

SOFT SKILLS (BAS 105)

NOTES

UNIT-4 (CO-4)

Unit-4: Presentation and Interaction Skills

Introduction to oral communication, Nuances and Modes of Speech Delivery, Public speaking: confidence, clarity, and fluency, Individual Speaking: Elements; Nonverbal Communication: Kinesics, Paralinguistic features of Voice-Dynamics, Proxemics, Chronemics, and Presentation Strategies: planning, preparation, organization, delivery.

Topic-01-Introduction to oral communication

Oral Communication:-

Oral Communication

- In oral communication, Spoken words are used. It includes face-to-face conversations, speech, telephonic conversation, video, radio, television, voice over internet. In oral communication, communication is influenced by pitch, volume, speed and clarity of speaking

The oral communication refers to the spoken words in the communication process. Oral communication can either be face-to-face communication or a conversation over the phone or on the voice chat over the Internet. Spoken conversations or dialogs are influenced by voice modulation, pitch, volume and even the speed and clarity of speaking.

- Oral communication is communicating with spoken words.
- Examples of oral communication are conversations with friends, family or colleagues, presentations and speeches.
- Oral communication helps to build trust and reliability.
- The process of oral communication is more effective than an email or a text message.
- 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.
- Oral communication is **the ability to transmit ideas from your brain to either one person or a group of people**. Good use of verbal skills means presenting an idea clearly while each thought is articulated in a cohesive manner.

- **Oral communication implies communication through mouth.** It includes individuals conversing with each other, be it direct conversation or telephonic conversation. Speeches, presentations, discussions are all forms of oral communication.
- Oral communication is generally recommended when the communication matter is of temporary kind or where a direct interaction is required. Face to face communication (meetings, lectures, conferences, interviews, etc.) is significant so as to build a rapport and trust.

Oral Communication-Importance

- Oral communication skills are **fundamental to the development of literacy and essential for thinking and learning.** It is the glue that puts all the components of a language together.

Oral Communication-Characteristics

- For oral communication to be effective, it should be:

1. **Clear**
2. **Relevant**
3. **Tactful**
4. **Right Tone**
5. **Concise and**
6. **Informative**

Advantages:

1. There is high level of understanding and transparency in oral communication as it is interpersonal.
2. There is no element of rigidity in oral communication. There is flexibility for allowing changes in the decisions previously taken.
3. The feedback is spontaneous in case of oral communication. Thus, decisions can be made quickly without any delay.
4. Oral communication is not only time saving, but it also saves upon money and efforts.
5. Oral communication is best in case of problem resolution. The conflicts, disputes and many issues/differences can be put to an end by talking them over.
6. Oral communication is an essential for teamwork and group energy.
7. Oral communication promotes a receptive and encouraging morale among organizational employees.
8. Oral communication can be best used to transfer private and confidential information/matter.

Disadvantages:

1. Relying only on oral communication may not be sufficient as business communication is formal and very organized.
2. Oral communication is less authentic than written communication as they are informal and not as organized as written communication.
3. Oral communication is time-saving as far as daily interactions are concerned, but in case of meetings, long speeches consume lot of time and are unproductive at times.
4. Oral communications are not easy to maintain and thus they are unsteady.
5. There may be misunderstandings as the information is not complete and may lack essentials.
6. It requires attentiveness and great receptivity on part of the receivers/audience.
7. Oral communication (such as speeches) is not frequently used as legal records except in investigation work.

Topic-02-Nuances & Modes of Speech Delivery

Nuances of speech Delivery:

IMPORTANCE OF SPEECH DELIVERY

Once you have selected and researched your topic, and prepared and organized your presentation, you will need to work on your delivery. Without diligent work on the initial parts of the speech process, however, even the most impressive delivery has little meaning. On the other hand, combined with a well-prepared and practiced presentation, delivery can be a key to your success as a speaker.

Effective delivery shows your audience that you have researched your topic and understand what you are speaking about. An effective delivery allows you to pull it all together—to showcase your work and to speak with confidence during your delivery.

