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Oral Communication

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Communicating for Life

- The importance of studying communication.
- The parts of the communication process.
- Types of communication.
- Principles of communication.
- The ethical considerations of being a competent communicator?
- The importance of adaptability

Communication Basics

- Each communication experience (**verbal/nonverbal**) is an opportunity to demonstrate your willingness to work with others, using appropriate words and actions, making you appealing to strangers, leading you to friendships, employment, and personal growth. You should understand the three basics of communication.
 - • Communication is a two-way process.
 - • Communication can be intentional or unintentional.
 - • Communication occurs even when the interpretation does not match the original intention.
- In the two-way *communication process* people share meaning, verbally and nonverbally.

To communicate effectively:

- You must first understand the:
 - Importance of studying communication
 - Communication process
 - Types of communication
 - Basic communication principles

Why Is Communication Important?

- We communicate to initiate or improve relationships, get things we want, negotiate the best price, conduct business, meet people, function in teams, and learn new things. The more effective we are, the better the outcome. Good, solid communication skills allow us to move through life with self-confidence and a feeling of accomplishment.

Communication Process

- ***Communicators :***
 - people involved in a verbal/nonverbal exchange. Each communicator simultaneously sends and receives messages.
- **Messages:**
 - Communicators deliver both *verbal* and *nonverbal messages*. The process begins with a thought in a person's head. The person encodes the thought into words or actions.
 - ***Encoding :*** means a communicator reviews all of the available symbols or actions that could represent the thought and selects the most appropriate ones.
 - ***Decoding :*** means thinking about the received symbols or actions, applying meaning to them, and making them into a usable thought for an appropriate response.

Communication Process

- **Channel**
 - Messages must go through a medium to get from one communicator to another. The different mediums are called *channels*.
- *Circumstances*
 - refer to the context of the situation and to the fundamental nature of the communicator. A communicator's background, attitudes, beliefs, and values contribute to his or her *fundamental nature*.

Communication Process

- *Feedback*

- is the response one communicator gives to another. Feedback can be verbal or nonverbal. Feedback is essential to the communication process; it acknowledges the presence of the other person, lets the communicator know the message was received, and demonstrates that the communication is valued.

- *Noise*

- is anything that interrupts communicators from encoding, sending, receiving, and/or decoding a message properly. There are three types of noise: physical, personal, and semantic.
- *Physical noise* is anything external, from loud construction sounds outside a window to a bug flying around your head at an outdoor concert.
- *Personal noise* refers to the ongoing thoughts in our minds.

Types of Personal Noise

- Three types of personal noise can distract us.
 - *Prejudice:*
 - occurs when we “pre-judge,” or have a preconceived, often negative, view of someone or something.
 - *Closed-mindedness:*
 - occurs when we refuse to listen to another person’s point of view.
 - *Self-centered noise:*
 - occurs when we focus more on ourselves than on the other person.
- **Semantic noise:**
 - occurs when the person you are communicating with speaks a different language, uses technical jargon, and/or resorts to emotionally charged words.

Types of Communication

- Intrapersonal communication: Communicating within yourself
- • Interpersonal communication: Communicating with another person
- • Small group communication: Communicating with 3-20 people (with 5-8 as the ideal size) who have a common goal
- • Public communication: Communicating with a large audience

Types of Communication

- *Intrapersonal communication:*
 - When we mentally review or rehearse conversations or experiences, we are engaging in.
- *Interpersonal communication :*
 - takes place when two people speak with one another.
 - becomes *small group communication* when the number of people increases. Generally, groups are defined as having 3-20 members.
- *Teams*
 - are a type of small group. Teams work on tasks designed to accomplish a specific goal.
- *Public communication*
 - occurs when a communicator informs, persuades, and/or entertains a group of people.

Basic Communication Principles

- *We cannot not communicate:*
 - Everything we do is received and interpreted by someone, somewhere.

- *Communication is irreversible:*
 - whether it is intentional or unintentional. If you say something or do something that upsets another person, you can't change it. Once the words are out of your mouth, the damage has been done. You can apologize and hope to lessen the impact, but the communication can't be changed.
- *Communication is a continuing process:*
 - The bits of information we collect become part of our circumstances and affect our future communication.
- *Communication involves ethical considerations:*
 - As you think about the fact that communication is an ongoing, irreversible process, you'll also want to think about ethical considerations.

Basic Communication Principles

- **Adapting**

- Certainly you have freedom of speech, but if you want to have relationships with people and to succeed professionally, you may need to learn to adapt to different situations.

- *Adaptability*

- the ability to choose the appropriate communication style for the situation and the participants. This may mean that you alter your language in a more professional situation or on a serious occasion. Or you refrain from saying something that is on your mind if the situation is not appropriate for your comment. Being able to adapt helps you to appear competent in all situations.

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Thank You