

**Oral communication** is the process of verbally transmitting information and ideas from one individual or group to another. Oral communication can be either Formal or Informal. Examples of informal oral communication include:

- Face-to-face conversations
- Telephone conversations
- Discussions that take place at business meetings

More formal types of oral communication include:

- Presentations at business meetings
- Classroom lectures
- Commencement speech given at a graduation ceremony

With advances in technology, new forms of oral communication continue to develop. Video Phones and Video Conferences combine audio and video so that workers in distant locations can both see and speak with each other. Other modern forms of oral communication include Podcasts (audio clips that you can access on the Internet) and Voiceover Internet Protocol (VoIP), which allows callers to communicate over the Internet and avoid telephone charges. Skype is an example of VoIP.

### **Advantages**

There are many situations in which it makes sense to choose oral over written communication.

Oral communication is more personal and less formal than written communication.

If time is limited and a business matter requires quick resolution, it may be best to have a face-to-face or telephone conversation.

There is also more flexibility in oral communication; you can discuss different aspects of an issue and make decisions more quickly than you can in writing.

Oral communication can be especially effective in addressing conflicts or problems.

Talking things over is often the best way to settle disagreements or misunderstandings.

Finally, oral communication is a great way to promote employee morale and maintain energy and enthusiasm within a team.

## **Disadvantages**

Despite the many benefits of oral communication, there are times when written communication is more effective.

For example, you may want to exchange important information that needs to be documented using written communication.

A lot of transactions in the business world require some type of written record, and you will find that even strong verbal skills are not a substitute for putting things in writing.

Additionally, oral communication tends to be less detailed and more subject to misunderstanding than written communication.

It's best to always think carefully about which method of communication best fits your objective.