

Professional Communication

Unit4 Topic1

Effective Speaking Skills

B. Tech
2nd Semester



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UNIT-IV	Speaking Skills	8 Hours
<ul style="list-style-type: none">➤ Skills of effective speaking➤ Applied phonetics – phoneme, syllable, word accent➤ Stress, rhythm& intonation in English➤ Neutral accent – difficulties of non-native speakers of English➤ Speaking with confidence		

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Course Outcomes

CO1 Students will be able to comprehend texts for professional reading tasks in preparation for an International Certification in Business English.

CO2 Students will be able to write professionally in simple and correct English.

CO3 Students will be able to interpret listening tasks for better professional competence.

CO4 Students will recognize the elements of effective speaking with emphasis on applied phonetics.

CO5 Students will apply the skill of speaking at the workplace.

CO-PO and PSO Mapping

CO	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12
CO1	0	1	1	1	1	1	2	2	2	3	2	3
CO2	2	2	2	2	2	2	2	2	2	3	2	3
CO3	1	3	2	3	2	1	2	1	1	3	2	3
CO4	2	3	3	3	2	3	2	1	3	3	2	3
CO5	0	1	1	1	1	2	2	1	3	3	3	3
Mean	1	2	1.8	2	1.6	1.8	2	1.4	2.2	3	2.2	3

Prerequisites and Recap

PREREQUISITES

- Communication Cycle
- Verbal and Non-verbal Communication
- Vocabulary

RECAP

Listening Skills

- Process of listening
- Types of listening
- Overcoming barriers to listening
- Tips for effective listening
- Exercises on listening skills

Topic Objective and Mapping

CO4 Students will recognize the elements of effective speaking with emphasis on applied phonetics.

- Students will be able to understand the need and importance of Effective speaking skills and utilize it in their communication
- Students will apply speaking skills for practical and oral presentation purposes

WHAT IS SPEAKING

- Speaking is an act of making vocal sounds.
- We can say that speaking means to converse, expressing one's thoughts and feelings in spoken language
- Speaking is the second of the four language skills
- Like other skills it is more complicated than it seems at first and involves more than just pronouncing words
- It may be from an informal remark to a scholarly presentation to a formal address

EFFECTIVE SPEAKING

- Speaking effectively is defined as speaking in such a manner that your message is clearly heard and acted upon
- There are 3 main aspects of effective speaking
 - The words you use
 - Your voice
 - Your other non-verbal communication i.e. body language



WHAT TO DO BEFORE SPEAKING?

- Think positive
- Quickly analyse
- Be an active listener
- Be a quick organiser of thoughts
- Structure your speech in your mind
 - Opening
 - Body
 - Conclusion



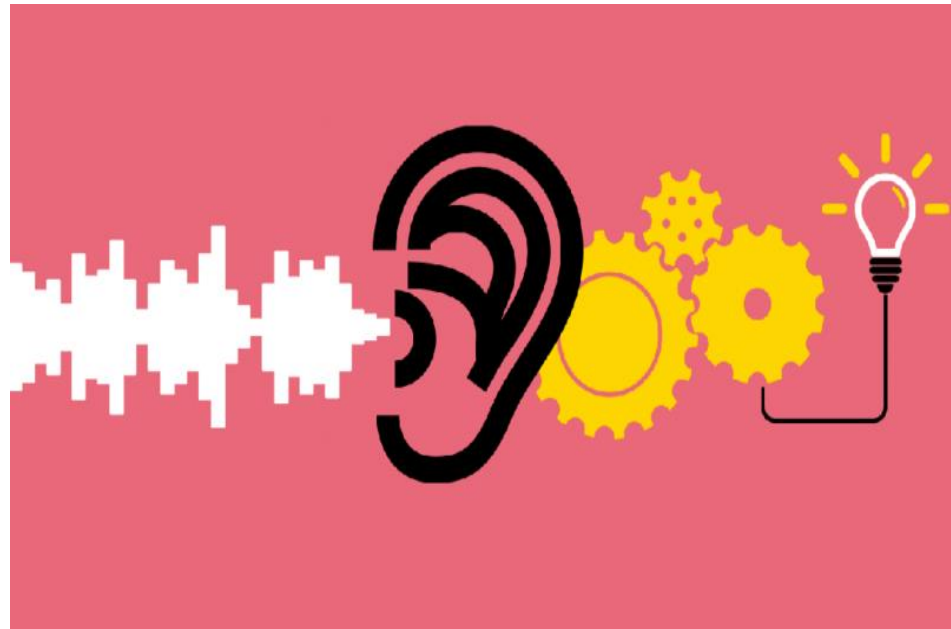
IMPORTANCE OF SPEAKING SKILL

- It allows us to form connections, influence decisions, and motivate
- To win over the crowd
- Career enhancement
- Personal satisfaction
- Ability to benefit derivatively



