Technical

Communication Skill

Ch.03
Oral Communication-1

Oral Communication-1 : SYLLABUS

- Principles of effective oral communication
- Media of oral communication
- Advantages of oral communication,
- Disadvantages of oral communication,
- Styles of oral communication.
- **Interviews:**
  - ➢Meaning & Purpose,
  - ➢Art of interviewing,
  - ➢Types of interview,
  - ➢Interview styles, Essential Features, Structure,
  - ➢Guidelines for Interviewer,
  - ➢Guidelines for interviewee.

Oral Communication-1 : SYLLABUS

- Meetings: Definition, Kind of meetings,
- Advantages and disadvantages of meetings/ committees
- Planning and organization of meetings.
- **Project Presentations:**
  - ➢ Advantages & Disadvantages
  - ➢ Executive Summary, Charts, Distribution of time (presentation, questions & answers, summing up)
  - ➢ Visual presentation
  - ➢ Guidelines for using visual aids
  - ➢ Electronic media (PowerPoint presentation)

Essential (જરૂરી)

- The following are the elements that make oral communication effective:

  ➢Clarity

  ➢Brevity

  ➢Precision

  ➢Right Words

  ➢Avoid Hackneyed Phrases and Clicks

  ➢Understand the Listener

Principles of effective oral communication :

➤ Natural Voice

➤ Logical Sequence

➤ Conviction

➤ Seven C's

1. Candid(નિખાલસ)   2. Clear

3. Complete   4. Concise(સંક્ષિપ્ત)

5. Concrete(નક્કર)   6. Correct

7. Courteous (નમ્ર)

Media of oral communication :

- We can use following media of oral communication
  - ➢ Phone call
  - ➢ Hallway discussion
  - ➢ Meeting over lunch
  - ➢ Office meeting
  - ➢ Conference presentation
  - ➢ Teleconference
  - ➢ Video disk
  - ➢ Video conference
  - ➢ Radio or TV broadcast and
  - ➢ Media interview, are media of oral communication

Advantages of oral communication :

- Time saving
- Cost savings
- More powerful
- Effectiveness
- Immediate feedback
- More suitable
- Flexibility
- Correction of errors
- Informal communication
- Motivation
- Special applications
- Maintaining secrecy

Disadvantages of oral communication :

- No record
- Inaccuracy
- Limited use
- Probability of omitting main subject
- Confused speech
- No legal validity
- Less important
- Defective
- Creates misunderstanding

Styles of oral communication :

- There are Five Communication Styles

  ➤ Assertive (અડગ)

  ➤ Aggressive (આક્રમક)

  ➤ Passive-aggressive (નિષ્ક્રીય – આક્રમક)

  ➤ Submissive (નમ્ર)

  ➤ Manipulative (છળકપટ)

Interviews an Introduction :

- The word 'INTERVIEW' means "view between" or "sight between".

- It suggests a formal meeting between the candidate and his prospective employers wherein the employer tries to find out whether the candidate is suitable for a post through questions and answers.

- It is also used to evaluate the candidate on various aspects such as goals, attitude, motivational levels, ability to react to situations etc. Thus, it is a form of oral communication and is a two-way process.

Purposes of Interview

- SELECTION : The potentialities of the candidates are assessed and thus interviews help to select the right person for the right job.

- PROMOTION : Interview is the most effective tool for assessing capabilities and competencies required for higher positions.

- PERFORMANCE VALUATION : Feedback regarding performance is also communicated through interviews.

- EXIT OPINIONS : When a person leaves a job, exit opinions are invited through exit interviews.

- COUNSELLING : Interviews also help individuals to develop their skills and abilities through counselling as it helps not only to get the useful information but also provides the necessary feedback

Art of interviewing

- Taking interview is an ART and not everybody can take interviews.

- An interview is a conversation between two or more people where questions are asked to obtain in format the interviewee.

