

## **Listening skills**

Hearing is the physical ability, while listening is a skill. Listening skills allow one to make sense of and understand what another person is saying. In other words, listening skills allow people to understand what someone is talking about—the meaning behind the words.

Understanding personal listening approaches is essential to productive communication. Good communication skills in the workplace are one of the most important factors leading to successful teams, groups and organizations.

Face the speaker and maintain eye contact. ...

Be attentive, but relaxed. ...

Keep an open mind. ...

Listen to the words and try to picture what the speaker is saying. ...

Don't interrupt and don't impose your "solutions."

Wait for the speaker to pause to ask clarifying questions.

Ask questions only to ensure understanding.

Try to feel what the speaker is feeling.

Give the speaker regular feedback.

Pay attention to what isn't said—to nonverbal cues.

## **Listening vs. Hearing**

Hearing is the act of perceiving sound and receiving sound waves or vibrations through your ear. Listening is the act of hearing a sound and understanding what you hear. Hearing is one of the five senses and it just happens all the time – whether you like it or not – unless you have a hearing problem. But if you listen, you are consciously choosing what you want to hear. You concentrate on what you hear in order to understand the message. For example, If I hear a baby crying out loud, I am using my sense of hearing, but when I hear a baby cry because he is hungry, it is a form of listening because I have attached a meaning to what I have heard.

Hearing is a skill where you use your ears only. It one of the five senses. Listening uses different senses, like the sense of hearing, seeing, or sense of touch. Listening is a skill that lets the sound you hear go through your brain to process the meaning of it. Listening means also observing what you hear, like the speaker's behavior and body language, in order to better understand what the speaker is talking about. Hearing is an involuntary act where you simply receive vibrations through your ears.

Listening is a form of a communication technique that lets you understand, interpret and put meaning to what you hear. Listening can build a better relationship with others, while hearing is just merely receiving sounds through your ears.

1. Hearing and Listening uses both your ears.
2. Hearing is receiving sound waves through your ears, while listening means hearing and understanding what you've heard.
3. Hearing is part of the five senses, while listening is a choice to hear and analyze what you hear.
4. Hearing is using your ears only, while listening is using your body's other senses.
5. Listening is observing other's behavior that can add meaning to the message, while hearing is simply receiving sound vibrations.
6. Listening can build better relationships with others, while hearing cannot.
7. Take good care of your ears; you cannot listen when you cannot hear.

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## **Speaking Skills**

The ability or skills to convey information to another effectively and efficiently.

### **Components of Speaking Skills**

According to Harris (1974) there are five components of speaking skill concerned with comprehension, grammar, vocabulary, pronunciation, fluency.

#### **a) Comprehension**

For oral communication, it certainly requires a subject to respond, to speech as well as to initiate it.

#### **b) Grammar**

It is needed for students to arrange a correct sentence in conversation. It is in line with explanation suggested by Heaton (1978: 5) that students' ability to manipulate structure and to

distinguish appropriate grammatical form in appropriateness. The utility of grammar is also to learn the correct way to gain expertise in a language in oral and written form.

### **c) Vocabulary**

Vocabulary means the appropriate diction which is used in communication. Without having a sufficient vocabulary, one cannot communicate effectively or express their ideas both oral and written form. Having limited vocabulary is also a barrier that precludes learners from learning a language. Without grammar very little can be conveyed, without vocabulary nothing can be conveyed. So, based on this explanation, the researcher concluded that without mastering vocabulary sufficiently is English learners will not be able to speak English or write English properly.

### **d) Pronunciation**

Pronunciation is the way for students to produce clearer language when they speak. It deals with the phonological process that refers to the component of a grammar made up of the elements and principles that determine how sounds vary and pattern in a language. There are two features of pronunciation; phonemes and supra segmental features. From the statement above, the researcher concluded that pronunciation is the knowledge of studying about how the words in a particular language are produced clearly when people speak. In speaking, pronunciation plays a vital role in order to make the process of communication easy to understand.