- There are four basic **Modes** (sometimes called styles) of presenting a speech:
 1. **Manuscript**
 2. **Memorized**
 3. **Extemporaneous and**
 4. **Impromptu.**

1. Manuscript

Manuscript speaking is the word-for-word iteration of a written message. In a manuscript speech, the speaker maintains his or her attention on the printed page except when using visual aids.

When a speaker reads from a prepared speech, using a manuscript, the style of speaking falls under this category. The entire speech may be read out from notes or printed material. An example would be a televised news report which a teleprompter reads out during a newscast.

The **advantage** to reading from a manuscript is the exact repetition of original words. As we mentioned at the beginning of this chapter, in some circumstances this can be extremely important. For example, reading a statement about your organization's legal responsibilities to customers may require that the original words be exact. In reading one word at a time, in order, the only errors would typically be mispronunciation of a word or stumbling over complex sentence structure.

- **Precision.** In the news- reporting industry, every fraction of a second counts because broadcast time is costly. Also, the facts and names must be exact and accurate so there is no room for error. Errors in reporting decrease the credibility of the news organization and the newscaster.

There are **disadvantages** as well. However, there are costs involved in manuscript speaking.

- **First**, it's typically an uninteresting way to present. Unless the speaker has rehearsed the reading as a complete performance animated with vocal expression and gestures (as poets do in poetry slam and actors do in a reader's theater), the presentation tends to be dull.
- Keeping one's eyes glued to the script precludes eye contact with the audience. For this kind of "straight" manuscript speech to hold audience attention, the audience must be already interested in the message before the delivery begins.

It is worth noting that professional speakers, actors, news reporters, and politicians often read from an autocue device, such as a TelePrompTer, especially when appearing on television, where eye contact with the camera is crucial. With practice, a speaker can achieve a conversational tone and give the impression

of speaking extemporaneously while using an autocue device.

However, success in this medium depends on two factors:

(1) the speaker is already an accomplished public speaker who has learned to use a conversational tone while delivering a prepared script, and

(2) the speech is written in a style that sounds conversational.

Delivery Tips On those occasions when you do need to use a manuscript, here are several tips to help you deliver your message effectively:

- Indicate in writing on your manuscript where to pause or emphasize certain words.
- Write your speech in short, easy-to-scan phrases.
- Use only the upper one-half or two-thirds of the paper for your manuscript.
- Establish eye contact with listeners, especially at the ends of sentences; don't look over their heads.
- Use your normal, natural speed of delivery. Avoid speeding up partway through the speech.
- If you're afraid you'll lose your place, unobtrusively use your index finger to keep your place in the manuscript.
- Speak with natural vocal variation; vary your pitch, inflection, and rhythm so that you don't sound as though you are reading.
- Practice with your manuscript.
- Use appropriate natural gestures and movement.

2. Memorization

When a speaker delivers a speech by memorizing it or committing it to memory, it can be termed as a memorized speech.

Memorized speaking is the rote recitation of a written message that the speaker has committed to memory. Actors, of course, recite from memory whenever they perform from a script in a stage play, television program, or movie scene. When it comes to speeches, memorization can be useful when the message needs to be exact and the speaker doesn't want to be confined by notes.

This kind of delivery has its pros and cons. or not.

- The **advantage** to memorization is that it enables the speaker to maintain eye contact with the audience throughout the speech.
- Being free of notes means that you can move freely around the stage and use your hands to make gestures.
- If your speech uses visual aids, this freedom is even more of an advantage.
- Such a speech may appear effortless.

However, there are some real and potential **disadvantages**.

- **First**, unless you also plan and memorize every vocal cues (the subtle but meaningful variations in speech delivery, which can include the use of pitch, tone, volume, and pace), gesture, and facial expression, your presentation will be flat and uninteresting, and even the most fascinating topic will suffer.

You might end up speaking in a monotone or a sing-song repetitive delivery pattern.

You might also present your speech in a rapid "machine-gun" style that fails to emphasize the most important points.

