

Unit 2 - Oral Communication

Definition

- 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.

Advantages

- Immediate response
- Express feelings
- Time saving
- Suitable for discussion
- Conversation to learn
- Effectiveness

Disadvantages

- Poor retention
- No record
- Time consuming
- Misunderstanding
- Lengthy messages
- Imprecise
- Lack of Responsibility

How to improve oral Communication?

- Think before speaking
- Use concise language
- Understand your audience
- Be mindful of your tone
- Pay attention to your body language
- Employ active listening
- Speak with confidence
- Show your authentic self

Mediums

- Face-to-face
- In-person presentations
- Mobile phone conferences
- Group presentations
- Telephone
- Video meetings
- Conferences
- Speeches and lectures

Listening

- Listening is the ability to accurately receive and interpret messages in the communication process.
- Listening is key to all effective communication, without. The ability to listen effectively messages are easily misunderstood

Listening barriers

- Anxiety
- Noise
- Visual distractions
- Self-centeredness
- Mental laziness
- Boredom
- Sense of superiority
- Cognitive dissonance
- Impatience