

# **LANGUAGE AND COMMUNICATION**

## **UNIT-1**

### **Speaking skills:**

Speaking skills are defined as the skills which allow us to communicate effectively. They give us the ability to convey information verbally and in a way that the listener can understand.

Children will learn English speaking skills as well as speaking skills in other languages, in primary and secondary school. Learning how to develop English speaking skills is so important for ESL students and EAL students too. It's one of the most important parts of language learning as speaking is how we tend to communicate in everyday life.

Speaking is an interactive process where information is shared, and if necessary, acted upon by the listener. So, it's important to develop both speaking and listening skills in order to communicate effectively.

### **The four elements of speaking skills**

#### **1. Vocabulary:**

To develop our speaking skills, we first need to know the right words. Vocabulary development begins when we are infants, as we learn to describe the world around us and communicate our needs. This progresses from single words to sentences when children are 2 or 3, at which point they will normally have a vocabulary of 150-300 words.

Vocabulary development is where students understand the meanings and pronunciations of words necessary for communication. When they understand what a word means, they can check what the word or sentence means. This is so important so they can keep up a conversation. If they understand what the other person is saying and they know what vocabulary to say back, they are halfway there to communicating effectively.

#### **2. Grammar:**

You may think that grammar is something we only need for written language. But grammar includes lots of important areas for spoken language such as an understanding of tenses and the correct way to structure sentences. Grammar helps us to convey information in a way that the listener will recognize and understand.

#### **3. Pronunciation:**

Understanding how to correctly pronounce words is another important element of speaking skills. We learn how to pronounce words by listening to those around us, such as our parents, friends and teachers. Pronunciation varies from country to country, and even city to city!

A lot of this comes from phonemic awareness. This involves understanding the small units that make up spoken language. English can differ quite a lot compared to other languages. Some phonemes might not be in ESL students' native languages and children's minds are trained to categorise phonemes in their first language, so it can become confusing. Developing this ability in English can come from playing language games and using songs and poems to reiterate rhythm and repetition. Phonics is where students start to see the relationship between the sounds of spoken language and graphemes which are the letters and spellings representing sounds in written language.

#### **4. Fluency:**

Fluency in spoken language is something that naturally develops as children go through school, as they are using and practicing speaking skills every day. Reading widely (and out loud) is a good way to improve fluency as it introduces children to new vocabulary and reinforces their knowledge of spoken language.

Fluency is the ability to hear words and understand them straight away. If they see a word written down, they can read it aloud and pronounce it properly. Ways to develop this include guiding your students to read passages out loud. You could also get your students to read aloud in front of the class. This builds their confidence and also helps them to enunciate better.

### **Advantages Of Communication/Speaking Skills:**

#### **Communication Build Relation Stronger**

Personal relationship moreover depends on effective communication in many ways. Good communication in relation builds trust, love, and strengthens the bond and also reduce the conflicts. Talking can reduce stress and enlighten the love, hope, and care.

If you don't take communication seriously in your relation then it may take you to serious points like an argument, cheat, etc. It can be lost if you don't do it well. So the choice is yours.

#### **Understanding**

Other advantages of communication skills are that effective communication removes guessing from any message. When information is effectively transmitted to your audience, your audience doesn't question or ask you a reason. Even a doctor make sure that he does his best to make the patient understands what he is facing.

When you communicate properly, your message becomes easy to understand by all.

For example if you are expressing your ideas in a meeting, so it is necessary to give your speech clearly so that everyone can understand your views and rely on you.

### **Read Emotional Signs**

People are stressed all the time. Paying attention to signs and conveying desires or needs may occur naturally. These skills can be practice with improved self-awareness and understanding of emotional signs.

It can be a big advantage if you are capable of reading others' emotions in deal-making and finding solutions. It makes it easier to adjust your message according to the situation to hit the target audience. Pay attention to their body language and adjust your words accordingly.

For example, if you are giving a speech on stage and your audience seems to be bored you can add little humor or take a break to grab their attention back.

### **Easy Presentation**

The whole conversation will be improved if we add non-verbal communication. The whole meaning of conversation will be change if there is no non-verbal communication. Non-verbal are body moments like nodding of the head, gestures like waving of a hand, a facial expression like a smile. It is also one of the advantages of communication skills.

Without implementing fairly these forms of communication can result in a change in message.

For Example – If you are at a party and everyone is enjoying, and a man with an angry face ask you about dance, WILL YOU? The whole scenario will be changed if it is not implemented well.

### **Substituting**

You can substitute your words with non-verbal forms of communication for easy and better understanding to others, without using a single word.

For Example— You can use gesture-finger to your lips which indicate to be quite,

Or you can nod your head in yes or no.

It can be used as an alternative to verbal (words).

