

UNIT 2

TOPIC: SPEAKING SKILLS

LECTURE 13

CO: HM002.3

CO: HM002.6



Avila Naik



Subtopics

- Group discussion- characteristics, subject knowledge, oral and leadership skills, team management, strategies, and individual contribution

Evaluation Criteria in a GD

Communication Skills

Leadership Qualities

Listening Skills

Body Language

Analytical Skills

Team Spirit

Assertiveness

Creativity

+

•

○

GD Characteristics

- Possessing requisite knowledge.
- Initiating a discussion.
- Communicating Effectively.
- Role of Body Language.
- Maturity and mutual respect.
- Making an Impact.
- Reaching a Consensus.



GD Characteristics

- Normal duration of a GD - 15-20 minutes.
- Seating arrangement - Circular or Semicircular.
- If the group is asked to select a topic – have a brainstorming session and decide in one or two minutes.
- If a topic has been assigned – Cover all the aspects.
- If the topic is debatable – Cover all the aspects - pros and cons. Keeping the discussion in mind, do a proper summing up.
- Language to be used – Only English.
- Addressing the panel or group members – Address only the members.



GD Characteristics

- Addressing the members in the beginning – Dear Friends.
- Addressing the members in the later stage – He or She.
- Addressing the members by names – Avoid using names.
- Asking permission to speak – Permission is not required. Once the group is ready, start the discussion.
- Keep the instructions in mind.
- Selecting a leader – Not supposed to do so.

+

•

○

GD Characteristics

- Use of paper for writing – Depends on the organizers.
- Initiating the discussion – Only if you know the topic well.
- Use of examples, facts, figures, statistics – Gives weightage.
- How many times can one speak? At least twice or thrice (without dominating, blocking and competing). Keep the instructions also in mind.



GD Characteristics

- Being humorous – Avoid.
- Being aggressive – Not at all.
- Being assertive – Speaks of your abilities.
- Any special privilege to lady participants. No.
- Asking pointed questions to participants. Only for clarification if required. Not for grilling someone.
- If someone has spoken what you were about to speak – Better think of fresh ideas.
- Use of slang – Not at all.
- How long should one listen? – All the time.
- Interrupting – Yes. Only if required.

Do's

Be as natural as possible. Do not try to be someone you are not. Be yourself.

GD is a chance to be more vocal. The evaluator wants to hear you speak.

Take time to organize your thoughts.

Enter the discussion at an early stage.

Communicate with confidence.

Always keep the topic in mind.



Do's (Contd.)

Listen to all the group members attentively.

Be interested in the discussion.

Use positive body language.

Language skills are important. Convey your points across clearly and fluently.

Be assertive not dominating; try to maintain a balanced tone.

Be objective.

Always be polite.



Do's (Contd.)

Be a Leader. Motivate/Encourage others to speak.

Be Creative. Think out of the box.

Be attentive.

Remain confident and interested throughout.

Collaborate.

Use dignified language.

Be expressive.

Have the right attitude.

+

•

○

Don'ts

- Do not speak for the sake of speaking.
- Don't deviate from the topic.
- Do not be too loud nor too soft.
- Do not dominate the discussion.
- Don't take anything personally.
- Don't impose your views on others.
- Do not remain silent for a very long time.

+

•

○

Don'ts (Contd.)

- Do not interrupt. Wait for the speaker to finish.
- Don't exhibit negative body language.
- Don't get irritated or lose temper (if someone disagrees).
- Don't appear or feel restless when someone is speaking.
- Do not eat/chew.
- Do not fidget.

+

•

○

Don'ts (Contd.)

- Do not use too many gestures while speaking.
- Do not be distracted.
- Do not be aggressive.
- Do not use offensive words.
- Do not be a silent spectator.
- Do not look at the watch frequently.

+

•

○

Assessment Criteria (Key Aspects & Important Questions)

- Contribution: Did you make any useful contribution at all?
- Knowledge: What was your level of knowledge about the subject/topic?
- Communication: Did you communicate effectively?
- Listening: Were you a good listener?
- Body Language: How positive was your body language?
- Leadership: Did you provide leadership to the group?
- Team Spirit: Were you a good team player?



More to watch

- <https://www.ted.com/talks/mariano-sigman-and-dan-ariely-how-can-groups-make-good-decisions/discussion>

TAKEAWAY



UNIT 2

TOPIC: SPEAKING SKILLS

LECTURE 14

CO: HM002.3

CO: HM002.5



Avila Naik



Subtopics

- Presentation skills-
planning, preparation,
organization, delivery.



Objectives

Improve oral communication

To improve presentation skills

Significance of nonverbal communication

Overcoming stage fright

Make persuasive, winning presentations

Why Presentation?