### **e) Fluency**

Fluency is the ability to read, speak, or write easily, smoothly and expressively. In other words, the speaker can read, understand and respond in a language clearly and concisely while relating meaning and context. Fluency can be defined as the ability to speak fluently and accurately. Fluency in speaking is the aim of many language learners. Signs of fluency include a reasonably fast speed of speaking and only a small number of pauses and “ums” or “ers”. These signs indicate that the speaker does not have spent a lot of time searching for the language items needed to express the message. From the ideas above, the researcher concluded that another important component is fluency. Fluency means the capability of someone speaks fluently and accurately with little using pauses like „ums“ and „ers“, and so on.

### **Accuracy**

Accuracy refers to correct language system, including the use of grammar, pronunciation and vocabulary. Accuracy is often compared to fluency when we talk about a learner's level of speaking.

### **Public Speaking**

Public speaking skills are valuable both in your personal life and in your career. Even if you don't regularly engage in public speaking, developing skills in this area will increase your confidence and reduce anxiety about situations in which you may be called upon to speak in public.

### **Stage Presence**

Good public speakers appear confidently, friendly, enthusiastic, and energetic

### **Voice Control**

Tone (quality), pitch (high or low), and volume of your voice

### **Audience Relations**

Good public speakers are in tune with their audience. Public speaking is more than standing in front of a group and talking. Acknowledge your audience right away and begin talking as soon as all eyes are on you. This helps to make you seem more like a "real" person and keeps a conversational tone. If you need to set up equipment, converse with your audience at the same time to keep their attention. Make eye contact and watch for communication from the audience.

### **Delivery**

When it comes to public speaking, delivery is everything. Even if you have a great voice and good body language, your message will get lost if the audience can't easily follow what you say. Below are some tips for developing good delivery skills.

Speak slowly and deliberately. Here's a tip: it will probably seem too slow for you. Pause between ideas to give the audience time to digest what you are saying. Carefully articulate and pronounce your words. A mumbling public speaker is hard to understand. Avoid filler sounds like "Um" and "ah." It detracts from what you are saying and is distracting to the audience. Vary the pitch and volume of your voice to add interest.

### **Seminar Skills**

Introduces the topic at the start of your presentation

Interacts with your audience

Reads your presentation aloud

Makes eye contact with your audience

Stands and uses hand movements to help deliver the presentation

Indicates what will follow later in your presentation

Has interesting slides with clear and brief content

Refers to specific slides in your presentation

Indicates that your presentation is coming to an end

Ends your presentation and invites questions

### **Interviewing Skills**

The most important thing to remember about any interview is that it is a two-way process. It is as much about you finding out whether you want to work for the organization as them finding out whether they want you. This means it is important to present yourself as you really are, not pretend to be something you're not.

Important Skills are Punctuality, Thinking before You Speak, Speaking Clearly, Cohesively, and Calmly, Being Confident, Not Arrogant, Actually Listening, Expressing Optimism, With Your Words and Your Body Language, Showing Interest, Without Desperation and Expressing Gratitude.

### **Presentation Skills**

Presentations skills and public speaking skills are very useful in many aspects of work and life. Effective presentations and public speaking skills are important in business, sales and selling, training, teaching, lecturing, and generally feeling comfortable speaking to a group of people.

Introduce yourself by name, designation if any and the topic.

Slow down when you are speaking.

Make eye contact with the audience.

Ask for questions from the audience at the conclusion of the presentation.

### **Writing skills**

Writing is a form of communication that allows students to put their feelings and ideas on paper, to organize their knowledge and beliefs into convincing arguments, and to convey meaning through well-constructed text.

### **Critical Thinking**

Critical thinking has been variously defined as follows: "The process of actively and skillfully conceptualizing, applying, analyzing, synthesizing, and evaluating information to reach an

answer or conclusion" "Disciplined thinking that is clear, rational, open-minded, and informed by evidence"

### **Descriptive Thinking**

Descriptive writing creates an impression in the reader's mind of an event, a place, a person, or thing. The writing will be such that it will set a mood or describe something in such detail that if the reader saw it, they would recognize it. Descriptive writing will bring words to life and makes the text interesting.

