

COMMUNICATION & PRESENTATION SKILLS

SS~152

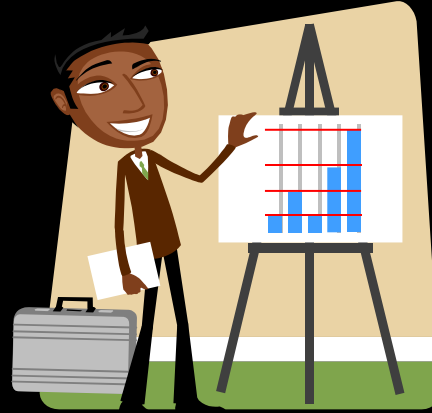
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Week 2

Lecture # 3

ORAL COMMUNICATION

Context in Oral Communication



Techniques for Oral Communication Skills

Speak clearly

Adapt to suit audience

Pitch, tone and speed

Eye contact

Non verbal cues

Prepare - confidence

Breathe!

SPEAKING

S	-	Situation / Setting
P	-	Participants
E	-	Ends
A	-	Act Sequence
K	-	Key
I	-	Instrumentality
N	-	Norms
G	-	Genre

BARRIERS IN COMMUNICATION

NOISE

The background of the image is a close-up of a person's head wearing large headphones. The image is tinted with a reddish-pink color. Overlaid on this is the word "NOISE" in large, bold, yellow letters. The letters are stylized with multiple parallel lines, giving them a vibrating or noisy appearance.

#PodcasterProblems

Podcasters & Communication Series

OnTheGo.FM



Types of Noise

PHYSICAL NOISE

Physical noise is an interference that is *external* to both speaker and listener. It hampers the physical transmission of the signal or message.

Example: loud party at the neighbors while you're trying to record the lecture; traffic noise; etc.

TECHNICAL NOISE

This involves in the failure of the medium of communication between people that may prevent the exchange of communication.

Example: crackle in the phone; problem in the microphone; bad throat; blurred images (ineffective projection-multimedia); illegible handwriting; etc.

SOCIAL NOISE

Interference caused by differences in personality and cultures of the members participating in the communication process.

Example: difference of age group; caste; social status; gender; education; religion; language; etc.

PSYCHOLOGICAL NOISE

Psychological noise is *mental interference* in the speaker or listener. The mood, emotional status, mindset all affect communication by creating a barrier.

Example: excessive emotions; prejudice; fear; nervousness; etc.

SEMANTIC / LANGUAGE NOISE

Semantic noise is interference created when the speaker and listener have different meaning systems.

Example: idioms; slangs; colloquial terms; use of non-verbal communication; etc.

Other Types of Barriers

DISTORTION

Distortion refers to the way in which the meaning of a communication is lost in handling. It occurs largely at the encoding and decoding stages of communication.

There are two types of Distortion:

Filtering: In which sender purposely change the information so it will be seen more favorably by the receiver.

Selective Perception: The receiver listens to the specific information based on needs, motivations, experience and other personal characteristics.

GENDER DIFFERENCE

Male and female discourse

Men communicate to emphasize Status and independence

Women create connectedness and emotions

Choice of language / topics

Non-Verbal communication: space, volume, gestures & eye contact

And Others...

