



**CHANDIGARH**  
**UNIVERSITY**

Discover. Learn. Empower.

# **University Institute of Liberal Arts and Humanities**

Course Name: Communication Skills

Course Code:20UUCT-141/191

Faculty: Ms Aditi Paul



**LSRW SKILLS: LISTENING AND  
SPEAKING**

**DISCOVER . LEARN . EMPOWER**

# Course Objective

The Course aims to:

1	Augment students overall communication and interpersonal skills by making them realize the importance of good oral and written English Language in professional life.
2	Enrich their reading capability with special emphasis on expanding vocabulary and grammatical formations.
3	Build exceptional speaking and writing skills by correcting grammatical errors and pronunciation through practice.

# Course Outcome

On completion, the students are expected to

CO Number	Title	Level
CO1	Produce correct contextual written text and speech in a wide range of communication situations.	Apply
CO2	Write original short compositions, in the form of paragraph writing, business correspondence, blogs etc. through logical support and argument.	Analyze
CO3	Demonstrate linguistic competence through accuracy in grammar, pronunciation and vocabulary.	Apply



# Techniques for building LS Skills

The most important thing in communication is hearing what isn't being said. The art of reading between the lines is a lifelong quest of the wise.

*-Shannon L. Alder*



# Listening Skills

Listening is the ability to accurately receive and interpret messages in the communication process



# Listening Skills

- Real Listening is an active process that requires attention.
- We spend more time in listening than speaking.
- Communication is not complete without effective listening.
- Successful listening is challenging and requires practice for learning to take place.
- Effective listening is a dynamic activity that seeks the meaning intended in the messages sent by the speaker.

# Effective Listening

Effective Listening is the process of analyzing sounds, organizing them into recognizable patterns, interpreting the patterns and understanding the message by inferring the meaning.



# Poll Question-1

**Do you think that you are an active listener?**

1. Yes
2. No
3. May be

# Listening V/S Hearing

- Hearing - physical process; natural; passive
- Listening - physical & mental process; active; learning process; a skill to develop
- Hearing is an involuntary act that happens automatically.

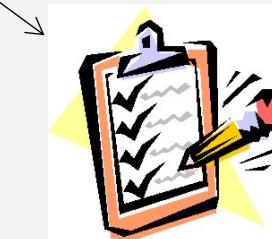


# Listening V/S Hearing

- Hearing is the first stage of listening.  
E.g. A truck honking on the road in front of our house.
- Listening is a voluntary activity, demands perfect coordination between the ears & the brain, is very creative, interactive and interpretive process leading to learning

# The Process of Listening: Categorized into 4 main areas

- Hear
- Clarify
- Interpret
- Respond



# Types of listening

**DISCRIMINATIVE LISTENING** – It involves identifying the difference between various sounds.

**COMPREHENSION LISTENING** – It involves attaching meaning to what is being listened to.

**EVALUATIVE LISTENING** – It involves evaluating and analyzing the message being received.

**SELECTIVE LISTENING** – It involves selecting the desired part of the message and ignoring the undesired part of the message.

# Barriers to Effective Listening

## Physical Barrier

- Noise
- Environment
- Message overloaded
- Defective Machines

## Psychological Barrier

- Personal Anxiety
- Attitude
- Being unsure of speaker's ability

## Physiological Barrier

- Disability
- Wandering attention
- State of health

# Poll Question-2

Do you think that Psychological Barriers are more common than Physical or Physiological Barriers?

- 1) Yes
- 2) No

# Techniques for Effective Listening(1/2)

- Have an open mind.
- Sit alert and look the speaker in the eye with a view to establish your interest in him/her.
- Do not prejudge the speaker or his message.
- Take down notes
- Summarize what the speaker is saying.

# Techniques for Effective Listening (2/2)

- Link what you are listening to what you already know.
- Ask relevant questions to yourself for clarity in your understanding.
- Pay attention to what isn't said — nonverbal cues

# References

- <https://www.fastcompany.com/3036026/5-ways-to-improve-your-listening-skills>
- <https://www.stevenaitchison.co.uk/5-ways-improve-listening-skills/>
- <https://www.mindtools.com › Communication Skills › Communicating in Person>

# Speaking Skills

- Speaking is the act of generating words that can be understood by listeners
- Speech production is the vocalized form of human communication.
- Speaking process requires conceptualization of idea, formulation of sentences through syntax and vocabulary and articulation.