### **Descriptive Writing**

The primary purpose of descriptive writing is to describe a person, place or thing in such a way that a picture is formed in the reader's mind. Capturing an event through descriptive writing involves paying close attention to the details by using all of your five senses.

### **Opinion Writing**

The definition of opinion writing is a belief, impression, judgment or prevailing view held by a person.

### **Grammar**

Grammar is the cognitive information underlying language use. It is a system of rules and principles for speaking and writing a language. When a message is relayed with the correct grammar, it is easier to understand the purpose and meaning of that message. In order to communicate, a learner should know the grammar of the language. It is important to be able to express yourself, but this should be done in a way that people find easy to understand.

### **Seven C's of Effective Communication**

There are 7 C's of effective communication which are applicable to both written as well as oral communication. These are as follows:

**Completeness** - The communication must be complete. It should convey all facts required by the audience. The sender of the message must take into consideration the receiver's mind set and convey the message accordingly. A complete communication has following features:

Complete communication develops and enhances reputation of an organization.

Moreover, they are cost saving as no crucial information is missing and no additional cost is incurred in conveying extra message if the communication is complete.

A complete communication always gives additional information wherever required. It leaves no questions in the mind of receiver.

Complete communication helps in better decision-making by the audience/readers/receivers of message as they get all desired and crucial information.

It persuades the audience.

**Conciseness** - Conciseness means wordiness, i.e, communicating what you want to convey in least possible words without forgoing the other C's of communication. Conciseness is a necessity for effective communication. Concise communication has following features:

It is both time-saving as well as cost-saving.

It underlines and highlights the main message as it avoids using excessive and needless words.

Concise communication provides short and essential message in limited words to the audience.

Concise message is more appealing and comprehensible to the audience.

Concise message is non-repetitive in nature.

**Consideration** - Consideration implies "stepping into the shoes of others". Effective communication must take the audience into consideration, i.e, the audience's view points, background, mind-set, education level, etc. Make an attempt to envisage your audience, their requirements, emotions as well as problems. Ensure that the self-respect of the audience is maintained and their emotions are not at harm. Modify your words in message to suit the audience's needs while making your message complete. Features of considerate communication are as follows:

Emphasize on "you" approach.

Empathize with the audience and exhibit interest in the audience. This will stimulate a positive reaction from the audience.

Show optimism towards your audience. Emphasize on "what is possible" rather than "what is impossible". Lay stress on positive words such as jovial, committed, thanks, warm, healthy, help, etc.

**Clarity** - Clarity implies emphasizing on a specific message or goal at a time, rather than trying to achieve too much at once. Clarity in communication has following features:

It makes understanding easier.

Complete clarity of thoughts and ideas enhances the meaning of message.

Clear message makes use of exact, appropriate and concrete words.

**Concreteness** - Concrete communication implies being particular and clear rather than fuzzy and general. Concreteness strengthens the confidence. Concrete message has following features:

It is supported with specific facts and figures.

It makes use of words that are clear and that build the reputation.

Concrete messages are not misinterpreted.

**Courtesy** - Courtesy in message implies the message should show the sender's expression as well as should respect the receiver. The sender of the message should be sincerely polite, judicious, reflective and enthusiastic. Courteous message has following features:

Courtesy implies taking into consideration both viewpoints as well as feelings of the receiver of the message.

Courteous message is positive and focused at the audience.

It makes use of terms showing respect for the receiver of message.

It is not at all biased.

**Correctness** - Correctness in communication implies that there are no grammatical errors in communication. Correct communication has following features:

The message is exact, correct and well-timed.

If the communication is correct, it boosts up the confidence level.

Correct message has greater impact on the audience/readers.

It checks for the precision and accurateness of facts and figures used in the message.

It makes use of appropriate and correct language in the message.