Non-Verbal Cues

Problems in Message

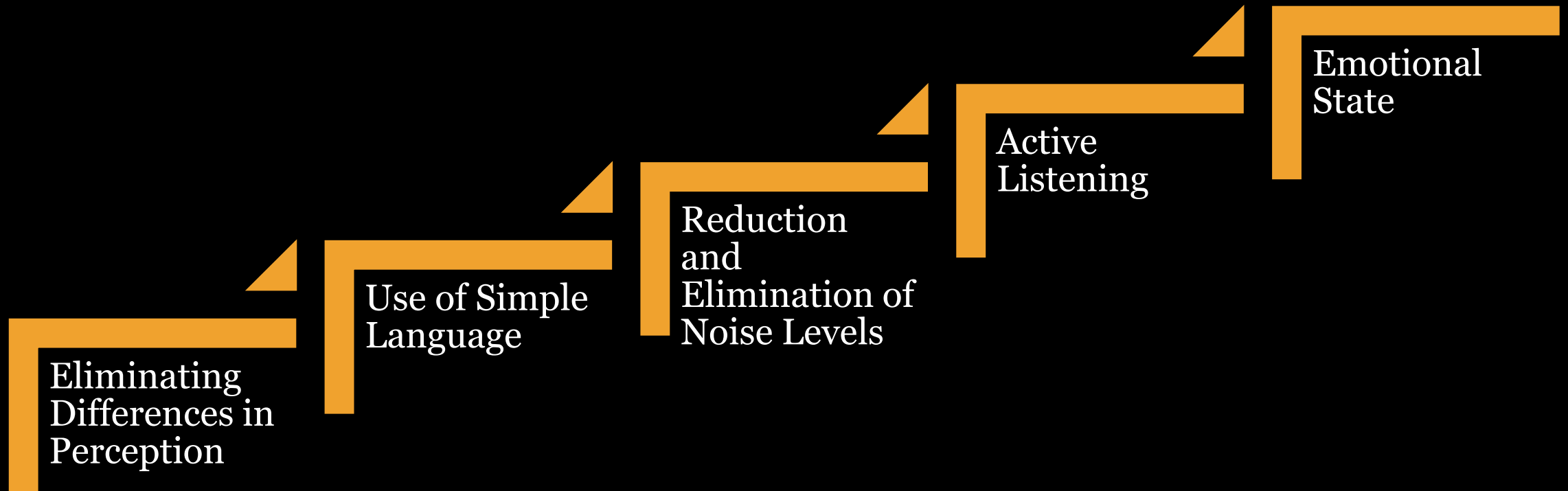
Lacking communication skills

Information Overload / Underload

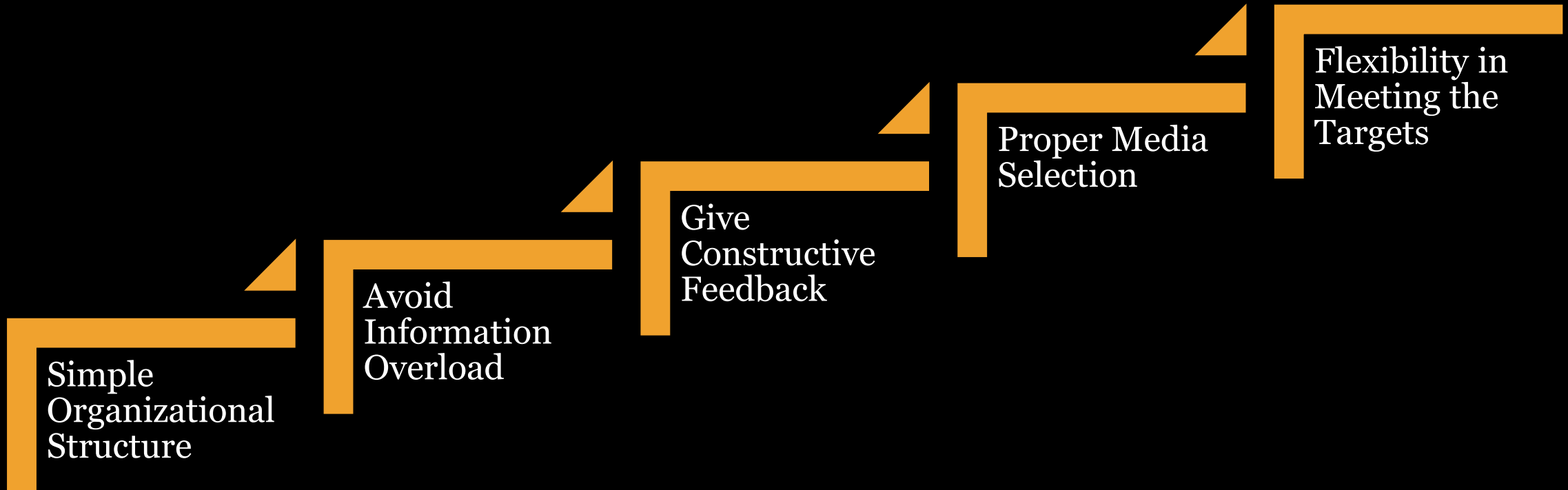
OVERCOMING COMMUNICATION BARRIERS



Ways To Overcome Barriers In Communication



Ways To Overcome Barriers In Communication



TASK 1

Indicate the Type of Noise in the following Scenarios

1. Amber was unable to hear Mohsin due to wailing sound of the ambulance.
2. The female secretary finds it difficult to understand the gossip been done by the male colleagues in the office.
3. Difference in age group and education result in communication barrier due to _____.
4. Emotions, prejudice and depressive mood create communication barriers due to _____.
5. The graphs presented in the presentation were not clear.

6. Aisha was hesitant to answer the questions in the interview, as she was nervous.
7. The foreigner didn't understand the directions provided by the local regional speaker.
8. Mariam was not able to hear her mother due to loud music in the Banquet hall.
9. The crowd was not able to hear the speaker properly due to low voice of fixed speakers in the ground.
10. The Chinese teacher was not able to understand the queries of her foreign language speaking students.
11. Naila was not able to hear Maheen on the mobile phone.

TASK 2

Q/A

- ❑ Give two examples of Technical noise in your university?
- ❑ Give two examples of Social Noise?
- ❑ Give one personal example of Psychological noise faced by each one of you?

Submission Criteria

- Assignment 1: CLO 1 & 2
 - Total Marks: 15
 - Submission Date: Feb 23, 2021
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- Make a group of 4–5 members each to attempt the given tasks.
 - Mention names and roll nos. of all the group members, and section on the title page.
 - Submit the assignment in the hard copy (print out).

THANK YOU

