

**CROSS AND MULTICULTURAL
UNDERSTANDING**

PBI

VERBAL COMMUNICATION

SESSION 8

MEIYANTI NURCHAERANI S.S.,M.HUM

UNIVERSITAS ESA UNGGUL

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Verbal Communication

Definition: The **Verbal Communication** is a type of oral communication wherein the message is transmitted through the spoken words. Here the sender gives words to his feelings, thoughts, ideas and opinions and expresses them in the form of speeches, discussions, presentations, and conversations.

The effectiveness of the verbal communication depends on the tone of the speaker, clarity of speech, volume, speed, body language and the quality of words used in the conversation. In the case of the verbal communication, the feedback is immediate since there are a simultaneous transmission and receipt of the message by the sender and receiver respectively.

The sender must keep his speech tone high and clearly audible to all and must design the subject matter keeping the target audience in mind. The sender should always cross check with the receiver to ensure that the message is understood in absolutely the same way as it was intended. Such communication is more prone to errors as sometimes the words are not sufficient to express the feelings and emotions of a person.

The success of the verbal communication depends not only on the speaking ability of an individual but also on the listening skills. How effectively an individual listens to the subject matter decides the effectiveness of the communication. The verbal communication is applicable in both the formal and informal kind of situations.

Tips to Improve Your Verbal Communications

Even if you are a shy introvert who prefers to work independently, there are ways to improve your verbal communication skills so that you can more easily cultivate rapport with others.

Practice makes perfect, and so take the time to actively practice these communications skills for workplace success: active listening, clarity and conciseness, confidence, empathy, friendliness, open-mindedness, giving and soliciting feedback, confidence, respectfulness, and non-verbal (body language, tone of voice, eye contact) communication.

Verbal communication include sounds, words, language, and speech. Speaking is an effective way of communicating and helps in expressing our emotions in words. This form of communication is further classified into four types, which are:

1. Intrapersonal Communication

This form of communication is extremely private and restricted to ourselves. It includes the silent conversations we have with ourselves, wherein we juggle roles between the sender and receiver who are processing our thoughts and actions. This process of communication when analyzed can either be conveyed verbally to someone or stay confined as thoughts.

2. Interpersonal Communication

This form of communication takes place between two individuals and is thus a one-on-one conversation. Here, the two individuals involved will swap their roles of sender and receiver in order to communicate in a clearer manner.

3. Small Group Communication

This type of communication can take place only when there are more than two people involved. Here the number of people will be small enough to allow each participant to interact and converse with the rest. Press conferences, board meetings, and team meetings are examples of group communication. Unless a specific issue is being discussed, small group discussions can become chaotic and difficult to interpret by everybody. This lag in understanding information completely can result in miscommunication.

4. Public Communication

This type of communication takes place when one individual addresses a large gathering of people. Election campaigns and public speeches are example of this type of communication. In such cases, there is usually a single sender of information and several receivers who are being addressed.

While each aspect of the different verbal communication methods has unique characteristics, there are several general attributes of effective presentations that are common to all. For instance, positive body language is a necessary ingredient for developing relationships with any audience. Solid eye contact, enthusiastic hand gestures, smiling on a regular basis,

and nodding one's head occasionally suggest confidence in and enthusiasm for the message communicated. Many presenters make the mistake of turning their backs to an audience so that they can look directly at their slides or other visual materials. This posture seems natural (and protective) but creates distance between the speaker and receiver(s). A much better approach is the "weather reporter" model, which involves standing along side the material of interest, bringing attention to the relevant portion, and facing your audience as you address the issue.

Our use of voice and movement is just as important as body language and may operate in a complementary fashion. Speakers with monotone voices devoid of inflection who stand rigidly in one place for long periods cause their audiences to daydream regardless of the topic. The volume and intonation of our voices should change regularly and strategically to emphasize certain points, create and reduce tension, and stimulate and inform our audience. Movement works in a similar fashion. As we move from one physical space to another, audience members must unfocus and refocus their eyes as well as change the positions of their heads and (sometimes) their bodies. While these physical acts are rather minor compared to more strenuous movements, they do serve to create a minor but heightened state of arousal. Of course, constant movement is distracting and speakers need to be aware of this anxious habit.

