

AECC ENGLISH E-Lesson for B. Com. (Hns.) Sem. II

DIALOGUE

Conversation is a very important part of everyday communication. Any conversation between two people is called a **dialogue**. In a **dialogue**, two people come together to voice their views. They also use non-verbal means of communication to enhance/ complete the conversation and try and come to an understanding about a topic. Communication can also take place through silence and show of indifference. If a child/ student is scolded by a parent/ teacher and the child/ student remains silent, it clearly indicates that the she he is either ashamed of what has been done or has no answer to what has been said. **Dialogue** is **inter-personal communication** which helps in making **human relations, bonds, pacts, treaties**, etc.

People involved in a **dialogue** speak one by one. If they would speak together, no one would understand what the other is saying. In corporate/ business houses, the HR departments are set up to increase communication. The HR managers act as intermediaries between the management and the workers. They help start a dialogue/ conversation between the people working there and the top management.

Features of a good dialogue are:

- ✚ In a **good dialogue** the persons involved are both speakers and listeners at the same time.
- ✚ The participants have to be **attentive** to listen to each other.
- ✚ The **feedback**/response is immediate.
- ✚ The participants in a dialogue are not very strict about a particular topic as they listen to the views of the other person as well.
- ✚ They **co-operate** with each other during a conversation.
- ✚ They **listen** to each other patiently.
- ✚ The dialogue is always **connected** otherwise it would not make sense to anyone.
- ✚ The conversation is rarely about random topics.
- ✚ There is always a **direction** in a dialogue.
- ✚ The **information** provided about a topic is **neither less nor more**.
- ✚ **False information** should **never be given**. One should always have **proof** about what one is saying.
- ✚ The information provided should always be **relevant** to the topic and should be **meaningful**.
- ✚ One should be **brief, to the point** and **systematic**. The **sentences** in a dialogue should be in a **proper order** and they should be **simple**.
- ✚ A dialogue should start with a **welcoming note**, a **main conversation** about the topic and end with a **good-bye**.
- ✚ While writing a dialogue, the **non-verbal signals** like facial expressions, body language/ movement, space between the people, eye contact, tone, pitch, volume, etc. should be put **in brackets** to make the feelings/ intentions of the speaker clear.