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Skills for Communicating Information (IT007UN)

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Justice: What's The Right Thing To Do?

+ Episode 01 "THE MORAL SIDE OF MURDER"



<https://www.youtube.com/watch?v=kBdfcR-8hEY>

Effective Speaking

- + Effective speaking means bringing together a range of different skills to communicate and make an impact.
- + Effective speaking is when you are able to speak clearly and fluently.
- + At the very least, you need to find the right words, put them in the proper order, and pronounce them correctly so that you can be understood.
- + Other aspects like emphasis, cadence, and delivery are vital.
- + Just think of a great stand-up comedian – simply memorising the words and repeating them isn't enough to give a compelling performance and connect with an audience.

Effective Speaking

- + Effective speaking is also something you can practice, which makes it much easier than other skills like singing or dancing.
- + You're able to get your ideas across in a way that's comprehensible to the audience, and you're able to do this while maintaining eye contact with them.
- + You might even extend the 'effective speaking skills' umbrella to cover other elements of communication such as body language and gestures.
- + You'll also need to be able to listen to what other people are saying while you're at it.

Importance of speaking skills

Importance of speaking skills

- + Speaking skills are one of the most important skills we learn, as they allow us to communicate with others and express our thoughts and feelings
- + Speaking skills can be separated into **formal** and **informal** speaking skills, and we use both types of speaking skills in a variety of contexts throughout life.
 - + Informal speaking skills are important for conversations with friends and family, helping us to form emotional connections.
 - + Formal speech, on the other hand, is necessary for workplaces, in presentations or for conversations with people you don't know. Formal language is important as it helps us to make a good impression on people and communicate politely.

Importance of speaking skills

- + Other types of speaking:
- + **Task-oriented speaking:** This is the form of a formal speaking this type of speaking is concerned with conversation among officers, employees, colleagues and related to the organization is used for any problem within the firm or an organization or to the organization.
- + **Semi-Formal Speaking:** This is the type of speaking which combines formal and informal speaking. That means it is a type of speaking which is not fully formal or fully informal. This speaking takes place mainly in offices between the person nearly in the same post.
- + For example:
 - + A person having a personal relationship at home and is a colleague at the office level, then he or she can make a semi-formal speaking with him or her.
 - + If two friends are working in the same office at the same level both can interact in a semi-formal way, because they are interacting to each other in the informal way when they are outside of the office but in a formal way when inside the office, both can interact in the semi-formal which included formal and informal.

Importance of speaking skills

+Other types of speaking:

+**Interpersonal Speaking:**

- +It is talking between two persons.
- +This type of speaking may be either formal or informal.
- +It described informal speaking as what we speak at home among friends, colleagues or relatives.
- +It is a really most natural way of speaking where is speaker has freedom from the artificial tone, accent and voice modulation.

Importance of speaking skills

- + Effective speaking skills can improve your life in many ways. They'll allow you to inform, persuade and entertain, much as a great performer can.
- + Better social life:
 - + If you're socialising, then you'll probably need to be speaking. Having the confidence in your ability to speak will allow you to participate in a range of conversations and help you to judge when to stop talking and listen.
 - + Conversation tends to be at the root of most successful relationships and friendships. Being able to speak clearly may not guarantee fulfilling social relationships, but it can be an excellent foundation.

Importance of speaking skills

+ Career advancement:

- + Conversational skills are essential in the workplace, too, and are also useful for meetings and presentations.
- + Speaking well can be so important that most employers won't even consider hiring you until they've had a long, formalised chat with you.
- + The job interview isn't just a way of seeing how prospective hires react when they're put under stress. It's also a test of your ability to listen and communicate. Having great ideas isn't enough - you also need to be able to convey them.
- + Develop broader speaking skills that can be applied to other areas of your professional life

Importance of speaking skills

+Politics and activism :

- +If you're committed to advancing a certain set of principles or policies, then you should make the effort to learn to communicate them effectively.
- +Engaging people's interests will probably yield better results than simply shouting slogans at them.

Levels of Speaking

Six Levels of Speaking

- + **How to speak so people listen:** Level 1 demands that your speaking be compelling so that people want to listen – and to keep listening. You have to grab and hold people's attention.
- + **How to speak so people understand:** Level 2 requires you to make the information easy to absorb, by structuring it in a way that compels people to listen from one part to the next, all of the time feeling that they 'get' what you are saying.
- + **How to speak so people understand, as you intend them to:** To make your speaking persuasive, Level 3 requires that people don't just 'get' what you are saying; but that they 'get it right'. You must explain your ideas carefully and accurately, using simple, clear language.

