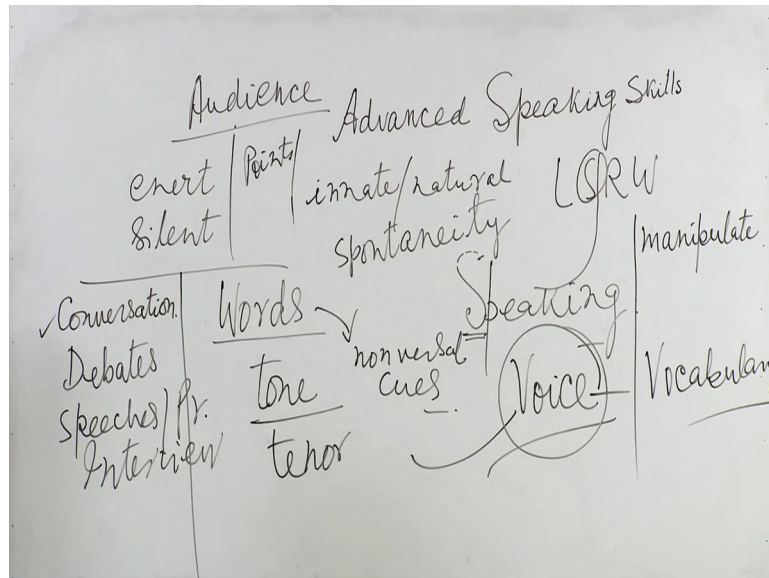


Soft Skills
Dr. Binod Mishra
Department of Humanities & Social Sciences
Indian Institute of Technology, Roorkee

Lecture - 46
Advanced Speaking Skills

A very good morning to one and all listening to online lectures on the course titled soft skills. And I am binod mishra delivering these lectures to you. Friends, as you all remember in the previous class we had been discussing group communication skills. And while discussing group communication skills we talked about various communication situations where a desired task could be fill fulfilled with the group members. Now keeping that in mind I want all of you to think about a group discussion situation. And as you all remember in that group discussion there were certain members, but imagine one of the members could not speak anything. You come across such a situation most of the time.

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When one or 2 members in the group they are totally enert, and they do not speak they are actually silent. Now why I am telling you all this is, when you are in a group, you will find that the group members try their level best to persuade or to encourage that silent person to speak. Because it is a question of group responsibility, but then every

now and then you will not be in a situation where you have to do a task in a group. There are certain situations where you will find you have to do an individual task also. Even in a group discussion when you are participating you are participating not as a group member only, but as an individual member also. So, today we are going to talk about the various benefits or advantages of a speaking individually and which we call advanced speaking skills.

Now, if you go back and if you visualize the image of the person who was inert, you could have found that other group members they had very different opinions about that person. And such a silent person often becomes a sort of burden, but then if you are working in an organization, or you are aspiring to work in an organization you will find that every now and then it is not the group task. But then there are many occasions where you have to perform individual tasks also. And in the series of individual tasks, there are times when you have to speak alone. That is why today we will be learning how as an individual speaking skills has got importance. Now most of us and even most of you rather might be thinking that our speaking skills so important in an organization. Or in a company in an institute of course, the basic difference between a man and an animal is that man has got the capability to express his ideas. I mean speaking is a sort of innate or a natural quality, natural quality natural I mean most of us are gifted with the power of speech or the power of speaking.

But then in an age where most of the tasks are communication oriented or communication based, you have to remember that as a successful professional you have to own all of the skill which we had in some of the lectures called LSRW. So, today we are going to talk on this s part that is speaking part speaking. Now let us see and let us try to understand why you speak is important, why only the written documents cannot work? So, as a professional in an organization situations at times demand you to speak. And hence it is not like the one speaking that you do at your home in your circle of friends, but then it is one such situation where you are all alone where you have to carry the entire task yourself as a speaker. Hence speaking is a skill now the question is you can well ask me.

Of course everyone knows that speaking is a skill, everyone can speak. But you know why it is a skill is because you can perform a task with the help of speaking. For example, you can have a look at me I have been speaking your teachers have been speaking they have actually a sort of responsibility or they have a task. So, to speak and speak for a variety of regions, going to the class, delivering a lecture, you as an individual you will also require this speaking to be developed as a skill because as humans not only in your personal, but in your professional life also you will realise that there are several opportunities, several occasions where you have to express your ideas. We have already talked in previous lectures how in a meeting also you have to speak.

