

VERBAL COMMUNICATION

Day 3

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What is verbal communication?

We use words to convey only 35% of messages, which means that verbal communication - compared to the non-verbal one - is quite poor.

All kinds of gestures, facial expressions and body position are a necessary complement to it.

Misunderstandings often arise when messages are communicated solely through words - e.g. when we contact someone over the phone or via the Internet.

It may be difficult to express emotions appropriately or convey a specific message clearly, understandable to the other party.

What is verbal communication?

- **Verbal communication is a way of communicating with others using spoken or written language.**
- It is the basic foundation of human social functioning, regardless of race, place of birth or intelligence quotient - it is the basic way of communication.
- By creating messages with words, we can achieve very different goals and convey information in a way that is understandable to others.

So



- Verbal communication is a **two-way process**
- Verbal communication is about **passing information** from one person to another.
- This means that both sides, the **sending and the receiving of the message, are equally important.**
- Verbal communication therefore **requires both a speaker** (or writer) to transmit the message, **and a listener** (or reader) to make sense of the message.
- Verbal communication allows you to **convey information, feelings and influence others.**
- Getting to know it better allows you to **function more effectively both on a private and professional level.**

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When can verbal communication occur?

- Verbal communication **can only take place when the relationship is built by the sender and recipient** of the message, and its element is language.
- **The sender is the person who speaks**, i.e. transmits the message to the recipient. The latter, in turn, receives information, and the key to the effectiveness of communication is its proper assimilation.
- **The recipient must therefore listen carefully**, which will allow him to analyze and interpret the words spoken by the sender. The recipient of the message can also be a group of people.
- The last element is the language, i.e. **the code by which the sender and receiver communicate**. It must be **understandable** to both of them, otherwise the communication will not be effective.

Verbal Communication



- **Oral:** Spoken Language
- **Non Oral:** Written Language/Sign Language

Effective verbal communication skills include more than just talking.

It is important to remember that effective verbal communication cannot be fully isolated from non-verbal communication:

- your body language,
- tone of voice,
- facial expressions, for example.



Forms
of
verbal
communication

Oral form

This form of verbal communication **gives** greater **opportunities to convey information and express feelings**.

Especially when there is **eye contact between the interlocutors** (non-verbal communication proves helpful). The interlocutor can instantly relate to someone's words and make contact faster.

However, there are several problems in oral communication, the most important of which are **fact confusion or overconfidence**.

The problem is the tendency to express extreme opinions and the appropriate analysis of the facts that result from the fact that verbal communication is very fast and requires sudden reactions.

Forms
of
verbal communication

Written form

This communication takes place via **letters, documents or printed media**, and in the 21st century it was popularized by **text messages (SMSs)** and the Internet.

It gives the recipient and **sender more time to analyze the content and create an appropriate response.**

It also allows a **closer look at the problem**, gain the necessary knowledge, and thus **minimizes the risk of incorrect assessments or classification.**

However, it is not as effective as the oral form. Both in terms of conveying emotions, and the formality is also an obstacle for many people. In written communications, we also cannot count on an immediate response, which can significantly hinder communication and solving various types of problems.

That is why
effectiveness of
verbal
communication
depends on:

- Content of the statement
- Voice accent and modulation
- Speaking fluency
- Paraphrasing
- Quantity



Content of the statement

This is primarily about the richness of the language used in conversation.

Educated people are usually able to create more complex messages than uneducated people. In this case, it is also important to adapt the language to the recipient. The best example is talking to a child or a foreigner when you should not use too difficult words or complicated sentence structures.

Accent and modulation

The accent and modulation of the voice are of great importance for the reception of the message. The emotional state of the sender of the verbal message may be evidenced by:

- stressing (underlining words according to the context of the statement),
- modulating words (including changing the pitch, timbre or volume)

Speaking fluency

The fluency of spoken sentences may indicate a person's competences, education or emotional state.

Any breaks and problems with the pronunciation of words or sentences can significantly weaken the message.

Paraphrasing

It is the expression of the same content by other linguistic means (words).

A useful skill, for example, in translating complex messages to oneself or to others so that they are understandable.

Quantity

It consists in lengthening or shortening the time of spoken words.

It also has a huge impact on the effectiveness of the communication.

The speed of the spoken words may indicate the Sender's emotional state or the value of the message.