### **Expressive**

The last but not the least advantages of communication skills is that Communication helps people to be more expressive about their ideas and to be more creative. It allows us to understand others' emotions, their perspective, their goals, and thoughts of others. As a result, we develop our opinions for others and develop affection or hatred for the. This Concluse us in making positive and negative relationships.

## **Dis-advantages Of Communication Skills:**

### **Negative Acknowledgment**

Sometimes good communication alone not be enough to make you heard by others.

It may depend on your audience, your circumstance, the timing of your messages can influence the process. A clearly deliver message doesn't prevent negative acknowledgment.

### **Leaves You Vulnerable**

Reading emotional signs of others may not always work in your favor. If you can read these signs others can too. And probably this can be used against you when you are out of your emotions. Losing your temper puts you in a negative situation.

If you are trying to sell a product, service that you don't believe in it, your audience may acknowledge that. Your body language, body gesture, and your expression can tell a whole new different story.

### **Not Being Heard**

No matter how good you are in Communication skills, but what will the value of it when the other person is not even interested in your talks. You will fail to deliver your message if the other person not listening to what you have says.

If a message is not being accepted, negative consequences happen as a result of that. Remember, effective communication goes both ways.

Even properly communicated messages fall on deaf ears. This leads to conflict that open can't be resolved without a fight or compromise.

### **The Problem Between The Sender and The Receiver**

Sometimes the lack of effective communication skills makes some barriers between both sender and receiver. Not able to express your thought to others will result in a critical problem between both. Whether it's on personal life or corporate life, the lack of it can destroy many relations.

### **Unqualified Assumption**

Building Wrong Assumption is a barrier in Communications. To deal with it, we should first listen first properly, than should make our Assumption.

Unfit suspicions that underlie messages may likewise make an issue. For instance, a client may send a note expressing that he will visit a seller's plant. At that point the client may accept that the seller will meet him at the airport, railway station, and set up a fully explained program of plants.

## **Intonation:**

The rise and fall of the vocal sound or tone in speech is **intonation**. With the accurate use of intonation, speaking and listening would become more effective, to-the-point and foolproof. Intonation does not require specific practice but learning to speak any language fluently would result in automatic accuracy.

## **Types of Intonation:**

**There are three types of intonation in spoken English and they are -**

### **Rising Intonation**

Rising Intonation refers to the rise of tone at the end of the sentence. The yes-no questions usually end in a raised intonation.

**Is this your shirt?**

**Do you like chicken?**

### **Falling Intonation**

The tone of the voice falls at the final stressed syllable of a phrase and that is Falling Intonation. The WH questions tend to finish with a falling intonation.

**Where are you headed?**

**How are you still doing that?**

The falling intonation comes into play when there is assurance and definite clarity in speech.

**Here is the magazine you asked for.**

**You've just been outplayed.**

### **Circumflex Intonation**

With the circumflex intonation, the voice falls and then rises. This variant of intonation is heard when someone isn't sure about the statement or uses tentative phrasing in it.

**I don't need any help at the moment.**

**It rained every day during the first week.**

This circumflex intonation is used in questions that request information and invite someone to do or have something. In this case, with the right intonation pattern, the inquiry sounds more polite.

## **Art of Listening:**

Listening is an art. It requires us to be patient, receptive, open-minded, and non-judgmental. It requires us to not put words in other people's mouths, fill in gaps, or presume to understand the other person fully.

There is a certain Zen-like quality in practicing listening. Not only does it help us socially, but it also helps us spiritually as well.

## **How to Master the Art of Listening:**

Here's how to bring this crucial life skill into your everyday existence:

### **1. Make Eye Contact**

This first rule is very obvious but frequently forgotten. If you don't look at the person while they're speaking, you give them the impression that you don't care what they say. In essence, it appears as though you don't even care *about* them.

### **2. Don't Interrupt**

Let the person speak uninterrupted. To master the art of listening you need to halt any good thoughts that come to mind and let the person say everything they need to say. Often times people simply need someone to talk to, not someone who will butt in and give their own thoughts and opinions. The goal is to shine the spotlight on *them*, not you.

### **3. Practice "Active Listening"**

The art of listening isn't simply about staying quiet 100% of the time, it's also about asking questions. These questions are for clarification, or for further explanation so that you can fully understand what the speaker is telling you. For instance, questions like these are brilliant: "Are you saying that \_\_\_\_\_", "What I heard you say was \_\_\_\_\_", "Did you mean that \_\_\_\_\_".

### **4. Show You Understand**

Another great way to show that you understand what the person is telling you is to nod. You can also make noises that show you're in tune with what the person is saying such as "yes", "yeah", "mhmm", "okay." This seems trivial, but it's important to not behave like a zombie and demonstrate some interest and comprehension.