Six Levels of Speaking

- + **How to speak so people agree with you:** Ultimately, persuasive speaking needs to create agreement too, so Level 4 speaking demands that you justify what you are saying, so that you persuade your audience to your point of view.
- + **How to speak so people remember what you want them to:** Powerful speaking sticks in people's minds, so Level 5 speaking is memorable, using techniques that etch your words and ideas into the memories of your audience.
- + **How to speak so people think or do what want them to:** The power of level six is about change. When you speak at this level, you are using psychological and emotional cues to change the way your listeners think and act.

Six Levels of Speaking

Compelling

Level 1. How to speak so people listen

Persuasive

Level 2. How to speak so people understand

Powerful

Level 3. How to speak so people understand, as you intend them to

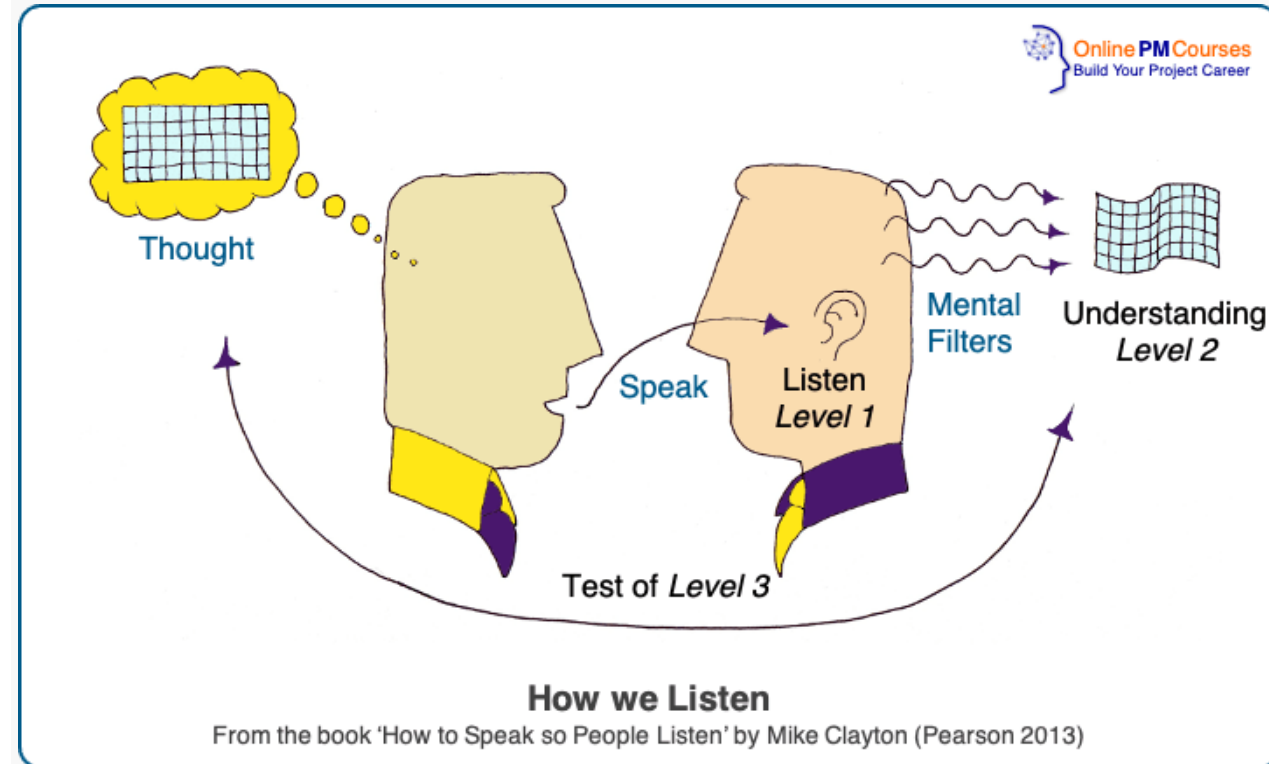
Level 4. How to speak so people agree with you

Level 5. How to speak so people remember what you want them to

Level 6. How to speak so people think or do what you want them to

The Six Levels of Speaking

From the book 'How to Speak so People Listen' by Mike Clayton (Pearson 2013)



How to speak so that people want to listen



https://www.youtube.com/watch?v=elho2S0Zahl&ab_channel=TED

Principles of an Effective Speaking

Principles of an Effective Speaking

+Principle of preciseness and clarity:

- + It always emphasizes on both clarities of thoughts and clarity of expressions.
- + The speaker should have to deliver a speech in such a way that it should always be clearly understood by the audience, and this is the founder of preciseness and clarity whenever you come to the effective speech.

Principles of an Effective Speaking

+Principle of completeness:

- + It always emphasized the need to cover all the details which are related to the topic. There should not any incomplete message.

