

UNIT 2

TOPIC: SPEAKING SKILLS

LECTURE 11

CO: HM002.3



Avila Naik



Subtopics

- The speech process, message, audience, speech style, feedback, conversation, and oral skills, Fluency and self-expression, body language phonetics and spoken English, Speaking techniques, word stress, correct stress patterns, voice quality, correct tone, types of tones, barriers to speaking, building self-confidence and fluency

Speech Process

A speech process has five ingredients.

They are message, audience, speech style, feedback and conversation and oral skills.

Audience is the most important element of the speech process.

Speech is meant for the audience and play a great role in determining the material to be used.

A good speech is one that is delivered with a clear tone, and one that isn't too loud and jarring to hear.

The speaker should be calm and polite, and exercise proper voice modulation.

Many factors should be considered while preparing speech for the audience, like nature of purpose, number of people, age and sex of audience, educational qualification of audience, interest and expectation from speaker, etc.

Speech Process

Speech style distinguishes a speaker from the other speakers. Style is a pattern of speaking adopted by a speaker.

Feedback means the responses from the audience to the speech. The feedback is used as a basis for improvement.

Seven factors are used for feedback by audience. They are pronunciation, speech delivery, content, audience awareness, body language, use of audio-visual aids and quality of interaction.

The following three factors make the oral discourse effective. They are fluency and self expression, body language and phonetics and spoken English.

There should be fluency in speech. The speech must flow naturally without any odd sounds. Avoid improper words or jargon.

Fluency and self-expression, body language phonetics and spoken English



Watch your language!



- Keep it simple. The aim is to communicate, not to show off your vocabulary.



- Emphasise the key points—and make sure people realise which are the key points. Repeat them using different phrasing.



- Check the pronunciation of difficult, unusual, or foreign words beforehand.

Fluency and self-expression, body language phonetics and spoken English

Use your voice to communicate clearly

- Speak loudly enough for everyone in the room to hear you. This may feel uncomfortably loud at first, but if people can't hear you, they won't listen.
- Speak slowly and clearly. Don't rush! Speaking fast doesn't make you seem smarter; it will only make it harder for other people to understand you.
- Key words are important. Speak them out slowly and loudly.
- Vary your voice quality. If you always use the same volume and pitch (for example, all loud, or all soft, or in a monotone) your audience will switch off.
- When you begin a new point, use a higher pitch and volume.
- Slow down for key points.
- Use pauses—don't be afraid of short periods of silence. (They give you a chance to gather your thoughts, and your audience a chance to think.)

Fluency and self-expression, body language phonetics and spoken English

- Use your body to communicate, too!
- Stand straight and comfortably. Do not slouch or shuffle about.
- Hold your head up. Look around and make eye-contact with people in the audience. Do not just address the lecturer! Do not stare at a point on the carpet or the wall. If you don't include the audience, they won't listen to you.
- When you are talking to your friends, you naturally use your hands, your facial expression, and your body to add to your communication. Do it in your presentation as well. It will make things far more interesting for the audience.
- Don't turn your back on the audience.



Speaking techniques, word stress, correct stress patterns, voice quality, correct tone, types of tones



Intonation is the alteration of voice pitch or tone when speaking, and stress is the use of emphasis to capture attention and express meaning.



Intonation occurs when the voice changes in pitch and tone while speaking. You can compare it to music and how different songs can inspire sadness, anger, or joy. A well-written and well-spoken speech can do the same. Higher intonation is a way to excite the audience, while slowing and lowering your tone will either end a point or a speech. The low intonation is a natural way to let everyone know you are finished.

Speaking techniques, word stress, correct stress patterns, voice quality, correct tone, types of tones +

Everyone has different levels of pitch in their voice. Though some are more prone to a higher pitch and some to a lower pitch, we can all change our timbre depending on who we are talking to and why.