EFFECTIVE SPEAKING SKILLS

- Be prepared and practice
- Know your audience
- Interact with your audience
- Speak with sincerity and passion
- Close your speech in a memorable way
- Fluency
- Don't be a time hog



MICRO SKILLS OF SPEAKING

- Use the correct forms of words. This means, for example, changes in the tense, case, or gender
- Put words in correct word order
- Use vocabulary appropriately
- Use the language that is appropriate to the situation
- Make the main ideas stand out from supporting ideas or information

BARRIERS TO SPEAKING

- Use of negative words
- Words can have different meaning to different listener
- Incomplete sentence
- Lack of consistency in the communication process
- Unclear messages



HOW TO IMPROVE SPEAKING SKILLS

- Don't speak too fast
- Try to become less hesitant and more confident
- Learn new vocabulary
- Use good language
- Eye contact
- Breathe....it's a good thing



Faculty Video Links, Youtube & NPTEL links and Online Course Details

- You Tube Links:
- <https://www.youtube.com/watch?v=6pYSbdGiDYw>
- https://www.youtube.com/watch?v=CAU2zx2Ri_M

Q 1. Speaking is an act of making____?

- a. Noise
- b. Vocal sounds
- c. Thoughts
- d. None

Q 2. Words can have different meaning to different listener.
(True/False)

Q 3. The importance of effective speaking is :

- a. To win over the crowd
- b. Career enhancement
- c. Personal satisfaction
- d. All of these

Daily Quiz (Answers)

Q 1. Speaking is an act of making____?

- a. Noise
- b. Vocal sounds**
- c. Thoughts
- d. None

Q 2. Words can have different meanings to different listeners.
(True/False)

Q 3. The importance of effective speaking is :

- a. To win over the crowd
- b. Career enhancement
- c. Personal satisfaction
- d. All of these**

Weekly Assignment

- How does effective speaking skill help in communication?
- How can one develop speaking skills?
- What are the various barriers in speaking?

Q 1. Incomplete sentences give unclear meaning. (True/False)

Q 2. The four language skills are:

- a. Writing, Reading
- b. Speaking, Listening
- c. Both a and b
- d. None

Q 3. Speaking means

- a. expressing one's thoughts and feelings in spoken language
- b. the ability to read
- c. the ability to convey incomplete message
- d. none

MCQs (Answers)

Q 1. Incomplete sentences give unclear meaning. (**True**/False)

Q 2. The four language skills are:

- a. Writing, Reading
- b. Speaking, Listening
- c. **Both a and b**
- d. None

Q 3. Speaking means

- a. **expressing one's thoughts and feelings in spoken language**
- b. the ability to read
- c. the ability to convey incomplete message
- d. none

Old Question Papers

- Why do we need presentation skills? Explain. **(2014-15)**
- What is the importance of audience and locale in formulating presentation strategies for the speaker? Analyze briefly. **(2015-16)**

Expected Questions for University Exam

- What are the benefits of speaking skill?
- How can one improve his/her listening skill?
- What is the concept of Effective speaking?
- How does speaking skill help in over all development of your communication skill?

SUMMARY

- Speaking skills is the ability to talk at any time and in any situation
- Effective speaking means being able to say what you want to say in such a way that it is heard and acted upon.
- Be a quick organiser of thoughts, structure your speech in your mind
- Don't speak too fast
- Try to become less hesitant and more confident

Applied Phonetics

- Phoneme- A phoneme is the smallest unit of sound in a word that makes a difference in its pronunciation, as well as its meaning, from another word.
- When speaking, we combine phonemes to form words.
- For example, the word 'hen' has 3 phonemes: /h/, /e/ & /n/
- The word 'when' also has 3 phonemes: /wh/, /e/ & /n/
- Whereas the word 'went' has 4 phonemes: /w/, /e/, /n/ & /t/

Sounds in **ENGLISH**

Total distinctive sounds (Phonemes)—44

Which can be divided into

Vowel sounds—20

(PURE) Monophthongs—12

(IMPURE) Diphthongs—8

Consonant Sounds—24

How many letters of the alphabet are there in English? Hindi?