- To make interviewing Best we must follow some steps…
  - ➢Prepare for the interview
  - ➢Listen the Interviewee
  - ➢Ask your self that : What to get form this interview?
  - ➢Choose the best place for interview.
  - ➢Make Your Interviewee Comfortable
  - ➢Maintain Control of the Interview

Types of interview

- Generally following types of interviews are taken.
  - The Telephone Interview
  - The Face-to-Face Interview
  - The Panel Interview
  - The Group Interview
  - The Sequential Interview
  - The Lunch / Dinner Interview
  - Competency Based Interviews
  - Formal / Informal Interviews
  - Portfolio Based Interviews

Interview styles :

- **Behavioural Interviews:**

  ➤ The basic principle behind behavioural interviews is to assume about a candidate's future behaviour and performance based on his or her past behaviour. It is a face to face interview.

- **Case interviews:**

  ➤ In this interview, the interviewer puts before the candidate a situation to solve, generally relating to business. The candidate is expected to understand the situation and probe deep into the topic by asking relevant questions and then gather a solution

Interview styles :

- **Competency (સ્પર્ધાત્મકતા) interviews:**

  ➢ This is where the candidate's competency at a job-related skill is tested. For example, a candidate interviewed for a secretary's post may be asked to undertake a typing or a short-hand test.

- **Planned or Structured Interviews:**

  ➢ This is one of the most common interviews held all over the world. The same set of questions is asked of every candidate. The questions are such that they test various skills of the candidate such as communication skills, team spirit, interpersonal skills and consensus (સર્વસંમતિ)-building. The interviewer gives scores to each candidate depending on the answers and who gets the maximum score is the preferred candidate.

- **Situational interviews:**

  ➢ The interviewer puts before a hypothetical (કાલ્પનિક) situation and the candidate is expected to explain as to how he will handle the situation.

  ➢ For example,

    - A candidate applying for a sales job can be asked to demonstrate selling an item wherein the interviewer may pose as a customer.

Essential Features of interview :

- Handling Nerves

- Presentation Skills

- When to Talk, When to Remain Silent

- STAR Technique

- Roleplay Activities

- Teamwork

- Stay Positive

- Stay Calm

Structure of Interview :

- The Introduction
  - Although this may only last 3-5 minutes, the introduction is an opportunity to make a strong first impression.
  - When the interviewer approaches, rise from your seat to greet them.
  - It is likely that they will extend their hand for a handshake. A good handshake demonstrates confidence. Be sure your grip is firm (not crushing), smile and look your interviewer in the eye.
  - As you walk to the interview room, this is your opportunity to develop rapport with the interviewer by engaging in small talk. Once seated, the interviewer may provide an overview of your time together.

Structure of Interview :

- The Information Exchange

  - ➤ The information exchange will be the focus of the interview and will likely be 15+ minutes long.

  - ➤ This is your opportunity to prove that you are the best candidate for the job. During the information exchange, the interviewer will ask questions about your experiences, skills, and interest in the position.

  - ➤ Remember that your non-verbal behaviors, such as how you stand, sit, and listen, also impact your interaction with the employer.

  - ➤ Although the questions an interviewer may ask are limitless, they typically fall within 4 categories of question type: behavioral, closed-ended, preference, and follow-up.

Structure of Interview :

- The Wrap-Up

  ➢ The wrap-up may last anywhere from 5-10 minutes.

  ➢ It is common for the interviewer to ask,

    - "Do you have any questions for me?"

  ➢ Your questions should address topics such as details about the position and skills/qualifications the organization is seeking.

  ➢ Avoid asking questions related to salary, benefits, and personal topics.

Guidelines for Interviewer :

1. Write down a list of questions that directly relate to the job's responsibilities.

2. Ask behavioral questions.

3. Review the candidate's resume before the interview.

4. Outline the interview structure for the candidate.

5. Don't talk too much during the interview process.

6. Extend professional courtesies. (ઔપચારિકતા)

7. Watch nonverbal signals.

8. While being polite and professional, don't get too chummy.

9. Whether it's by email or phone, follow up to let candidates know whether they got the job.

Guidelines for interviewee

- First impressions are important.
- Avoid Piercing and Tattoos
- Arrive about 5 minutes early
- Make sure you know the interviewer's name and position in the company
- Prepare for the interview
- Study your CV
- Listen carefully
- Be positive
- Don't worry

Meetings: Definition

- **Meetings** are sometimes held around conference tables. In a **meeting**, two or more people come together to discuss one or more topics, often in a formal setting.