- **Second**, if you lose your place and start trying to ad lib, the contrast in your style of delivery will alert your audience that something is wrong. More frighteningly, if you go completely blank during the presentation, it will be extremely difficult to find your place and keep going.
- Such a speech may not appear very natural to the audience.

- Where is a memorized delivery style still common? Due to copyright laws and licensing contract agreements (other than scripts that are in the public domain), actors on stage are obligated to memorize the script of the play and perform it **verbatim** exactly as written

3. Extempore

Sandwiched between the memorized and impromptu delivery styles you find the extemporaneous speech style. For this style, the speech is not completely written out. It is usually delivered with keynotes for reference. Extemporaneous speaking is the presentation of a carefully planned and rehearsed speech, spoken in a conversational manner using brief notes.

For instance, suppose you are speaking about workplace safety and you use the term “sleep deprivation.” If you notice your audience’s eyes glazing over, this might not be a result of their own sleep deprivation, but rather an indication of their uncertainty about what you mean. If this happens, you can add a short explanation; for example, “sleep deprivation is sleep loss serious enough to threaten one’s cognition, hand-to-eye coordination, judgment, and emotional health.” You might also (or instead) provide a concrete example to illustrate the idea. Then you can resume your message, having clarified an important concept.

Speaking extemporaneously has some **advantages**.

- By using notes rather than a full manuscript, the extemporaneous speaker can establish and maintain eye contact with the audience and assess how well they understand the speech as it progresses.
 - The opportunity to assess is also an opportunity to restate more clearly any idea or concept that the audience seems to have trouble grasping.
 - It promotes the likelihood that you, the speaker, will be perceived as knowledgeable and credible.
 - In addition, your audience is likely to pay better attention to the message because it is engaging both verbally and nonverbally.
- The **disadvantage** of extemporaneous speaking is that it requires a great deal of preparation for both the verbal and the nonverbal components of the speech.
- Adequate preparation cannot be achieved the day before you’re scheduled to speak.

Under no circumstances should the speaker be spending more than 20% of the speaking time looking at the notes. It would be ideal to practice so you only glance at your notes approximately 5% of the time of the speech.

Impromptu

Impromptu speaking is the presentation of a short message without advance preparation. Theoretically, an “impromptu” speech is “made up on the spot.” It is unprepared and unrehearsed. Impromptu speeches often occur when someone is asked to “say a few words” or give a toast on a special occasion.

You have probably done impromptu speaking many times in informal, conversational settings.

Here is a step-by-step guide that may be useful if you are called upon to give an impromptu speech in public.

- Take a moment to collect your thoughts and plan the main point you want to make.
- Thank the person for inviting you to speak.
- Deliver your message, making your main point as briefly as you can while still covering it adequately and at a pace your listeners can follow.

- Thank the person again for the opportunity to speak.
- Stop talking.

As you can see, impromptu speeches are generally most successful when they are brief and focus on a single point.

Where is it in use? Often ceremonial toasts, grace before meals, an acknowledgement, an introduction, offering thanks and so on, fall into this category. Impromptu speeches are generally short and are often given with little or no notice. Notes are rare and the speaker generally looks directly at the audience

Nuances and Characteristics of Effective Delivery

You have learned the importance of effective delivery and have identified four methods of delivery. You now know that for most speaking situations; you should strive for a conversational style. But you still may have a number of specific questions about enhancing the effectiveness of your delivery. Typical concerns include "What do I do with my hands?" and "Is it all right to move around while I speak?" and "How can I make my voice sound interesting?" Although these concerns might seem daunting, being confident about your ability to present a well-prepared and well-rehearsed speech is the best antidote to jitters about delivery. Practice and a focus on communicating your message to your audience are vital for effective communication and great for your confidence.

Eye Contact

Of all the aspects of delivery discussed in this chapter, the most important one in a public-speaking situation for North Americans is eye contact. Eye contact with your audience opens communication, makes you more believable, and keeps your audience interested. Each of these functions contributes to the success of your delivery. Eye contact also provides you with feedback about how your speech is coming across.

