

EFFECTIVE SPEAKING SKILLS

Conversation

- Conversation is successful when it is mutual.
- A necessary skill for professionals and others alike.
- Different types of conversation- Chat, Tete-a-tete, Dialogue, Parley, Colloquy, Communion



Various ways and means to improve conversation

- Arousing and sustaining interest
- Starting and ending conversations
- Developing ideas adequately
- Involving everyone in the group
- Using appropriate language
- Listening intently

Involving everyone

- *You:* Hello Mohan and Ramesh, I think we need to decide today on the topic for our presentation.
- *Ramesh:* Yes, we know. What we thought of was
You: I think we can select 'Controversies on Moon Landing'. It will be interesting for others and we have adequate material.
- *Mohan:* We have another topic in mind. Shall I ...
You: As I already told you, the topic I said will be liked by everybody and there should not be any problem in presenting it.

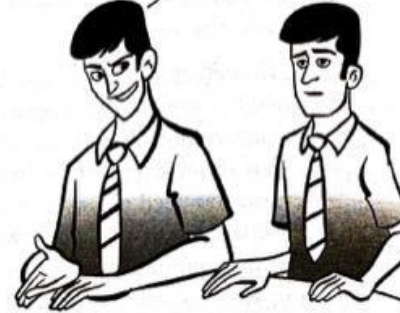
'Hey, I met the last year's
president of students union.
He talked and talked.

'Then?



And then he talked,
and talked some more.

!!!



Arousing and sustaining interest

You: Hey, what are you doing?

Counterpart: I am struggling to put up some web pages together.

You: What are they about? (You are encouraging your counterpart to share her problem.)

Counterpart: Figures of speech in American English, similes, metaphors, oxymorons, idioms, etc.

You: That sounds interesting! Could I have a look? (You are arousing her interest in speaking to you)

Counterpart: By all means. In fact, I wanted you to go through these pages.

You: Absolutely, just give me a few minutes, I will finish my coffee and be right back (You are sustaining her interest)

Counterpart: That is fine....

You: I think you are doing a great job of it. The content will be quite helpful for people who are trying to learn English, and also for those who want to add to their knowledge of the language. (You are appreciating her)

Appropriate language

Interrupting politely

- Excuse me, sorry to interrupt, can I add something here?
- **Do you mind if I say something here?**
- **May I ask you something at this point?**

Disagreeing

- I do not think that ..., Don't you think it would be better ..., I do not agree, I would prefer ..., Should we not consider ..., But what about ..., I am afraid I do not agree ..., Frankly, I doubt if ..., Let us face it, The truth of the matter is ..., The problem with your point of view is that ...

Pre-interview planning


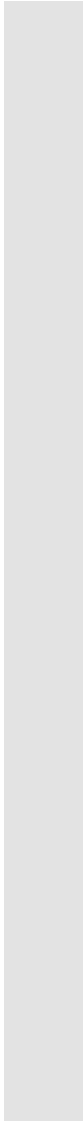


SWOT analysis



Building self-confidence

- **For academic confidence-**
- Extensive reading
- Cultivating resilience
- Gathering proof
- Understanding feedbacks
- Class preparation
- Unloading of brain/brain dumping
- Rewards
- Normalising efforts

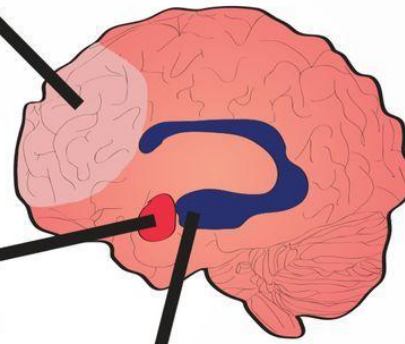
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- Self confidence is usually based on past experiences.
 - It is fostered gradually through successes ~ intellectual, social, emotional etc.
 - Self-confidence can be a tool to manage fear and various life challenges.
 - It can reinforce stability in behaviour and maintain a healthy attitude in all spheres.

Emotional Intelligence

- Cognitive control
- Mindfulness
- Emotional empathy

THE AMAZING BRAIN

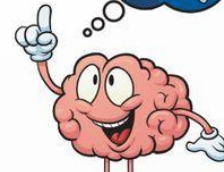
THE PREFRONTAL CORTEX
HELPS US MAKE GOOD CHOICES,
PAY ATTENTION AND LEARN.



THE HIPPOCAMPUS
HELPS US REMEMBER
WHAT WE LEARN AND
STORES OUR MEMORIES.



THE AMYGDALA HELPS
KEEP US SAFE. IT IS
WHERE ALL OF OUR
EMOTIONS COME FROM.
BUT SOMETIMES, IF WE
HAVE STRONG EMOTIONS,
IT KEEPS US FROM
THINKING CLEARLY.



