Unit : 3 :

Speaking Skills

3.1 Non-verbal Communication

3.2 Group –discussions- Conducting G.D on giventopics(Oral Practical)

3.3 Dynamics of Professional presentation/DraftingPresentation on given topics

3.4 Public speaking 3.5 Conversations and Dialogue writing

3.1 Non-verbal Communication

Non-verbal communication refers to the transmission of messages or information without the use of words. It includes facial expressions, body language, gestures, eye contact, posture, and tone of voice. Non-verbal cues often complement verbal communication, adding depth and meaning to the spoken word.

Key Concepts:

* Facial Expressions: Convey emotions such as happiness, anger, or sadness. For example, a smile can indicate friendliness or approval.
* Gestures: Movements of the hands or arms to express ideas. For example, nodding your head typically indicates agreement.
* Posture: The way a person stands or sits, which can convey confidence, openness, or defensiveness. Standing tall with shoulders back suggests confidence.
* Eye Contact: Maintaining eye contact can demonstrate interest, attention, and confidence. Avoiding eye contact may suggest discomfort or disinterest.
* Tone of Voice: The pitch, volume, and speed of speech can influence the meaning of the message. A calm and steady tone suggests confidence and control, while a loud and fast tone might indicate excitement or urgency.

Example: In a job interview, maintaining good eye contact, offering a firm handshake, and sitting with an upright posture can create a positive impression.

3.2 Group Discussions (GD)

Group discussions are a crucial part of professional and academic environments. They involve a group of individuals discussing a specific topic, where each participant presents their views, listens to others, and collaboratively reaches a conclusion.

Key Concepts:

* Introduction: Start by introducing the topic and the participants.
* Initiating the Discussion: The person who starts the discussion sets the tone and direction. It’s important to state your points clearly and confidently.
* Active Listening: Paying attention to others’ points of view, acknowledging their input, and responding appropriately.
* Interruption: If necessary, do it politely, ensuring that the discussion remains productive.
* Summarization: Concluding the discussion by summarizing the key points and the consensus reached.

Example Topic: "Is Remote Work the Future of the Workplace?" Participants would discuss the pros and cons, share experiences, and collectively come to a conclusion.

3.3 Dynamics of Professional Presentation

Presentations are a key component of business communication. A professional presentation involves clearly communicating ideas, data, and arguments to an audience, often with the help of visual aids like slides.

Key Concepts:

* Structure: A good presentation typically follows a clear structure: Introduction, Main Body, and Conclusion.
* Clarity: Use simple, concise language and avoid jargon unless necessary.
* Engagement: Interact with your audience by asking questions, making eye contact, and encouraging participation.
* Visual Aids: Use slides, charts, graphs, and videos to complement your speech and make complex information more understandable.
* Body Language: Maintain confident posture, use appropriate gestures, and avoid fidgeting.

Example: A presentation on "The Impact of Social Media on Consumer Behavior" might start with an introduction to social media platforms, followed by data on consumer behavior, case studies, and a conclusion with recommendations.

3.4 Public Speaking

Public speaking involves delivering a speech to a live audience with the intent to inform, persuade, or entertain. It is an essential skill for leaders, managers, and professionals.

Key Concepts:

* Preparation: Research your topic thoroughly and organize your content logically.
* Practice: Rehearse your speech multiple times to gain confidence and improve delivery.
* Audience Analysis: Understand the audience’s interests, level of knowledge, and expectations.
* Delivery: Focus on clear articulation, appropriate volume, and effective pacing.
* Managing Nervousness: Techniques such as deep breathing, visualization, and focusing on the message rather than yourself can help reduce anxiety.

Example: A motivational speech at a graduation ceremony where the speaker shares personal experiences, offers advice, and encourages graduates to pursue their dreams.

3.5 Conversations and Dialogue Writing

Effective conversations and dialogue writing are crucial in professional communication. These skills involve exchanging ideas, opinions, and information in a clear, concise, and respectful manner.

Key Concepts:

* Context: Understand the situation and purpose of the conversation.
* Clarity: Be clear and specific about your message to avoid misunderstandings.
* Active Listening: Show that you are paying attention by nodding, making eye contact, and giving verbal acknowledgments like “I see” or “I understand.”
* Empathy: Understand the other person’s perspective and respond accordingly.
* Politeness: Use polite language, especially when making requests or giving feedback.

Example Dialogue:

* Scenario: Requesting a deadline extension for a project.

Employee: "Good morning, Mr. Smith. I wanted to discuss the project deadline."

Manager: "Sure, what’s on your mind?"

Employee: "I’m facing some challenges with the current project scope, and I’d like to request a one-week extension to ensure the quality of the deliverables."

Manager: "I understand your concern. Let’s review the progress so far, and if necessary, we can adjust the timeline."