Making eye contact with your listeners clearly shows that you are ready to talk to them. Most people start a conversation by looking at the person they are going to talk to. The same process occurs in public speaking.

Once you have started talking, continued eye contact lets you know how your audience members are responding to your speech. You don't need to look at your listeners continuously. As the need arises, you should certainly look at your notes, but also look at your listeners frequently, just to see what they're doing.

Gestures

The next time you have a conversation with someone, notice how both of you use your hands and bodies to communicate. Important points are emphasized with gestures.

Paralinguistic Features of Speech Delivery Vocal Delivery

Have you ever listened to a radio announcer and imagined what he or she looked like, only later to see a picture and have your mental image of the announcer drastically altered? Vocal cues play an important part in creating the impression we have of a speaker. On the basis of vocal cues alone, you make inferences about a person's age, status, occupation, ethnic origin, income, and a variety of other matters. Your voice is one of the most important delivery tools you have as a public speaker for conveying your ideas to your audience. Your credibility as a speaker and your ability to communicate your ideas clearly to your listeners will, in large part, depend on your vocal delivery.

Vocal delivery includes pitch, speaking rate, volume, pronunciation, articulation, pauses, and general variation of the voice. A speaker has at least two key vocal obligations to an audience: Speak to be understood, and speak with vocal variety to maintain interest. Speaking To Be Understood To be understood, you need to consider four aspects of vocal delivery: volume, articulation, dialect, and

pronunciation.

Volume: The fundamental purpose of your vocal delivery is to speak loudly enough that your audience can hear you. The volume of your speech is determined by the amount of air you project through your larynx, or voice box. More air equals more volume of sound. In fact, the way you breathe has more impact on the sound of your voice than almost anything else does. To ancient orators, a person's breath was the source of spiritual power. To breathe is to be filled with a positive, powerful source of energy.

To breathe properly, you need to understand how to use your breathing muscles. Your diaphragm, a muscle in your upper abdomen, helps to control sound volume by increasing air flow from your lungs through your voice box. If you put your hands on your diaphragm and say, "Ho-ho-ho," you will feel your abdominal muscles contracting and the air being forced out of your lungs. Breathing from your diaphragm—that is, consciously expanding and contracting your abdomen as you breathe in and out, rather than merely moving your chest as air flows into your lungs—can increase the volume of sound as well as enhancing the quality of your voice. Taking a few breaths from the diaphragm before speaking can also help you to calm excess energy and speak with more confidence.

Articulation: The process of producing speech sounds clearly and distinctly is articulation. In addition to speaking loudly enough, say your words so that your audience can understand them. Without distinct enunciation, or articulation of the sounds that make up words, your listeners may not understand you or may fault you for simply not knowing how to speak clearly and fluently.

Topic-02-Public speaking: confidence, clarity, and fluency

Speaking allows for meaningful pauses, eye contact, small changes in word order, and vocal emphasis. There are the methods of delivery that can help you balance between too much and too little formality when giving a public speech.

Ways to Improve Speaking Skills

- 1) Face the speaker and maintain eye contact.
- 2) Be attentive and relaxed.
- 3) Keep an open mind.
- 4) Listen to the speaker to picture the words that are being said.
- 5) Give the speaker regular feedback.
- 6) Practice active listening by being responsive and attentive.
- 7) When listening to someone talk about a problem, refrain from suggesting solutions.
- 8) Wait for the speaker to pause before you ask questions to clarify their stance. Ask questions to ensure understanding.
- 9) You can nod and show your understanding through appropriate facial expressions.
- 10) Pay attention to the non-verbal cues as well.

Public speaking: Pillars

Public speaking Pillars are:

- Confidence
- Clarity
- Fluency

Confidence

Confidence allows **public speakers** to **speak** with **clarity**. When you are calm and focused, you can manage your thoughts better. **Confidence** also helps **speakers** speak slowly so they are understood and answer audience questions like a pro.

