



5. Mastering Effective Communication



At the end of this lesson, you shall be able to:

- use your voice to convey emotion
- modify the rate of your speech to lay emphasis on important points
- practise and master loud and clear speech.



Mastering effective communication: We have been working very hard to overcome our hesitation to speak. We have also spent some time trying to learn the English language. And, in the past few sessions, we have been practising how to communicate effectively with each other. Now, it is time to learn a few tips and tricks that will help us become excellent communicators! In this session, we will learn how we can speak more expressively and influentially.



What I already **K**now

What I **W**ant to find out

What I **L**earned



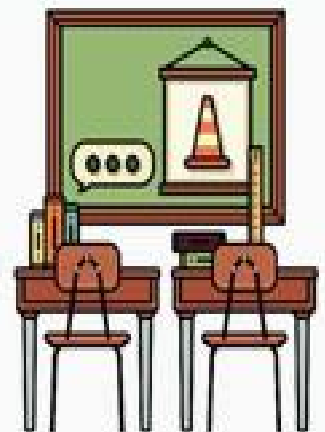
SPEAK UP

If you tend to whisper, mumble or speak with your head down, it is much easier for people to talk over you or ignore you.



SLOW DOWN

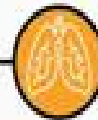
Speaking too quickly is a bad habit and it can be difficult for people to keep up with you or even understand what you're saying





ENUNCIATE

Make sure to open your mouth, loosen your lips and keep your tongue and tooth in the correct position as you speak.



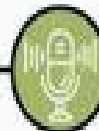
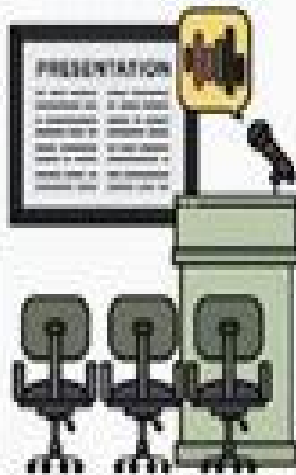
PRACTICE DEEP BREATHING

Deep breathing is essential for a full, rich speaking voice. Your breath should come from your diaphragm, not from your chest.



VARY YOUR PITCH

The pitch of your voice can have a real impact on the quality of your speech and the impact it makes on your listeners.



DO SOME VOCAL EXERCISES

Practicing vocal exercises can be a good way to develop your natural speaking voice.



PRACTICE READING ALOUD

In order to work on pronunciation, pace and volume, it is a good idea to practice reading aloud.



RECORD YOURSELF

Even though most people don't like listening to the sound of their own voices, it's a good idea to record yourself speaking.





Source: Wiki How



1. Follow the steps given to do the activity to break inhibitions.

<p>Step 1 Team up with any 6 students from your class.</p>	<p>Step 2 Obtain today's newspaper and select any 6 news pieces of your choice!</p>	<p>Step 3 Each of you have to prepare a 'breaking news' piece using the material of the selected news article.</p>
<p>Step 4 Deliver the news to each other. Recall popular news TV anchors. You can deliver the news in their style! Do it in an engaging manner.</p>	<p>Step 5 Discuss – Which news delivery was the most engaging? Why? Which news delivery seemed to be the least engaging? How could it be improved?</p>	<p>Step 6 Discuss – How can we break our inhibitions and express our emotion better through our voice? How will this be useful for us?</p>

2. Giving and getting directions.

<p>Step 1 Pair up with one student from your class (someone who has never been to your home!).</p>	<p>Step 2 Ask your friend to draw a map to your home – by asking you the directions to your home.</p> <p>You should answer his / her questions in complete detail, but do not tell him/ her which questions to ask.</p>
<p>Step 3 In reply to your friend's question, share detailed directions including landmark, etc., to your home. Do not tell your friend if the map he/she drawing is correct or incorrect. Time: 15 minutes</p>	<p>Step 4 Discuss – Was your friend able to draw a correct map to your home? Ask your friend for feedback on the clarity of your directions. How could you have communicated the directions more clearly? What were the instructions that confused her/him the most?</p>



Complete the What I learned column in the KWL chart.