### **5. Listen Without Thinking**

In other words, listen without forming responses in your mind. Be wholehearted and listen to the entire message. It's very tempting to fill the spaces, after all, our minds think around 800 words per minute, compared to 125-150 words we speak per minute. Don't miss valuable information by letting your mind wander!

### **6. Listen Without Judgement**

To effectively master the art of listening it's extremely important to withhold any negative evaluations or judgments. Make it your goal to be open-minded as much as possible. After all, who wants to open up to a narrow-minded person? It also helps to be mindful of your "shut off" triggers, which are the specific words, looks, or situations that cause you to stop listening. This way, you can prevent yourself from shutting off in the future.

## **7. Listen to Non-Verbal Communication**

About 60-75% of our communication is non-verbal. That's a lot! In order to know whether to encourage the speaker, to open yourself more, or to be more supportive in your approach, it's essential to know what the person's body is saying. Do they display signs of discomfort? Are they wary of you? Does their body language align with their words?

## **8. Create A Suitable Environment**

It can be difficult to listen to another person when the TV is screaming, your phone is buzzing and there are thousands of cars passing by. When you remove all of these distractions and find a quiet place to sit down and listen, it's much easier to listen empathetically with an open mind and whole heart. Also, when you indicate it would be good to "find a quiet place," you put importance in the person and what they have to say. Once again, you show care and consideration.

## **9. Observe Other People**

If you're really serious about mastering the art of listening, why not observe other people? One of the best ways to become a better listener is to observe the way people interact with each other, and all the irritating and rude things they do. Create an "annoying habit" checklist, and see if you do any. If you're brave enough, you can even ask someone you trust about what they like and dislike about the way you interact with others in conversation.

## **Types Of Listening:**

### **1. Informational Listening**

Whenever you listen to learn something, you are engaged in informational listening. This is true in many day-to-day situations, in education and at work, when you listen to the news, watch a documentary, when a friend tells you a recipe or when you are talked-through a technical problem with a computer – there are many other examples of informational listening too.

Although all types of listening are 'active' – they require concentration and a conscious effort to understand. Informational listening is less active than many of the other types of listening. When we're listening to learn or be instructed we are taking in new information and facts, we are not criticising or analysing. Informational listening, especially in formal settings like in work

meetings or while in education, is often accompanied by note taking – a way of recording key information so that it can be reviewed later.

## **2. Critical Listening**

We can be said to be engaged in critical listening when the goal is to evaluate or scrutinize what is being said. Critical listening is a much more active behavior than informational listening and usually involves some sort of problem solving or decision making. Critical listening is akin to critical reading; both involve analysis of the information being received and alignment with what we already know or believe. Whereas informational listening may be mostly concerned with receiving facts and/or new information - critical listening is about analyzing opinion and making a judgement.

It is often important, when listening critically, to have an open-mind and not be biased by stereotypes or preconceived ideas. By doing this you will become a better listener and broaden your knowledge and perception of other people and your relationships.

## **3. Therapeutic or Empathic Listening**

Empathic listening involves attempting to understand the feelings and emotions of the speaker – to put yourself into the speaker's shoes and share their thoughts.

Empathy is a way of deeply connecting with another person and therapeutic or empathic listening can be particularly challenging. Empathy is not the same as sympathy, it involves more than being compassionate or feeling sorry for somebody else – it involves a deeper connection – a realization and understanding of another person's point of view.

## **Listening Comprehension:**

Listening Comprehension is part of the communication skills such as the development of reading and writing comprehension. Listening Comprehension has the multiple processes of comprehension in language when it is understood, interpreted and spoken.

This communication skill is connected to cognitive learning as it works with the development of memory, attention, vocabulary, grammar and comprehension monitoring.

Listening then is the interpretation of spoken language and this includes the recognition of discourses of sounds, the understanding of the meaning of individual words or the understanding of the syntax of sentences that may arise in a dialogue or discourse.

## **Elements of listening:**

1. The listener
2. The message transmitted (text)
3. The context (linguistic environment)

## **Listening Comprehension Skills:**

### **1. Recognition:**

connecting, recognizing the components of a message (sounds, words, linguistic elements such as pronouns, verbs, among others).

### **2. Selection:**

select the most important words in the message (names, verbs, key words among others), then group the selected details in level of importance.

### **3. Interpretation:**

Interpretation is the understanding of the information that was heard. This means knowing the intention and purpose of the message, its main ideas and the importance of the most significant part of the message the speaker is giving.

## **Difference between listening and hearing Listening:**

<b>HEARING</b>	<b>LISTENING</b>
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	Listening Requires concentration so that your brain processes meaning from words and sentences.
Hearing simply happens.	Listening leads to learning.
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.
Hearing is an involuntary act where you simply receive vibrations through your ears.	Listening is a skill that lets the sound you hear go through your brain to process the meaning of it.
Physiological	Psychological
Subconscious level	Conscious level
Concentration is not required	Concentration is required