VOWEL SOUNDS

- A Vowel is a speech sound made by allowing breath to flow out of the mouth without closing any part of the mouth or throat
- Letters of English alphabet that represents vowels are:
‘a, e, i, o, u and sometimes y’

Contd.

- **Monophthongs**- are vowels, whose sound quality does not change over the duration of the vowel. It is also called pure or stable vowels.

E.g. /a/, /e/, /o/

- **Diphthongs**- are vowels sounds that glides from one quality to another. They are also called vowel glides.

E.g. /ai/, /oi/, /eu/

VOWEL SOUNDS (MONOPHTHONGS)

<p>i:</p> <p>she<u>ep</u></p>	<p>ɪ</p> <p>sh<u>i</u>p</p>	<p>ʊ</p> <p>g<u>oo</u>d</p>	<p>u:</p> <p>sh<u>oo</u>t</p>
<p>e</p> <p>be<u>d</u></p>	<p>ə</p> <p>teach<u>er</u></p>	<p>ɜ:</p> <p>bi<u>rd</u></p>	<p>ɔ:</p> <p>do<u>or</u></p>
<p>æ</p> <p>ca<u>t</u></p>	<p>ʌ</p> <p><u>u</u>p</p>	<p>ɑ:</p> <p>f<u>a</u>r</p>	<p>ɒ</p> <p><u>o</u>n</p>

VOWEL SOUNDS (DIPHTHONGS)

<p>Iə</p> <p><u>here</u></p>	<p>eɪ</p> <p><u>wait</u></p>	
<p>ʊə</p> <p><u>tourist</u></p>	<p>ɔɪ</p> <p><u>boy</u></p>	<p>əʊ</p> <p><u>show</u></p>
<p>eə</p> <p><u>hair</u></p>	<p>aɪ</p> <p><u>my</u></p>	<p>aʊ</p> <p><u>cow</u></p>

CONSONANT SOUNDS

- A consonant is a speech sound made by partially or complete blocking of the flow of air through the mouth (using the lips, teeth, tongue and palate)



CONSONANT SOUNDS

CONSONANTS

p PI <u>G</u>	b BE <u>D</u>	t TI <u>M</u> E	d DO <u></u>	tʃ CH <u>UR</u> CH	dʒ JU <u>DGE</u>	k KI <u>L</u> O	g GO <u></u>
f FI <u>VE</u>	v VE <u>RY</u>	θ TH <u>INK</u>	ð TH <u>E</u>	s SI <u>X</u>	z ZO <u>O</u>	ʃ SH <u>ORT</u>	ʒ CAS <u>UAL</u>
m MI <u>LK</u>	n NO <u></u>	ŋ SI <u>NG</u>	h HE <u>LLO</u>	l LI <u>VE</u>	r RE <u>AD</u>	w WI <u>NDOW</u>	j YE <u>S</u>