+Principle of conciseness:

- + It always emphasizes the need to include necessary a sufficient point to speech. The speaker should avoid unnecessary details and lecturing. Speaker should give respect the precious time of the audience.

Principles of an Effective Speaking

+Principle of adaptation:

- + It defines how well does the speaker adapt himself according to the situation, circumstances and audiences so that the right message should be passed to the listener.
- + Effective speaking does not only depend on good voice production or articulation but also some other factors such as tone, volume, pace, speech, and use of pause on tribute to the good delivery.

Components of Effective Speaking

Components of Effective Speaking

- + The pace of voice:

- + Speaking to an audience requires a pace slower than normal conversation, the pace can be varied to create different effects.

- + The tone of voice:

- + The tone is a vocal quality which express how is the feeling you have. Tone can reflect the sincere effort and hard work.

- + Pitch of voice:

- + A low pitch voice is pleasing to the audience and a comfortable for the speaker to variation of pitch can also be very effective while speaking in front of an audience.

Components of Effective Speaking

- + The volume of voice:
 - + The voice should always be loud enough for every listener to listen comfortably that means the last person who to set at last batch can also listen properly.
- + Pausing
 - + Pausing can focus attention on what has been said, what is about to be said and can be used to prepare the right audience to change the idea and clarify the thought to deliver the message. This gives an idea and optimizes the way to deliver the speech.
- + Repetition:
 - + A word that you are repeating is a phrase or an idea that is useful to emphasize what exactly you want to convey to your audience.

Components of Effective Speaking

+Word choice:

- + According to the situation or appropriate words must be chosen.
- + Choose the word which is comfortable for your listeners, he or she can listen understand properly don't make jargon with complicated vocabularies.
- + This was just how complicated or you just showing how intelligent you are?

Aspects of Effective Speaking

Aspects of Effective Speaking

- + Effective speaking means being able to say what you want to say in such a way that it is heard and acted upon.
- + Choosing Your Words: What you say—the words you choose—matters.
 - + If in doubt about your meaning, your audience will come back to the words that you used and double-check what you might have meant. It is therefore important to choose carefully, especially when you are saying something important.

Aspects of Effective Speaking

- + Things to consider include:
- + **Your audience.** The words you choose will be different if you are talking to 200 people at a conference, a trusted colleague, your boss, or your children. You need to think about your audience's overall level of understanding of the subject, and also the type of language that you use.
- + **Shorter sentences** are easier to process and understand. Using shorter sentences also creates urgency.
- + **Simpler words** are also easier to understand. If you cannot explain something in simple terms, you have probably not understood it yourself. This is particularly important if your audience are not all native speakers of the language.

Regional and ethnic accents are part of individual personality and add a unique element to the way that you speak. They may also, however, in some situations, create potential barriers to communication. For example, if you have a very strong accent, people from another area or country may find it harder to understand what you are saying. You may therefore need to slow down your speech to ensure that they have time to process what you are saying.

Aspects of Effective Speaking

+ **Your Voice:**

- + Your voice can reveal as much about your personal history as your appearance.
- + The sound of a voice and the content of speech can provide clues to an individual's emotional state.

+ For instance

- + If self-esteem is low, it may be reflected by hesitancy in the voice.
- + A shy person may speak quietly, but someone who is confident in themselves will be more likely to have command of their voice and clarity of speech.

Aspects of Effective Speaking

- + It is worth taking time to improve your command over your voice, especially if you find it hard to speak in public. It can even help to boost your confidence!
- + It is important to get used to the sound of your own voice. Most people are more relaxed in a private situation, particularly at home, where there are no pressures to conform to any other social rules and expectations. This is not the case in public situations when there are all sorts of influences exerted upon the way people speak.

Aspects of Effective Speaking

- + Often people don't like the sound of their own recorded voice - in the same way that some people don't like photographs of themselves - they can feel embarrassed.
- + The more you get used to the sound of your voice functioning in a slightly more formal way, the easier it is when doing it 'for real'.
- + In conversational mode, individuals tend to speak in short phrases, a few at a time.
- + Speaking or reading aloud helps you to become used to the more fluent sound of your voice.
- + Anyone can improve the sound of their voice and the way they speak in a matter of days through a few simple exercises.
- + To improve you will need to maintain a certain commitment and practice regularly for a few minutes.

Aspects of Effective Speaking



An exercise to help develop your effective speaking skills:

Find a document to read, something about two pages in length - the first few pages of a book would work well.

Read your document through silently first, then read it aloud in your normal speaking voice. Don't worry if you stumble or falter, just pick up and continue to the end.

