

# Oral communication essay

Business



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In the communication process verbal or oral communication has mentioned its own importance. It is true that in the God's Creation 'man' is the only species gifted with the language and the use of language is primarily in speech. In any organization our communication depends more in verbal form and it builds up the human relationship in different manners. Without oral communication, the organization is just a body without heart.

The oral communication, which is one type of verbal communication, is most important both for the sender and the receiver of the message in the communication process. It is a fact that more than 60% of time in an organization is spent on talking to others in different matters. Hence, the importance of oral communication at its most basic level, oral communication is the spoken interaction between two or more people. Oral communication is composed of multiple elements which, when taken as a whole, result in the success or failure of the interaction.

1. Face-to-face Conversation:

Conversation is the most common form of oral communication. It links people together be it in social or professional life. A face-to-face conversation is possible between two individuals or small group of persons in the interview, or in a small meeting and communication can run two ways in these situations.

There is immediate feedback, which makes clarification possible. Simply we can define as 'face-to-face communication means the exchanging of information, thoughts and feelings when the participants are in the same physical space.' Face-to-face communication occurs with our friends, relatives and colleagues whom we like and trust. That's why conversation rarely finds a place in a program of formal instruction. In a wide range of business activities, including formal meetings, coffee room, chitchat, hallway

encounters, one-on-one, annual evaluations, job interviews and more face to face communication depends on the meeting of eye balls. Like all communications, face – to- face involves a sender and a receiver, messages are directly communicated and its effectiveness depends on perfect relationship between both the parties i.

e. sender and receiver. 2.

Telephonic Conversation: One form of dyadic conversation is the interaction between two persons on the telephone. In this form, the advantage of using body language and eye contact is lost. But it is one of the commonest and fastest ways of contacting persons. It is simple, handy and in the long run economical. It has therefore, been termed as “ A priceless means of communication.

” Recently, telephone conference facility is available at different places where two to five persons can make a conversation together. The most important here is the requirement of clarification of message through speech and skillful use of voice. The wireless telephone is becoming a requirement of modern age. In a wireless telephone, there is no chance of missing calls. The features needed for this type of telephone depend entirely on the need of the users. It is advisable that one can get a model of wireless telephone that can receive e-mail, media, internet, storing for contacts and maintain daily calendar.

There are many features for which one can choose one standard and wireless phones, such as call waiting, call forwarding, conferencing capabilities and voice mail. It is important to treat that telephone is an <https://assignbuster.com/oral-communication-essay/>

important business tool. 3. Interviews: The word ‘ Interview’ is derived from the word ‘ intrevue’ meaning “ sight between”; by definition it means ‘ A meeting for obtaining information by questioning person-to-person. ’ An interview is a classic example of communication that takes place through the process by which meanings are exchanged between people through the use of a common set of symbols. It is a purposeful, interpersonal communication between two individual. James M. Black defined it as, “ An interview is a conversation usually between two people, which is confined to a specific subject.

The role of the interviewer is to seek information that of the interviewee is to provide it [3]. ” In other words “ It is a conversation yet, but directed to a purpose other than personal, social Satisfaction [4]. ” Interviewing is a skill that requires training and experience. To face and conduct the interview both are skills of communication. Interviewing skill is one of the aspects of personality development. In the today’s competitive world, one can get a job through his interview skill. There are various occasions where interviews are to be conducted.

The employer may interview several applicants for the job. A politician, public servant or chief of the organization may be interviewed by press reporters through television, radio, journals and magazines. The nature and type of interview can be charged according to purpose.

\* An interview has three stages such as opening, middle and closing. Each stage has its own set of questions. The interviewer has to start the interview with the introduction and make the interviewee feel at ease. The interviewer

must be well prepared for the questions that are likely to be asked. Eye to eye contact is very important in this form of communication and politeness. At the end the process should be closed with a positive note. For job aspirants the interview as a way of communication is very important.

4. Group Discussion: A group discussion is a discussion among participants on agreed topics. This helps him exchanging information and ideas, helps to create a team spirit. Each participant can stimulate ideas in the other people present, and through a process of discussion, the collective view becomes greater than the individual part. A group discussion is a formal discussion among ten to twelve participants who analyze a topic and share information and opinions on it. The group is given a few minutes to think about a topic and then asked to discuss it among themselves for a fixed period of time, say for 10-15 minutes.