# Articulation

- It involves the use of the organs of speech to produce sounds.
- Sounds are produced in a continuous stream, some sounds merge with others. E.g.. Handbag, baked beans
- Continual changes in loudness, pitch direction and pausing serve to organize the sounds into meaningful words and sentences.

# Kinds of Speaking Situations

- **Interactive speaking situations** include face-to-face conversations or telephone calls, in which we are alternately listening and speaking, and in which we have a chance to ask for clarification, repetition, or slower speech from our conversation partner.



# Kinds of Speaking Situations

- **Partially interactive** as when giving a speech to a live audience, where the audience does not interrupt the speech. The speaker nevertheless can see the audience and judge from the expressions on their faces and body language whether or not he or she is being understood.
- **Totally non-interactive** as when recording a speech for a radio broadcast.

# Tone

- The tone is responsible for about 35-40 percent of the message we are sending. Tone involves the volume you use, the level and type of emotion that you communicate and the emphasis that you place on the words that you choose.



# Rhythm

- Rhythm is the pattern of the sounds you produce.
- Stressing and de-stressing syllables and words gives us rhythm in English.
- Rhythm is the music of English Language – the ups and downs and the linking of words, which together, change how we say sentences.

# Pitch

Pitch is the highness or lowness of your voice, and it's incredibly essential in language

## We use pitch in order

- to express our emotions and attitude through a change in our intonation, or the tone of our voice.
- to express stress, or when we make certain syllables longer, louder, and higher in pitch.

# Stress

- Stressing means to **emphasize** a sound and make syllables and words: **louder ,longer and higher in pitch**
- Every word in English has just **one** syllable with a **primary stress** or **emphasis**.
- It is not only essential to stress certain syllables and words, but we must also **de-stress** other syllables and words.
- **Example:** English → [ING glish] (1st syllable is stressed; 2nd syllable is slightly de-stressed)

# Stress in sentences

Think about stressed as well as unstressed Syllable while pronouncing a word/ sentence.

- How about we **go** for a **Coffee** this afternoon.
- Content words
- Grammar
- My **Phone's** broken, so I am **going** to **buy** a new one.
- Zaffar and other speakers **addressed** the **August Gathering** of participants.