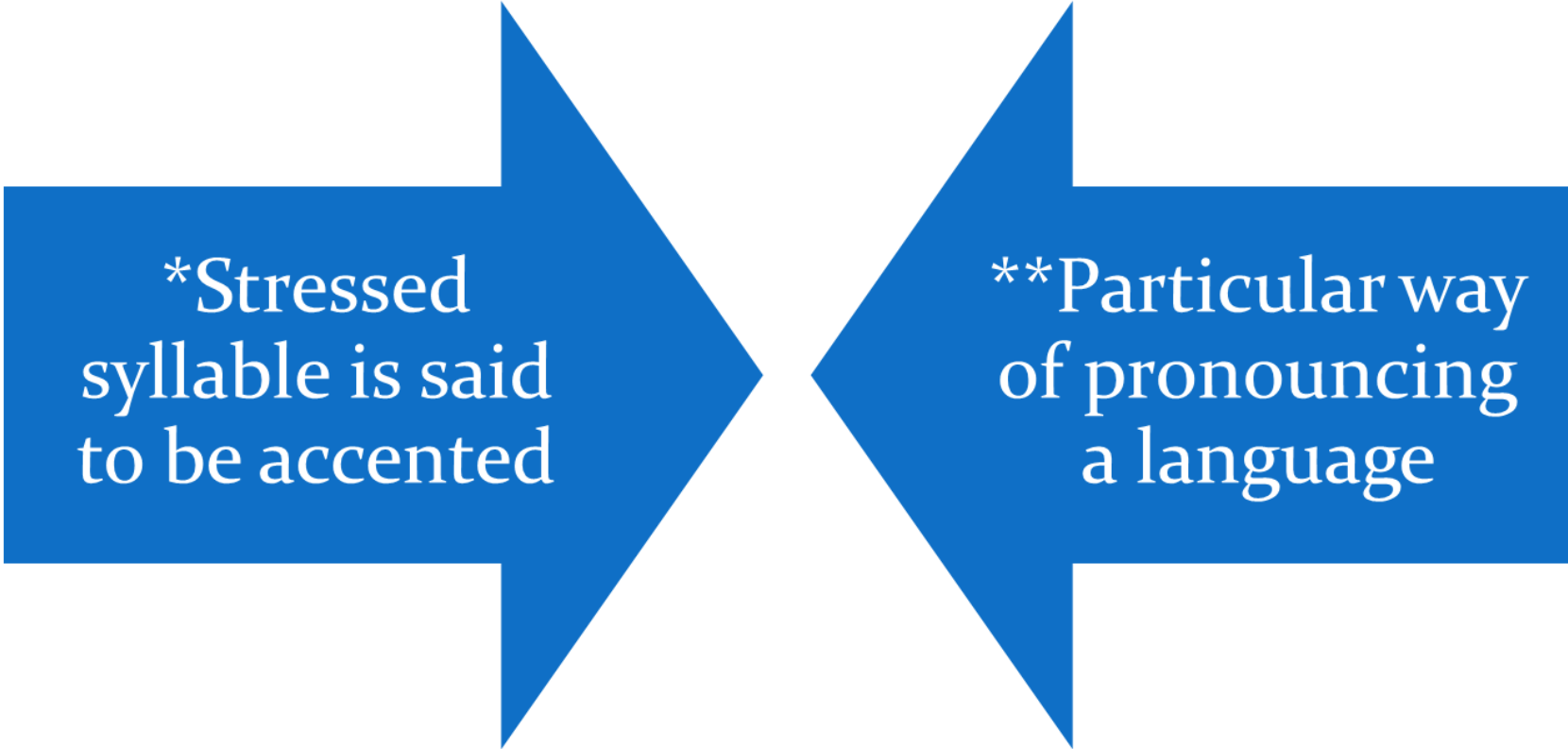
SYLLABLE

- Units higher than individual speech sounds
- An uninterrupted segment of speech consisting
 - a vowel sound; a monophthong, a diphthong, or a syllabic consonant
 - with or without preceding or following consonant sounds.
- *hotel* has two syllables: ***ho*** and ***tel***.

EXAMPLES

word		number of syllables
dog	dog	1
green	green	1
quite	quite	1
quiet	qui-et	2
orange	or-ange	2
table	ta-ble	2
expensive	ex-pen-sive	3
interesting	in-ter-est-ing	4
realistic	re-al-is-tic	4
unexceptional	un-ex-cep-tion-al	5

ACCENT



*Stressed
syllable is said
to be accented

**Particular way
of pronouncing
a language

ACCENT(WORD-STRESS)

- In an English word of more than one syllable, one of the syllables stands out from the rest and this syllable is said to receive the accent.

Curriculum /kə' rɪk.jə.ləm/

Category /' kæt.ə.gər.i/

Categorical /kæt.ə' gɒr.ɪ.kəl/

- You Tube link:
<https://www.youtube.com/watch?v=P4TilAO59ec>
- <https://www.youtube.com/watch?v=8f5xtFf60Qk>
- <https://www.youtube.com/watch?v=JwTDPu2TE6k&t=3s>
- <https://www.youtube.com/watch?v=JYgHgM9dB1E>

Q 1. /i:/ and /u:/ are ____ sounds.

- a. Consonant sounds
- b. Vowel sounds

Q 2. There are ____ phonemes in English.

- a. 20
- b. 24
- c. 44
- d. 26

Q 3. Identify the consonant sound from the word 'Yes'

- a. /e/
- b. /y/
- c. /j/

Q 4. Monophthongs are vowels sounds that glides from one quality to another.