One or more experts will observe the discussion and evaluate the members of the group. Group discussion topics are usually of four kinds: a) Factual for examples ‘ the dangers of passive smoking’, b) a social or political issue, example moral policing’, c) abstract, for example ‘ conscience’ and d) case-study based. Where the group discusses a case study and analyses it or offers solutions. Besides being an excellent method of classroom used by business schools as well as employers to select candidates for the final personal interview. They are used to find out whether a candidate has certain skills and qualities needed for him or her to do well in a course or a job that involves working in groups, giving opinions and asking for those of team members to achieve common goals. Even when you are enrolled in a business management course or working in a large company, you will need <https://assignbuster.com/oral-communication-essay/>

to participate in group discussions in order to learn skills or concepts or solve problems together with others. When you participate in a group discussion, you are tested for your knowledge and your communication skills as well as your ability to work as part of a group and to lead others towards conclusions and solutions.

You should be able to use your understanding of a subject to give your opinion on it and support your ideas with logical arguments. Since communication is a two – way Process, it is important that, besides speaking, you listen to the other participants in the group discussion and respond to their ideas or take them forward. 6. Meetings: Business without meeting and conferences cannot function effectively. In all international and national business meetings and conferences play a vital role. Meetings include board meetings, training sessions, technical discussions etc.

Generally, meetings occur for various reasons, specifically when there is a need or when sharing of common experience is for the benefit of the organization. In short, we can say, the purpose of the meeting is to move group actions forward. For an effective meeting the participants have to do the followings: – Presenting information to other participants. Review, evaluate, discuss, problem solve and discussion with each other. – Communicate, build and share common reality. – Targeting achievement of the objective – Group efforts – Resolve conflicts, confusions and disagreements.

– Generate enthusiasm and a positive attitude. Meeting is perhaps the most commonly used form of discussion in a professional organization. It is a

formally arranged gathering for the purpose of discussing an issue. Every meeting is result oriented and the discussion in the meeting is directed towards a specific end. .

Speech / Public Speaking: Speech is a form of verbal communication where the speaker has to talk to a large gathering. Generally, it is given on some occasions or functions of specific type. A purpose of a speech is basically to encourage, appreciate, congratulate or entertain. The speech may be lengthy or short, well illustrated or suggestive. Whatever, the occasion and the nature of the speech, the spoken word is the most powerful, effective medium of communication having immense flexibility of Interpretation depending on many factors.

Emerson defined speech as “ Speech is power; speech is to persuade, to convert, to compel[5]. ” Video Conferencing When actually being in close proximity of one another isn't possible, video conferencing provides a strong alternative. Many foreign outsourcing companies and international offices of multinational companies rely on regular video conferences to ensure smooth and effective communications. Often this form of oral communication helps reduce misunderstandings due to linguistic and cultural differences. Group Discussions \* A discussion among a group of people is another type of oral communication. Often one or two people will emerge as leaders of the discussion and direct the flow of information during the discussion. Other times, people will speak one at a time or alternate talking without leadership.

In a group environment, there may need to be ground rules like no interrupting to have an effective discussion. Written communication Reports

\* Reports are a type of written communication. These typically follow a certain format with a title page, table of contents, pertinent content and appendices, for example. A school report will differ from a business report in style and format. Reports might also include graphics or tables to further explain technical or complex information.

Letters \* Letters are a form of written communication. People used to write letters to friends and family more frequently than they do today, but letters still remain a viable way to report personal and professional information. Use letters to describe emotions and share stories eloquently.

6. Radio and television: These are means of one way communication. Radio is oral communication where only audio technology is used and messages only can be informed.

But television is an audio-visual technology where oral messages are supported by video pictures. In fact radio, television are mass media. These are the basic forms or media of oral communication. Besides these seminars, counseling, announcement etc. are also media of oral communication.

seminars A seminar is generally understood to be a small group meeting in which students and a tutor discuss information on a chosen topic.

They may be called something else such as “ tutorial groups”. Seminars provide an opportunity to explore topics by discussion, and to identify and sort out any problems. Some tutors may use the opportunity to introduce new related topics. Most seminars last for an hour.



Seminars need not necessarily be face-to-face contact, they can also occur in online environments. Seminars create opportunities to: \* explore topics in more depth; \* share ideas in a way that will advance your thinking; \* learn from other people's experiences and background knowledge; \* gain perspectives and points of view that you might not have otherwise considered; \* identify and sort out any misunderstandings.