Now read it a third time, recording your voice if possible and remember:

- ▶ **Slow down:** It is a natural reaction to want to get it over as fast as possible and this often causes people to stumble over their words. Speeding up also occurs when you are nervous and usually makes you more difficult to understand.
- ▶ **Keep your head up:** Try not to tuck your chin into the book as your voice is then addressing the floor. Hold your book higher and project your voice.
- ▶ **Pause occasionally:** Let the end of a sentence or the end of a paragraph give you a chance of a small, two or three second rest. Pauses can be useful for emphasis.

Practise this exercise as often as you can.

Aspects of Effective Speaking

- + The Effect of Breath on Voice and Speech:
 - + The voice is responsive to emotions and sometimes gets 'blocked', which can prevent or hinder the expression of a range of feelings.
 - + When under stress an individual's breathing pattern will change. When your muscles are tense you cannot use your lungs to their full capacity.
 - + When someone is frightened or nervous, a common symptom is tension in the neck and shoulders.
 - + This occurs because, when under pressure, we tend to breath faster.
 - + This means we inhale plenty of air, but there is not enough time to exhale fully and relax, so we do not get the full benefit.

Aspects of Effective Speaking

- + The Effect of Breath on Voice and Speech: Good breathing is essential for **two reasons**:
 - + By using full lung capacity, the breath will support the voice and the voice will become richer, fuller and stronger.
 - + This will benefit individuals who have a small voice and who worry that they cannot be heard when speaking to a group of people. Volume is controlled in the abdomen not in the throat, so breathing to full strength will allow for greater control of the voice.
- + Breathing deeply and rhythmically has a calming and therapeutic effect as it releases tension and promotes relaxation. People who are relaxed are more balanced, receptive and confident.
 - + It is no coincidence that many religions use rhythmic breathing techniques such as meditation, yoga and silent contemplation, and vocal release in the form of chants, mantras or hymn singing as aids to their devotions. By easing physical tension, mental stress decreases and the mind is effectively freed to follow creative pursuits.

Aspects of Effective Speaking

Breathing Exercise

1. Stand in an easy position with your feet one pace apart, with the knees 'unlocked' and not rigidly pushed back. Keep your spine straight, head balanced and face muscles relaxed.
2. Breathe in to a slow count of three, then out to a slow count of three.
3. Try not to raise your shoulders as you breathe. Breathe in through your nose and out through your mouth. Consciously think of your breath 'filling down' to the bottom of your lungs.
4. Put the palm of your hand flat against your abdomen and feel the movement. Push slightly against your hand as you breathe in and out.
5. Repeat this exercise ten times.

Depending on how you feel after several days of doing this exercise, extend the count of the out-going breath from three to four, five and six gradually building up to ten before you need to take another breath. Then count out loud on the out-going breath from one to ten. Repeat five times.

By building up your control of out-going breath, you will never sound 'breathy' or feel you are 'running out of breath' when you speak to a group or a meeting.

Aspects of Effective Speaking



https://www.youtube.com/watch?v=wE7QJSO449o&ab_channel=ConorNeill

Aspects of Effective Speaking

- + **Vocal Production:** The following three core elements of vocal production need to be understood for anyone wishing to become an effective speaker:
 - + Volume - to be heard.
 - + Clarity - to be understood.
 - + Variety - to add interest.
- + **Volume:**
 - + Some people have naturally soft voices and physically cannot bellow.
 - + If the voice is raised too much, tonal quality is lost.
 - + Instead of raising the voice, it should be 'projected out'.
 - + Support the voice with lots of breath - the further you want to project the voice out, the more breath you need.
 - + It also needs to come from the diaphragm, not the throat.

Aspects of Effective Speaking

+ **Clarity :**

- + Some people tend to speak through clenched teeth and with little movement of their lips.
- + It is this inability to open mouths and failure to make speech sounds with precision that is the root cause of inaudibility.
- + The sound is locked into the mouth and not let out.
- + To have good articulation it is important to unclench the jaw, open the mouth and give full benefit to each sound you make, paying particular attention to the ends of words. This will also help your audience as a certain amount of lip-reading will be possible.

Aspects of Effective Speaking

- + **Variety:**

- + To make speech effective and interesting, certain techniques can be applied.
- + However, it is important not to sound false or as if you are giving a performance.
- + Words convey meaning, but the way that they are said reflects feelings and emotions.
- + Vocal variety can be achieved by variations in:

Aspects of Effective Speaking

+ **Pace:**

- + This is the speed at which you talk.
- + If speech is too fast, then listeners will not have time to assimilate what is being said.
- + It is also a good idea to vary the pace - quickening up at times and then slowing down - because this will help to maintain interest.