- a. True
- b. False

Daily Quiz (Answers)

1. b) Vowel Sounds
2. c) 44
3. c) /j/
4. b) False

1. The word 'car' has ____ phoneme.
 - a. 2
 - b. 3
 - c. 1
 - d. 4
2. There are ____ diphthongs.
 - a. 12
 - b. 44
 - c. 26
 - d. 8

3. A ____ is the smallest unit of sound in a word.

- a. Vowel
- b. Consonant
- c. Diphthongs
- d. Phoneme

4. Identify the number of syllables of the following words?

- a. People (3/2)
- b. Act (1/2)
- c. Banana (2/3)

1. a) 2
2. d) 8
3. d) Phoneme
 - a. People - 2
 - b. Act - 3
 - c. Banana -3

Old Question Papers

- Write a note on Paralinguistics. Highlight the role of any two vocal cues in making presentations more effective. **(2012-13)**
 - Write a short note on paralinguistic and its uses. **(2015-16)**
 - What is stress, intonation, vowels? **(2015-16)**
- [Expect applied questions now]

Expected Questions for University Exam




- Identify the vowel sounds in the following words:
 - a. Pet
 - b. Heard
 - c. Week
 - d. Cut
 - e. Boot

SUMMARY

- A phoneme is the smallest unit of sound in a word that makes a difference in its pronunciation, as well as its meaning, from another word
- For example, the word 'hat' has 3 phonemes – 'h' 'a' and 't'.
- There are 44 phonemes in English
- There are 20 vowels and 24 consonants in English.
- Syllable – Unit larger than phoneme in a word
- Accent – Stress pattern

STRESS

- In English, we do not say each syllable with the same force or strength.
- In one word, we accentuate ONE syllable.
 - **One** syllable very **loud**
 - **All the other** syllables **quietly**
- **photograph, photographer, photographic**

	shape	total syllables	stressed syllable
<u>PHO</u> TO GRAPH		3	# 1
PHO <u>TO</u> GRAPH ER		4	# 2
PHO TO <u>GRAPH</u> IC		4	# 3

Contd.


TEACHer,
aBOVE,
INteresting,
deMAND,
CHINa

jaPAN,
converSAtion,
imPORtant,
etCETera,

- The syllables that are not stressed are **weak**
- The syllables that are stressed are **strong**

WHEN DO I PUT STRESS

- The dictionaries giving the phonetic spelling of a word show which syllable is stressed, usually with an apostrophe (') just **before** the stressed syllable. Look at the example for the word **plastic**. There are 2 syllables. Syllable #1 is stressed.

example	phonetic spelling:
<u>PLAS</u> TIC	
	/'plæs tIk/

WHERE DO I PUT STRESS

- There are many two-syllable words in English whose meaning and class change with a change in stress:

Word	Noun/Adjective	Verb
absent	'æb.sənt	æb 'sent
conduct	'kɒn.dʌkt	kən'dʌkt
present	'prez.ənt	pri 'zent, prə-
content	'kɒn.tent	kən'tent
desert	'dez.ət	dɪ 'zɜ:t
perfect	'pɜ:.fɪk t	pə'fekt, pɜ:-
conflict	'kɒn.flɪkt	kən'flɪkt

RHYTHM

- A strong regular repeated pattern of sounds
- **Stress-timed rhythm**
English and other Germanic languages, Russian, Arabic, Thai, etc. (Stress-timed)
- **Syllable-timed rhythm**
Hindi, French, Spanish, Indonesian, Japanese, Italian, Tamil, Telugu, etc. (Syllable-timed)

'This is the 'house that 'Jack 'built.

INTONATION

- Variation in the pitch of the voice during speech
 - Rise and fall in tone or *intonation pattern*

Example:

Difference between the sound patterns of robots and Human

TONES (RISING& FALLING)

Incomplete utterance, yes/no ques., wh-questions asked in warm and friendly way

Statements, wh-question asked neutrally, commands etc



TONES (RISING& FALLING)

- Looking for something. (Statement)
- 'Looking for something. (Question)

- 'Shut the door. (Command)
- 'Shut the door. (Request)

Faculty Video Links, You Tube & NPTEL links and Online Course Details

- You Tube link:
<https://www.youtube.com/watch?v=FhKgxZmJpV8>
- <https://www.youtube.com/watch?v=UbcEiFTmkQo>

Q 1. Rhythm of English is

- a. Syllable-timed rhythm
- b. Stress-timed rhythm
- b. Both of these
- d. None of these

Q 2. The syllables that are stressed are _____

- a. Strong
- b. Weak

Q 3. Syllable-timed rhythm languages are:

- a. Hindi, French
- b. Russian, Arabic

Q 4. Stress-timed rhythm languages are:

- a. English and other Germanic languages
- b. Tamil, Telugu

Q 5. Syllable is stressed, usually with an apostrophe (') just ____ the stressed syllable.

- a. Before
- b. After
- c. Between
- d. none

Daily Quiz (Answers)

1. b) Stress-timed
2. a) Strong
3. a) Hindi, French
4. a) English and other Germanic languages
5. a) Before

Weekly Assignment

- What is Stress?
- What is Intonation?
- Write sentences using the falling and the rising tones.

