

LESSON: 2
WEEK: 2
TOPIC: ORAL COMMUNICATION
AIM: To introduce the student to the art of effective speaking and listening skills.

LEARNING OUTCOMES:

- The importance of oral communication
- Non-verbal communication signals

NOTES

1. Oral communication
2. Non-verbal communication

ORAL COMMUNICATION

This type of communication is generally divided into three parts of which each has equal contribution towards the spoken word. These three parts are namely

- Verbal
- Vocal
- Visual

For example when we stress a particular word in a sentence we give it different shades of meaning. This has been illustrated below.

NON-VERBAL COMMUNICATION

This type of communication could be any one of the following:

- Body language
- Formats
- Pure visuals or Numeric presentations

Oral communication	Non- verbal communication
<p>Important 60%</p> <p style="margin-left: 40px;">Verbal- voice Verbal- words</p> <p>Examples: Where are you going?</p> <p>In Business</p> <ul style="list-style-type: none"> • Telephone usage • Interview • Meetings • Face to face(sale) • Type of presentation 	<ul style="list-style-type: none"> - body language & gestures complete on our own not saying in word - Format Writing letter in paper format of letter writing Numeric presentation prepare in many ways of graph, pie chart, bar chart, pictogram, etc , help people understand easily.

Assignment questions

1. Give examples of the following types of communication from a business context:
 - Oral communication
 - Visual communication

Class discussion

1. A mock presentation of a telephone conversation between a customer and a company's secretary.

Reference

Communication for Business by Shirley Taylor, III edition, page number 17 to 21.

