

Communication Skills

Class IX , Session2:Verbal Communication(IT #402)

By : Gitashree Nayak

Mob No. : 9439656911

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Verbal Communication

- **Definition:**

Verbal communication is the sharing of information by using words. It is what most people use as a method of communication.

VERBAL COMMUNICATION SKILLS



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Learning Outcome of this Session

Student could able to understand:

- What is Verbal Communication?
- Type of Verbal Communication
- Advantages of Verbal Communication.
- Disadvantages of Verbal Communication
- What is Public speaking?

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Types of Verbal Communication

- **Oral or Spoken Communication:** Communication which involves talking.
- **Examples:**
 - **Face-to-face conversation:**
 - For example, group discussion, talking to family member at home, conversation with
 - public through speeches, etc.



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Types of Verbal Communication

- **Talking on a phone:**
 - This is for personal and official communication.
 - Phone conversations should begin with a greeting (Hello), talking and listening to each other. The conversation can end with a 'Thank you' and 'Bye'.



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Types of Verbal Communication

- Classroom teaching, business discussion and public speeches are other examples of oral communication, where one person talks to many others at once.



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Types of Verbal Communication

- **Written Communication:**

- Communication which involves written or typed words.

- **Examples:**

- Writing letters, notes, email, etc.



- SMS (Short Message Service): These can be sent through a phone to a person or a group.



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Types of Verbal Communication

- Using email to share news, thoughts, documents and files (including photos, videos, music, etc.). Can be used to send messages to a person or to a group.



- Books and newspapers



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Advantages of verbal communication

- Verbal communication is easy and quick.
- We can say whatever we want and get a quick response.
- It is an easier form of communication when we have to exchange ideas.
- We keep changing our communication as per the other person's reply.

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Disadvantages of Verbal Communication

- The most common disadvantage of verbal communication is the cultural differences between the sender and receiver of the information.
- These differences may be due to the use of different languages, inability to understand the colloquial phrases used by the other individual, and the accent.
- Since verbal communication depends on words, sometimes the meanings become confusing and difficult to understand if the right words are not used.

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Public speaking

- Speaking in front of a large group makes most people nervous. You can use the 3Ps (Prepare, Practice, Perform) method to get over your fears, and become a confident and effective speaker.

3Ps of Public Speaking	
Prepare	Think about your topic Think about what your listeners need to know about the topic Think about the best way to make your listeners understand your topic Write what you plan to say
Practice	Practice by yourself first, talk in front of a mirror Talk in front of your family and friends and ask them what they think Speak clearly, loudly and at the right speed (not very fast nor very slow)
Perform	Take a few deep breaths if you are feeling nervous Think about what you have prepared and start speaking confidently

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- **A. Multiple choice questions**

Read the questions carefully and circle the letter (a), (b), (c) or (d) that best answers the question.

1. Choose the correct example of oral communication.

- a) Reports
- b) Newspapers
- c) Face-to-face conversation
- d) Notes

2. When we communicate verbally, we should use _____.

- | | | | |
|--------------------|-----------------|--------------------|------------------|
| a) difficult words | b) simple words | c) confusing words | d) abbreviations |
|--------------------|-----------------|--------------------|------------------|
3. Why do we send emails?

- a) To reach on time
- b) To share documents and files
- c) To talk to each other
- d) To meet each other

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5. Short answer question:

- 1. Write down the different types of verbal communication. Give an example for each type.

THANKING YOU

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