Aspects of Effective Speaking

+ **Volume:**

- + By raising or lowering volume occasionally, you can create emphasis.
- + If you drop your voice to almost a whisper (as long as it is projected) for a sentence or two, it will make your audience suddenly alert.
- + Be careful not to overuse this technique, though, or it will lose its impact.

Aspects of Effective Speaking

+ **Variety:**

+ Pitch - Inflection - Emphasis:

- + When speaking in public, try to convey the information with as much vocal energy and enthusiasm as possible.
- + This does not mean your voice has to swoop and dive all over the place in an uncontrolled manner.
- + Try to make the talk interesting.
- + Remember that when you are nervous or excited, your vocal chords tense and shorten, causing the voice to get higher.
- + Emphasise certain words and phrases within the talk to convey their importance and help to add variety.

Aspects of Effective Speaking

+ **Variety:**

+ Pause:

- + Pauses are powerful.
- + They can be used for effect to highlight the preceding statement or to gain attention before an important message.
- + Pauses mean silence for a few seconds.
- + Listeners interpret meaning during pauses so have the courage to stay silent for up to five seconds – dramatic pauses like this convey authority and confidence.



BREAK

Aspects of Effective Speaking

- + **Using your voice to effectively get your message across:**
- + Project your voice: The idea is to be heard loud and clear.
- + This effort becomes even more important when you're interacting in group situations such as meetings.
- + The tendency many people have, especially in group meetings, is that if they don't hear you well, they ignore what you're trying to say.
- + They're less likely to ask you to speak up and repeat yourself.

Aspects of Effective Speaking

- + **Using your voice to effectively get your message across:**
- + Using the volume of your voice wisely can help you put a greater emphasis on an important point that you want to make.
- + Increasing your volume at an important point commands attention, and sometimes softening your volume at a particular point of emphasis has the effect of drawing people's attention closer to you.
- + In either case, the variation from your normal volume helps the point you're trying to make stand out – an effective and assertive way to get people to truly listen.

Aspects of Effective Speaking

- + **Using your voice to effectively get your message across:**
- + Show inflection in your voice. Inflection deals with your pitch. If you're at a high pitch, your voice comes across as shrill, which nobody wants to hear.
- + More common, if you stay at one pitch, and a rather flat one at that, you sound dull. Who likes to listen to dull-sounding people
- + Like volume, showing a greater variation in the inflection of your voice when you want to drive home a point helps you command positive attention.

Aspects of Effective Speaking

+ **Using your voice to effectively get your message across:**

- + **Display sincerity in your tone.** Tone wraps up the volume and inflection in your voice. It conveys the feeling of your message and, therefore, plays a huge part in what your message means and how others receive it.

+ **Avoiding vocal pitfalls:**

- + **Sounding uncertain:** When your voice sounds shaky or hesitant, you sound unsure about what you're saying. If you sound uncertain of your own message, no one will have confidence in you or what you say
- + **Being too soft-spoken:** When you're not audible enough to be heard well, the likelihood that no one is listening to you increases. If you can't speak up to be heard, you come across as lacking confidence in your own message

Aspects of Effective Speaking

+ **Avoiding vocal pitfalls:**

+ **Mumbling:**

- + Mumbling has elements of being too soft-spoken and sounding uncertain.
 - + Sometimes you mumble as you're talking out loud to yourself or as you're changing directions in your message.
 - + Because people can't make out clearly what you say when you mumble, some make the assumption that you're saying something negative under your breath.
 - + Others just get the impression that you're unsure about what you're talking about.
- Overall, mumbling detracts from a clear and confident message

Aspects of Effective Speaking

+ **Avoiding vocal pitfalls:**

+ Being too loud:

- + When the volume in your voice is too strong, you're put on the aggressive track.
- + You come across as overpowering and sometimes intimidating to others – especially when dealing with problem situations.

Aspects of Effective Speaking

- + **Avoiding vocal pitfalls:**

- + Dropping your voice at the end of a sentence:

- + This is a common pitfall for many people.
- + You're hearing them fine but as they get to the end of a sentence or key point, the volume of their voices becomes almost silent.
- + The sentence sounds incomplete, as if a word or two were left out.
- + When you sound like you lack the energy to complete your sentences, your receivers often lose your message and lose interest in hearing your message

- + Sounding monotonous: Monotone is the dreaded low-pitch sound in your voice, which when it is heard continually through a message, creates considerable disinterest in the message. No inflection in your voice usually translates to no attention gained from others.

Aspects of Effective Speaking

+ Avoiding vocal pitfalls:

- + **Putting people down with your tone:** Tones that sound like you're arrogant, patronizing, or condescending hit people quickly with a feeling of disrespect – regardless of your intentions
- + **Having harshness in your tone:** You communicate much of your message's emotional meaning through your tone of voice. When negative situations happen and associated emotions enter into your message without any self-control, people may take your meaning far worse than you intended.