Of course there if you are not a good speaker fine. So, of course, the leaders do the entire job, but as an individual member you have also to contribute your might or your share, show is in group discussion.

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Various forms of Speaking

- ❖ Conversation
- ❖ Meeting
- ❖ Negotiation
- ❖ Group Discussions & Debates
- ❖ Oral Presentation & Speeches
- ❖ Interviews

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But then there are several occasions where you are all alone groups can save you because somebody else will speak on your behalf, but in an organisation when you have to do this task yourself you have to develop these skills because you as an employee you as an assistant manager as a manager as a ceo I mean whenever you enter an organization and as you climb up the ladders you will find that you have to perform several tasks, and all these tasks are in somewhere or the other have one thing where you have to speak in

order to convince, in order to prove, in order to make us satisfy in order to report, in order to inform, in order to entertain.

So, we can say that when we talk about speaking skills speaking has a greater role and it is very important as an individual to develop speaking skills. On several occasions you might have felt because you know all of us sometimes or the other we think about ourselves and then we find how good a speaker we are. You sometimes get very much influenced by somebody who stole the soul because of his speaking skills. And then on many occasions you also start yearning you also start wishing that if you could also be a good speaker. Now the question is how your speaking skills different from the written ones. When we talk about the written ones we have already talked a lot about writing skills, you write things at your leisure know you take more time, but there are certain immediate situations where you need to speak. And because the speaking consumes less time you can express your ideas you can express your desire.

You can express your needs you can express your own point of view and then there you will find that when you speak it is not only the words or it is not only your actually you have thoughts they are closed in words. So, you are speaking sentences fine, but then when you speak it is not only the uses of words rather your verbal communication it is actually coupled with your nonverbal communication. We have already talked a lot about these nonverbal queues while discussing nonverbal communication or communicating about words. So, speaking is an ability, and this speaking ability can be developed as a form of speaking skills where your verbal communication is coupled with your nonverbal communication. Now what can be the situations where only speaking is required where writing work cannot do the entire task?

So, suppose in an organization or even in your day to day life also you see man could not have remained man unless he could have had a company. We actually if we do not have friends today you know you are living in an age of computers technology internet where you will find that people have a good number of friends, why? Just not only to pass time, but actually to satisfy their needs. And for that you need to communicate not only communicate only through written words, but also through spoken words. And that is why these spoken situations are conversation you actually suppose you are travelling in a

train. Now how long can you read? How long can you write? Sometimes you want to speak also. Many people decide to speak over phone, but then there are co passengers also.

Sometimes you also decide that you should break the eyes is the other party is not ready to speak. So, you have to start a conversation and there have been times where these conversations have resulted in to very beautiful and a lasting friendship. So, conversation one form of speaking is conversation, you know conversation is also art not everyone can speak not everyone can converse beautifully. So, conversation is an art then meeting you have already seen we have discussed a lot about meeting, negotiations we have taught especially meant for our business group discussions. You have already seen now there are other situations also which are debates we will we will discuss how, and then there are situations like a giving speeches, presentations, giving speeches and presentations then there are times when either you have to take an interview.

