



CONVERSATION

Charumathi P

3122 21 5001 020

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DEFINITION

The exchange of thoughts and feelings by means of speech or sign language.

Conversation is the interactive communication between two or more people.

The development of conversational skills and etiquette is an important part of socialization.





DISCOURSE: is a cooperative, one-way conversation. The goal is to deliver information from the speaker/writer to the listeners/readers.



DIALOGUE: is a cooperative, two-way conversation. The goal is for participants to exchange information and build relationships with one another.

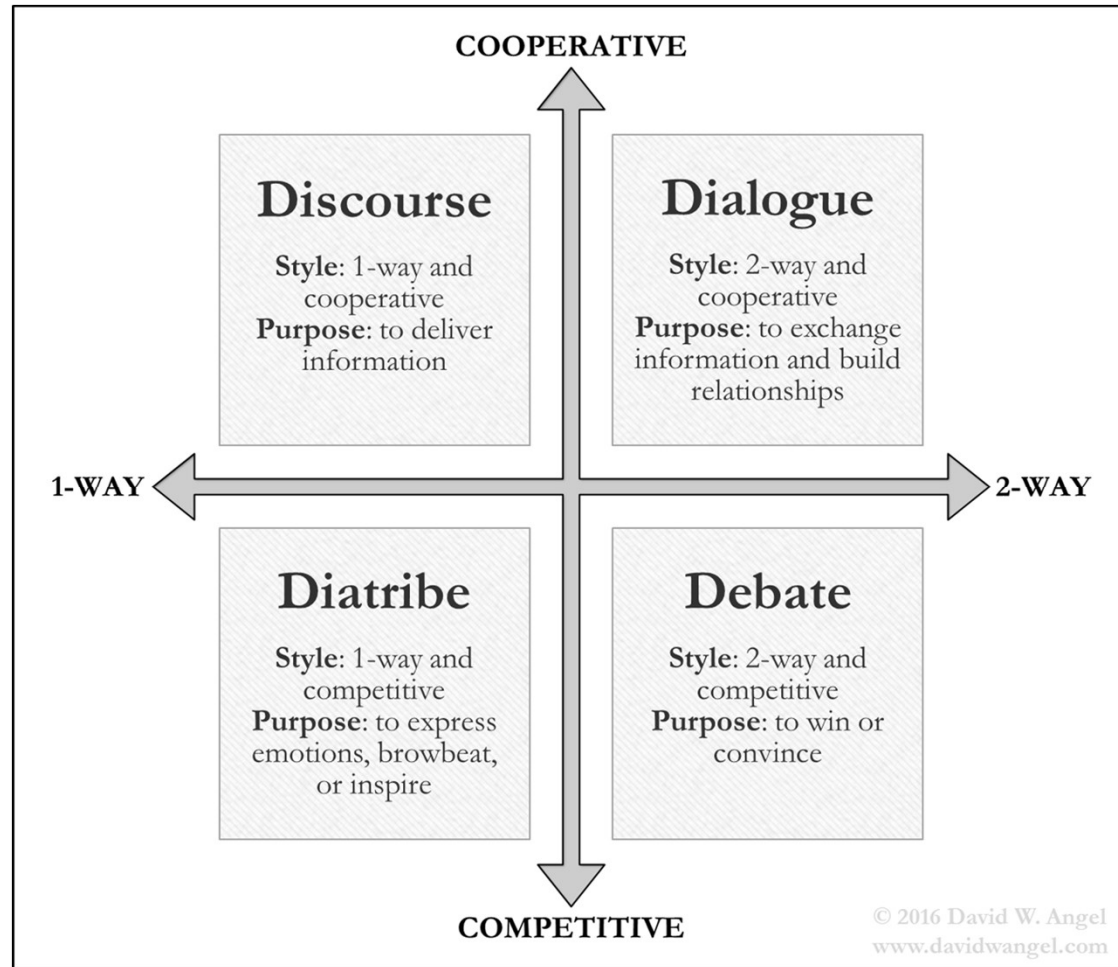


DIATRIBE: is a competitive, one-way conversation. The goal is to express emotions, browbeat those that disagree with you, and/or inspires those that share the same perspective.



DEBATE: is a competitive, two-way conversation. The goal is to win an argument or convince someone, such as the other participant or third-party observers.

FOUR TYPES OF CONVERSATION



EXAMPLES

Debate: two family members from opposite sides of the political spectrum arguing over politics.

Dialogue: two undecided voters talking to each other about the candidates, trying to figure out who they want to vote for.

Discourse: a professor giving a lecture on international affairs.

Diatribes: a disgruntled voter venting about the election's outcome.

