

## UNIT - 3 (Oral Communication)

### Principles of Effective Oral Communication

1. Brevity : Message should be brief.
2. Clarity : Message should be simple and clear.
3. Choosing right words
4. ~~Cliche~~ Avoid cliche : phrases or opinions that is overused and betrays a lack of original thought.
5. Sequence : A proper sequence should be maintained.
6. Avoid jargons : Technical words should be avoided.
7. Seven C's of communication :
8. Correct grammar : Grammatical errors make it difficult to understand.

### Merits of Oral Communication

1. Time saving
2. Economical (Saving in cost)
3. Effective medium
4. Easy understanding (Doubts can be cleared)
5. Emergency needs
6. Effective co-ordination

## Demerits of Oral Communication

1. External Communication
2. Noise
3. No secrecy.
4. Problem of language.
5. Absence creates problem.
6. No evidence

## INTERVIEWS

Interview is a formal meeting and discussion with someone on a particular subject. Here two parties are involved i.e. interviewer and interviewee.

→ Interview is an art because it requires skills and creativity.

### Types of Interviews

- ① Info giving interview: The aim of this interview is to provide and supply information.
- ② Info collecting interview: This interview focused on receiving information by asking, questioning, clarifying, investigating and finding reasons.
- ③ Employment interview: It is simply a job giving interview.

- ④ Appraisal Interview: for promotion
- ⑤ Counselling Interview: It is an advisory type to promote good employer-employee relation and change in the attitude of the candidate.
- ⑥ Complaint / Grievance Interview: This interview occurs because something remedial has to be done.
- ⑦ Disciplinary Interview: When employees failed to perform according to task they are subject to disciplinary action. Then an interview is conducted where they have to give explanation.
- ⑧ Exit Interview: This interview is conducted to review job satisfaction, future prospects in the new organisation and to promote goodwill.
- ⑨ Research Interview: It is held to collect certain info relating to the research problem under study.

### Styles of Interview

- ① Direct Interview: When questions are asked directly. (straight forward)
- ② Indirect Interview: It is not a straight forward question / answer method. Candidate is given an opportunity in a conducive atmosphere to talk freely.

- ③ Pattern Interview: Questions are standardised in advance.
- ④ Stress Interview: anxiety and the ability to take pressure is checked.
- ⑤ Depth Interview: Interview is conducted on a focussed point (topic).
- ⑥ Board Interview: The interviewee has to face more than one person.

### Styles Of Oral Communication

1. Aggressive / Blaming Style: finding faults in others.
2. Placating / Non-assertive Style: They are polite, neutral, sympathetic, do not hurt others, avoid conflict and say yes.
3. Computing / Intellectual Style: clever, gentle, calm, polite, strong knowledge.
4. Distracting / Manipulative Style: Such people draw aside the mind or the attention.
5. Levelling or assertive Style: They are able to stand for their rights and express feelings and thoughts in a direct manner.

6. Information Hoggers : They are nobody's friends. They are the one who hoard info or message unnecessarily.
7. Chatterbox : Talking irrelevant and wasting energy.
8. Mumbler : Person who speaks in a muffled tone (difficult to hear)

### Essentials of Interview

1. ~~Thorough~~ Thorough knowledge : Both parties should have the knowledge.
2. Background Information : Take the background info of the organisation
3. Time Factor : We should talk in limit
4. Freedom : Freedom should be given to the interviewee to say what he wants to say.
5. Interview place : There should be a good way environment where interviewee is comfortable.
6. Keep interviewees at ease.
7. Patience in listening
8. Understanding the level
9. No harshness : No bitterness ~~should be~~.
10. No confrontation / argument
11. No discrimination : Interviewer should not discriminate on the basis of caste, gender, etc.

GOOD WRITE

12. No jumping to conclusion
13. Win the confidence

## MEETINGS

Meeting: The word 'meeting' denotes an arrangement to come face to face with advance plan for a purpose.

### Kinds/Types of Meetings

1. Public Meetings
2. Private Meetings

Public Meeting: A meeting is public where admission is open to all. Any interested member of the public can participate and contribute.  
Eg: Social, political, cultural, literary, religious, etc.

Private Meeting: A meeting is private where there is no open invitation. Only the invitation is extended to those who are concerned and interested.  
Eg: Company's meeting, ~~trade union~~ trade union, employ union, etc.



- Corporate Meetings Eg: shareholder meetings, board meetings, meeting of the creditors.

## How to plan a meeting

1. Agenda of the meeting
2. Fixing and finalisation (Date, Time and Place)
3. Advertising a meeting.
4. Notice to the members (Informing the members through an acceptable channel)
5. Arrangements
6. Preparation of notes and reports
7. Inviting ex-official / guest
8. Minutes Book : It is a book for recording the proceedings of the meeting.

## LISTENING SKILLS

- Listening is a process involving awareness, reception and perception.
- It contributes to mutual understanding.

## Principles for Good Listening

1. Listen patiently
2. Understand speaker's feelings
3. Restatement and summary
4. Time for discussion
5. Avoid common cliché
6. Avoid expressing views
7. Less explanation (Try to understand and do not question much)

## Types of Listening

1. Marginal Listening: A listener has the capacity to listen 4 times faster than the speaker. Thus uses the extra time available to think about other matters.
2. Evaluative Listening: When the listener thinks and evaluates.
3. Projective Listening: It is a process to observe and understand what is said with an attempt to grasp the message before contradiction.
4. Active Listening / Emphatic Listening: The sense and the intention of the speaker and the listener are same.
5. Fake Listening:



## BARRIERS

- ① Psychological ear muffs : It is a state of split attention and half listening. It protects us from manipulative listening, manipulative / dull / annoying / enormous matter or information.
- ② Distraction of mind : The distraction can be external, internal, physical or mental.
- ③ Lack of Motivation :
- ④ Wandering mind
- ⑤ Emotional Screen
- ⑥ Jumbled and mumbled words
- ⑦ Rebuttal Instinct.

## Negotiation

It is a process of interaction by which two or more parties who consider that they need to be jointly involved in an agreement, but have different objectives use argument and persuasion to achieve a mutual acceptable situation.

GOOD WRITE

## 9. Skills Required for negotiation:

1. Communication
  2. Conflict Resolution Skills
  3. Knowledge
  4. Psychology
  5. The social background.
  6. Interpersonal skills (listening ability, problem solving, decision making, stress management)
- ### Principles of Negotiation

1. There should be minimum two parties with common interest.
2. In the process, there is direct and verbal interaction b/w people.
3. Parties might have same degree of interest but they start with diff opinions and objectives causing hindrance.
4. Parties consider negotiation is a better way to resolve differences.
5. Each party is under the impression that they can persuade another party to modify their original position.
6. At times, the outcome proves unattainable but the parties retain their hope of an acceptable agreement.
7. Each party has some influence or power over others' ability.

Do on your own.

Conflict Management → [Kavita Tyagi]