1. Variation in the pitch of the voice during speech is called____
 - a. Stress
 - b. Tone
 - c. Rhythm
 - d. Intonation
2. Identify the stressed syllable:
 - a. Beauty
 - b. Cause
 - c. Confirm
3. Identify the class change with a change in stress of the following words:
 - a. Present
 - b. Desert
4. In one word, we accentuate one syllable. One syllable very loud, all the other syllables quietly. (True/False)

MCQs (Answers)

1. Variation in the pitch of the voice during speech is called____
 - a. Stress
 - b. Tones
 - c. Rhythm
 - d. Intonation**
2. Identify the stress syllable:
 - a. Beauty
 - b. Cause
 - c. Confirm
3. Identify the class change with a change in stress of the following words:
 - a. Present – **'Present, pre'sent**
 - b. Desert – **'Desert, de'sert**
4. In one word, we accentuate one syllable. One syllable very loud, all the other syllables quietly. (True/False)

Old Question Papers

- Write a short note on paralinguistic and its uses. **(2015-16)**
- What is stress and intonation? **(2015-16)**
- Define in brief stress and intonation**(2017-18)**
- Specify the necessity of intonation in speech to give urgency to your voice.**(2018-19)**

[Expect applied questions]

Expected Questions for University Exam

- Explain each of the following with suitable examples:
 - a. Stress
 - b. Rhythm
 - c. Intonation
 - d. Tone
- How can you improve the quality of your speech by using the Stress, Rhythm and intonation.
- Indicate the primary stress in the following words – Examination, father, above, cigarette, phonetics
- Is a question asked on a rising or a falling tone?

SUMMARY

- We do not say each syllable with the same force or strength.
- In one word, we accentuate ONE syllable
- Pitch – Vibration of vocal chords per second
- Rhythm – Musicality
(Stress-timed and Syllable-timed)
- Intonation – Rise and fall in tone



NEUTRAL ACCENT

- **Neutral Accent** --> An accent the world understands.
- Neutral accent is a way of speaking a language without regionalism. Speaking with an accent affects our communication and sometimes at its worst spoils our image in public. To make ourselves understand better we should speak in neutral accent.
- By speaking in a neutral English, we can make people understand us better. We can speak well in our job interviews, public forum and workplaces. We can interact with the society smoothly. We can avoid frustration, inferiority complex and disappointments from people asking us to repeat what we have said.

NEUTRAL ACCENT TRAINING

- Neutral Accent training includes the following practices:
 1. Phonetics
 2. Vowel & Consonants sounds
 3. Syllable and word stress
 4. Sentence formation
 5. Working on thought process
 6. Voice modulation & Speech therapy
 7. Articulation exercises

IMPORTANCE OF NEUTRAL ACCENT

- The most preferable accent today is a neutral accent. It is otherwise called as neutral English or neutral English accent.
- Neutral accent training helps the students and language enthusiast to speak the language in a universally accepted style and standard.
- The training module normally includes chapters on:



IMPORTANCE OF NEUTRAL ACCENT

sounds	Fluency
syllable	communication improvement
stress and intonation	Grammar
voice control	word power and sentence formation.
style of communication	pronunciation
active listening	
clarity of speech	

- While you speak English with your friends or family, you can speak casually. When you speak English for official purpose or business related, speak in a neutral English accent.

NATIVE Vs NON-NATIVE ACCENT

- English has a huge number of accents worldwide. These are normally split into two categories:

1. Native accent

2. Non-Native accent

- A person who speaks English as their mother tongue will have a Native accent.
- Anybody who speaks English as a second language may have a non-native accent. This is where sounds, mouth positions, structures, rhythms, intonation and sound selections are being used from that person's mother tongue.

DIFFICULTIES OF NON-NATIVE SPEAKERS

Difficulties faced by students in pronouncing English sounds

1. /w/ /v/
2. Through, the
3. /t/ /d/
4. Aspirated sounds – p t k
5. Unaspirated – b d g
6. /Z/ and pleasure



SOLUTIONS

To overcome difficulty in speaking English one can follow the following points:

- Keep a dictionary handy for reference
- Speak loudly
- Be brave in what you do
- Writing is the best way to prepare
- Repeating and speaking loudly overcomes fumbling
- Analyze native English conversations and dialogues for more natural speech
- Frame new sentences, speak slowly to overcome grammar problem
- Accept that your mistakes and difficulties are an important part of learning
- Practice to improve fluency

- You Tube link:
<https://www.youtube.com/watch?v=afnoXgKt9Xw&t=25s>
- [https://www.youtube.com/watch?v=CAU2zx2Ri_M
&t=78s](https://www.youtube.com/watch?v=CAU2zx2Ri_M&t=78s)

Q 1. ____ is the accent that the World understands

- a. Neutral
- b. Partial
- b. Both of these
- d. None of these

Q 2. English has a huge number of accents worldwide.

