

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

### SPEAKING SKILLS/ ORAL COMMUNICATION

Communication takes place all the time. More than written communication, oral communication is used to interact with each other. For written communication, one needs to be literate as well as have a good knowledge of the language. However, in case of oral communication, not much effort has to be put into it. Everyone is born with language learning skills. In the initial stages, one hears oral language and with continuous hearing, one learns that language.

There are different forms of oral communication.

- Monologue
- Dialogue
- One-to-one/ face-to-face communication
- Telephone conversation
- Dictation
- Presentation/s
- Group Discussions
- Public Speeches
- Interviews
- Conferences
- Seminars
- Video-conferences
- Chit-chats

Oral communication is both formal and informal. Formal oral communication can take place in presentation/s, group discussions, public speeches, interviews, conferences, seminars and video- conferences. Informal oral communication can happen in monologue, dialogue, one-to-one/ face-to-face communication, telephone conversation, dictation, conferences and chit-chats.

The **features** of oral communication are:

1. Oral communication is generally **spontaneous**. If one thinks too much, one might not be able to speak at all. Hence, it is important to decide what one wants to say while not losing impulsiveness/ spontaneity.
2. It is **faster, effective** and **strong** thus making certain that **feedback/ response** is immediate.
3. Since one has to **think quickly** and **speak**, there are a lot of **hesitations, repetitions** and **filters**. Non-meaningful words such as umm, eerr (known as **non-fluencies**), etc. become part of the conversation. Sometimes repetition of words/ phrases also shows that the person is organizing her/ his thoughts before speaking.
4. Everyone speaks differently. Oral communication depends on **gender, race, class** and **religion, economic** and **educational backgrounds**. As a result, the speech patterns of people vary from each other. People speak according to their situations and the change can be seen in the language used. E.g. the language changed when one speaks to a person from different gender, race, class, etc.

5. Oral communication is generally considered to be informal. Hence, it helps in forming **interpersonal relationships**. It has been observed that the best of relationships are formed due to informal conversations and chit-chats.
6. One does need to speak fluently. However, if, during the oral communication, some small grammatical errors are made, they can be overlooked. This does not mean that the communication can be full of mistakes. As pointed out earlier, a **good knowledge of language** is required for effective oral communication.
7. **Non-verbal** means of communication play a very important role in oral communication. **Body language, posture, gestures, facial expressions, personal appearance** and **eye contact** need to be absolutely correct for the communication to be effective. **Pitch, tone, volume, word stress** and **speed of speaking** add more weightage to the words, thus making oral communication better.
8. If oral communication becomes **interactive** (if the listener is allowed to ask questions and clear her/ his doubts), it is an added advantage for oral communication.
9. Oral communication always has **pauses** and **short silences** in between. This has many advantages:
  - (a) When a person stops/ pauses in her/ his speech, s/he is trying to collect her/ his thoughts; organizing what the person wishes to say; and planning how to say it.
  - (b) Time is being given to the listener/ audience to fully understand what is being said so that a proper feedback can be given.
  - (c) Pauses at proper time make the oral communication more dramatic, effective and convincing.
  - (d) Pauses increase the overall effect of oral communication.
10. In informal oral communication, **slang** (informal/ regularly spoken words) is acceptable. They also help in strengthening interpersonal relationships.
11. **Contractions** (don't, can't, etc.) and **elisions** (wanna, gonna, etc.) are also accepted in informal oral communication.
12. Oral communication is **time bound**. The listener has to be very attentive to be able to identify those sounds and assimilate them before they fade away (if not recorded electronically).

### Strengths of Oral Communication

1. It is fast and spontaneous.
2. Feedback is immediate.
3. Answers/ clarification can be asked for immediately.
4. Non-verbal means of communication can be used to help oral speech.
5. It can be corrected mid-way for it to be more effective.
6. It is economical and less time-consuming.
7. It builds good interpersonal relationships.

### Weaknesses of Oral Communication

- It cannot be documented.
- It does not have any legal validity.
- There is limited time to think as a person has to form her/ his thoughts immediately.
- It can only be successful if the listener is attentive.
- One can digress/ divert from the topic during oral communication.
- One requires a very good memory to remember everything about the topic.
- One needs to remember all the responses to answer them.

### Tips for good oral skills

- (i) One must have a good vocabulary to speak well and the words should be used more often to make communication effective.
- (ii) In order to have a good vocabulary, one must read and re-read.
- (iii) Speaking on all topics/ everything happening all around is important.

- (iv) Confidence in speech and body language helps in effective oral communication.
- (v) If one wants to be good in oral communication, one should not waste any opportunity to speak in the language the person wishes to be good in.
- (vi) Good and effective oral communication is the best way to deal with the world on personal, professional, academic, social and cultural levels and for self-improvement.