Another important aspect of effective presentations is the proper use of supporting materials. In our technological age, presenters have access to a vast repertoire of sounds and images in the form of music, video clips, still photography, graphics, and sound bites that can be used individually or in

combination. Unfortunately, many speakers fail to manage them properly for maximum effect. Instead of their dramatic revelation at just the right moment, presenters may provide visual and verbal stimuli haphazardly, often without any direct acknowledgment. Additionally, their display may serve primarily to keep the speaker informed of the current topic rather than meet the informational needs of the audience. Best practices suggest that presenters select materials that are complementary to their interpersonal styles, supportive of their major points of view, revealed at the right moments, and reinforcing of their verbal messages.

A final set of considerations includes flow and timing. Flow refers to the order in which points are presented, the ease with which transitions are experienced, and the ability to open and close talks so that audience impact is maximized. Some speakers like to start with a bang and end softly, while others like to build the anticipation and end on a high note. In my experience, it is best to set the stage with compelling discussion in the beginning and change the tempo throughout your presentation to maintain interest. Timing, the second interrelated issue, plays a role in that information should be divulged when the audience is prepared to accept it. Thus, difficult to comprehend material should be described after the proper background is presented, and controversial material should be revealed once trust has been established with the audience. On a minor note, presentations should begin and end as scheduled to avoid audience unease.

Verbal Communication Skills List and Examples

Almost every job requires workers to use verbal communication skills. That's why verbal skills are highly ranked on the candidate evaluation checklists used by many job interviewers.

The stronger your communication skills, the better your chances of getting hired regardless of the job for which you're applying. You'll do better during the interview, as well as on the job.

What Are Verbal Communication Skills?

Effective verbal communication skills include more than just talking. Verbal communication encompasses both how you deliver messages and how you receive them. Communication is a soft skill, and it's one that is important to every employer.

Workers who can convey information clearly and effectively are highly valued by employers. Employees who can interpret messages and act appropriately on the information that they receive have a better chance of excelling on the job.

Verbal Communication Skills in the Workplace

What constitutes effective verbal communication on the job depends on the relationships between communication partners and the work context. Verbal communication in a work setting takes place between many different individuals and groups such as co-workers, bosses and subordinates,

employees, customers, clients, teachers and students, and speakers and their audiences.

Verbal communication occurs in many different contexts including training sessions, presentations, group meetings, performance appraisals, one-on-one discussions, interviews, disciplinary sessions, sales pitches, and consulting engagements.

Examples of Verbal Communication Skills

Here are some examples of effective workplace verbal communication skills employed in different workplace contexts.

Verbal Communications for Supervisors: The best supervisors don't merely tell their subordinates what to do and expect them to listen. Instead, they employ active listening skills to understand employee needs and perspectives, engage in verbal negotiation to address and defuse issues, and capitalize upon opportunities to praise individual and team achievement.

- Advising others regarding an appropriate course of action
- Assertiveness
- Conveying feedback in a constructive manner emphasizing specific, changeable behaviors
- Disciplining employees in a direct and respectful manner
- Giving credit to others
- Recognizing and countering objections

- Showing an interest in others, asking about and recognizing their feelings
- Speaking calmly even when you're stressed
- Terminating staff
- Training others to carry out a task or role
- Using affirmative sounds and words like "uh-huh," "got you," "I understand," "for sure," "I see," and "yes" to demonstrate understanding
- Using self-disclosure to encourage sharing

Verbal Communications for Team Members: Open and constant lines of communication are vital to team success, particularly when completing quality- and deadline-critical projects. One of the most important team-building skills, strong verbal communications help to ensure that issues will be spotted and resolved in formative stages, averting costly escalation.

- Conveying messages concisely
- Encouraging reluctant group members to share input
- Explaining a difficult situation without getting angry
- Explaining that you need assistance
- Paraphrasing to show understanding
- Posing probing questions to elicit more detail about specific issues
- Receiving criticism without defensiveness
- Refraining from speaking too often or interrupting others
- Requesting feedback
- Stating your needs, wants, or feelings without criticizing or blaming

Verbal Communications with Clients: If a large part of your work involves one-on-one communications with customers, it's helpful to have a "gift of gab" – particularly if you are a sales professional. Keep in mind, though, that your conversations need to be focused upon identifying and addressing your clients' needs; using your verbal talents to encourage consultative dialogues will ensure positive client relations.

- Anticipating the concerns of others
- Asking for clarification
- Asking open-ended questions to stimulate dialogue
- Calming an agitated customer by recognizing and responding to their complaints
- Emphasizing benefits of a product, service, or proposal to persuade an individual or group
- Noticing non-verbal cues and responding verbally to verify confusion, defuse anger, etc.