Your brain and anxiety

- Wise Old Owl



- = Prefrontal cortex

- Guard Dog



- = Amygdala

Preparation for interview

- Self analysis
- Level of competence
- Gather information (especially of the organisation)
- Formulate questions that are likely to be asked
- Discussion with other employees if possible (work culture, professional ethics, growth etc)

Attending the interview and interview process

- Remember practical hints such as reaching the venue in time, honesty in referring events or situations, brief and spontaneous response.
- Exhibiting utmost courtesy in manners and speech.
- Speak in conversational style and avoid pedantic verbosity (using extremely scholastic words more than necessary/wordiness)
- Listen attentively to avoid repetition from the interviewer
- Avoid trying to change the question or the topic.
- Non-verbal cues such as a smile, must not be excessive.
- Evasive replies to feign intelligence, must be avoided.

Interview Process

- Initial direct questions would pertain to your resume (educational qualifications or academic background, achievements or experience). Sometimes open ended questions are also asked in this stage (projects you did or explain how it might help your professional career)
- Academic background
- Cocurricular activities
- Extracurricular activities
- General knowledge
- Experience (in-depth)
- Miscellaneous (such as preferred geographical location, kind of boss you'd like to work with, salary expectation etc)

Employer's expectation

- Aptitude- knowledge of the job you applied for.
- Attitude- your attitude towards employer, colleagues, in general towards life and society. It is to test professional ethics.
- Achievements- quality of your attainments.
- Temperament- Whether you carry a cool temperament and cheerful disposition? It is to evaluate your behaviour towards others and in performing professional tasks.
- Clues to health

Evaluation Sheet

Name of the Interviewee:

Aspects	Evaluation		
	Excellent	Good	Poor
I Understanding of discipline fundamentals			
II Technical Knowledge			
III Communication skills			
IV Leadership qualities			
V Initiative & drive			
VI Team spirit and social awareness			
VII Motivation			
VIII Intellectual ability			
IX Capacity for hard & sustained work			

Date:

Place:

Signature of interviewer

Telephonic interview

- Some organisations conduct preliminary shortlisting via phone
- Focus on voice (tone and style must exude confidence and enthusiasm)
- Extra care to pronounce words clearly, rise and fall of your voice at proper places.
- Choose easily understandable words instead of bombastic ones.
- Keep the requirements in hand and within your reach
- Try to find out the identity of the interviewer in the beginning by asking “May I know, sir, who is calling?”
- Avoid panicking if the call comes without prior notice.
- Gain some time on pretext.

Group discussion (GD)

- A small number of professionals meet and discuss a problem or issue to arrive at a consensus. Since it is unstructured, only the problem or the topic is the core focus.
- To give a preview, a summary
- Duty of each member to ensure that the discussions moves smoothly.
- Display of anger, emotion and excitement has no room in a GD.
- Generally seated in a circle round a table so that each participant is able to observe the expression and make eye contact with the others.

Guidelines and helpful expressions

- Defining the topic
- Initiate and generate the discussion
- Listening to the views of others intently
- Encourage and provide reticent members to speak
- Intervene forcefully but politely, when the situation demands
- Summarise viewpoints of others before presenting your views
- Brevity of speech
- Concede to others' viewpoints if they are reasonable
- Leading the group to a definite conclusion
- Look at all the members and address all
- Proper pronunciation
- Maintain a relaxed and pleasant vibe

Dont's

- Don't be assertive in presenting your views
- Avoid trying to dominate the discussion
- No monopolising the discussion
- Don't enter into dyadic discussion
- No personal remarks
- No speaking continuously for a long time
- Voice modulation
- Speech mannerisms and time-fillers must be avoided
- Don't use aggressive gestures
- Neither recline in your chair nor lean forward
- Avoid ignoring any member of the group

Types of GD

- First method- Pool in ideas and write it down to discuss
- Second method- The participants are asked to think and write the ideas. After that, the participants rate the response
- Third method- No face to face meet. They are given questionnaires and exchange the response afterwards
- Fourth method- Group debate. Division of sub-groups like in a debate, until a solution appears.