Kind of meetings :

- Status Update Meetings

- Information Sharing Meetings

- Decision Making Meetings

- Problem Solving Meetings

- Innovation (નવીનીકરણ) Meetings

- Team Building Meetings

Advantages of meetings :

- Democratic (લોકશાહી) process

- Improve decision
- Participative (ભાગીદાર) management

- Help in co-ordination

- Convey information to a large gathering

Disadvantages of Meetings :

- Time consuming:

- Costly:

- Formalities:

- Difficult to control

Planning and organization of meetings :

- Good meetings aren't accidents - they are the result of good planning.

- The time you spend before will result in major benefits later by efficiently using the meeting time, accomplishing objectives, and avoiding the need for follow-up meetings.

- When deciding to hold a meeting, you should also decide who should attend and what is the purpose of the meeting.

- To help in planning meetings, below is a checklist of major elements essential for meeting effectiveness.

  ➢ Purpose, Participant, Structure, Location and Time, Agenda, Responsibilities, Confirmation

Project Presentations :

- **Advantages of presentation :**

- It is supplied with a large library of background templates and custom layouts

- Multimedia can easily be added to the presentation

- Presentations are easy to edit.

- Presentations can be easily output to different formats e.g. interactive whiteboard, digital projector, handouts

- Excellent for summarising facts

- Great for showing graphs/charts/diagrams to an audience

- Allows you to face your audience and make eye contact rather than facing the screen.

Project Presentations :

- **Disadvantages of presentation :**

  ➢ It is difficult for the audience to take notes while the presentation is taking place, otherwise they lose concentration

  ➢ Audiences are often happy to sit placidly and not interact with the presenter

  ➢ Not good for presenting certain kinds of information such as complex math equations

  ➢ It is all too easy to make a very bad presentation with too many animation effects and too much text, images

  ➢ Presenters often just read from the presentation which is boring for the audience.

- A **summary** is a brief statement or restatement of main points

- Executive Summary :

  ➢ Try to leave white space on the page; it makes it easier to read

  ➢ Use bullets, tables, pictures to break up the text.

  ➢ No story telling about how, just explain only facts.

  ➢ Use headings for each major section; it breaks up the text and allows the reader to easily re-find information

  ➢ Always make sure contact information is on your executive summary, and on the last slide of your presentation.

- Chart in Presentation :

  - Presentation are always having much of data.

  - To explain the data using chart is best way to demonstrate numerical data.

- Distribution of Time in Presentation :

  - A time restriction is a common feature of most presentations.

  - We will either be allotted a time for speaking and a time for questions. Keeping to time shows respect for your audience and ensures that you deliver a focused presentation that makes an impact.

Visual presentation :

- Visual presentation aims for communicating and sharing information in a dataset visually to others.

- Using visual presentation we can display all the topics easily. As well as it is easy to understand.

- We can explain our topics easily using visual presentation.

Guidelines for using visual aids :

Following Tips are Useful for Visual aids :

• Keep it simple.

• Keep your audience in mind

• Proofread very carefully

• Fonts should be clear and easy to read

• Colored fonts should have a dark background

• Avoid using shades of the background color for titles or details.

• Avoid commercial support.

• Test your presentation before presentation.

Electronic media (PowerPoint presentation)

- Electronic media is a way to enjoy broader use of increasing electronic devices.

- Electronic media exists today in many forms:

  ➢ Radio, Television, Videotape, Audiotape, Telephone, HOME telegraph, Computer file, etc.

- The easy way to perform various presentation in electronic media we can use PowerPoint presentation.