- a. True
- b. False

Q 3. Fumbling/ Stammering are obstacles of speaking English.

- a. True
- b. False

Q4. The training module normally includes:

- a. Fluency
- b. Grammar
- c. Pronunciation
- d. All of these

Q 5. Accept that your mistakes and difficulties are an important part of learning.

- a. True
- b. False

Q 1. ____ is accent the World understands

- a. **Neutral**
- b. Partial
- b. Both of these
- d. None of these

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- a. **True**
- b. False

Q 3. Fumbling/ Stammering are obstacles of speaking English.

- a. **True**
- b. False

Q4. The training module normally includes:

- a. Fluency
- b. Grammar
- c. Pronunciation
- d. All of these**

Q 5. Accept that your mistakes and difficulties are an important part of learning.

- a. True
- b. False

- What is the difference between a native and a non-native speaker of English?
- How can You improve your English speaking skills?
- Discuss the problems you face while speaking English?
- Do you think Neutral accent should be chosen while speaking to different types of people?

1. By speaking in a neutral English, can speak well in our job interviews, public forum and workplaces. (True/False)
2. Lack of ____ in speaking the English language is one of the difficulties.
 - a. Beauty
 - b. Confidence
 - c. Poise
 - d. None
3. ____ and ____ are types of accent.
 - a. Native accent
 - b. Non-Native accent
 - c. Both a and b
 - d. None
4. A person who speaks English as their mother tongue will have a non-native accent. (True/False)

1. By speaking in a neutral English, we can speak well in our job interviews, public forum and work places. (**True**/False)
2. Lack of ____ in speaking the English language is one of the difficulties.
 - a. Beauty
 - b. Confidence**
 - c. Poise
 - d. None
3. ____ and ____ are types of accent.
 - a. Native accent
 - b. Non-Native accent
 - c. Both a and b**
 - d. None
4. People who speak English as their mother tongue, will have a non-native accent. (True/**False**)

Old Question Papers

- Paralinguistic features refers to every element and nuance of your speech impacting the way you vocalize and optimize your voice. Elaborate. **(2018-19)**

Expected Questions for University Exam

- What is Neutral accent?
- How can neutral accent help in your professional career?
- How can one overcome difficulty in speaking English?
- What are the problems faced by students in speaking English?

SUMMARY

- Neutral accent- An accent the world understands
- English has a huge number of accents worldwide. These are normally split into two categories:
 1. Native accent
 2. Non-Native accent
- Common grammar mistakes, non-availability of words to express, shyness in speaking the English language, fear of making mistakes when speaking are some difficulties students face while speaking English
- PRACTICE.... PRACTICEPRACTICE !!!

Topic Objectives and Mapping

- Students will apply speaking skills for practical and oral presentation purposes by learning presentation skills and voice-dynamics. They will apply these techniques in developing interpersonal communication skills and positive attitude leading to their professional competence
- Students will be able to communicate in a clear, efficient and confident manner in public and advance in his/her professional life

SPEAKING WITH CONFIDENCE

- Confidence is knowing what you are good at, the value you provide, and acting in a way that conveys that to those around you
- Good communication is the key to success, whether you are speaking in front of a large audience or trying to get a point across to a new friend. If you want to know how to speak well and confidently, you have got to believe in yourself, speak slowly and carefully, and have strong convictions about what you are saying



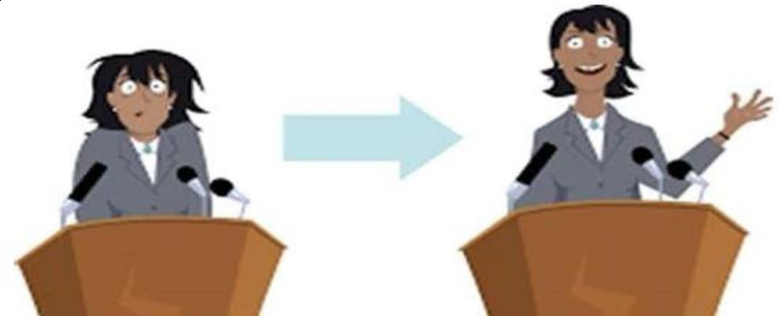
STEPS TO GAIN CONFIDENCE

If you want to know how to sound intelligent and thoughtful when you speak then follow the following steps:

