

ORAL COMMUNICATION

Name	Definition
Oral communication	It is the exchange of ideas or information by spoken word in the business.
Interview	It is a kind of meeting which occurs when a conversation has a purpose.
Presentation	It is the practice of showing and explaining the content of a topic to an audience or learners.
Negotiation	It is a dialogue between two or more people intended to reach an understanding resolve point for a difference.
Meeting	It allows a person or several to give information and ideas to many others (other people) in a short period of time.

Advantages of oral communication:

- Quick feedback.
- Quick transmission.

Disadvantages of oral communication:

- Ÿ The more people involved, the greater the potential for distortion is.

Listening:

Effective listening aids to:

- 1) Getting new ideas and information.
- 2) Making decisions.
- 3) Understanding and resolving problems.

How can you be a good listener?

- i. Focus your attention on the speaker's words.
- ii. Let the speaker finish before you begin to talk.
- iii. Ask questions and give feedback.
- iv. Take notes.

Methods of oral communication:

1) Face to face

2) Over the phone

1) Face to face:

a. Interview b. Presentation c. Negotiation d. Meetings

A) Interview:

Plan for a successful job interview by:

1. Practicing interview questions.
2. Preparing your own questions.
3. Dressing for success.
4. Listen carefully and think before speaking.

B) Presentation:

Basic purposes of presentation:

- A. To confirm, inform or teach the audience.
- B. To build goodwill.

The steps of making an effective presentation:

- 1- Planning
- 2- Organizing
- 3- Developing visual aids
- 4- Practicing
- 5- Delivering

C) Negotiation

Some fundamental rules to follow in preparation for the negotiation process:

- a) Time your discussion
- b) Break the ice
- c) Use "I" statement
- d) Be honest and direct

2) Over the phone:

- *Your telephone voice:-*

For an effective phone call your voice should be:

- Natural and personal
- Pleasant
- Clear
- Interesting

- Your telephone technique:

The person who answers the call must:

- ◆ Answer promptly
- ◆ Answer clearly
- ◆ Use proper and understandable language
- ◆ Be a good listener

- Voice Mail

When you decide to leave a voice mail (as a caller) you should be aware of:

- ✓ Plan what message you will leave before you make the call.
- ✓ Be polite and get to the point quickly.
- ✓ Define the purpose of the call and always give your phone number.

Questions:

3- State whether the following sentences are true or false:

- a) True
- b) True
- c) False
- d) True
- e) False
- f) True
- g) True
- h) False

4- Complete the telephone message form:

TELEPHONE MESSAGE			
For: Mrs. Sami		Date: 6/6/2012	
M (r.s): Mr. Ahmed		Of: National Stationery	
Phone Number: 17550500		Time: - (NOT MENTIONED)	
ü	TELEPHONED		PEASE PHONE
	RETURNED TOUR CALL		CAME TO SEE YOU
	URGENT		WANTS TO SEE YOU
Message: The order for A4 papers will be ready on Sunday at 5p.m.			
Taken by: Mahmood Mohammed (YOUR NAME)			