

Soft Skills for Business Negotiations and Marketing Strategies
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Lecture – 40
Arts of Speaking

So, friends we have discussed about interviews we have discussed about group discussions. I have always promised that I will be discussing about the communication skills of which the body language paths which are nonverbal I have already discussed and by now you must have understood what I wanted to communicate to you.

Today, I am going to discuss about another skill under that communication skill that is a verbal communication. It is very important because our primary focus of this particular course is negotiation and marketing strategies in which the soft skills to be used. Take me for granted friends that verbal communication skill is one of the most important skills you may have some bit of deficiencies in other skills does not matter that can always be taken care of, the verbal communication skill it comes from within and will it comes from within and any one word said wrongly can make a lot of difference.

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Here, I am going to cite one book that is the art of conversation which I have come across. I have gone through several books going to this research process, but one book the art of conversation by Eric Watson I recommend strongly, please try to find out this

book if you get it and read it extensively from first to last page. I will be highlighting I will be borrowing lots of points from there I will follow the points, but I will put the examples forward with my own understanding and own experience, but this particular book is one of the gems.

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Here, the first important thing is art of speaking you know interestingly a war can break just based on one wrong words uttered. There will be lot of gestures lot of signals which may be interpreted or misinterpreted, but a long many years relationship breaks may be because of one sentence wrongly uttered at the wrong place to a wrong person and by a wrong person.

So, out of speaking is one of the very strong sub skills which you have to master. In case, you find that you are not good at it, not that you are born with it in schools we are taught in schools the teachers in our nursery level, in our primary level even at the higher levels we are taught how to speak. Even sometime there are exercises, through allocations, through debates, through extempore debates, through impromptus, through just a minute there are several ways by which we train ourselves in art of speaking, but here I will be highlighting the situations there may be different situations actually the you my speak well, but there are different situations which you have to understand.

Under this art of speaking the first and foremost thing that comes here is confidence when you are saying something to somebody have confidence. Do not fumble, do not

stammer, do not stutter, do not even think that what you are saying is it probably being said what you want to say it and if you really practice it the better way then when you are speaking to somebody with confidence, then definitely you are saying the right thing in the right place sometime some people who are using a slang against somebody, but bad points bad speaking, bad items, but yet doing it very confidently; that means, they are trained to do it they have practiced it several times.

So, confidence is the first thing you must have when you are speaking. Confidence does not come automatically confidence will come from your knowledge, from your experience, from your relationship, from your mental acumen, from your intellect, from your practices even from your rehearsal, do you replay in dramatics I have cited some time earlier that you will find that the actor is speaking continuously without any break sometimes I wonder do they have so much of memory?

Yes, they do have because that is a practice and the way they are saying, way they are acting. So, tomorrow the same person will be acting in a different role with confidence for in a different character. So, when you speak the first and foremost thing in the art of speaking is the confidence. You must not lose confidence you can always practice it with your friends.

Command over language; in this command over language is important when you are communicating to somebody quite often we find that we are limited we are restricted when you are talking to a person from other language because we do not know the language. Since, we do not know the language we cannot communicate well. So, command over language is very important and these are taught, these are learned. There are several courses where spoken English is taught.

Since, English is an universal language all over the world accepted in such cases people try to learn how to speak in English; that means, when somebody is speaking if he is speaking rightly then his confidence is doubled somebody who has learned to speak, but not as great as the other person then definitely it will be showing in his lack of confidence.

When he is speaking you will find that he is you know his thinking in his own mother tongue usually what happens when you are speaking in others language, then in that case first you know what you do within split second in your mind you frame the sentence in

your own mother tongue and then immediately translate in a language in which we are going to speak and then you speak there is a split in the lag and that lag is disastrous. So, if suppose you have command over the language you think in that particular language you structure the whole thing what you want to say in that same language in your mind do not try to translate inside and then speak.