- **State your opinions with conviction:** Before you speak, you have to make sure you really believe in what you say
- **Make eye contact:** For one thing, it is polite for others. Also, eye contact will help others to listen to your thinking carefully
- **Know the room:** Arrive early, walk around the speaking area and practice using the microphone and any visual aids. Knowing what you are up against and having a sense of where you will stand, how the crowd will look, and what it will feel like to move around as you speak can definitely ease your nerves

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- **Know your audience:** Knowing who you are talking to can go a long way in helping you speak with confidence. It's important to know where they come from, how old they are, and what their general knowledge is about your subject
- **Have confident body language:** Body language can go a long way in making you appear and feel confident. If you want to have confident body language, you should follow the following points:
 - Have great posture
 - Avoid slouching
 - Don't fidget with your hands
 - Avoid pacing around too much
 - Look ahead of you instead of down at the floor
 - Keep your face and body relaxed



Contd.

- **Speak loudly enough for everyone to hear:** If you speak in a low voice, not only will others not be able to hear what you say, but you will also portray a submissive demeanor, which suggests the opposite of a confident one. On the other hand, you don't want to speak so loudly that you are talking over people just to be heard. Your words alone should get people's attention
- **Expand your vocabulary:** The more you read, the more you will know and the more expansive your vocabulary will be. You will be learning new words and understanding new phrases without even knowing it, and soon, you will be using the words you read while you are speaking
- **Be more concise:** Another part of speaking well means knowing what *not* to say. You may think that you have to give ten examples to prove some point, but in reality, you may only need just one or two and your ideas will come off more strongly because you chose the best points

IMPORTANCE of CONFIDENCE at the WORKPLACE

- **You will be more assertive:** If your words and actions have conviction you will be taken more seriously, which will help you advance your job and career
- **You will learn more:** You will be more likely to engage in challenging, but manageable projects. This will push the boundaries of your comfort zone, which will encourage you to aim for and achieve new goals. These are both valued characteristics of successful workers. Most importantly, employers will learn to trust you with a project and know that you are likely going to be good at motivating others as well

IMPORTANCE of CONFIDENCE in the WORKPLACE

- **You will communicate more effectively:** Confidence allows you to speak concisely and with clarity. Professionals who communicate with confidence can convey what they want to their clients and co-workers in a clear and efficient manner. Effective communication is critically important for



Faculty Video Links, You Tube & NPTEL links and Online Course Details

- You Tube link: https://www.youtube.com/watch?v=tShavGuo0_E
- <https://www.youtube.com/watch?v=Q5WT2vweFRY>

Q 1. Knowing your audience means:

- a. Where they come from
- b. How old they are
- c. What their general knowledge is
- d. All these

Q 2. Keeping your face and body relaxed is showing confidence.

- a. True
- b. False

Q 3. Before you speak, you have to make sure you really believe in what you say.

- a. True
- b. False

Q 4. Confidence is knowing what you are not good at.

- a. True
- b. False

1. d) All of these
2. a) True
3. a) True
4. b) False

- Explain how will you confidently speak at a public place.
- How can you improve your confidence in speaking ?

1. Be more concise can help you to gain confidence.
 - a. True
 - b. False

2. Believe in yourself, speak slowly and carefully will help in having a good communication.
 - a. True
 - b. False

3. ____ communication is critically important for career advancement.
 - a. Incomplete communication
 - b. Effective communication

1. Being more concise can help you gain confidence.

a. True

b. False

2. Believing in yourself, speaking slowly and carefully will help in having a good communication.

a. True

b. False

3. ____ communication is critically important for career advancement.

a. Incomplete communication

b. Effective communication

- What is the role of body language in making the oral presentation effective? **(2017-18)**
- What is the importance of audience and locale in formulating presentation strategies for the speaker? Analyze briefly. **(2015-16)**

Expected Questions for University Exam

- What is the importance of speaking with confidence in professional life?
- What are the ways to gain confidence?

SUMMARY

- Good communication is the key to success
- Confidence is knowing what you are good at
- Importance of confidence in workplace are:
 - You will be more assertive
 - You will learn more
 - You will communicate more effectively



Improve eye contact skills

Maintain a solid posture



Avoid filler words



THANK YOU