

## **EFFECTIVE SPEAKING, ITS TYPES AND TASKS**

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### **Abstract**

Good communication skills are skills that facilitate people to communicate effectively with one another. Effectual communication engages the choice of the best communications channel, the technical know-how to use the channel, the presentation of information to the target audience, and the skill to understand responses received from others. Self development, interpersonal skills, mutual understanding, mutual cooperation and trust is also important to set a complete channel of most effective and winning communication skills.

**Key words:** communication, skills, language learning, communication channels, response.

## **ЭФФЕКТИВНОЕ ГОВОРЕНИЕ, ЕГО ТИПЫ И ЗАДАЧИ**

### **Аннотация**

Хорошие коммуникативные навыки и умения помогают людям эффективно общаться друг с другом. Коммуникация включает умение выбора наиболее эффективных коммуникативных каналов и владение различными способами презентации информации для целевой аудитории, а также понимание полученной информации. Ключевыми навыками являются навыки межличностного общения, взаимопонимания и сотрудничества с собеседником.

**Ключевые слова:** коммуникация, коммуникативные навыки, обучение языку, коммуникативные каналы, реакция.

### **1 Article**

Communication is defined as a process by which we assign and convey meaning in an attempt to create shared understanding. This process requires a vast repertoire of skills in intrapersonal and interpersonal processing, listening, observing, speaking, questioning, analyzing, and evaluating. Use of these processes is developmental and transfers to all areas of life: home, school, community, work, and beyond. It is through communication that collaboration and cooperation occur.

Fundamental Beliefs About Curriculum and Assessment - if there is one unifying theme that crosses all disciplines, it is communication. Communication is our window to basic literacy and academic excellence. Reaching levels of excellence and accuracy of expression mandate mastery of formal English. These are the capabilities that cultivate the potential in each student and the possibilities for our future.

Good communication skills are skills that facilitate people to communicate effectively with one another. Effectual communication engages the choice of the best communications channel, the technical know-how to use the channel, the presentation of information to the target audience, and the skill to understand responses received from others. Self development, interpersonal skills, mutual understanding, mutual cooperation and trust is also important to set a complete channel of most effective and winning communication skills.

There are mainly three types of communication skills, expressive skills, listening skills and skills for managing the overall process of communication. The basic fundamental of all these types of communication is emotional skills.

Expressive skills are required to convey message to others through words, facial expressions and body language. Listening skills are skills that are used to obtain messages or information from others. These help to clearly understand what a person feels and thinks about you or understand the other person closely. Skills for managing the overall process of communication help to recognize the required information and develop a strong hold on the existing rules of communication and interaction.

Importance of communication skills can never be ignored or neglected. These skills are the key to executing good management skills. With good management skills, you can have a team of members who together create an ambience of open communication, concise messages, probe for clarifications, recognize nonverbal signals, and mutual understanding. Good communication involves a set of complex skills.

The modern world today, calls for high scale effective communication skills in order to win the heavy competition in all spheres of life. For effective communication, a sender transmits his or her message in a clear and organized form to maintain and promote the need and interest of the receivers. Receivers or listeners show interest only if the person communicating is loaded with confidence, gestures and softness. Apart from management professionals, good communication skills are also required at all stages of life.

The ability to communicate is the primary factor that distinguishes human beings from animals. And it is the ability to communicate well that distinguishes one individual from another.

The fact is that apart from the basic necessities, one needs to be equipped with habits for good communication skills, as this is what will make them a happy and successful social being.

In order to develop these habits, one needs to first acknowledge the fact that they need to improve communication skills from time to time. They need to take stock of the way they interact and the direction in which their work and personal relations are going. The only constant in life is change, and the more one accepts one's strengths and works towards dealing with their shortcomings, especially in the area of communication skills, the better will be their interactions and the more their social popularity.

The dominating question that comes here is: How to improve communication skills? Well, the answer is simple. One can find plenty of literature on this. There are also experts, who conduct workshops and seminars based on communication skills of men and women. In fact, a large number of companies are bringing in trainers to regularly conduct sessions on the subject, in order to help their work force maintain better interpersonal work relations.

Today, effective communication skills have become a predominant factor even while recruiting employees. While interviewing candidates, most interviewers judge them on the basis of the way they communicate. They believe that skills can be improvised on the job; but ability to communicate well is important, as every employee becomes the representing face of the company.