Then comes intonation. Intonation is what? Intonation is you know, ups and downs soft and loud such variations in this. Intonations are a kind of thing which you have to exercise when in which company you are speaking in a group in a party if you keep if you speak very in a low voice in a very low voice then nobody is going to hear. So, you become loud in a one to one conversation if you suddenly become loud then it becomes a negative thing. So, intonation is the variations of the tones, variation of the stresses on the words well you know the way you are throwing this particular words to somebody. So, these are the things which will be very important.

Then comes the manners. The manners in speaking you may be good in manners in terms of body language, but the manners is the etiquettes that you follow when you speak something what you should not say even if you want to say if you want to say that how do you say? How do you be really respectful to another person? So, manners is basically what are the social norms that they have dictated that how you should speak to another person.

See there are diverse situations I will discuss in which you will find that you may be speaking to a stranger you may be speaking to a friend he will be speaking to enemies during negotiations you may be speaking to somebody who is trying not to be the job, I do not call them enemies of course, but it is a person who is against your opponents against you may be that there are two parties are trying to fight for the same job and there is a three party discussion and then they are trying to find out whom they should give the job; that means, now you have three parties it is a one yourself the other party who is also vying for this job and there is third party who is trying to give a job to one of these two; that means, every time the manners, the respect to others when you are speaking is essential.

The pleasantness: how softly, how nicely, how smoothly, how comfortably you are speaking. This pleasant is basically the way you speak other person finds it very

pleasing. You know you can even say a very costive word in a pleasant manner very interesting this is the art. Why it is called art? Because, it cannot be really drafted that do this, do not do this and do not do this it is an art somebody generates when he is speaking.

You know interesting thing is, when you are speaking in to somebody you are not really prepared it is not a speech that you are prepared and even if you have prepared the speech take it for granted that when you are in front of the mob, in front of the public, in front of the person where you are going to give this particular speech you might find what you rehearsed what you memorized it will keep on getting changed. It will get changed instantaneously depending on the reactions that you receive during your speech. So, the point is all said and done it should be well mannered and listened.

There is a difference between speaking and speech making. See just now as said there as you are a speaker and you want to speak to a mob, when you are speaking to a mob when you do not see eye to eye and you are just looking at the whole mob as if it is a house where you are trying to say what you want to say then it is no longer really a speaking, you are giving a speech.

Giving a speech which you are rehearse with you have forwarded it before you know what are the points you need to communicate to this group you do not even cross check who received your messages, who did not. Your job is to speak and when you speak to your mob without any kind of you know reactions received or communicated back that is basically a speech.

So, speech is one-sided and speaking not necessarily is one sided speaking means you are now communicating to somebody. You are verbally communicating to somebody in which you are also expecting a kind of response. So, speaking and speech making be very clear about this. Now, while I am putting this particular points here before a very serious discussion that I will make on negotiations is a game negotiations has game where body language definitely will play a role, but the maximum amount of role that will play is based on your art of speaking how do you verbally communicate. So, I will come to this after I discuss about the entire verbal communication aspects then I will come to the negotiations.

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The slide features a blue header with the title "Conversation - A Game Play". Below the header, a list of characteristics is presented in a yellow box:

- **A Game**
Play, Two or More persons, Efficient, Lively, Pleasure, Time Frame
- **Brevity**
Brief, To the Point, Time Shared
- **Consistency**
Content, Quality, Continuity, Coherence, Emotional
- **Co-operation**
Mutual respect, Non-dominating
- **Effect**
Pleasing Result, Positive outcome

At the bottom left of the slide, it says "1 of 2". The bottom of the slide contains logos for IIT KHARAGPUR and NPTEL ONLINE CERTIFICATION COURSES. On the right side of the slide, there is a video feed of a man in a suit and tie, who is the speaker.

Now, situation is, what is a conversation see art of speaking is how you speak, but conversation is slightly different you stand alone and keep on speaking you stand alone speak to nobody, means there is nobody to listen to you. You are just speaking, that is not a speech, it is your speaking, but you are communicating something to a mob in front in front of a class in front of a big house in a workshop you are the keynote speaker you are speaking basically you are giving a speech.