GD and Campus interview

- Usually the visiting companies seek the following:
- Members of the selection committee give briefing
- Aptitude test- to find out suitability of the mindset
- Pool of participants are required to appear for a GD
- Technical interview for those who are selected from the GD~ it is to find out the technical knowledge and skills required for the job
- Human Resource interview (HR interview)- Oral personality test. It is to test your soft skills and your potential to grow quickly in the organisation

Name of the participant _____

Ratings

Sl. No.	Broad aspects of evaluation	A	B	C	D	E
1.	Extent and quality of contribution					
2.	Techniques used for discussion					
3.	Communication skills					
4.	Leadership qualities					
5.	Group behaviour					

Place: _____

Date: _____

Signature of the Evaluator _____

PUBLIC SPEAKING

- What is it?
- Presentation
- Variety of speeches



The need to hone your skills

- The confidence gained from being a good public speaker can be translated into other areas of work or personal life.
- Building effective arguments and its delivery.
- The ability to convey ideas to a wider audience is a challenge but end result is fruitful.
- Has more authority and can lead the team effectively.
- Presenting to an audience allows us the facility to take risk on our own terms and, eventually affects confidence level.
- Impressive on our CV
- Challenge and resilience (overcoming nerves and speaking with confidence in public)
- Planning and preparation~ crucial in effective and excellent presentation

Prerequisites

- Personal goal setting
- The presenter's alter ego
- Who are you as a person?
- Main elements of character such as passion, wit, professionalism, expertise, charisma
- Knowing your audience
- Developing an outline to begin your speech in an engaging manner.
- Topicality
- Research and statistical information
- Your point of view
- Using quotations
- Cue cards/notes

To consider

- Your idea
- Three points- preparation, practice and people
- Brainstorming
- Effective headings
- Use of visual aids

Kinds of Oral Presentations

- Preparation for effective Oral Messages
- Ways of delivering include~ extemporaneous, reading, memorisation, Impromptu etc.
- Strategies for an Effective Oral Delivery~ pitch, rate, volume, vocal quality and pronunciation.
- Strategies for an Effective Nonverbal Delivery~ Posture, movement, gestures, facial expressions, appearance

Minimising stage fright

- Knowing your subject well
- Rehearse
- A lectern is useful
- Prechecking necessary equipment
- Carrying an object
- Controlled breathing
- Movement
- Assurance and enthusiasm

Informative and Persuasive speaking

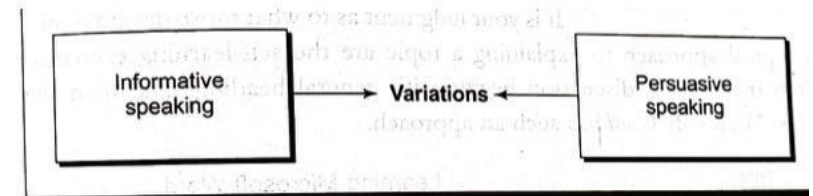
Purposes of informative and persuasive speaking

- To inform and to persuade
- Informative specific purposes
- Process as purpose
- Policy as purpose
- Persuasive specific purposes

**Example, Title: Decreasing
Phone Expenses**

General purpose: To persuade

**Specific purpose: To
Recommend three options
for company consideration
and select “call lock”**



Kinds of informative and persuasive speaking

INFORMATIVE SPEAKING

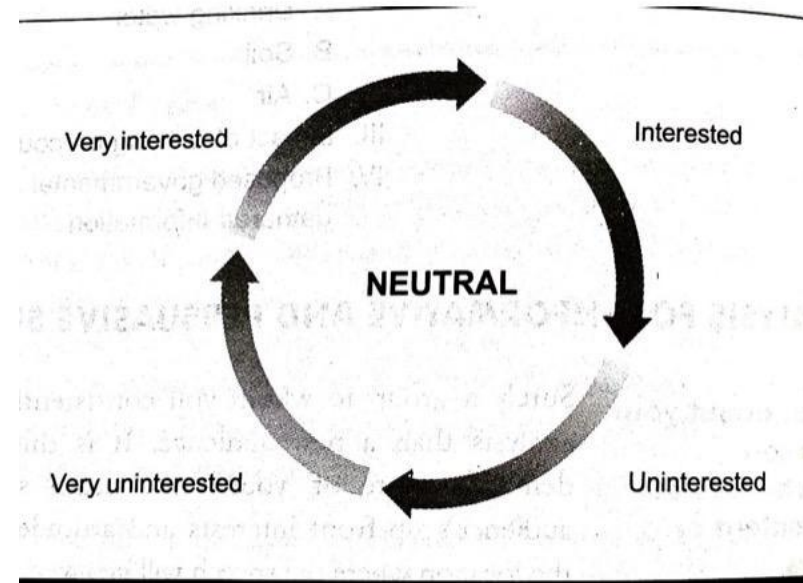
- Reports (Reports on competitive operations)
- Goodwill (Solar energy prospects)
- Briefings (Selection of potential witnesses)
- Instruction (Completing the sickness plan and accident forms)

PERSUASIVE SPEAKING

- Policy (Which changes in policy does the board recommend in healthcare?)
- Procedure (Crisis may hit our company. Which dept or persons should handle crisis communication?)
- Value (Give me a list of better speakers in the organisation)
- Fact (past, present or future) (Travel costs are way out of line, I want a report/Environmental pollution)

Audience analysis for informative and persuasive speaking

- Degrees of interest



1. Offer a greeting to gain goodwill.

- “We have differences in philosophy, yet I bring you greetings from many friends of yours whom I have met during this past year.”
- “I’ve spoken to many groups over the years; each has given me a hearing. I bring you greetings from your colleagues in ...”