3 Models of Communication

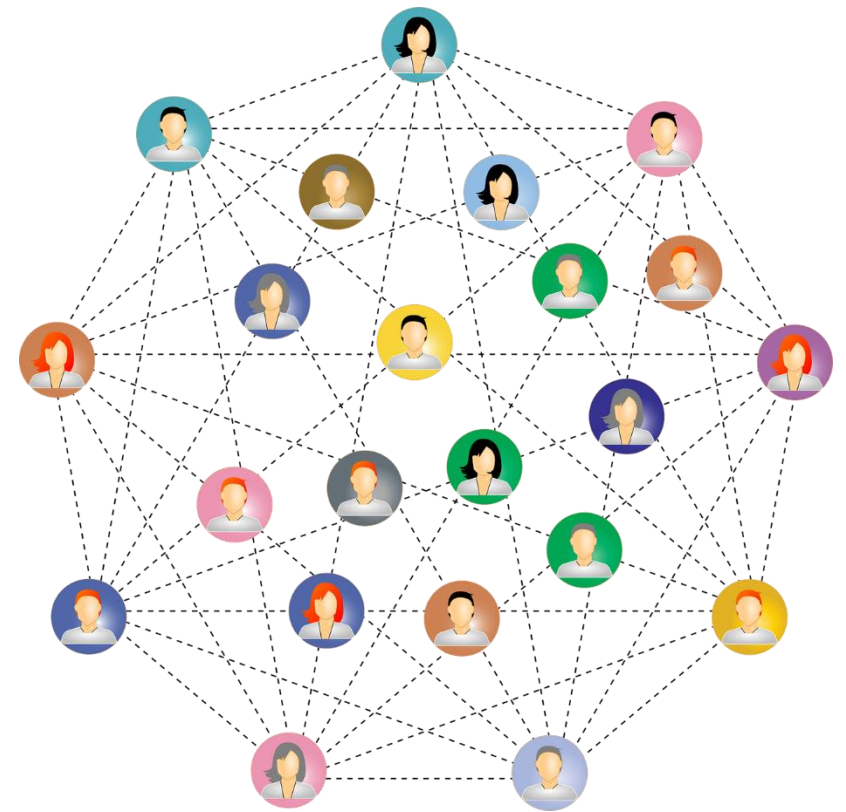
- The Linear Model
- The Interactive Model
- The Transactional Model

3 Models of Communication



<https://www.youtube.com/watch?v=5agAQeSFl1Y&t=205s>

Basic Verbal Communication Skills: Effective Speaking and Listening



Effective speaking involves three main areas:

- the words you choose,
- how you say them,
- and how you reinforce them with other non-verbal communication.

Basic Verbal Communication Skills: Effective Speaking and Listening

Active listening is an important skill.

However, when we communicate, we tend to spend far more energy considering what we are going to say than listening to the other person.

Basic Verbal Communication Skills: Effective Speaking and Listening

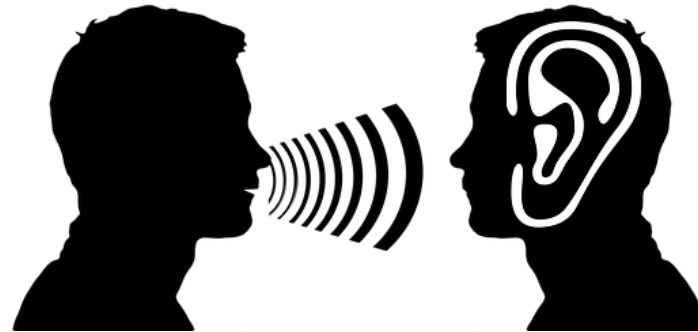
Effective listening is vital for good verbal communication.

The ways that you can ensure that you listen more effectively:

- Be prepared to listen.
- Keep an open mind and avoid making judgements about the speaker.
- Concentrate on the main direction of the speaker's message.
- Avoid distractions if at all possible.
- Be objective.
- Do not be trying to think of your next question while the other person is giving information.
- Do not dwell on one or two points at the expense of others. Try to use the overall picture and all the information that you have.
- Do not stereotype the speaker.