Aspects of Effective Speaking

- + **Using pace to effectively get your message across:**
- + Enunciate your words clearly. Enunciation is about saying words as they are meant to sound. Are you goin' to the meetin', or are you going to the meeting?
- + Enunciating words clearly helps you greatly manage your pace. It keeps you focused on saying your words well, so they'll be clearly heard, as opposed to rushing your pace and slurring your words in the process.

Aspects of Effective Speaking

- + **Using pace to effectively get your message across:**

- + Insert pauses occasionally in your message: Thinking before you speak and allowing yourself the chance to breathe comfortably enhances your message.
- + Showing a variation in your pace adds flavour and significance to key words.
 - + It also helps those words to stand out more clearly to your listeners.
 - + Sometimes this means speeding up from your steady pace as you say a key phrase or sentence.
 - + Sometimes this means slowing down from your steady pace at these critical points

Aspects of Effective Speaking

+ **Using pace to effectively get your message across:**

+ Match your pace of speaking with your listener's pace of speaking:

- + The idea is to tune in to the other person in the conversation and show some flexibility based on that person's communication style.

- + For example, if you're talking with someone who is highly expressive and speaks at a fast rate, pick up your pace a bit.

- + If you're conversing with someone who has a low-key, reserved communication style, slow down a bit.

Aspects of Effective Speaking

+ **Avoiding pace pitfalls:**

+ Speaking too fast:

- + When your pace of speaking is at a rate that's so much faster than your listener's speaking style, emotions are heard at an exaggerated level –you're too excited, you're overly anxious.
- + As a result, your sincerity and confidence levels don't come across, so your listener isn't connecting with your message

Aspects of Effective Speaking

- + **Avoiding pace pitfalls:**
- + **Slurring words:** Words sometimes are slurred because someone's speaking pace is too fast, but at the heart of the problem is the repeated unclear enunciation of your words that sometimes sounds like they're being combined together
- + **Speaking too slowly:** Kind of the vice versa of the pitfall of going too fast, speaking too slowly, saying one sentence in the time it takes someone else to say three, may cause your listener to lose patience in following what you're trying to say

Aspects of Effective Speaking

+ **Avoiding pace pitfalls:**

+ **Using excessive filler sounds:** Frequent sounds that people make when they're talking, which often occur between sentences but also at times at the start and in the middle of thoughts, have the effect of chopping up and putting hiccups into your pace. They clutter your message and make it difficult to listen to and understand

Aspects of Effective Speaking

- + **Avoiding pace pitfalls:**
- + **Filler sounds** more often are heard in what are called nonwords. Nonwords are sounds or words that people say that aren't really words that attach to their messages. Here are common forms of nonwords:
 - + Uh
 - + Um
 - + And (when it starts to create run-on sentences)
 - + Like
 - + Okay
 - + You know

Aspects of Effective Speaking

Maintaining the same pace

The following story helps illustrate the importance of communicating at the same pace as the person with whom you're speaking.

Allen worked for a Chicago-based company that had a manufacturing plant located in a small town in Arkansas. Allen was sent to the Arkansas plant on a month-long assignment to interview many of the employees and gather information about their jobs and job situations. Prior to leaving on the assignment, Allen's manager gave him one little instruction.

"Slow your pace of speaking down when you're working at the Arkansas plant. Don't be mechanical about it, but just be conscious of it."

When Allen asked why this instruction was important, his manager didn't give him a direct answer. He merely told him to give the suggestion a try. So the point stuck in Allen's mind. When Allen arrived at the Arkansas plant —

it was his first time being there — he soon discovered that most of the employees were native to the area and generally spoke at a slow rate. So in the course of his conversations during the month, Allen made a conscious effort to slow his sometimes fast-speaking rate, taking things at a slower more easy-going pace.

Allen's work went well and he was on schedule for completing his assignment as the month drew to an end. Just prior to his departure, one of the staff members supporting Allen's efforts at the Arkansas plant gave him a compliment. She said, "You're not like the rest of the damn Yankees who come down from the Chicago office. They're always in such a hurry that you can hardly talk with them. In your case, we can talk to you."

Allen's question about his manager's suggestion was answered.

Aspects of Effective Speaking



Warm up your voice

Before any important speaking situation, whether it is an appointment, meeting or talk, it is beneficial to have a voice warm-up.

The voice is an instrument - no musician arrives at a concert hall and launches into Beethoven without first tuning up. The length of time and frequency of a warm-up is up to you and will depend on how much speaking you need to do.