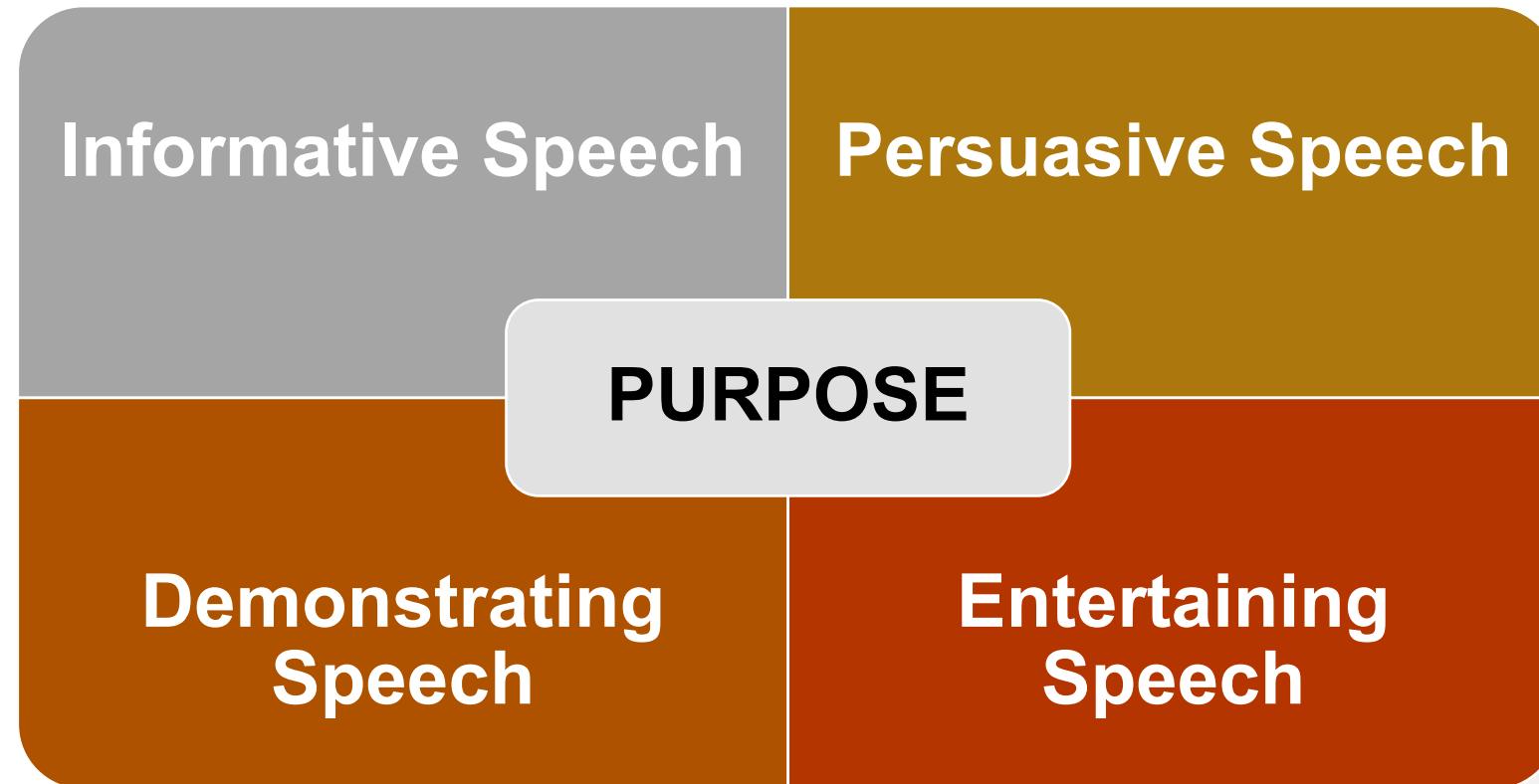
# Intonation

- Intonation refers to the rise and fall in human voice.
- Questions, for example, should end on a higher note.
- Affirmative statements should end in a level or slightly lower pitch. The ending of statements on a high pitch can create doubt in your listeners.
- The entire variation of pitch while speaking is called intonation.
- Words that are stressed are key to understanding and using the correct intonation brings out the meaning.