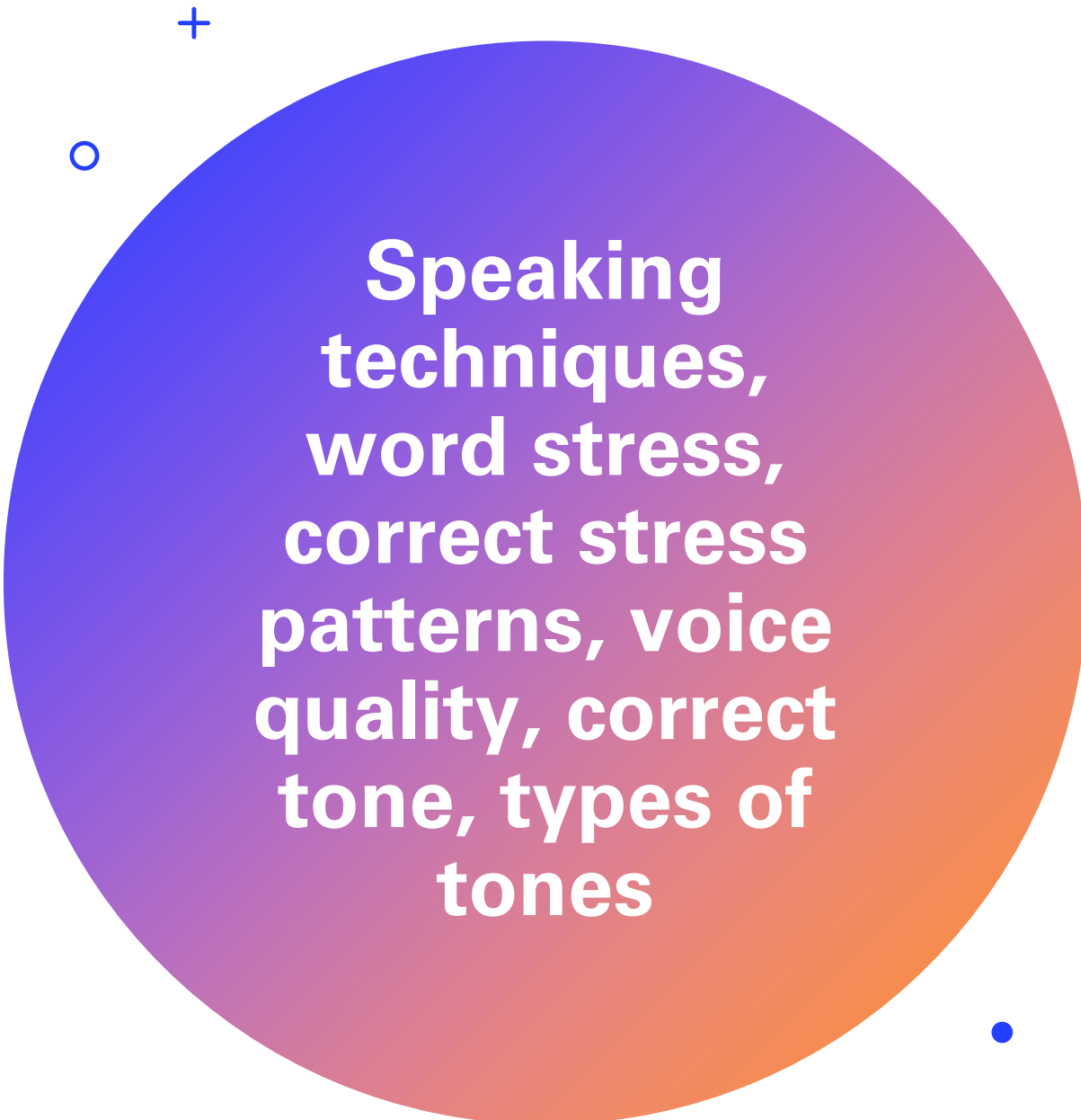
Timbre is the overall natural quality and sound of your voice, whether it's closer to a high soprano or a low bass when speaking. One can use the tone and voice pitch to change communication with the audience.

