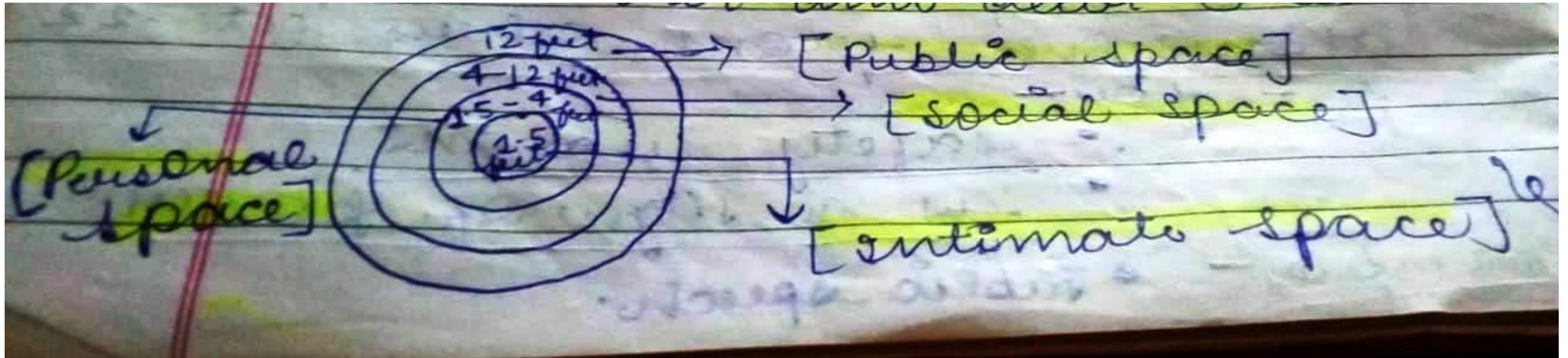
- Proxemics is the study of Space. It indicates how **much space or distance**, one has to **maintain while conversing on different levels**.
- While maintaining on professional grounds, it is a mark of **courtesy and manners** to maintain **certain distance** on the basis of **seniority and authority**.
- Hence we can say that proxemics is the study of –
- How space is used for human interaction.
- T.S.Hall describes Four levels of proxemics. These are-
- Personal level Public Space Social Space Intimate Space



Soft Skills Unit-4 One Shot



- Personal level
- Public Space
- Social Space
- Intimate Space



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



(1) Personal Space - Personal space means **1.5 feet to 4.00 feet** .This is a zone reserved for –

- Friends
- Family
- Close acquaintances.
- **For example** - When friends meet and get together.

(2) Public Space - This extends to-12 feet. Such a zone is held mostly during a professional setting, where a person has to address a group of people,



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



(3) Social Space- Social space extends from **4 feet to 12 feet**.

- This is not as impersonal as the public space is ,but not as close as the personal space.
- When someone is in social space, one is not obligated to interact with them.
- When there is a fair or wedding function, our officers meet us there ,we can be in this space.

(4) Intimate Space- When the distance between two is extended **1.5 feet of lesser** , it is considered as intimated space.

- This zone is usually reserved only for –
- Romantic partner, Close family members like parents and near and dear ones.



Soft Skills Unit-4 One Shot



❖ Nuances and modes of voice delivery

- Good planning is the back bone of good presentation. The more important thing is that **how you deliver your speech, the manner of delivery.**
- Antonio, after the assassination of Julius Caesar, delivered a funeral speech and won the mob by his oratory. The mob was earlier supporting Brutus and others, suddenly turned against him.
- It is of course ,the power of speech, that may turn a dull and uninteresting content into highly interesting and impressive content. While poor delivery may mar the entire effect of the presentation, howsoever rich the content is....



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



➤ There are four modes of voice delivery. These are-

(1) Manuscript- A manuscript speech is ,where the speaker writes down every word, that he is going to speak. In this way ,he has every word planned and sequentially organized.