One needs to be confident in front of his/her audience to create an everlasting impression. Remember, your audience would not take you seriously unless and until you believe in yourself. Nervousness only indicates either you are lying or not sure of what you intend to communicate.

- Self-confidence is crucial in public speaking.
- **Confidence reflects in the way you carry yourself.**
- Some people are good communicators but when it comes to addressing a large number of people, they lose confidence.

Common behaviours associated with Self-confidence

- ✓ Having faith in oneself
- ✓ Doing things that you believe in and being responsive to others concern
- ✓ Willing to take risk and not being hesitant to handle new situations
- ✓ Admitting your mistakes and be willing to learn from them
- ✓ Accepting compliments warmly from others

Building Your Confidence as a Public Speaker

- don't procrastinate in preparation
- know your audience
- be audience-centered rather than speech centered
- select an appropriate topic
- be prepared
- develop and deliver a well-organized speech
- know your introduction and conclusion
- re-create the speech environment (as close as possible) while practicing

Clarity

Clarity implies **emphasizing on a specific message or goal at a time, rather than trying to achieve too much at once**. Clarity in communication has following features: It makes understanding easier. Complete clarity of thoughts and ideas enhances the meaning of message.

Clarity is the first concern of a public speaker when it comes to choosing how to phrase the ideas of his or her speech. If you are not clear, specific, precise, detailed, and sensory with your language, you won't have to worry about being emotional or persuasive, because you won't be understood.

Clarity in public speaking can be achieved by closely looking at the way you speak, how you say it and what you say.

Clarity is an essential when it comes to public speaking because *your audience has to be able to understand what you are saying*.

Clarity in Speaking

- Do not speak too fast or too low
- Get the idea clearly
- Plan the medium and delivery
- Get an idea of the audience
- Pronounce words correctly
- Compatibility between verbal and non verbal means



Fluency

Speaking fluency is also an important component of communication competence, because the ability of speaking fluently can help the speaker to produce continuous speech without comprehension difficulties for the listener and to maintain the communicative ideas more effectively.

Fluency is the ability to read a text accurately, quickly, and with expression. Reading fluency is important because it provides a bridge between word recognition and comprehension.

Fluency in a language means *speaking easily, reasonably quickly and without having to stop and pause a lot*.

Fluency/Continuity



- moving with ease, polished.
- A fluent speaker rarely stumbles through a presentation.
- Fluency comes from preparation and practice.

Topic-03-Individual Speaking: Elements

There are two main elements to speaking effectively: what you say, and how you say it.

The 4 Major Elements of Successful Public Speaking:

- **Material:** You need to KNOW your material and do your research. You can't bluff your way through a presentation. Nothing will destroy your credibility faster than being unable to answer common questions. The phrase, "I'll get you that answer" works, but not over and over. One of my fears is not being able to answer that simple question after discussing a specific topic for hours. You will be viewed as a quasi-expert on the subject so you can't let your audience down. Small reference cards are acceptable, but not preferred. They can be difficult to manage when combined with a handheld microphone and the presentation's remote control.
- **Audience:** What is the composition of your audience? Are they industry professionals? School kids? The younger the audience, the more likely a question delightfully becomes a short story. Is your material too general for the audience? Too specific? Perhaps your audience is actually required to listen to you and doesn't really want to be there. Avoid droning on. Remain personable. You'll need to keep track of the time and provide breaks accordingly. Once members of your audience start getting up and stepping out on their own, it can be a clue that you have gone on far too long without a providing a break. Does your audience relate to the subject?
- **Delivery:** This third element is multi-faceted. Consider the technology that you will utilize. How large is your room? Is a microphone needed? Is it handheld or body worn? Human bodies will absorb sound. The larger your audience is, the more your voice will need to project. Arrive early and set everything up. If using projected slides or videos ensure that the projector is in good working order. Have your presentation saved in different mediums. Email the presentation to yourself in the event of the physical loss of your flash drive or a crash of your laptop. How are you physically? Is your attire appropriate and professional?
- **Timing:** You should have already practiced your presentation so you know its duration. You should have a rough idea of your timing. Keep your pace consistent. An interesting verbal point can be followed with a pregnant pause. Let quality verbal points sink in. Sprinkle in real life examples. Many successful speakers gauge their timing on their audience. That is optimally best, but can sometimes be difficult. If using PowerPoint, your timing has to coincide with the amount of material on each slide and taking questions throughout your presentation can provide for a better and more interactive audience experience. Don't rush through it. Believe in yourself and your topic.