2. Make use of the fairness concept.

- “All of us in this room have a degree of freedom not experienced any where else in the world; I’m using that freedom to bring a different point of view.”
- “This group is known for its many representatives of fairness; I trust you’ll consider my remarks fair.”

3. Appeal to a sense of human weakness.

- “Well, I’ve made mistakes in my days; may I tell you about one I made in my first appearance before this group.”

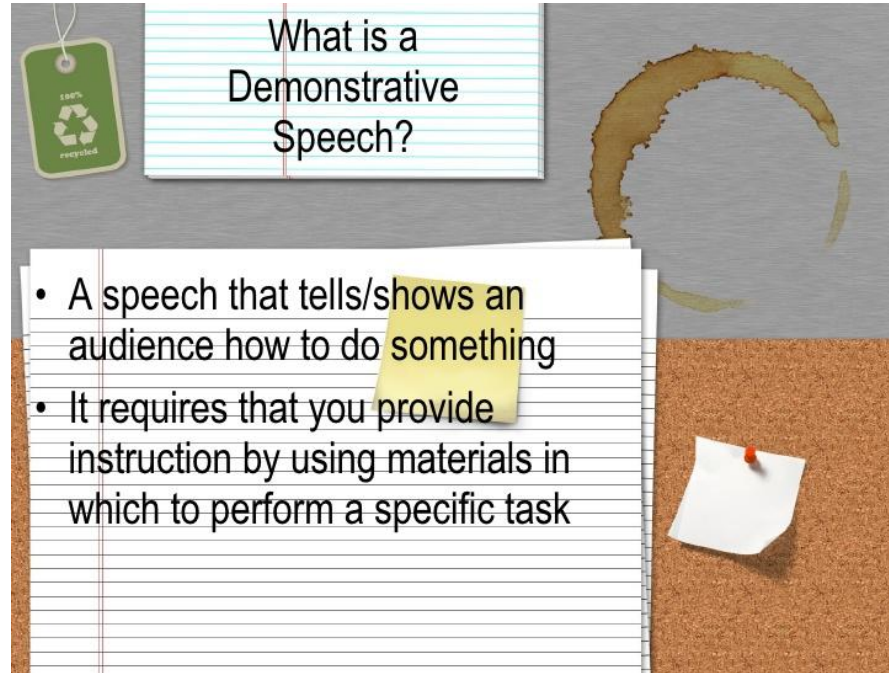
4. Quote from a supporter of the audience’s views.

- “One of the directors of your association strongly supported the concept of brotherhood. I’ll begin with a quotation he uttered last year.”
 - “Your newsletter has this heading: ‘Unity as based on truth.’ I like that, and believe I can pass that test.”
-

The introduction

- The porch (using anecdote, humour, good-natured story)
- The aim (One reason brings me here today: to chat with you about the health policies)
- The layout (It is a roadmap- Discussing three major costs connected to..)
- The body
- **Persuasive speaking**
- Problem-solution-for change
- Supports for informative and persuasive speaking (ethos, pathos, logos)
- Six forms of support (examples, illustrations, statistics, quotations, comparisons, definitions)

Demonstrative speech



- A speech that tells/shows an audience how to do something
 - It requires that you provide instruction by using materials in which to perform a specific task
- Demonstrating “how to do something”
 - Speaker’s primary goal is to teach the audience how to perform a task
 - How to prepare? How to perform? How something works?

Verbs and phrases to come up with your title

- How to __
- N Steps to__ (where n is a number)
- How __ is made, produced, or done
- How __ works
- The procedure of __
- Tips for __
- A step by step guide to __
- __ with __

Example, How to optimise online classes as a student

Special occasions

- Commemorative- Tributes and Eulogies
- Graduation speeches
- Toasts
- Introduction and keynotes
- Award speeches

- The following is an excerpt from a commencement speech delivered by J. K. Rowling, a British writer well known for the Harry Potter series, at Harvard University in 2008:

President Faust, members of the Harvard Corporation and the Board of Overseers, members of the faculty, proud parents, and, above all, graduates... Actually, I have wracked my mind and heart for what I ought to say to you today. I have asked myself what I wish I had known at my own graduation, and what important lessons I have learned in the 21 years that have expired between that day and this.

And someday, in 80 years, when you're 100, and I'm 134, and we're both so kind and loving we're nearly unbearable, drop me a line, let me know how your life has been. I hope you will say: It has been so wonderful.