There are trainers, who specialize in delivering custom-made programs on the subject. Through the session they not only facilitate better skills in the department of communications, but also look into the problems that come in the way of being able to convey messages effectively. They discuss these issues with the management and then sought to design programs accordingly. For instance, time mismanagement becomes a cause for stress and frustration, which then hampers the possibility of healthy communications at work. Then in weeks to come the company organizes a program on time management. Thus, a workshop on communication skills helps the management to deal with the finer employee nuances about which they lack awareness.

Every individual needs to be well equipped with the tools to communicate effectively, whether it is on the personal front, or at work. In fact, according to the management gurus, being a good communicator is half the battle won. After all, if one speaks and listens well, then there is little or no scope for misunderstanding. Thus, keeping this fact in mind, the primary reasons for misunderstanding is due to inability to speak well, or listen effectively.

According to the various dictionaries the definition of communication skills is as follows:

Communication skills includes lip reading, finger-spelling, sign language; for interpersonal skills use, interpersonal relations.

Communication skills are the ability to use language (receptive) and express (expressive) information.

Communication skills are the set of skills that enables a person to convey information so that it is received and understood. Communication skills refer to the repertoire of behaviors that serve to convey information for the individual.

Communication skills are the ability an individual displays in consistently demonstrates the ability to effectively communicate with clients, colleagues, subordinates, and supervisors in professional manner and in the personal department.

Communication skills are generally understood to be the art or technique of persuasion through the use of oral language and written language. To understand the basic of communication skills, one need to understand that communication is one of those words that is most hyped in contemporary culture. It includes a large number of experiences, actions and events; also a variety of happening and meanings, as well as technologies.

This means that every platform for communicating is a communication event. This includes formal meeting, seminars, workshops, trade fairs, etc. Then there are the communication media such as radio, TV, newspapers, etc. The communication technologies include pagers, phones, etc. The communication professionals include advertisers, journalists, camera crew, etc.

Communication is generally classified into a couple of types. The classifications include:

Verbal and non-verbal

Technological and non-technological

Mediated and non-mediated

Participatory and non-participatory

However, the commonly known types of communications are :

Intra-personal communication skills: This implies individual reflection, contemplation and meditation. One example of this is transcendental mediation. According to the experts this type of communication encompasses communicating with the divine and with spirits in the form of prayers and rites and rituals.

Interpersonal communication skills: This is direct, face-to-face communication that occurs between two persons. It is essentially a dialogue or a conversation between two or more people.

It is personal, direct, as well as intimate and permits maximum interaction through words and gestures. Interpersonal communications maybe:

Focused Interactions: This primarily results from an actual encounter between two persons. This implies that the two persons involved are completely aware of the communication happening between them.

Unfocused interactions: This occurs when one simply observes or listens to persons with whom one is not conversing. This usually occurs at stations and bus stops, as well as on the street, at restaurants, etc.

Non verbal communication skills : This includes aspects such as body language, gestures, facial expressions, eye contact, etc., which also become a part of the communicating process; as well as the written and typed modes of communications.

"Identification is one of the key ingredients of effective communication. In fact, unless your listeners can identify with what you are saying and with the way you are saying it, they are not likely to receive and understand your message."

The quote above is the underlying factor that explains the importance of communication skills.

In fact, there are other such quotes, which are as follows that explains the importance of effective communications skills:

Good communication is as stimulating as black coffee, and just as hard to sleep after.

The colossal misunderstanding of our times is the assumption that insight will work with people who are unmotivated to change. Communication does not depend on syntax, or eloquence, or rhetoric, or articulation; but on the emotional context in which the message is being heard. People can only hear you when they are moving toward you, and they are not likely to when your words are pursuing them. Even the choicest words lose their power when they are used to overpower. Attitudes are the real figures of speech.

While it is an undisputable fact the communications forms one of the essential bases of human existence, yet most individuals overlook the need to refine their communication skills, from time-to-time. Effective communication skills is a must whether it is individual or then effective team communication skills.