In this era of captivating smart phones, cloistered gamers, and online classes, exposure to the art of delivering great presentations can sometimes fall short. The individuals that strive to perfect this art forever carry confidence in public performances.

Topic-04- Nonverbal Communication

Non-Verbal Communication

Characteristics of Non-Verbal Communication

- It is instinctive
- Less Conscious
- Subtle
- Complimentary to verbal communication
- Forms the larger part of overall activity
- It is highly believable

Objectives of Non-verbal Communication

- To express emotions
- To convey interpersonal attitudes
- To present one's personality to others
- To reinforce verbal communication

Classification:- Non-verbal communication can be classified as

- Kinesics
 - Proxemics
 - Paralanguage
 - Chronemics
 - Sign language
-
- Nonverbal communication (NVC) is the transmission of messages or signals through a nonverbal platform such as eye contact, facial expressions, gestures, posture, and the distance between two individuals.
 - It includes the use of visual cues such as body language (kinesics),
 - Other dynamics such as personal space (proxemics), voice, loudness, inflection, and pitch (Paralinguistic) & the use of time (Chronemics)

KINESICS

The word kinesics comes from the root word kinesis, which means “movement,” and refers to the study of hand, arm, body, and face movements.

In face to face interaction, body language plays an important role. We began to form an impression about a speaker as soon as we see him/her. The way s/he is dressed, the way s/he walks, the way he smiles, the way he stands,-all these things show his personality, his skills.... kinesics is the study of the movement of human body in the process of communication.

Kinesics (the language of body) contains below points-

- Personal appearance
- Facial expressions
- Eye contact
- Movement
- Postures
- Gestures

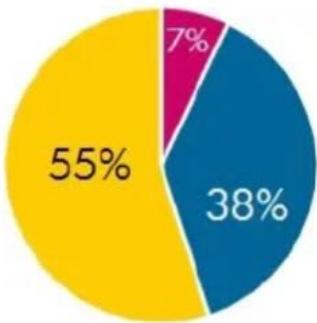
Kinesics helps in effective communication as it helps to improve our body language and interaction quality.

It helps to know what our personal appearance helps in your effective communication. It helps in learning the facial expressions while speaking to particular vs to a community. It helps in maintaining eye contact,

proper posture, and effective gesture throughout the whole communication process..

Thus these little things make our lectures or interaction effective and efficient. And hence of course kinesics is helpful for advancing our communication skills.

- **Role of kinesics in Communication:** Kinesics is one of the main powerful ways that humans communicate non-verbally. Spoken language and voice is only 7% to 38% of communication.