How was today's session?

Boring		
Fun		
	Lots of learning	Less learning

Think, and share:

How can you learn to improve the clarity of your communication?

Why is it important to vary the tone to convey emotion?

What can you do to increase your confidence to communicate?

What can you do get a better feedback on your ability to communicate?



Let us do some theatre!

along with your friends prepare a skit on your first day at workplace. On your first day, you have to greet all your co-workers and have to introduce yourselves to each other. Assign each other roles and create a skit.

6. Assessing your Communication Ability



At the end of this lesson, you shall be able to:

- identify your strengths and areas that need improvement in communication
- identify and create opportunities to improve your communication ability outside the classroom
- practice communicating outside the classroom.



Learning is a lifelong process! You have not mastered the art of communication yet. You have only begun your journey towards mastery. This module will help you assess your own ability to communicate. After completing this session, you will know what your strengths are and what your weaknesses are.



What I already **K**now

What I **W**ant to find out

What I **L**earned



Source: The balance careers.com



1. Read the following statements and rate yourself from 1 to 5.

Is this you...?	5	4	3	2	1
	Yes	Some what	Neutral	Mostly no	No
1. I am open minded and am willing to change my viewpoint based on the valid opinion of others.					
2. I prepare for all communication and think things through before I speak.					
3. I always choose my words to suit the person (s) I am talking to.					
4. I find it easy to listen to what other people have to say without interrupting.					
5. I am good at making eye contact with people when I am talking to them.					
6. I am not intimidated by situations where I need to communicate with difficult people.					
7. I am confident when I talk to people and speak clearly without mumbling.					
8. I am good at getting my point across in a clear, concise manner.					
9. I find it easy to concentrate on what others are saying and don't lose my focus.					
10. I don't start planning my response whilst the other person is talking.					
11. I don't think that my opinion is the most important one in the room.					
12. I only speak up if I have something valuable to contribute to the conversation and I avoid talking just for the sake of it.					
13. I make a conscious effort to match my body language to the message I want to convey.					
14. I am good at reading the body language of others.					
15. I can keep my cool when talking to other people even if I feel angry about what they say.					
16. When other people in the group are quiet, I encourage them to contribute.					
17. I don't shout and point at people when we have a heated conversation.					
18. When group discussions get heated, I am good at keeping everyone calm and on the point.					
19. I feel comfortable attending meetings.					
20. I am good at summarising the key points of conversations which I have with people					
Column Score (number of ticks in each column)					
Overall Total (five column scores added)					
Result: 76 -100 : You seem to have good communication skills. 51 – 75 : There is a good foundation of communication skills. 26 – 50 : You have a lot of work to do to develop your communication skills.					



2. Follow the steps and reflect.

<p>Step 1 Pair up with one student from your class.</p>	<p>Step 2 Ask your friend to use his/ her smartphone to make a recording of you, as you introduce yourself formally. Make sure your introduction lasts for, at least, 2 minutes.</p>
<p>Step 3 View the recording together.</p>	<p>Step 4 Discuss – What is it about your communication that you really liked? Is there anything that you could do differently to improve your non-verbal communication? Do you like the way your voice sounds? Is there anything that you can do to make it more expressive?</p>



Complete the What I learned column in the KWL chart.



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Think, and share:

What are your strengths as a communicator?

What are the areas of improvement for you as a communicator?

While working in teams, what are the tips of good communication that you have learned by observing others in the team?

How can you continue to practice communication while studying in this institute?



Take more tests of your communication skills.

You can take the following tests for assessing your ability to communicate:

<https://www.activia.co.uk/communication-skills-test>

https://www.mindtools.com/pages/article/newCS_99.htm