During a speech, one can also use stress to draw attention to different parts of your message. Stressing involves putting more emphasis on a word or sentence to draw attention to it. Say you're discussing world hunger in your speech. In this case, you would want to emphasize words like 'hunger' and 'poverty' to make sure the audience is drawn to the main idea of your speech.

Speaking techniques, word stress, correct stress patterns, voice quality, correct tone, types of tones +

Rhythm: How the words move. In a bad speech, the words are choppy and make the audience stop at every other word. If the speaker has a regular cadence, then the speech flows easily, without being too slow, too choppy, or too fast.

Speech Artifacts: Ways that people take a break as they speak to gather their thoughts. Words like 'uh' or 'um' or even 'you know' can disrupt the overall smooth flow of the speech.



**Speaking
techniques,
word stress,
correct stress
patterns, voice
quality, correct
tone, types of
tones**

- Planning
- First, when writing out your speech, notate where you will use intonation, and where you need to create a climactic moment within your talk. Usually, you will want to do this when you are in the biggest point of your speech. Raise your voice only slightly, add a deep timbre, and emphasize words precisely. This changes your speech pattern and makes the audience take notice.
- Secondly, use intonation to make your speech easy, lyrical, and rhythmic, so it's not only easy to hear but easy for you to remember and speak. The more it sounds like you talking to a friend about a subject you're passionate about, the better the speech will be.

Types of tones



Formal
tone

Informal
tone

Humorous
tone

Serious
tone

Optimistic
tone

Motivating
tone

Respectful
tone

Assertive
tone

Barriers to speaking



Lack of
Confidence

Lack of
Planning

Poor
Atmosphere

Wrong
Choice of
Words

Poor
Gestures

Wrong Style

Lack of
Fluency

Building self-confidence and fluency

Breathe

Slow Down

Smile

Practice
Making
Mistakes

Visualize
Success

Congratulate
Yourself

TAKEAWAY



UNIT 2

TOPIC: SPEAKING SKILLS

LECTURE 12

CO: HM002.3



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Subtopics

- Job interview, interview process, characteristics of the job interview, pre-interview preparation techniques, interview questions and answers, positive image projection techniques.