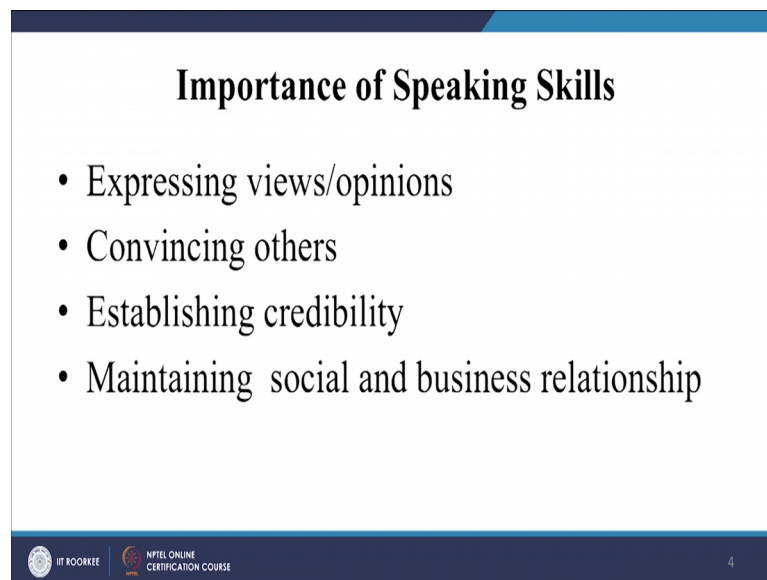
Or you have to give an interview there are times when you have to give an oral presentation there are also times when you have to talk to several people either for an mou or for some other regions. Hence you will realize speaking is a very important ingredient for fulfilling all these tasks. Now why it is important because? It provides you an opportunity to express your point of view, in group discussion what happens you have already realised. Every member is expected to present his own point of view. In meetings every person is expected whether you do it or not, but remember if a person does not speak or a person does not contribute, do you ever realise what is the reaction of the fellow members? Many of them either think that you are not interested, some of them also think that you do not have any content, you do not have any points.

Or you do not have your own share to contribute. So, in order to save yourself from such ignominies such distracting situations it is better to develop speaking skills. Now sometimes you will find in a business world you want you have a point of view, you can express it through written words also, but you will find if you do it in a spoken way the impact is better. Because you know a speaking is a face to face situation. It is not only verbal as I said, but it is also nonverbal moreover it has another facility and the facilities that you are not only trying to anticipate the reaction of the other person, but at the same

time you try to gain the feedback as to how this person will react. You are actually reading his thoughts if you take recourse to your nonverbal say experience you will find what is there in the mind of the other person is being carefully observed by you Because you are able to look at him.

And when you speak you know speaking also allows us to have certain clarifications also, that is why dialogues are very important, this courses are very important. So, somebody has a point of view and you feel that this point of view is not helpful, but then you want to put your own point of view and for that you have to convince.

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Importance of Speaking Skills

- Expressing views/opinions
- Convincing others
- Establishing credibility
- Maintaining social and business relationship

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So, speaking allows you to convince others moreover we can read somebody's later somebody's report somebody's proposal somebody's research paper, but what a pressure. We derive when we are able to talk to that person it is actually a life you know when you see me delivering a talk you are watching me. So, this sort of I am able to have a sort of credibility and able to establish the sort of rapport, but when you read my book you might simply be imagining, you might simply be thinking there might be a visual image.

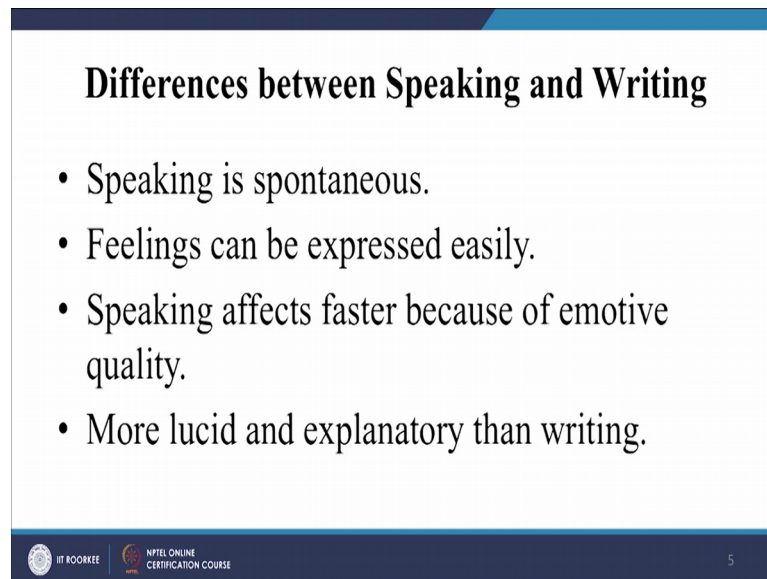
But when you see me or when you see a speaker yourself then perhaps you feel more energized you feel revitalized you feel a new sense of enjoyment and happiness is there. So, a speaking as a skill is very important, it helps you establish a sort of credibility it helps you establish the sort of rapport. And why you have so many friends? Because you

are able to speak. Unless and until people speak to each other they cannot understand them. That is why suppose there are 2 people and they are not in terms of speaking, but they have been exchanging fine. Exchanging words exchanging letters, so maybe a sudden task which was not to be completed will be completed when there is a face to face meeting between the 2, that is why now it is a speaking is given a lot of credibility a lot of importance and other things.

