

Communication Skills

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

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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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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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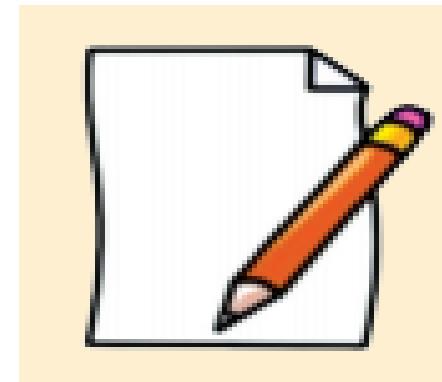
Types of Verbal Communication

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

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Home Assignment

- **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
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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.

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