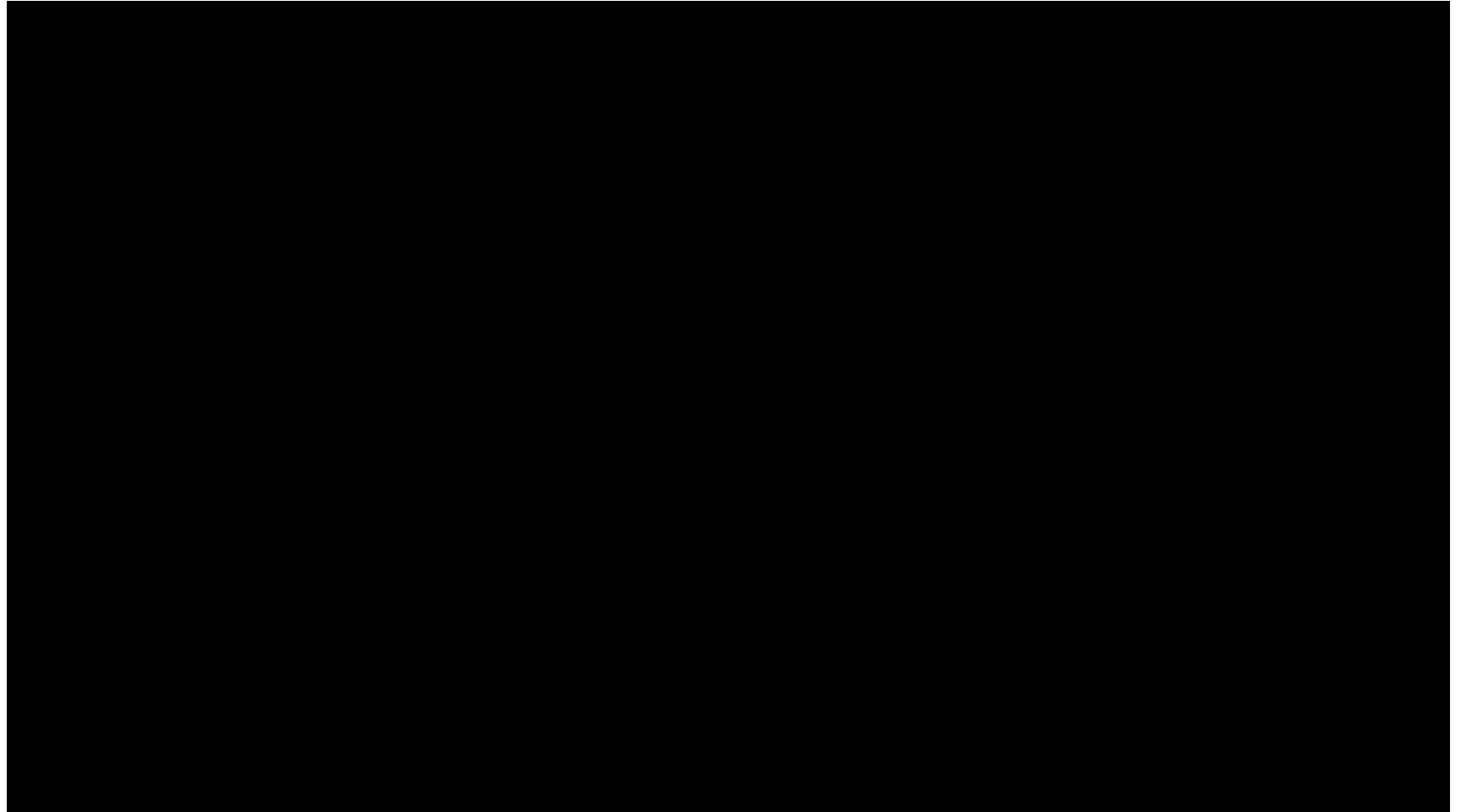
Active Listening

- Active listening involves paying attention to the conversation, not interrupting, and taking the time to understand what the speaker is discussing. The “active” element involves taking steps to draw out details that might not otherwise be shared.
- **Active listeners avoid interrupting at all costs, summarize and repeat back what they have heard, and observe body language to give them an extra level of understanding.**



- **Active listening helps you truly understand what people are saying in conversations and meetings (and not just what you want to hear, or think you hear).**

Active Listening Skills



<https://www.youtube.com/watch?v=7wUCyjiyXdg>

The Big Bang Theory Active Listening



https://www.youtube.com/watch?v=3_dAkDsBQyk

Active Listening Techniques

- Building trust and establishing rapport
- Demonstrating concern
- **Paraphrasing to show understanding**
- Using **nonverbal cues** which show understanding such as nodding, eye contact, and leaning forward
- Brief verbal affirmations like “I see,” “I know,” “Sure,” “Thank you,” or “I understand”
- Asking **open-ended questions**
- Asking **specific questions to seek clarification**
- Waiting to disclose your opinion
- Disclosing similar experiences to show understanding

In difficult situations:

- **Naming of feeling and emotions** – I feel... I need...
- **Concentrating on the facts** – avoiding „always“, „never“, „usually“

How to Improve Your Verbal Communication

Be Prepared

Choose Your Words Carefully

Speak Clearly

Use the Proper Tone

Make Eye Contact

Check In With the Listener Periodically

Avoid Distractions



ACTIVITY



Bibliography

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