

ART OF CONVERSATION IN FORMAL SET UP



Outline of Presentation

- ▶ Introduction
- ▶ How to sound formal?
- ▶ Formal Communication Channels
- ▶ Do's and Don'ts



Introduction

► What is Art of Conversation?

- ❑ a style of speaking or writing that's neutral, orderly, controlled, explicit, following protocol, and without an indication of close personal acquaintance
- ❑ the official, planned communication processes within a company.

► Why use formal Communication?

- ❑ To distinguish oneself as a part of certain social group



How to sound formal?

Avoid Contractions

- These make sentences sound informal
- Stick to complete version to raise formality
- E.g., you're for you are, don't for do not

Minimize Personal Pronouns

- E.g., "You will sound more formal" can be better quoted as "One sounds more formal"

Use Passive Voice

- E.g., "An outstanding blog post taught me the ability to converse formally" rather put it as "I was taught the ability to converse formally through an outstanding blog post"

Use shorter and correct sentences

- Longer sentences have more interdependencies, making them harder to write.
- More prone to errors
- Stick to complete version to raise formality
- E.g., you're for you are, don't for do not

Use Elegant Words

- E.g., Replace BUT with HOWEVER, STILL with NEVERTHELESS, TALK with CONVERSE, SO with THUS, etc.

Use Mr./Ms. + Surname

- Using first names is associated with friendship
- E.g., Addressing someone as Ms. GUPTA rather than SAKSHI makes it more neutral and formal

Use Official Titles

- Shows respect for the accomplishments of the people you are talking to/about
- Also shows that you have done your research
- E.g., Addressing somebody who is a PhD as Mr./Ms. shows lack of research

Avoid Slang

- Destroys the formal image you have created

Use Jargon

- Usually is not a good idea.
- Proves good if you wish to establish yourself as a part of a specific audience
- E.g., If you are at an online marketing convention, using terms like SEO, SEM etc. may show that you are one of them

Avoid Analogies and Anecdotes

- Keep things abstract as analogies and anecdotes make things sound informal



Formal Communication Channels



Email (Most Formal)

Phone (May be formal or informal)

Chat/Messaging (Informal)

Dos and Don'ts



► Do's

- ❑ Listen more than you talk
- ❑ Come to an occasion armed with topics
- ❑ Tailor the conversation to the listener
- ❑ Take your turn
- ❑ Think before you speak



► Don'ts

- ❑ Don't talk to only one person when conversing in a group
- ❑ Don't engage in "One-Upping"
- ❑ Don't Overshare
- ❑ Don't interrupt

