

Introduction

[Sociology](#), [Communication](#)



INTRODUCTION “ Communication is the exchange of thoughts, messages, information, as by speech, signals, writing, or behavior. ” Verbal communication is known as oral communication, which one person sends a message to another person or group using speech. Verbal communication also can employ visual aids and non-verbal elements to support the conveyance of meaning. Therefore, verbal communication is one way for people to communicate face-to-face and some of the keys component of verbal communication are sound, words, speaking and language. Since the majority of speaking is an interpersonal process to communicate effectively, we must not simply clean up our language, but learn to relate to people. Some of the major areas of public speaking are speaking to persuade, speaking to inform and speaking to inspire or motivate. Besides that, in sending message we also must relate the verbal communication in our daily routine. PROBLEM STATEMENT Verbal communication is important in sharing and understanding thoughts and ideas. At its most basic, verbal communication relies on one person listening while someone else speaking. However, this is not as easy as it sounds. If you are not careful, your emotions or other distraction can get in the way of effective communication. Be aware of potential issues and practice good communication skills to increase your ability to effectively exchange information. Therefore, there are some problem or issue that got in sending message. i. Negative Emotion Your emotion may negatively impact your ability to communicate. It is difficult to maintain an open mind and listen to what the other person is saying if you are angry. When you are angry, defensiveness and self-protection become your primary goal. Listening and understanding the other

person's message becomes less of a priority. Use "I" statements to minimize this verbal communication issue. For instead of "you make me feel," and you should say "I feel" Such phrases decrease the chance that the other person will feel like you are attacking him.

ii. Physical barriers Physical barriers are often due to the nature of the environment. An example of this is the natural barriers which exists if staff are located in different buildings or on different sites. Likewise, poor or outdated equipment, technology, may also cause problems. Another factor of physical barriers is staff shortages, which frequently causes communication difficulties for an organization. While, distractions like background noise, poor lighting or an environment which is too hot or cold can all affect people's morale and concentration, which in turn interfere with effective communication.

iii. Use Appropriate Language Your choice of words significantly influences the quality of your communication. Using language that your audience can interpret in more than one way can lead to misunderstandings. Choose words that are familiar, unambiguous and easily understood. Provide concrete examples, if possible. Pay attention to your listener to make certain they understand the language that you are using.

iv. Use The Appropriate Medium Presentation of information is important to aid understanding. This verbal media include face to face action meetings, telephone calls, voice mail and video conferences. Choose a medium that is appropriate for the message that you sending. Consider the complexity of your message, the costs of potential misunderstanding, your listener's ability to understand you, and the urgency of your message.

OBJECTIVE i. To investigate the effective of verbal communication in message Verbal message is sending effective messages

requires that we state our point as briefly as possible. Listen to a rambling, unorganized speaker is tedious and discouraging, why should you continue to listen when there is no interchange? Lengthy dissertations and circuitous explanations are confusing to the listener and the message loses its concreteness, relevance and impact. This is your opportunity to help the listener understand your perspective and point of view. Choose your words with the intent of making your message as clear as possible, avoiding jargon and unnecessary, tangential information.

ii. To determine how to improve verbal communication skill Verbal communication is sending and receiving information to someone else using our voice. Verbal communication is necessary for us to interact with other individuals, and skill can be learned to effectively convey information to another person. Improving verbal communication in situations of interpersonal communication or public speaking requires attention to both what you say and how you say it. Listening skills, though a non-verbal action, support verbal communication.

iii. To identify the overcome barriers to communication Verbal communication is important in sharing and understanding thoughts and ideas. At its most basic, recall that communication involves sending information that has meaning from one person or group to another, and that the communication process is only successful when the receiver understands the meaning of the information that the sender intends. Be aware of potential issues, and practice good communication skills to increase your ability to effectively exchange information, and also be aware of these barriers so you can craft a message your audience is more likely to receive and understand. This also includes a lack of expressing “ knowledge-

appropriate" communication, which occurs when a person uses ambiguous or complex legal words, medical jargon, or descriptions of a situation or environment that is not understood by the recipient. LITERATURE REVIEW 1.

Definition of Verbal Communication Verbal communication known as oral communication, while primarily referring to spoken verbal communication, can also employ visual aids and non-verbal elements to support the conveyance of meaning. Verbal communication includes speeches, presentations, discussions and aspects of interpersonal communication. As type of face-to-face communication, body language and choice tonality play a significant role, and may have a greater impact upon the listener than informational content. This type of communication also garners immediate feedback.

2. " Words can destroy. What we call each other ultimately becomes what we think of each other, and it matters. " Jeanne J. Kirkpatrick

3. Components of Verbal Communication The key components of verbal communication is divided into two things, there are elements and formats. For the elements key components are content, purpose, audience analysis or involvement, organization, creativity, use of audio-visual, speaking or voice, length, and eye contact. In addition, for the formats key components are involving the meetings, interviews, presentation and others.

4. Spoken Communication Process [pic] 5. Overcoming Barriers Do's and Don'ts | Element | Do's | Don'ts | | Language | Choose word that are familiar, unambiguous, and easy to | Don't use filter words that can lead to misunderstanding | | | interpret | Don't use language your audience is unlikely to understand | | | Ask for feedback to make sure your listener understands | | | Non-verbal Signal | Match your body language to your

verbal language | Don't distract your listeners by fidgeting or turning away | |
| Move with purpose | | | Media Physical | Choose the medium that is right for
your purpose and | Don't choose a medium that reduces the quality of the | |
Distraction | audience | communication, such as a noisy cell phone | | |
Don't ignore your listener's discomfort or put up with barriers| | | Reduce
physical distractions before you start to | such as a poor telephone
connection | | | communicate | | METHODOLOGY Questionnaire