Since there are certain other facilities involved with a speaking, we say a speaking is natural as we have said it has a sort of spontaneity, a spontaneity you know some people you love why do you love them because of their speech. Because of the way they throw their words because of the way they are present something because of the way they emphases on a particular phrase or a particular unit of thought, because of the way they feel are that they are able to convince you. So, you see you are writing something of course, you can express your views, but when because the factor of voice is concerned your voice is concerned here. So, what happens is when you speak it is actually your voice that has an important role to play in speaking. And because of the facility of voice you are able to express your feelings.

Remember when you are angry, or when you are sad, when you are happy, when you are distracted, when you are disappointed, when you are frightened, when you are energized, when you are excited, when you are enthusiastic Now, all these feelings as when we speak you find that they are expressed not only by words, but by a sort of gesture and posture, but I mean the emotions are actually displayed better when you speak then when you write.

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Differences between Speaking and Writing

- Speaking is spontaneous.
- Feelings can be expressed easily.
- Speaking affects faster because of emotive quality.
- More lucid and explanatory than writing.

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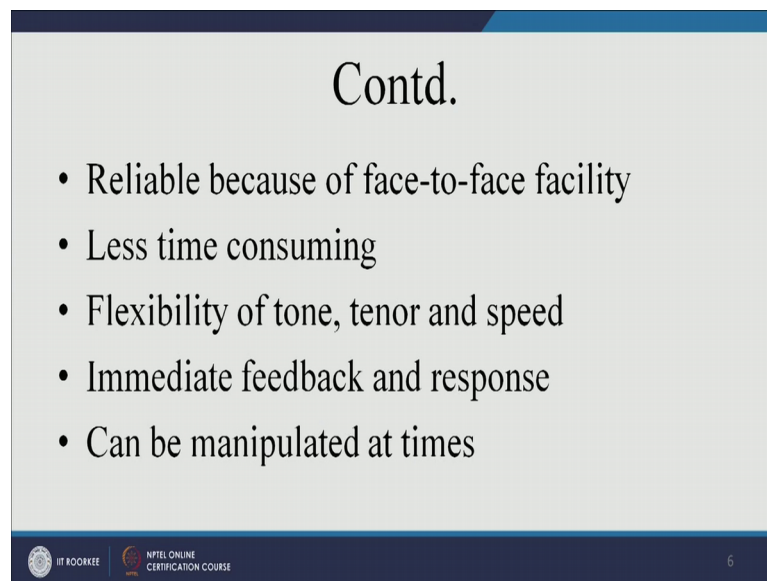
So, the quality of emotion which is an important ingredient in speaking that actually that speaks volumes. That is why suppose imagine a situation. You are watching a match a live match. Now if you simply put your television say on a silent mode and of course, you are watching all the activities.

So, you are watching the activities you find everything is well, but the moment you add the voice quality it becomes more attractive. You know imagine when we didn't have this facility of watching these matches live, we actually used to listen to the commentaries, and you know the commentator had got. That sort of quality that the moment he started depicting the entire scenario you as a listener also felt charged. How the ball was thrown and how the batsman reacted and how the fielders also they became agile. So, what why was it? So, important because the speaker or the commentator was portraying everything with the help of his words and that also with the help of his voice. And that is why it has become very attractive it has become very pleasant.

Now so speaking affects faster because of the emotive quality, that is why when you watch a play and when you read a play there are differences. When you watch you actually watch not only are the activities of the person, but you also see the throw of words the throw of dialogues. A speaking is more clear it is more lucid and it is explanatory isn't it? It is explanatory you will find if you are listen to these speeches if

you listen to the talk you know speaker tries to put his heart into it. Whereas, as a writer we actually write maybe many people do not love reading only because this does not have this facility of emotion involved into it. And they want to watch a talk live watch a presentation live. So, speaking is more clear, more lucid, more spontaneous, more explanatory which is not there in writing.