- This method is used when:-
- The idea is rather complicated.
- There is data based information to deliver.



Soft Skills Unit-4 One Shot



Advantages –

- The speaker has access to every word.
- No guess work or memorization is needed.
- It helps to make the speaker feel confident, easy and tension free.

Disadvantages –

- It hampers eye contact.
- Wrong pronunciation, improper flow may spoil the entire effect of speech.



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



(2) Memorization - A memorized speech is fully prepared in advance .

- In this ,the speaker does not use notes. But memorizing a speech is not like memorizing the poem, word by word, exactly as is written.
- So, do not memorise the script. Work on outline instead. Practice with the outline, untill you can recall and remember the content. By regular practice, the speaker can be expert to deliver speech through this method.

Advantages –

- The speaker may face his audience directly. There is lots of scope to establish eye contact. Hence there is direct connectivity between the speaker and the audience.

Disadvantages –

- If the speaker forgets something or stuck at some place, the situation is really embarrassing.
- In lack of proper preparation, the speaker may feel uneasy, uncomfortable and lack of confidence.



Soft Skills Unit-4 One Shot



(3) Impromptu - In this, the speaker speaks off the cuff, speak without any previous preparation.

➤ **For example –**

- While receiving some award.
- Giving some formal welcome address.
- Vote of thanks
- Introducing /inviting some guest in the event/over the dias.

Advantages –

- The speaker has lots of scope to speak over. There is no limitation. There is no specific topic or thought.
- By fewest words, the speaker may win the audience and leave an indelible impression onto the audience.

Disadvantages –

- In lack of proper practice, the speaker may be speechless, uneasy and uncomfortable.



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



(4) Extempore - The extempore speech is the one, in which topic is given on the spot, but some 5-7 minutes are given to speak over the topic.

- In extempore, the speaker prepares some notes in form of outline, in advance, which trigger their memory, when the speaker starts delivering the speech.
- These notes(outline)are prepared on notecards or on 5"@7" flash cards.
- These notes are not in form of full sentences, but these are in form of outlines, only.



Soft Skills Unit-4 One Shot



Advantages –

- The speaker is able to speak in conversational tone.
- This method allows the speaker to make more eye contact with the audience.

Disadvantages –

- The speaker may forget to stuck at some point.
- Due to the lack of preparation the speaker may feel uneasy, uncomfortable and blank, freezed.



Soft Skills Unit-4 One Shot



- **Tips of making Impromptu speech impressive and influential –**
- Place yourself confidently. Gather some strength. Recollect all your energy and be dynamic.
- Take a deep breathe and start delivering your words.
- Do not slump and be restless or impatient.
- Be precise, crisp to the point, upto the mark.
- Be coherent. Ideas should be inter connected.



Soft Skills Unit-4 One Shot



- Look at the audience and establish a kind of mutual agreement with them. Start with a soft, Swift and pleasant smile. This way you will be able to win the confidence of the audience.
- Believe in the slow delivery, as it will give you time to think and recall.
- Do not try to explain too much. This way you may trap in your own explanations and winding up would be difficult.
- Avoid using unnecessary and meaningless words/expressions, as-
UM,OH,LOOK,I MEAN, AND,I SEE.....



Soft Skills Unit-4 One Shot



❖ What is presentation -

Presentation is the process of presenting a **specific topic to the audience**. It may be in form of –

➤ Demonstration/ Introduction/ Lecture/ Speech

It generally is done for the purpose of –

- Informing, instructing, persuading or convincing the audience to accept any idea/product/policy and the like...
- For building goodwill..
- For motivating and inspiring...



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



- For leading the mass..
- Hence we can say that in presentation, somebody presents a targeted topic to the targetted audience with a targetted purpose/goal/objective.
- **Elements of Presentation** - Ask yourself the following questions, to develop a full understanding of the context of presentation –
 - When , where and at what topic will you deliver?
 - Whether the presentation will be in small room or in auditorium?
 - Who will come there as your audience -their age/ gender/ background/ culture/ liking/disliking etc.