Elements of Personal Communication

- 7% spoken words
- 38% voice, tone
- 55% body language

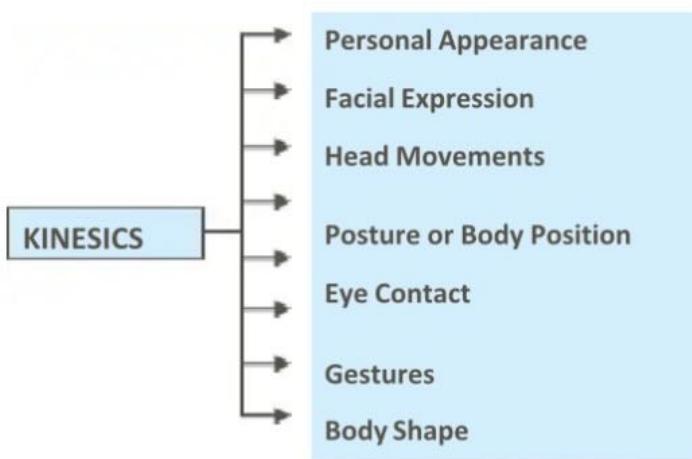
- Kinesics is used to portray moods and emotions effectively. One of the best examples for kinesics that we use in our daily routines is:
- subtle cues like eye contact, hand gesture, posture, and mirroring (people copying each other's postures during conversation) show a person's interest in the conversation
- usually, those who use hand gestures may be more self-confident and energetic or may be perceived as such
- studies have even shown that sitting or standing in more open and widespread postures reduces stress levels
- kinesics can also make some people seem dominant and others submissive; those who have a confident posture usually are seen as more dominant
- In a face to face interaction, body language plays an important role. We begin to form an impression of a speaker as soon as we see him. The way he is dressed, the way he walks, the way he smiles, the way he stands,-all these things show his personality.
- These movements reflect an individual's thought process and regulate communication. The key to effective gestures and postures is they need to appear natural and authentic. If the body language appears to be faked then others will perceive you as unauthentic.
- In a current application, kinesics behavior is sometimes used as signs of deception by interviewers looking for clusters of movements to determine the veracity of the statement being uttered, although kinesics can be equally applied in any context and type of setting to construe innocuous messages whose carriers are indolent or unable to express verbally.
- Body language is especially meaningful in an interview as your interviewer will be paying as much attention to nonverbal cues as to what you have to say.

"Body language is a very powerful tool. We had body language before we had speech, and apparently, 80% of what you understand in a conversation is read through the body, not the words." – Deborah Bull

Kinesics helps in effective communication as it helps to improve our body language and interaction quality. It helps to know what our appearance helps in your effective communication. It helps in learning the facial expressions while speaking to a particular person. It helps in maintaining eye contact, proper posture, and effective gesture throughout the whole communication process.

Body-Language/ Kinesics

Body language is also known as Kinesics. It means the study and role of the body movements such as winking, shrugging, kicking etc in communication. We have graphed some traits of Kinesics as follows-



Proxemics

In the field of somatic psychology, nonverbal communication is a key element. Nonverbal communication is the ability to read and understand people's nonverbal signals. Have you heard the phrase "actions speak louder than words"? Well, it's true! 60–70% of our communication is nonverbal while only 30–40 % makes up the verbal component. That's why we sometimes don't trust someone even if their words are saying "trust me".

Proxemics describes an individual's perception of and use of space, both personal (how much space do they take up) and social (distance from another).

There are 3 types of space

- Feature fixed space – size, layout, sequence
- Semi-fixed feature space – Layout of furniture
- Personal space – Space between us & other people
 - Intimate zone - touch to 18inches
 - Personal zone – 18inches to 4 feet
 - Social zone – 4 to 12 feet
 - Public zone – 12 feet to as far we can see or hear

It is a language, which tells the meaning of varied distances, people make between each other. It is also known as space-language.

People often refer to their need for "personal space," which is also an important type of nonverbal communication. The amount of distance we need and the amount of space we perceive as belonging to us is influenced by a number of factors including social norms, cultural expectations, situational factors, personality characteristics, and level of familiarity.

Paralinguistic Features in communication and Voice Dynamics

Paralinguistic elements in a person's speech convey meaning beyond the words and grammar used. Examples of paralinguistic features include pitch, rate, quality of voice and amplitude.

Paralinguistic refers to vocal communication that is separate from actual language. This includes factors such as tone of voice, loudness, inflection, and pitch.

Paralinguistic is the part of communication outside of the words themselves – the volume, speed, intonation of a voice along with gestures and other non-verbal cues. Whenever there is confusion or stereotyping in cross-cultural communication, Para-linguistics is most often responsible. Paralinguistic can be broken down into categories.