Aspects of Effective Speaking



https://www.youtube.com/watch?v=7eDcHZZn7hU&ab_channel=ScienceofPeople

Aspects of Effective Speaking

- + **Body Language:** A considerably amount of communication—some estimates suggest over 50%—is non-verbal. Tone of voice, pace and emphasis are all part of non-verbal communication.
- + Body Language includes how you stand, your facial expressions, the way you use your hands to emphasise your speech, and even whether and with whom you make eye contact.

Aspects of Effective Speaking

- + **Body Language: Using eye contact to effectively get your message across:**
- + **Make steady eye contact.** The idea is to look at people when you're talking to them. Steady eye contact is the key. Steady does not, however, mean constant. Blinking and occasional glances away are expected and normal.
- + **Maintain eye contact.** People often ask how long you should continue eye contact. Certainly, no set time exists for maintaining eye contact and then momentarily glancing away. In general, eye contact can range comfortably from 6 to 20 seconds in one-on-one interactions, while in group situations, the time is less per individual – three to six seconds – because you want to address everybody in the group
- + **Look in the right places.** Look directly at your listener's face, near the eyes. Looking above and below the face captures less of the listener's attention and can make the listener uncomfortable.

Aspects of Effective Speaking

+ **Body Language: Avoiding eye-contact pitfalls:**

- + Staring and glaring: Such looks often are interpreted as aggressive, which is far too strong for any message.
- + Looking away and all around: most common eye-contact pitfall for speakers. Whether they're searching for their thoughts or deeply absorbed in their messages, speakers who maintain little or no eye contact cause listeners to drift away

Aspects of Effective Speaking

+ **Body Language: Avoiding eye-contact pitfalls:**

+ Darting glances:

- + These are sudden looks going to and away from the listener.
- + They make the receiver feel that you're looking at something else or avoiding something.
- + Darting glances usually create a distraction for the listener, who then loses the focus of your message

Aspects of Effective Speaking

+ **Body Language: Avoiding eye-contact pitfalls:**

+ Blinking excessively:

- + Blinking is a normal function for your eyes.
- + When they do it so rapidly and often that the blinking is noticed, however, it creates a distraction for the listener.
- + It may make your listener feel that you're nervous about what you have to say.
- + If you even hint of an appearance that you lack confidence in your message, in the blink of an eye, the receiver will, too.

Aspects of Effective Speaking

+ **Body Language: Avoiding eye-contact pitfalls:**

- + Focusing in on one person, not everyone:

 - + This behaviour happens in group situations, like meetings.

 - + It's one thing to address someone who has asked you a question.

 - + However, when your eye contact stays with only one person, providing little eye contact to the rest of your audience, the other listeners feel isolated and left out, which usually creates resentment and keeps them from truly hearing your message

Aspects of Effective Speaking

+ **Body Language:**

+ **Posture:**

- + Posture is how you carry and position yourself.
- + Sit up and face your receiver as a means of expressing your message assertively.
- + It is sometimes helpful to lean forward a bit as well

Aspects of Effective Speaking

+ **Body Language:**

+ **Facial expressions:**

- + Technically, you can't see your face when talking unless you carry a mirror and hold it up to yourself.
- + Yet you can sense what your face is doing. You likely know when you're smiling, when you have a look of concern, or when you're showing a strong feeling about something.
- + Your face communicates these emotions to others. The idea in expressing yourself assertively is to show positive life through your facial expressions.
- + Have your facial expressions match what you're saying in your message.
- + Doing so gives your message confidence and sincerity – a double dose that positively engages people to want to listen to you

Aspects of Effective Speaking

- + **Body Language:**

- + **Gestures:**

- + Gestures are what you do with your hands when you're talking.
- + Use gestures to come across assertively, to help your message flow properly, and in essence, to punctuate or emphasize key points when you're talking

Aspects of Effective Speaking

Everyone look into the mirror

Jan managed a large group of customer service representatives (reps). The nature of their work involved heavy telephone interaction. They received customer calls, answering questions and helping conduct transactions. While using her lead workers to help train staff regarding the company's products and services and hearing that the staff came across as knowledgeable, Jan thought something still was missing. After seeing some customer feedback surveys and hearing the sales reps on the phone herself, Jan noticed that many of the staff spoke in monotone and became almost robotic in explaining issues to customers.

Merely telling employees to sound livelier was not enough. The material they shared with customers often was quite technical, even when

they put it in lay terms, so Jan decided to utilize mirrors as a remedy. She purchased the mirrors and placed one right next to each service rep's telephone. That meant when the reps picked up their phones, they saw themselves talking in the mirrors. With the mirrors in place accompanied by an instruction for the reps to put a smile in their voices, Jan soon noticed a change. After the staff got over the initial trepidation of looking at themselves in the mirror, they became more animated in their facial expressions and gestures. The boring material they talked about with customers started to sound more interesting. Conversations started to take on some friendly chatter, too. The service not only began providing better technical assistance but also increased its people value — something all customers want.