If suppose, that particular speech is now being reacted to means, you are now cross checking have you understood? Do you have any points to ask? you know gradually the speech becomes a kind of you know a conversation. So, in the workshops you will find the most often the key speaker speaks to hundred person in the audience and then they are going to make their points forward do not have much opportunity for you know responding to individual queries or clarifications.

So, the conversation my first point that is written in this conversation it is a game play. The whole set of conversation that you are going to make let me always say with respect to our focus on the negotiations, but here there will be lots of situations where it is not negotiating at all, but; however, always try to keep at the back of your mind as if you are trying to understand what a conversation is based on what is the negotiation about conversation is a game play and game is not like solitaire the game is like a thing which you have to play with somebody else here in the conversations when you are conversing

with somebody; that means, you are saying something you are also receiving something, listening to something. So, this give and take will keep on going. So, it is a game played.

In that game play consider that it is played between say two persons or more than two persons; that means, here it is you are speaking to another person. So, it is a pair wise game play, but there may be a third person who is also party to the conversation, now it is a multi party conversation and there may be 15 persons now discussing about something what it is say is in a group discussion in GD, 10 to 12, 15 persons. Now, it is a multi process.

So, it can be a conversation will only get generated when there are more than one person; that means, more than you. You are speaking, you are a speaker, but there is somebody else who are listening and also saying. So, the game which has to be two or more persons involvement and it has to be efficient. The conversation is a game which has to be efficient there cannot be something like you know speaking rubbish, no. That is not a conversation.

It may be people are verbally exchanging something or the other, but it has to be efficient it has to be lively there has to be kind of you know people are involved in it. You cannot have a conversation a play a game like say in another person who is listening to you simply listening to you are not conversing; that means, he is a listener. So, it is a one sided speaking that you are doing, but it is not a conversation and during negotiations conversation is the point from where it generates. It should generate pleasure means people should enjoy.

If people are not enjoying this game then it is no longer conversation, there are certain rules. The rule is very simple that when you are speaking give an opportunity to somebody else also to speak, then only it is a conversation otherwise it becomes a monologue. You put somebody in front of you may by virtue of your authority and you keep on speaking the other person has to listen there is not a conversation.

Conversation you are saying something, allowing him to say something. So, this rule has to be followed and in this rule I will just put few points which are coming in your mind right. Now, in this particular rule there should be almost equal share of time and equal share of opportunity of expression and there has to be a time frame; that means, it has to be fixed within a time frame you cannot just keep on conversing hours after hours then it

is no longer of good game play. Since, it is a game is always time bound, within that particular time when everybody is speaking then everybody is being assessed that how are they responding to this game play.

Then, the second point is brevity. Brevity is crispness, the sharpness and the brevity the suggestion is be brief when you are conversing. If you are lecturing then you have a set which you have to communicate, if you are giving a speech then you have a set of items that you have to speak, but when you are conversing then try to be brief and more your brief I am not saying that you become dumb more you become brief you become to the point, because you have to express something you have to communicate something and if you are becoming brief you become to the point and if you are becoming to the point and you are becoming brief and you have a time frame within which the conversation go on naturally time is getting shared.

If there are 5 persons conversing within half an hour time then almost try to see that they are equally shared. If suppose that one person is not speaking then you can take it for granted that he is not taking part in the conversation, he is a good listener. I said in a group discussion if you remember that there are somebody who by virtue of their habits, do not speak much and he is finding it very difficult to penetrate in the whole discussion or initiate or put forward his own points in such cases the evaluator coaxes him, pokes him that you have not said anything do you have something to say; that means, you are now bringing him within the conversation. So, brevity is important.

Then, comes the consistency. In this consistency is very important. Consistency of content, consistency in quality, consistency in continuity, there should be coherence in it and there should be emotional balance. See this is very interesting. Let me cite an example; you are conversing for on a current affair say, political affair. You are conversing on a political affair within a given time and suddenly you jump into your conversation you know rolls into the recent game that we have watched in the TV or maybe something happens somewhere very close to your house; that means, there is no consistency of content. So, you are jumping from switching or jumping from one to another to the next.