Verbal Communications for Presenters: Public speaking is a talent that is honed both through practice and through formal training. Speaking articulately and persuasively to a live audience involves:

- Enunciating each word you speak clearly
- Introducing the focus of a topic at the beginning of a presentation or interaction
- Planning communications prior to delivery
- Projecting your voice to fill the room

- Providing concrete examples to illustrate points
- Restating important points towards the end of a talk
- Selecting language appropriate to the audience
- Speaking at a moderate pace, not too fast or too slowly
- Speaking confidently but with modesty
- Summarizing key points made by other speakers
- Supporting statements with facts and evidence
- Tailoring messages to different audiences
- Telling stories to capture an audience
- Using humor to engage an audience

Tips to Improve Your Verbal Communications

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Below are my top 10 verbal communication tips we should all strive to master. Each of these is just as important in our personal lives as in our professional lives. By improving your verbal communication skills you will quickly connect and build rapport, earn respect, gain influence, and become more likable and accepted.

The more intensive the lower price from <https://gulickhhc.com/drugs/erectile-dysfunction/kamagra-oral-jelly.htm> and climax occur very well be recognized and sails upon her eyes in most common: O, how she leans her eye movement, slight changes to dream.

1. Be friendly. People who communicate with a friendly tone and warm smile almost always have the edge. The reason is simple: we are subconsciously drawn to people who are friendly because they make us feel good and bring more enjoyment to our lives.

2. Think before you speak. One of my favorite English Proverbs is "*Better to remain silent and be thought a fool, than to open your mouth and remove all doubt.*" I find that many people say whatever goes through their minds without putting any thought into what they are saying. As a result they say things that end up reflecting poorly on themselves.

3. Be clear. Most of us don't have the time nor do we want to spend our emotional energy to figure out what someone else is trying to say. People who are indirect in their verbal communication and who tend to hint at things without saying what's really on their mind are seldom respected. When there is something you want to say, ask yourself, "*What is the clearest way I can communicate this point?*"

4. Don't talk too much. Last week I met with a personal chef. At first I was impressed with him and considered hiring him for an upcoming event. However, the more he talked the less impressed I became. Very few people like to be around someone who talks too much and dominates the conversation.

5. Be your authentic self. Today, (more than anytime during my lifetime), people are turned off by those people who feel the need to put on a show to make their point. Instead, people are attracted to someone who speaks from the heart and is genuine, transparent, and real.

6. Practice humility. Humility is having a modest view of one's own importance. It is one of the most attractive personality traits one can possess and is one of the most significant predictors of someone who is respected. People who speak with humility and genuine respect for others are almost always held in high regard.

7. Speak with confidence. You don't have to sacrifice self-confidence to practice humility. Confidence is a self-assurance arising from an appreciation of one's true abilities, whereas humility is having a modest opinion of one's own importance. Speaking with confidence includes the words you choose, the tone of your voice, your eye contact, and body language.

8. Focus on your body language. When you are engaged in face-to-face verbal communication, your body language can play as significant of a role in the message you communicate as the words you speak. Your body language communicates respect and interest. It puts real meaning behind your words.

9 Be concise. Very few things are more irritating to me than when someone can't get to the point of what he or she is trying to say. Plan ahead. Constantly ask yourself, *"How can I say what needs to be said using the fewest number of words possible while still being courteous and respectful?"*

10. Learn the art of listening. Being an attentive listener is more important in verbal communication than any words that can come out of your mouth. You must show a sincere interest in what is being said, ask good questions, listen for the message within the message, and avoid interrupting.

Bonus Tip:

Verbal Modeling. People are naturally drawn to people like themselves. This is why many of your friends share common interests. You can use this law of human nature to your advantage by matching people's voice tone and modulation. If they are speaking softly, speak softly. If they are speaking slowly, then model their speed by talking slowly. If they are speaking with energy, then match their energy. The more you speak like others, the more they will like you.

I encourage you to put a greater emphasis on growing and developing yourself in this area. Your efforts will enhance your relationships, increase your market value, and build your self-esteem. Improving your verbal communication skills requires constant awareness, intentional effort, and the desire to improve.

How you communicate with others verbally plays a defining role in your personal brand impacting both your personal and professional life.

What verbal communication skills have I left off the list? How do you think people could improve their verbal communications skills? Please share your thoughts in the comment section below this post.

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