According to the experts one can communicate effectively when they understand the stages of interpersonal communication, which are explained below:

The stage: This is the initial exploratory stage, which determines the course of the conversation. This begins with the greetings and accompanying gestures such as eye contact, the smile, etc. In a formal encounter there is more distance between the individuals, as compared to in the case of an informal encounter. This stage is also known as the warming up stage. There is a no meaning and intention, but just the setting for the next level of the conversation.

The personal stage: This is the second stage in which the individuals bring a more personal element into the conversation. During this stage one generally brings down their social guard and begins to interact more openly. They are ready to let the others involved in the conversation more about themselves and the hesitation decreases. Interpersonal interactions generally move into a third stage. Otherwise professional interactions are generally confined to this stage.

The intimate stage: This stage is mainly meant for conversations between friends, family and relatives, where those involved in the conversation share a higher level of intimacy with each other. This stage of communicating usually entails opening one's heart and sharing rather intimate details, which is not a part of professional conversations.

Keeping in mind these stages, one becomes more aware of how their conversations should progress and where they need to conclude a conversation, or extend it for that matter. Effective skills in communication call for awareness and attentive listening.

The ability to communicate effectively is a trick learnt by many, but practiced perfectly by not too many. This is because for most communicating is simple process.

However, it is not so, it a rather simple-complex-networking system that has varied undercurrents flowing between the speaker and listeners.

Given here is an interesting list of communication skills that one should be aware of in order to better their ability to convey their valuable messages.

- Taking responsibility for one's messages
- Claiming ownership for one's messages
- Preparing to listen
- Encouraging the speaker to speak more
- Reflecting on what the speaker has to say
- Adapting to difference of opinions
- Being open minded
- Acknowledging differences
- Assessing without being judgmental
- Accepting feedback
- Being assertive
- Ability to share one's thoughts
- Sharing one's feelings
- Conveying to others a message without commanding or dictating terms
- Being aware of the information coming in
- Maintaining a communication wheel of conclusions, sense data, emotions, impact and desire
- Calm repetition to drive in a message
- Addressing people by their name
- Ability to explain a concept differently so that all those present understand it at their level
- Ability to resolve conflicts so that it is a win-win for all
- Ability to be concise and clear
- Ability to convey thoughts in a focused and concrete manner
- Ability to confront a situation when faced with reputation crises using techniques of reputation management.
- Ability to convey with and empathetic statement
- Ability to explain objectively without evaluating
- Ability to provide specific details supported by concrete examples
- Ability to monitor emotional reactions and filter out irrational thoughts
- Ability to project oneself into the audience's point of view

When one is required to communicate complicated ideas, one needs to first and foremost work on improving their skills in communicating. Firstly, one needs to overcome all language related barriers by first seeking how to learn English speaking. This is essential, because most people find it difficult to convey their thoughts, because of a strong influence of their national language, regional language and mother tongue.

Well, to overcome the language barrier, one can attend English speaking classes. But then thereafter one also needs to be aware of other nuances involved in improving communication skills. In fact, one needs to ensure that as when they communicate they should not be misunderstood, so as to ensure a free flow of thoughts and ideas, doing away with stumbling roadblocks.

One way of ensuring that one will not be misunderstood is to look into the use of 'scope'. 'Scope', essentially refers to the words that combine with each other in order to create a 'sense unit', in a sentence. For instance, which nouns are covered by a particular verb or preposition. Often poor punctuation or poor sentence construction brings about ineffective communications.

There are varied grammatical devices that help to indicate 'scope'. These devices can be perfected by constantly practicing grammar. In fact, no matter how eloquent a speaker or communicator one maybe, one should spend sometime, ever so often in practicing grammar exercises.

One can refer to the various English speaking books that will help them improve. In fact, parents can improve their own grammar skills by working on exercises with their children, making it a family activity, rather than a boring homework lesson.

Communication is an integral part of human existence. As humans have kept evolving, so has the way we communicate with each other. From sign language to modern day emails, faxes, phone calls, the growth is surely impressive. It is the basic nature of the humans to communicate with one another in different forms. But did you ever wonder, if it is such an innate part of our existence, why so many of us are not exactly communication proficient? That is more like a mystery but blame it on a chain of broken communication we often deal with. Not everyone possesses the art of communication. Art, did you mention? Yes, communication is definitely an art that needs to be mastered if we harbor any hope of achieving success in life.

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