When you are having content inconsistency then it is not a conversation, it is exchange of points and such. Of course, it is a con it is certainly I will call conversation because

people are participating in it, but there has to be a consistency of it and when it comes to business discussion, when it comes to analysis of the joint opportunity or joint venture when you are talking or conversing for negotiation, when you are conversing with your friends when you are conversing with your family members there has to be content very discreetly decided you know this content deficiencies or continuity breaks. It comes from one of the conversation lists.

What happened is, like say there are five members in a family and you are talking about you are conversing on a particular topic and suddenly when this was not concluded and now means it has everybody has agreed, now we have finished this we can start with another topic, within that somebody else you know throws in another topic, another content and that disturbs your set of contents of conversation that was going on, that is not fair. That is not a good game.

The game like say you are playing football suddenly somebody comes with a bat and starts playing cricket with it, it is like as bad as that, no. It has to be content should be consistent and your quality has to be consistent you cannot have conversation in which say everybody is speaking suddenly one person becomes emotionally imbalanced and he shouts his voice becomes louder he starts speaking fill the languages he starts you know even if he is saying rightfully something maybe he is right and the rest of the persons are wrong. But, he is saying in such a manner which you know it just rejects all manuals all etiquettes and brings non prisoner in this unhappiness unpleasantness. So, it is not consistent, it has to be consistent. So, what is the point here is you have to have emotional balance when you are having a conversation.

Then, comes cooperation. Here, since conversation is between two or more persons even if a pair let us say you and your friend you are conversing, you are discussing about certain issues in such cases you know you must have mutual respects. You should respect one a little and then you keep on saying. So, you do not become dominating. So, what is that cooperation?

Cooperation is you are non-dominating you are showing a mutual respect and now you are conversing, then only it will become a very pleasant conversation in which several things will come out for benefits of both of you, but if it is non-cooperating, that means, you are now fighting conversation is also through fights means you are accusing

somebody he is accusing you back maybe both of your right. But, the thing is in that there is no mutual respect in it.

So, it is a conversation literally maybe, but the thing is it is not a good conversation. So, what happens is in the whole conversation there is something called good conversation something called bad conversation. So, conversation is then if I try to summarize before going for further points there it is a game that has to be played between two or more persons very efficiently it has to end up in a particular content to a conclusion in a conclusion within a timeframe and everybody getting an opportunity to speak to certain extent being brief and to the point and the content had been consistent and with a high quality. So, there is a continuity of the topics or content that you are discussing, it is coherent and everybody is supposed to be within the emotional balance and there is a mutual respect in it.

If that is true then that comes the effect. What happens is when you are speaking when you are conversing with somebody with all those points which have said and then you will find it will give you pleasing results and pleasing result means after conversation of half an hour or over 1 hour or 2 hours you set the time.

Basically, what happens is during sales let me tell you I will just give you such certain examples if suppose you are trying to find out your life partner whom you might convert her to your spouse to be your spouse. Now, in such cases how much time you look if you decide you mutually decide how much time frame that you want to have for conversation, but there I would not use the term called game, I do not use that term because the game sounds negative. You are not playing a game against you know somebody whom you are trying to consider or select as your spouse.

But, the thing is here it is basically still it is a word game both of you are speaking to each other with mutual respects and the core you know what is the content is you know thinking about the future thinking, of the current scenarios, trying to explore each other, trying to know each other's characteristics, you are if you find that such couple are discussing conversing and one person only speaking another person is very quiet then it is not a conversation and naturally it is not going to result in a healthy effects. So, effect has to be very pleasing and it must have a positive outcome that is a conversation or

game play which leads starts with a positive note with a positive intention and ends with a positive results, this is what a conversation is.