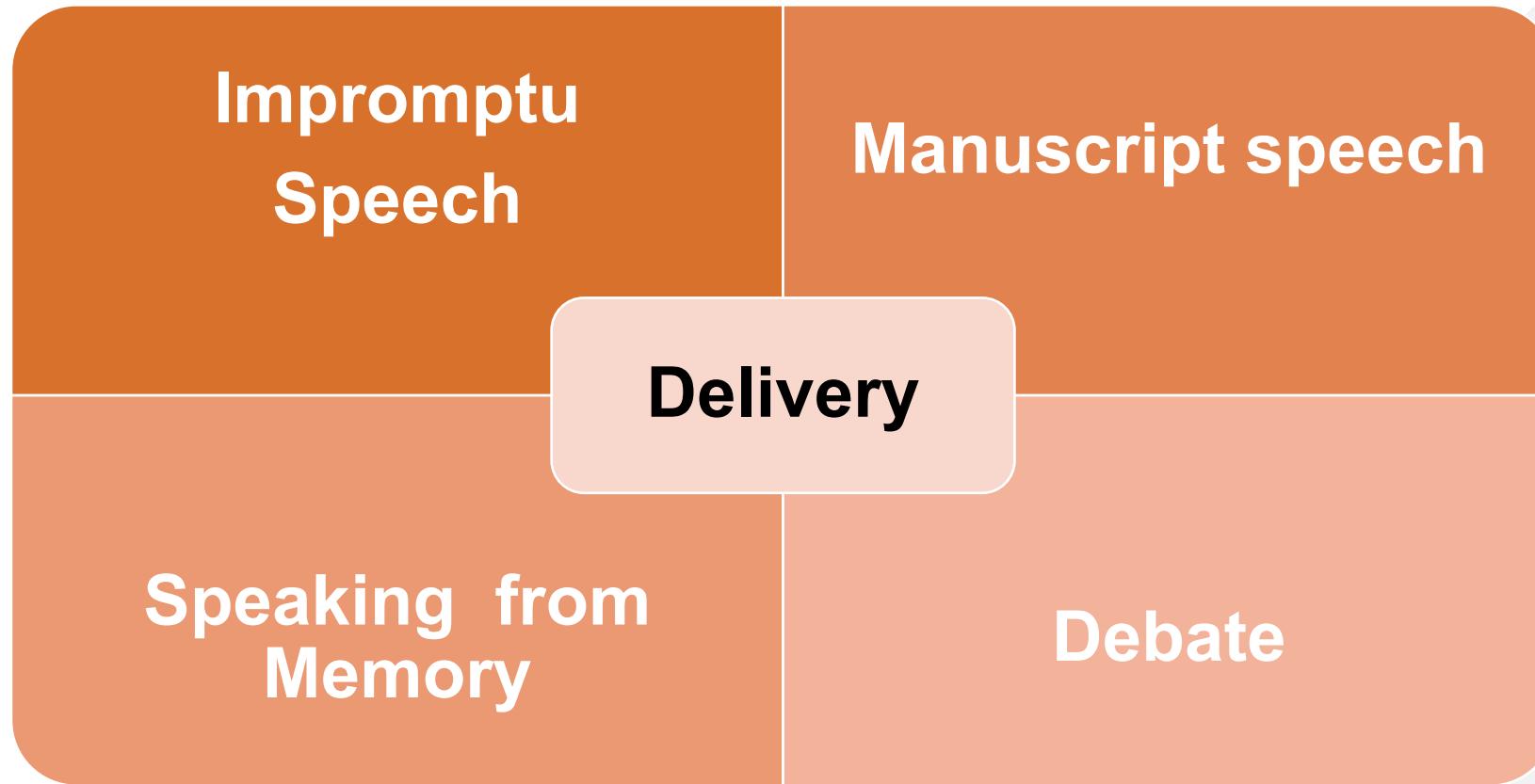
# Practice Exercise

- A sentence can be spoken differently, depending on the speaker's intention.
- Look at the following sentences. Speak them out loud and especially stress the word that is in bold writing.
- I did not read anything about the disaster.
- I did not read anything about the disaster.
- I did **not** read anything about the disaster.
- I did not **read** anything about the disaster.
- I did not read **anything** about the disaster.
- I did not read anything about the **disaster**.

# Different types of speeches



# Different types of Speeches



# Different types of speeches



# Poll Question 3

**What according to you is the most important element of speaking?**

- 1) Accent
- 2) Confidence
- 3) Knowledge
- 4) Vocabulary

# Enhancing Speaking Skills

- Pronounce distinctive sounds clearly so that people can distinguish them.
- Use syllable and word stress, rhythmic and intonation patterns clearly so that people can understand what is said.
- Use the correct forms of words, for example, tense or gender.
- Use vocabulary appropriately.

# Tips to improve Speaking skill

- **Find a native English speakers:** Talking to actual native speakers is the most effective way to improve your English skills.
- **Listen to the music of English:** The intonation and rhythm is the music of English.
- **Slow down:** The more clearly you speak, the better chance your listener has of understanding you.
- **Speak English:** Speak in correct English. The more you speak the faster you learn.

# Applications

- Enhances your personality.
- Helps to crack Interviews and Group discussions.
- Help to complete an assigned task effectively.
- Develops a better understanding and helps to respond effectively.
- Helps in giving explicit and inclusive positive feedback.

# Assessment Pattern

**Students are assessed on the basis of the following parameters:**

- Hourly Tests - 2
- Assignments
- Surprise Test
- Quiz
- Student Engagement
- End Semester Exam

# References

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- <https://www.mindtools.com › Communication Skills › Communicating in Person>



# THANK YOU

For queries  
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