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Contd.

- Reliable because of face-to-face facility
- Less time consuming
- Flexibility of tone, tenor and speed
- Immediate feedback and response
- Can be manipulated at times

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Now, why can, why do we say that speaking is a spontaneous? If speaking is a spontaneous and not only spontaneous it is actually reliable also.

When you talk to a person you believe that whatever he says may be correct because you have another aid another help and that is the expressions which are there on his face. Now when we talk about a speaking as a skill we also have to see that not only is it explanatory, but when it has got a sort of a spontaneity. So, this spontaneous quality of speaking actually makes you feel throughout that you are engaged you are involved. Moreover a speaking takes less time you know you write a letter and as we have discussed in our communication in the beginning of these lectures that a written message it actually can be delayed, but when you speak it is faster. Moreover you have this vocal quality involved. So, this vocal quality helps you with several tones if a person is angry at the tone is heightened, if a person is sad it is subdued. A person is happy you can feel the vibes.

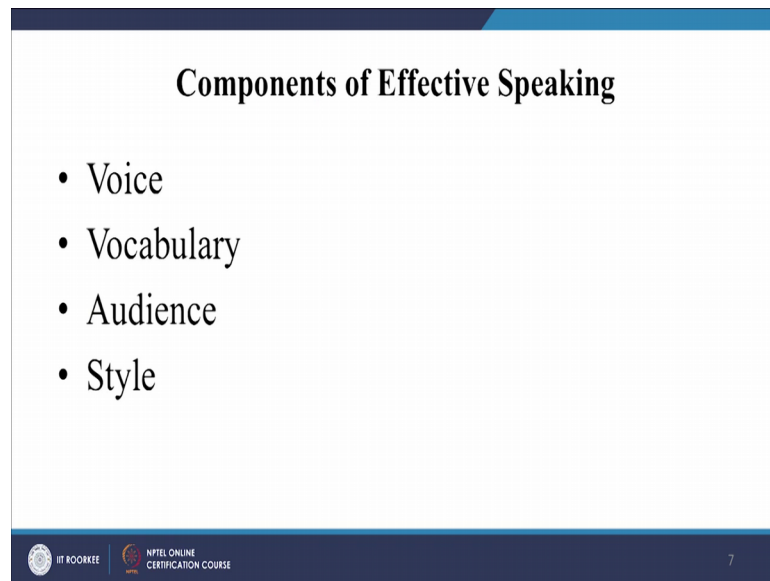
If a person is disappointed, you can see how the facial expression suddenly has got a sort of sadness or despair. If a person is actually while delivering a talk or while speaking something in all less than one he is able to utilize his tone. That is why when you want somebody to give you a favour the tone changes, you want somebody to instruct again the tone changes. You want somebody to support you will find the tone changes. So, flexibility not only of tone, but of tenor, the way you put it and of course, response is very fast. You ask somebody by giving him a message that may be delayed, but when you ask either over telephone, again that also may be delayed at times, but you when you speak face to face you get the response very easily and well in time.

But remember this speaking has another important quality to it many people call it quality some may also call that it has got a disadvantage. And that is people can manipulate their voice. You will find the actors if you find them they are expert at manipulating their voice. Likewise you as a speaker also have this facility. So, this manipulation may be a negative word, but at times in order to get things done you have actually to lessen the speed. Lessen the tenor of what you are speaking. So, speaking has a facility that you can manipulate your voice. Now in order to be a good speaker because everyone wants to be a good speaker whether we are able to be or not, but who does not want to be a good speaker. As humans we are actually hungry of fame, we want people should remember us and people should remember us for wrong reasons.

But for right reasons and that is why in that context people want that they should be remembered for their speaking abilities, but in order to be a successful speaker. Or in order to be effective we are speaking throughout you know their goal is saying, half the world is full of people who have nothing to say and keep saying on. And the other half is full of people who have too much to say yet they cannot say it. Meaning is that most of us want to speak most of us want to express, but then we are not able to. That is why in certain group discussions or certain debates, many people say I actually wanted to say, but I could not say. My dear friend we have to change that attitude could not say we have to change it to that we should be able to say and how is that possible. For that we need to understand.