THE FIRST STEP

TAKE A GOOD LOOK AT YOURSELF

Clear about your own abilities

Communicate skills well

Self introspection

Strengths and weaknesses

Identify your achievements, accomplishments

Analyze your career goals

THE SECOND STEP



KNOW YOUR ACADEMICS



Brush up technical knowledge



Know your subject well



Firm grip of forte in your resume

THE THIRD STEP

ANALYZE YOUR SKILLS

LEARNED SKILLS

Computer programming

Data processing

Marketing

Driving

Administration

Consulting

Business writing

Professional speaking

Management

Planning

Selling

Training

Teaching

Interpersonal skills

Foreign languages

Time management

Intuitive Skills

Assertiveness

Courage

Boldness

Creativity

Adaptability

Broad-mindedness

Decision making

Diplomacy

Efficiency

Foresight

Imagination

Initiative

Leadership

Motivating

Patience

Perseverance

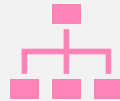
Sincerity

Stamina

THE FOURTH STEP



RESEARCH THE POSITION YOU
SEEK



Know details of the organization



Details of position



Job analysis

THE FIFTH STEP



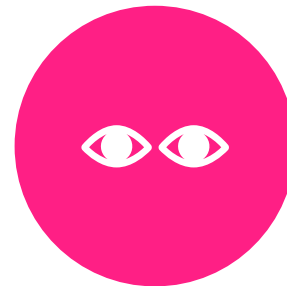
CREATE A POSITIVE
IMPRESSION



Impression is a primary
determinant

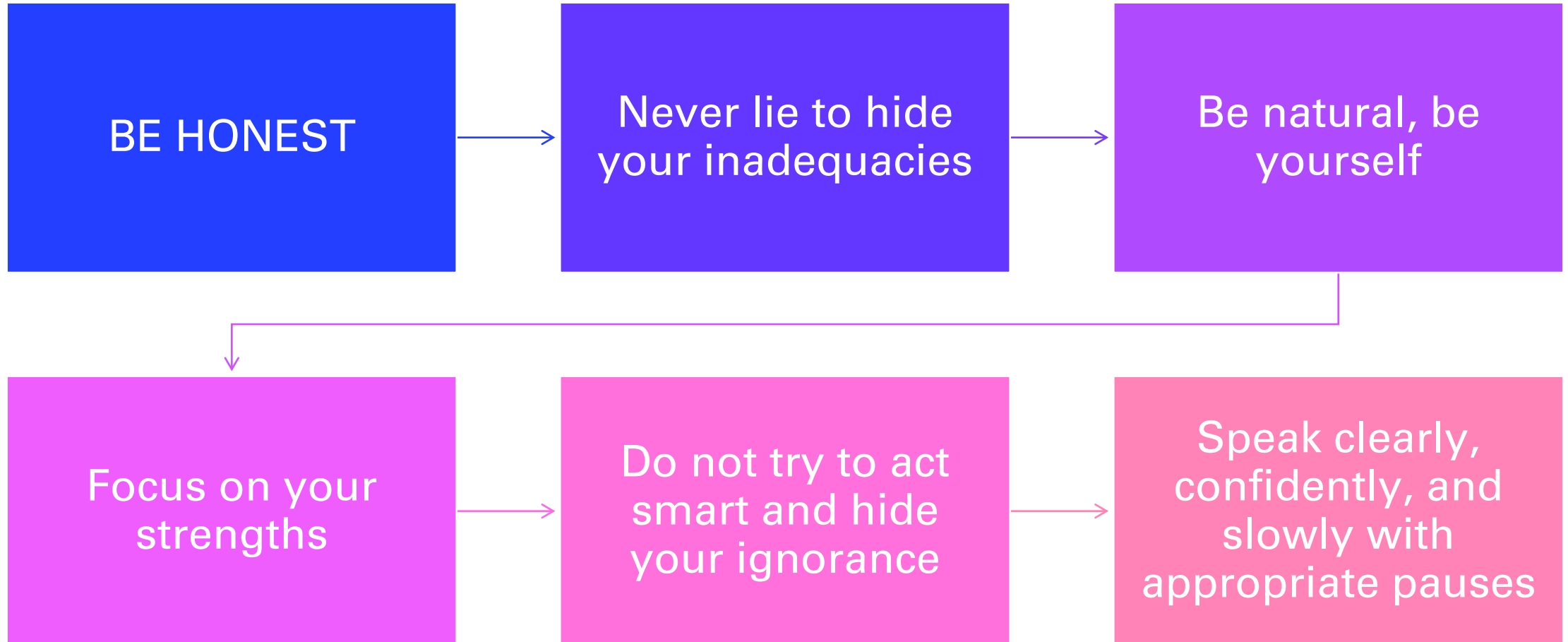


Your body language,
appearance and attitude in the
face of stress



Dress appropriately, smile often,
appear calm, mature and in
control, be enthusiastic and the
urge to join the company should
be transparent

THE SIXTH STEP



INTERVIEW QUESTIONS



Open questions



Tell us something about yourself?



Talk about your interests and activities.



Describe the most difficult situation that you recently faced.



What are the advantages of a mixed economy?



Closed questions

When did you complete your graduation?

What was your major subject in the college?

Where did you receive your first professional training?

Do you know data processing?



Probing questions

Do you think students should be allowed in all academic decision making?

You have mentioned creativity as your intuitive skill. How will you show this skill in this particular job?

Reflective questions

Does that mean that you favor a total ban on any type of violence in movies?

Am I right in thinking that you are against economic liberalization in India?

Loaded questions

You are too short. Don't you think that this is going to be a handicap for you?

Your percentage in your first year of your B.E is too low. How do you justify that?