Aspects of Effective Speaking

+ **Body Language: Avoiding body-language pitfalls:**

+ **Slouching:**

- + Some chairs in offices are mighty comfortable, especially the big cushy ones you sometimes find in conference rooms. They make it easy to lean back and relax.
- + Unfortunately, when you do so, no matter what kind of chair you're in, you come across as too relaxed.
- + Less energy gets behind your voice as well.
- + It's also no good if you want to assertively communicate and be taken seriously by others

Aspects of Effective Speaking

+ **Body Language: Avoiding body-language pitfalls:**

+ **Invading space:**

- + This pitfall occurs more when people are standing and attempting to engage in lively conversation.
- + It's where you're getting too close for comfort to the other person.
- + If that person is leaning away from you, that's a sure sign you've crossed the comfort zone of physical space.

Aspects of Effective Speaking

+ **Body Language: Avoiding body-language pitfalls:**

+ Looking blank:

- + This is the facial expression with no emotion.
- + While it's good to use when you're playing poker, it's useless when you need to express an important message to someone else.
- + It conveys a lack of feeling, one way or another, for your own message. If you look disinterested, others will come to feel that way fast

Aspects of Effective Speaking

+ **Body Language: Avoiding body-language pitfalls:**

+ Displaying threatening gestures:

- + The most common examples here are demonstrative finger pointing at someone else or pounding a fist on the table.
- + These gestures often are part of strong messages and have you coming across aggressively instead of assertively.
- + They intimidate, if not disgust, your listener – not exactly positive motivators

Aspects of Effective Speaking

+ **Body Language: Avoiding body-language pitfalls:**

+ **Showing no gestures:**

- + Sometimes people tuck their hands in their pockets when speaking. Others keep them under the table. Some keep them folded tightly together or pasted tightly to their legs.
- + When your hands look cut off and are nowhere in sight as you're expressing your message, you take away one of the strongest ingredients you can use for positively engaging the attention of others.
- + Without using gestures, you can appear stiff or timid – behaviours that have you moving on the non-assertive track.

Aspects of Effective Speaking

+ **Body Language: Avoiding body-language pitfalls:**

+ **Folding your arms:**

- + Folding your arms when speaking is different from folding them as you listen.
- + When you're listening, as long as you don't look closed off, folding your arms helps you appear relaxed and receptive to hearing someone else's message.
- + When you're speaking, however, folding your arms makes you come across as stiffer and less interested in your own message – signals that are the opposite of what you want to convey

Aspects of Effective Speaking

- + **Body Language: Avoiding body-language pitfalls:**

- + **Exhibiting distracting habits:**

- + Picking, scratching, twirling hair, and pulling on jewellery are a few examples of habits that people exhibit when they're talking to someone else.

- + These habits distract your listener from hearing the message and bring attention to you rather than what you have to say. They either turn people off or make them want to laugh for all the wrong reasons.



An exercise to help develop your effective speaking skills:

Find a document to read, something about two pages in length - the first few pages of a book would work well.

Read your document through silently first, then read it aloud in your normal speaking voice. Don't worry if you stumble or falter, just pick up and continue to the end.

Now read it a third time, recording your voice if possible and remember:

- ▶ **Slow down:** It is a natural reaction to want to get it over as fast as possible and this often causes people to stumble over their words. Speeding up also occurs when you are nervous and usually makes you more difficult to understand.
- ▶ **Keep your head up:** Try not to tuck your chin into the book as your voice is then addressing the floor. Hold your book higher and project your voice.
- ▶ **Pause occasionally:** Let the end of a sentence or the end of a paragraph give you a chance of a small, two or three second rest. Pauses can be useful for emphasis.

Practise this exercise as often as you can.

Exercise

- + Speech Preparation: Plan and structure your speech. Consider the following elements:
 - + Introduction: Grab the audience's attention and introduce your topic.
 - + Main Points: Organize your content logically and support each point with relevant information or examples.
 - + Visual Aids: Prepare visual aids (e.g., slides, props) if appropriate, to enhance your presentation.
 - + Vocal Variety: Practice varying your tone, pitch, and pace to keep the audience engaged.
 - + Body Language: Pay attention to your gestures, posture, and eye contact to appear confident and approachable.
 - + Conclusion: Summarize your main points and leave the audience with a memorable closing statement.

The background features a light gray field with intricate, wavy, dashed lines that create a sense of movement and depth. Two large, solid white circles are positioned in the upper left and lower right corners, partially overlapping the wavy patterns.

THANK YOU