What are the components that can make our speaking effective?

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The slide is titled "Components of Effective Speaking" and lists four key elements: Voice, Vocabulary, Audience, and Style. It features a dark blue header and footer with the IIT Roorkee and NPTEL Online Certification Course logos. The number 7 is visible in the bottom right corner of the slide.

- Voice
- Vocabulary
- Audience
- Style

The first is voice which is very important. Now again when we talk about voice. So, let us let me tell you what are the 4 things that I consider are very important from the point of view of effective speaking. Voice, suppose I have a voice, but I do not have words what will happen even if I have a very good voice I cannot speak. So, voice is to be followed by vocabulary. Now can everyone have a very good vocabulary? We want to speak, we want to depict the situation we want to narrate a story we want to share certain things, but then and specially in English and then we will find that we do not have words for that. So, it is not only the voice which is important, but vocabulary is also important. There are several ways we can discuss sometimes when we have both time.

How a vocabulary have a good vocabulary can help us and how we can enrich our vocabulary. Dear friends you cannot have a good vocabulary just in one day or one week. It actually takes years months to have a good vocabulary, but then even if somebody has a very good vocabulary, but he does not know which words to situate where all is good vocabulary is useless. So, it is good to have a good vocabulary, but at the same time one must know, how to use proper words in proper places, that is how your. So, if you have a good voice there are different ways of voice and as I say and as I will continue to say that voice is god's gift to mankind. But then as we have discussed in some of the lectures that our voice has certain qualities, every voice is distinct do not worry if you do not have a good voice.

But through consistent training and effort you can change the quality of your voice and you can change it to a desired effect. Then not only the voice and the vocabulary, but then the question is audience, who is going to speak to whom and who is listening to whom. I mean many of us remember when you talk in a group of your friends, you do not have any problem. You feel it is quite natural to talk, but when you are supposed to talk formally, you will find that the audience members become very important. Because you are speaking for them and how do you know who are the audience sometimes your audiences are well defined, I mean you know in advance who will be listening, but sometimes you do not know who are the people you are going to talk to. So, audience is also very important and then comes the style.

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Voice

- God's gift to mankind.
- Every human voice is unique.
- Voice can be utilized through efforts and training.
- Clarity of voice can work wonders.

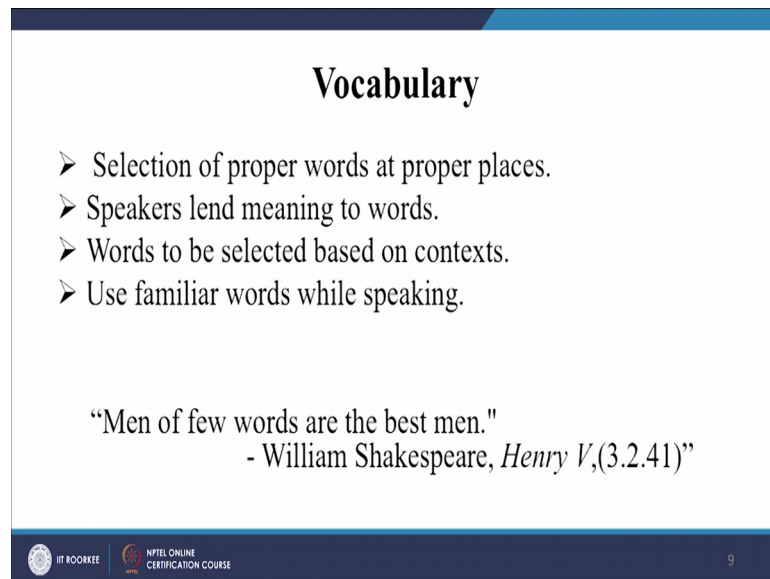
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So, these 4 according to me are the components of effective speaking. Now when it comes to voice as I said it is of course, god's gift, but when we do not have a control over our voice. You know the quality of the voice can be changed. Your voice whether it is cracked whether it is harsh, whether it is loud whether it has developed some sort of stumbling or what so ever. I mean there are many people who stammer, but then in order to speak you actually have to change, you actually have to bring certain qualities in your voice. And is that possible you might be thinking can I change my voice of course, you cannot change your voice because that has been granted to you by god, but then you can without any doubt change the way you speak.