Soft Skills Unit-4 One Shot



- Which language they are comfortable with?
- Whether you know them previously or not?
- Know your audience' needs/requirements/priorities and expectations from your presentation.
- Which tools/technologies you are going to use for presentation...
- **Audience and Locale-** For making our presentation effective and influential, we should take care of two things –
 - Audience
 - Locale



Soft Skills Unit-4 One Shot



- **Audience** - While going ahead for presentation, a deliberate consideration about these is must-

(1) Who our audience is..

- Their age and gender
- background, culture they come from.
- Languages known by them.
- Their needs and requirements..
- Their background knowledge..



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



(2) Expectations of audience –

- Assumptions of their expected questions.
- Probable queries.
- What they are expecting from your session?
- **Locale** - Locale means physical setting of the environment. While giving presentation, we should make following arrangements beforehand –
 - Proper lighting, room temperature, seating arrangement..
 - Whether Mike is working properly..



Soft Skills Unit-4 One Shot



- Dias or podium is available or not, if not available arrange some table/stool...
- Availability of projector/socket/whiteboard/marker etc.
- If these are not available, ask your organizer to arrange these in advance.
- **How to prepare presentation - Organizing Content –**
- A well framed content overcomes all nervousness, while delivering presentation.

According to Dale Carnegie,

- "A well prepared speech is already nine tenths delivered."



Soft Skills Unit-4 One Shot



- Adequate amount of material is required to be an impressive speaker and that adequate amount of material should be delivered in a convincing manner to the audience. For this our presentation should be prepared in these three steps-
- (1) Introduction
- (2) Main Body
- (3) Conclusion



Soft Skills Unit-4 One Shot



(1) Introduction - Introduction of our presentation should be **attention grabbing**. It must be in form of **question** to elevate the mood of the audience and to involve the audience, to connect with them in the starting itself.

- The speaker may start with a quotation, **some poetical lines, a short story** but these should be directed related to the main theme of the topic.
- Start with a pleasing smile ,with some sincere greetings or with an anecdote.
- A good introduction wins over the hearts of the audience and makes them ready to listen to the further part with keen awareness and interest.



Soft Skills Unit-4 One Shot



(2) Main Body - The main body or the discussion part is the main part of the presentation. The main points or the discussion should specify your specific purpose of presentation .

- The main points, already highlighted in the introduction part ,should be elaborated here in the detail. Depending upon the topic, any of the method may be adopted –
- Inductive Method
- Deductive Method
- Chronological Method



Soft Skills Unit-4 One Shot



- Spatial Method
- Interrupted Method
- Cause and Effect Method
- According to Anderson, two things should be kept in mind, while giving presentation –
 - (1) Presentation should be clear and crisp, to the point and upto the mark.
 - (2) It should be such as to arouse the interest of the audience.



Soft Skills Unit-4 One Shot



(3) Conclusion - It is said, 'that all well that ends well'.

- Believing on that, we should try our best to bind up with our presentation.
- A good closing is equally important as a good beginning or introduction is.
- Following are the tips to preparing food conclusion –
- Plan to devote at least 10% of your time for the conclusion, so that audience can put forth their questions/queries and misunderstanding etc in form of question - answer round.



GateWay Classes

Helpline Number 7455961284

Follow Us





Soft Skills Unit-4 One Shot



- Indicate the audience that you are going to bind up. Use phrases like –
- To conclude...
- In the end...
- To sum up...
- Last but not the least..
- Nothing new should be added here in this part as it may lead to further discussion, making it dull and boring.



GateWay Classes

Helpline Number 7455961284

Follow Us



Download **Gateway Classes** Application
From Google Play store
All Subjects

Link in Description

Thank You