- Consider all the different ways that simply changing your tone of voice might change the meaning of a sentence. A friend might ask you how you are doing, and you might respond with the standard "I'm fine," but how you actually say those words might reveal a tremendous amount of how you are really feeling.
- A cold tone of voice might suggest that you are actually not fine, but you don't wish to discuss it. A bright, happy tone of voice will reveal that you are actually doing quite well. A sombre, downcast tone would indicate that you are the opposite of fine and that perhaps your friend should inquire further.

Chronemics

- The way someone values and perceives time plays a considerable role on his or her communication process.
- The use of time can affect lifestyles, personal relationships, and work life.
- Across cultures, people usually have different time perceptions, and this can result in conflicts between individuals. Time perceptions include punctuality, interactions, and willingness to wait.
- Three main types of time are used in Chronemics: interactive, conceptual, and social.
- Chronemics is the study of the use of time in nonverbal communication.
- Time perceptions include punctuality, willingness to wait, and interactions.
- The use of time can affect lifestyles, daily agendas, speed of speech, movements and how long people are willing to listen.

Topic-05-Presentation Strategies

- Presentation means to deliver information about a topic.
- Often these presentations involve research and involves the following stages-
- **Planning-** Planning ahead **allows you to stage and craft a presentation that is creatively engaging, entertaining and informative.** Creating a presentation that is engaging, strategic and innovative is completely possible.
It focuses on the importance of the presenter's relationship with the audience and suggests key strategies for making an impact.
- By stating in advance how work is to be done, planning provides direction for action. Planning ensures that goals and objectives are clearly defined so that, they act as a guide for deciding what action should be taken and in which direction.

Planning your presentation

- It is important to plan your presentation and think about how long it will take you to prepare.

(http://library.leeds.ac.uk/skills-presentation/activate-planning_your_presentation)

A few steps for planning a presentation are:

- Researching the audience
- Choosing the title
- Writing the talk
- Preparing the slides
- Finding suitable images
- Writing prompt notes/cards
- Researching the venue
- Practicing
- Setting up the room

(http://library.leeds.ac.uk/skills-presentation/activate-planning_your_presentation)

■ **Preparation**-There are a number of aspects that you need to consider when preparing a presentation. They include **the aim of the presentation, the subject matter, the audience, the venue or place, the time of day, and the length of the talk**.

The purpose of preparation is to: Ensure that you know your audience and the space in which you will be presenting as well as you can. Ensure that your materials are tailored to your audience and that they're clean, clear and succinct.

The first and most important rule of presenting your work is to **know your audience members**. If you can put yourself in their shoes and understand what they need, you'll be well on your way to a successful presentation. Keep the audience in mind throughout the preparation of your presentation.

Preparation



- Collect your information
- Write your presentation
- Make it Interesting
- Do not present your audience with information overload
- When using power-point do not fill the page with text, or include too many effects
- Make sure you have a back-up copy of your presentation

■ **Organization**-Organize the content of your presentation in a logical sequence based on the outline you prepared.

No matter how you decide to organize your presentation, keep the audience engaged to better help them remember the content. You can do this by asking them questions or having them share experiences related to the topic.

Establishing a solid structure for your presentation helps your audience know what to expect at each stage and guides them along the process so they can absorb what you are sharing with them. This not only helps the audience follow along, but it is also vital for you as the speaker.

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- **Delivery**- 'Delivery' refers to the way in which you actually deliver or perform or give your presentation. Delivery is a vital aspect of all presentations. Delivery is at least as important as content, especially in a multi-cultural context.
- Delivery skills are comprised of effective eye contact, volume, pacing, tone, body language, word choice, and appearance. It's important to be aware of not only what you are saying, but also how you are saying it.
- Delivery can communicate your confidence and preparedness to your audience. Effective delivery shows your audience that you have researched your topic and understand what you are speaking about.

Delivering Presentations

- Presentation skills develop with practice
- Delivery involves three key elements:
 - Body language (eye contact, use of space and movement, gestures)
 - Voice (projection, pitch, pace)
 - Speaking style (connection with audience, clarity and conciseness, level of vocabulary)