It is important to know which type of conversation you are in, because that determines the purpose of that conversation. If you can identify the purpose, you can better speak to the heart of that conversation. But, if you misidentify the conversation, you can fall into conversational pitfalls.



DIRECTION AND TONE



Based on direction and tone, conversations are grouped into four types:



In a one-way conversation, you are talking **AT** someone, rather than **WITH** someone.



In a two-way conversation, participants are both listening and talking.



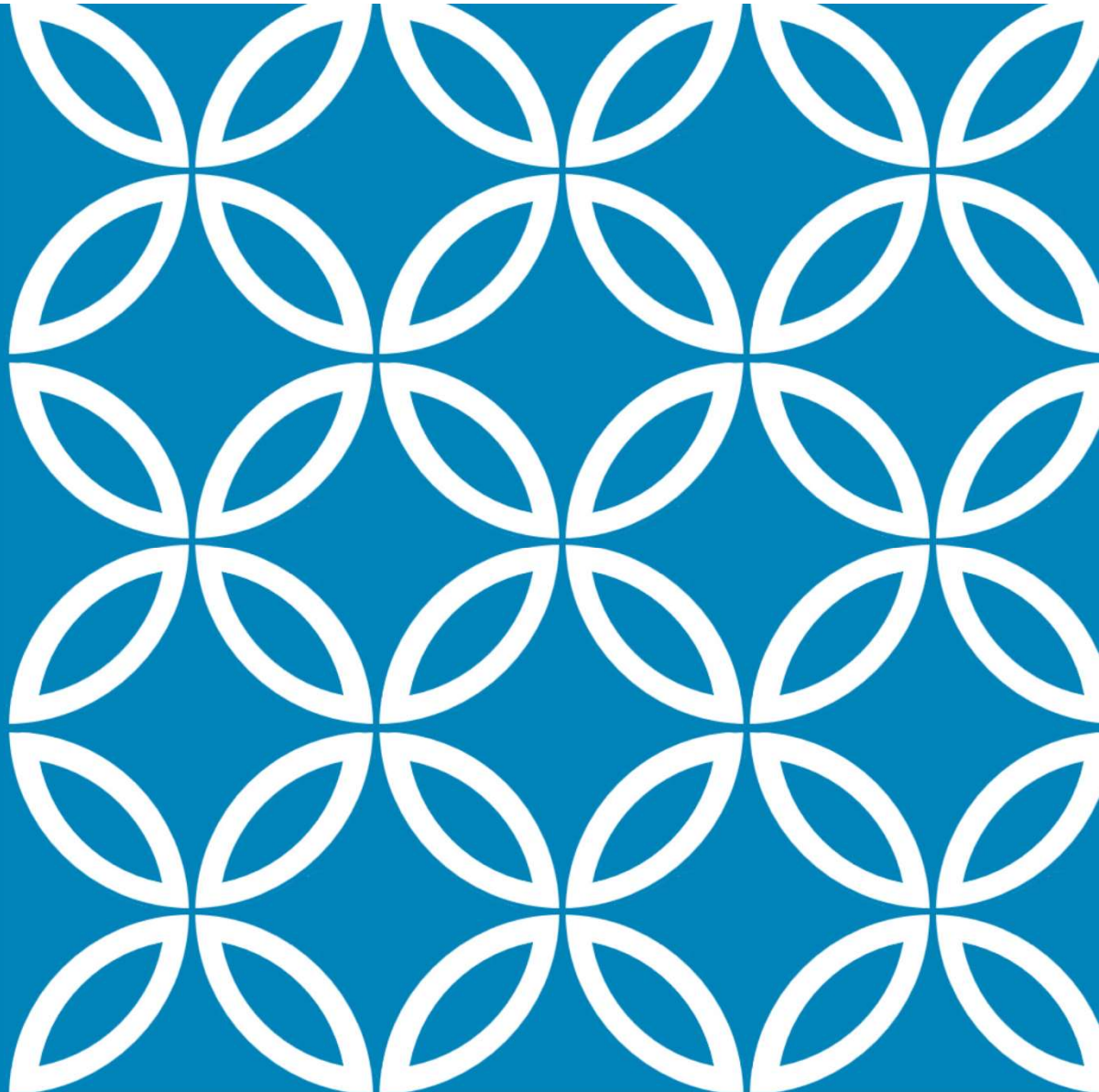
In a competitive conversation, people are more concerned about their own perspective.



In a cooperative conversation participants are interested in the perspective of everyone involved.

CONCLUSION

The four types of conversations are an essential foundation to understanding the psychology behind how people communicate. Whether you're trying to understand your coworkers better or looking for a more subtle way to get someone on board with something, this is an excellent place to start!



THANK YOU