Considered professional



More persuasive



More credible



More interesting



How many outstanding
presenters do you
recollect?



Characteristics of Outstanding Presenter

Cooperative

**Kind,
considerate**

Patient

**Wide
interests**

Pleasant

**Fair,
impartial**

**Sense of
humour**

**Good
disposition**

**Interest in
listener's
problems**

Flexible

**Proficient in
subject**



FIVE Essential Steps to Effective Presentation

- **Step1: Occasion**

Determine the purpose

- The way you talk depends on whether you are speaking to inform, to instruct, to persuade or to entertain
- **Analyze the audience**
- Find the size, age, range, interests, goals and occupation of the audience
- **Choose the main ideas**
- **Research matter thoroughly**
- **Organize data and make notes**

FOUR WAYS OF SPEAKING TO A GROUP



Manuscript reading method



Memorization method



Impromptu method



Which do you think is the best?

WHAT SHOULD YOU AVOID?



....Start with the history of your company



....Apologize for any flaw in your presentation



....Leave the audience in the dark about the purpose of your presentation



....Use a standard kind of presentation for all kinds of audience



....Tell the audience more than they want to know



....Read verbatim what is on every visual



....Make your presentation without rehearsing

Most Common Mistakes



**Poor first
impression**

**No
objectives**

**Dull, dry and
boring**

**Frozen in
one spot**

**Weak eye
contact**

**Poor facial
expression**

**Poor
presentation**

No humor

**No audience
involvement**

**No
enthusiasm**

**Poor visual
aids**

Weak close

Combating Stage Fright



Laliophobia
Fear of
speaking

Demophobia
Fear of crowds

Katagelophobia
Fear of ridicule

Preparation



01

Memorize the first few minutes

02

Preplan the first three to five words of every key point

03

Create cheat sheets

04

Rehearse, rehearse, rehearse.....

05

Arrive at the venue early

06

Meet and talk to early arrivers at the audience

07

Be physically fit

Preparation



Have positive thoughts.....



-you know much more about the subject



-your audience is here because they want to be here



-you are well prepared



-the audience is open minded



-they like you

Design the Close First

Reasons.....

...when you begin the audience is wherever it is

...when you end the audience is where you want them to be

...attention level peaks when there are signs of a conclusion

...audience remembers best what they hear last

...gives your presentation more focus and direction

The Opening

Start on time

Short introduction- Should answer these questions....

...Why this speaker

...Why this subject

...Why this time

...Why this audience

The Body

Use.....

Facts

Numbers

References

Examples

Analogies

Quotes

Evidence

Reasons

Delivery

Face and Eyes

Most expressive parts

Pleasant face establishes rapport

Eye contact use with discretion

Too much eye contact is aggressive

Too little suggests submissive, inattentive and unfriendly behaviour

Avoid staring at the floor, ceiling, notes, screen and outer space

Give each person 3 to 5 seconds of eye contact

Allow your eyes to move around the room

Delivery

Appearance

...Dress for the occasion

...Dress to project the image you want to create

...Avoid flashy, gaudy and distracting clothes and accessories

Delivery

Voice

...Paralanguage or sound of the voice reflects the emotional state of the speaker

...Variation in volume, tone , pitch and pace is essential

...Speak expressively and enthusiastically in a warm, pleasant tone

...Avoid fillers like 'er', 'uh', 'um', etc.

Delivery

Movement

...Avoid standing frozen in one spot

...Move into the audience

...Use natural gestures

Visual Aids

People remember-

...10% of what they read

...20% of what they hear

...30% of what they see

...50% of what they see and hear

Visual Aids....

Types of visual aids

Flip charts

Black and white boards

Overheard transparencies

Slides

Movies

Computer presentations

Visual Aids

What you should do

Decide and commit to use visual aids

Keep visual aids simple

Use colour, but not more than three

Use graphs, charts, pictures and cartoons

Use comfortably and with confidence

Have one and only one key point per visual

Visual Aids....

Avoid a page full of numbers

Use only bullets

Reveal that portion of visual you are talking about

Visual be visible and readable

Rehearse



Steps to a Winning Presentation



**Define
objectives**

**Design
close**

**Create
opening**

**Outline
body**

Add spice

**Design
visual aids**

**Tailor to
audience**

Rehearse

Remember

**People who make
memorable
presentations are**

**Not born----they are
made**

**Not superhuman
with special talents--
but **average**
people like you and
me**

TAKEAWAY

It's your turn **to speak**



A vertical bar on the left side of the slide with a gradient from orange at the top to blue at the bottom.

ACTIVITY