Because the main purpose of yours is to convince your audience, is to make or is to driven the point that you want. And for that you can try different ways a speaking too fast or too slow too slow. That totally depends upon you we will discuss later, how when you speak too fast and you feel that you are very confident. But when sometimes you will realise later that speaking too fast is also a sort of fright within you a sort of fear within you as we will discuss when we talk about nervousness. But when your voice can be utilized, there are nowadays many therapies through which you can utilize you can change the quality. So, through efforts and consistent training also, you can you know you singles what do they do? Singers also have a voice, but then with consistent training they know how they can utilize it. Sometimes they are allowed or they are trained to go high, sometimes they are also trained that they can bring down their pitch levels. So, when you are speaking of course, you may not be a singer no problem.

But you can be a good speaker by good speaker I mean somebody who is able to express his thoughts clearly. Because you know even if you have a very good voice, but people are not engaged with your talk with your lecture your voice becomes voiceless. So, in order to be voice and in order to voice your own opinions please see that your voice has got some amount of clarity. And this clarity in order to bring this clarity in order to bring a sort of animation in order to bring a sort of enthusiasm you will have to practice my dear friend, because practice makes a man perfect. Now when we talk about after voice we talk about vocabulary as we have said that vocabulary takes long to get enriched.

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Vocabulary

- Selection of proper words at proper places.
- Speakers lend meaning to words.
- Words to be selected based on contexts.
- Use familiar words while speaking.

“Men of few words are the best men.”
- William Shakespeare, *Henry V*,(3.2.41)”

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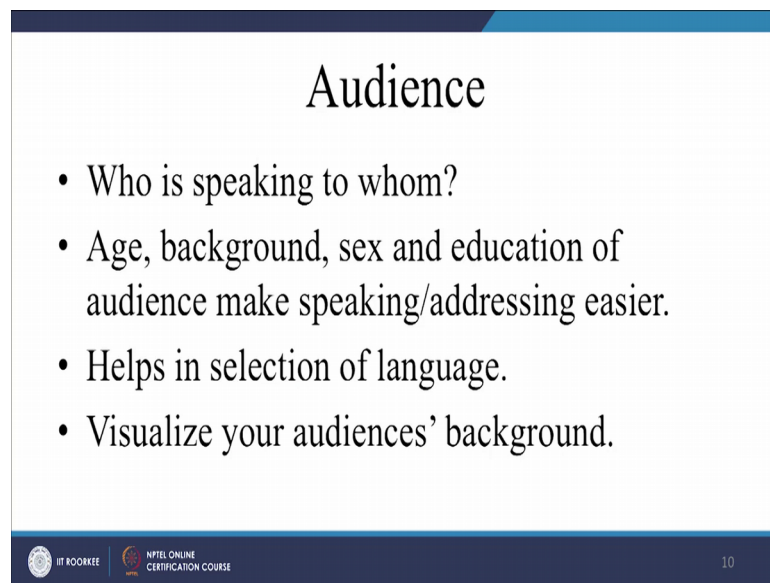
Because you know words are they are scattered here there everywhere this dictionary (Refer Time: 35:10) online websites, but when as a speaker which word you are going to choose that is of course, very important.

Words are already spread words are scattered. Words as I will once again say do not have any meaning it is actually the speakers who will provide meaning to words. That is why I am reminded of what Shakespeare says, that even if there are people who have got less words or they do not have a good vocabulary fine. So, men of few words are the best men. What actually he intends is, it is better to speak less, then to speak too much and to mean nothing. So, if you think of having a good vocabulary and you want to make proper use of your words or the vocabulary. Please try to understand please try to learn how to put right words in the right place based on context. Words are context based isn't it? For example, now it is because of the advent of computers and all words have literally changed their meanings you know.

Sometimes you start saying recycle, and a computer person the moment he comes to hear this word recycle he will have a different meaning. Whereas, say a pharmacist will have a different meaning for recycle and again when you use some other word again they will because people try to extract meaning of the words of which they have been trained to use in a particular contexts. Now what is what is the advice? The advice is use familiar

words when speaking, as youngsters all of you might with thinking that using big words using long winded words may make you famous as a speaker, but no my dear friend it is always better to use words which are familiar because unless and until our audience members understand there is no meaning of a difficult or a big world. Next is audience, now how can audience affect our speaking?