Hypothetical questions



What would you do if you face a group of angry employees who want to harm company vehicles because one of the workers has been hurt by a company lorry?

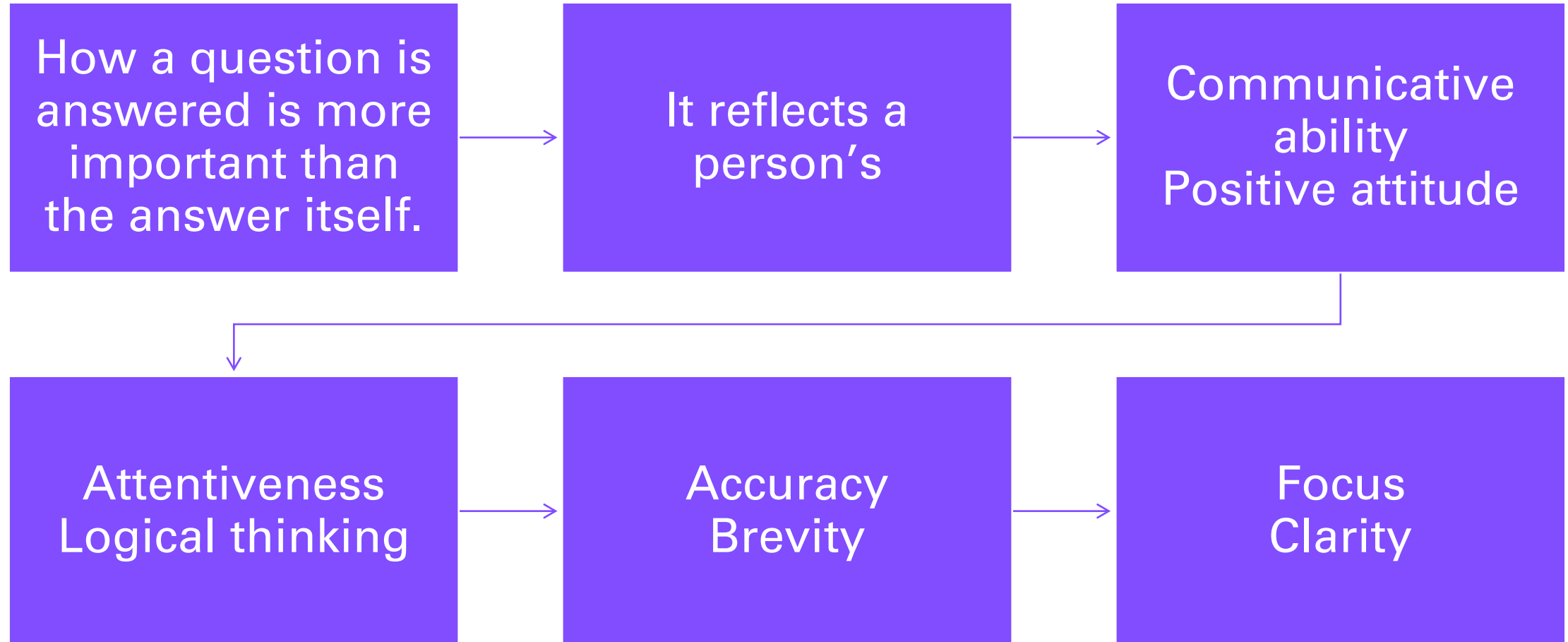
Leading questions

Don't you agree that our company needs more privatization?

Don't you think that MNCs have boosted the Indian economy?

Don't you agree that our company is a market leader in electronics products?

ANSWERING STRATEGIES



GENERAL TIPS ...

After arrival calm yourself

Take a good look at the people around you

During interview be a good listener

Be polite and courteous to request the interviewer to repeat if not understood

Do not interrupt

GENERAL TIPS...



1

Do your
homework

2

Think
positive

3

Give it your
best shot

4

Learn from
experience

5

Never give
up hope

TAKEAWAY

It's your turn **to speak**

