

UNIT 2

TOPIC: SPEAKING SKILLS

LECTURE 15

CO: HM002.3

CO: HM002.6



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Subtopics

- Conversation practice in real life situations, asking for directions (using polite expressions), giving directions (using imperative sentences)

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Conversational Practice in Real Life Situations

What is Conversation?

- Mental occupation and not merely casual thoughts
- Best conversations are exchanges and not interrogations
- A good conversationalist neither monopolizes nor keeps silent
- It is an invisible art where efforts are put into improving which are more felt than seen



Six Types of Conversation

CHAT

- Least formal

tête-à-tête

French for head-to-head which means private/confidential conversations

Dialogue

- Formal discussions between groups, countries, in a book, in a film to solve problem, end a disagreement, etc.

Parley

- Formal discussions between enemies

Colloquy

- Most formal of all conversations

Communion

- Conversation on a profound level where no words are necessary



Effective Conversations

Listen intently

Develop ideas adequately

Arouse and sustain interest

Involve everyone

Start and end conversations

Use appropriate language

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Conversation Openers

State a fact

Ask a question

Start with a smile

Start with a greeting word

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Conversation Closers

End emphatically

End politely



Telephonic Conversations & Etiquette

Incorporate correct tone and articulation

Create a desired impression

Follow all etiquettes applied in face-to-face conversations

Use polite expressions

If receiver, identify your name, company name or position (avoid hello)

Be clear and precise

Use pleasant tone



Telephonic Conversations & Etiquette

Do not shout

Do not use slangs

Do not interrupt the caller
while he or she is speaking

If transferring the call, ask
caller to hold on

Listen patiently to the caller
and get unfamiliar terms
clarified

Before calling, think what
and how to speak

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Telephonic Conversations & Etiquette

Do not speak quickly or too slowly

Use appropriate rate (speed)

Reduce the background noise

Pick up the phone as early as possible

Return the missed call or apologize when the caller calls next time



Telephonic Conversations & Etiquette

If the call is not meant for you, say so and guide the person

Ask if it is the right time to talk or ask if you can speak for a few minutes

Always keep a pen and note pad

Be courteous

Thank the caller before ending the call

TAKEAWAY