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The slide is titled "Audience" in a large, black, serif font. Below the title is a bulleted list of four points. The slide has a white background with a blue header and footer. The footer contains logos for IIT ROORKEE and NPTEL ONLINE CERTIFICATION COURSE, along with the number 10.

- Who is speaking to whom?
- Age, background, sex and education of audience make speaking/addressing easier.
- Helps in selection of language.
- Visualize your audiences' background.

I sometimes have observed when I have only few students in my class, I lose the enthuse. I lose the jill I lose the charm, but when the class is full naturally a sort of animation a sort of enthusiasm comes. And then when I know that these are my students, and they are young people. So, why I am saying all this is your audience actually can change the orientation of your speech of your speaking. So, you will have to understand the age background, taste, sex, gender, education of audience and that will make your task easier as a speaker.

You are very comfortable in the house why, because all the members in the house are familiar and you are also familiar with them. But when you have to speak to a group of people or to an audience whom you do not know I mean unfamiliarity or familiarity both of these affect our speaking abilities. Because it helps us the size of your audience will help you the sort of action you will take as a speaker it helps you decide the selection of words selection of language. But on many occasions you do not know the background of

your audience. So, in such a situation imagine visualize, think of the audience and it is always better you know for better effect to think that my audience will be a mix sort of gathering. I mean there will be young people, adults, children and people from all walks of a life. So, that will allow you to make a specific selection of words and that is how you will feel your task becomes easier. So, dear friends by this time you might have known that speaking is not only a sort of natural activity, but it is actually a sort of art. And if it is an art this art can be learned this art can be developed.

How can you develop by having a sort of style can speakers have different styles of course, every speaker will have a different style, because we say a style is a mans inner voice. Now when we talk about style it is actually a quality you know sometimes you know the content may be very good, but these speakers of style is not good.

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Style

- Style adds quality to content.
- Enthusiasm in content and audience help wonders.
- Maintain proper audibility.
- Bring variety by altering your tone.

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So, a well contented subject also will become meaningless. So, by style I mean the animation and the enthusiasm that I have talked about. So, enthusiasm when you put enthusiasm in your content in your speech. In any form of your speaking your audience will feel delighted, and do you not feel elated delighted when you can find the faces of your audience light up like lamps. It actually gives you a lot of satisfaction might different. So, and then another important feature of your style is that whatever you speak has to be received well.

Think of the person who is at the last bench, or in the last row of an auditorium fine. So, you have to ensure that you are audible. Those people in the last rang with last row they can also listen to you how is that possible? Of course, microphones have done wonders, but microphones are microphones only. It is actually your voice that is being put in the microphone. So, you have to check well in advance whether your audibility level is proper.

And moreover another important quality of a style is you will find some speakers when they come in the beginning no I have always been saying that every speaker wins or loses in the beginning itself. How the speaker stands, how the speaker addresses and how he throws his voice. If a person speaks only in one tone only in a singular tone of course, he will become very boring. So, with the help of your voice you can bring certain changes you can alter the quality you can try to bring certain ups and downs as we have been saying and that will of course, make you a better speaker.

Dear friends a speaking is an art time and again I will be saying, but this art has to be developed and how can it be developed it can only be developed by knowing what are the specifics that can make you a better speaker. Before I close my talk let me repeat what Benjamin Franklin, a famous writer a famous philosopher a famous scientist says remember not only to say the right thing in the right place.

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Summing up

“Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment.”

- Benjamin Franklin

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But far more difficult still to leave unsaid the wrong thing at the tempting moment. Times are tempting, but how tempted you are you actually you will find that every now and then there is a sea of audience before you, but you have to control them you have to win them to your side and not only at this formal situation.

But there are you will come across several situations where with the help of your speaking ability you will win and you will bring wonders not only to yourself, but you will help in creating a sort of rapport between the speaker and yourself. And you will find that they bring something back to their homes and there lies your satisfaction as your speaker.

Thank you very much.