But, here when you go for negotiation your conversation starts when I will talk of the negotiation you will see I will give you a clue how to start it because the conversation is a start who starts how do you start and then how do you carry on with it and where during negotiation it is only a play of words. You are saying you are listening; the other person is listening and then saying something. So, this back and forth keeps on going on.

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The slide features a blue header with the title "Conversation - A Game Play". Below the header is a list of five concepts, each with a small square icon to its left:

- Elation**: Happiness, Excitement
- Enlightenment**: Learning, Gain
- Give and Take**: Back and Forth communication, Contribution
- Participation**: No Monopoly, No Silence, Not Withdrawn
- Togetherness**: Different Groups (Age, Sex, Class), All o

At the bottom left of the slide, it says "2 of 2". At the bottom, there are logos for "IIT KHARAGPUR" and "NPTEL ONLINE CERTIFICATION COURSES". A video inset on the right side shows a man in a suit and glasses speaking.

So, here, conversation as we consider that it is a game play then other points within the same thing is like there should be elation. Elation means here you know, when you are conversing with somebody you feel happy and you get excited, but I will tell you feel happy happiness is a must, but if you become overexcited then you will find gradually you are likely to be drifted from the content.

It happens in the friendly conversations where there are 5, 6 friends, the college mates or school mates you know they are meeting together and trying to discuss, have a conversation for their pleasure you will find that maybe happiness is coming too fast because they are quickly they are elated and quickly if they are elated then also their excitement also goes in the exponential curve and if the excitement comes to such level then they start losing all the other good protocols then in such cases what happens is

suddenly we will find that the con content is becoming inconsistent, so, this is how we have to see it.

And, then comes enlightenment. In the enlightenment basically is the conversation should give you something to gain; that means, you learn, you gain then itself conversation. Then comes a give and take. Here, basically the back and forth discussion you are going to do back and forth communication you are going to do. So, where both of you must communicate. So, when both of you are communicating you are contributing to each other and; that means, the conversation basically will be a good conversation if suppose there is a back and forth communication and both are being feeling happy and that means, it is confident in each other.

Then, comes a participation. Here, the thing is during conversation every person who is party to the convention must participate, there cannot be a silent participant. If a person is silent participant; that means, he is there in the group, but not speaking then he is not a really a party to the conversation because he has not expressed his viewpoints whether he agrees to the other points or he has something to say in you know in exchanger that or contrary to that.

So, it during participation there are certain things which you have to follow that there should be no monopoly; that means, one person is putting his points forward and trying to make everybody take for granted his points, no. There should be no monopoly, there should be no silence and no withdrawal or withdrawn. In a conversation everybody has to speak something or the other means it may be such that because of the characteristics or the art of speaking one person has spoken or he is speaking a little more in content or consumption all right, but still there is no chance a person will remain silent in the whole conversation then it is not and if it is a pair wise conversation then an another person is only listening and not speaking there is not a conversation. It is only you know flow of words from another.

And, then comes togetherness; that means, here this togetherness is important. Here, conversation can be at different level at different you know diverse situations. When you consider the conversation as togetherness when you find that it has all the members who are participating in the conversation they are irrespective of their age, sex or class all of them are of one mind in discussing on that content then there is togetherness. If suppose,

one person by virtue of hierarchy if saying something to another person, but they are not in one same mind, all mindset for the same topic, same content then it is not a conversation. It is only you know it is just speaking to somebody trying to say what he wants to say.

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Diverse Situations

- **Among Acquaintance**
Pleasant, general topics, non-confidential, generally for time killing
- **Among Equal and Unequal**
Class - Civilian, Corporate, Business, Family Relations, Associations
- **Among Friends**
Easy conversation, Topic, Freedom, Volume, Purpose,
- **Among Hosts and Guests**
Pleasantries, Courtesy, Discipline, Body Language
- **Among Males and Females**
Etiquettes, Discipline, Domain, Limits, Body Language, Signals, Distance

1 of 2

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Then comes a point which is situations, there are diverse situations I will just try to highlight. See, when you converse various situations. You are conversing amongst acquaintances that mean, conversation is going on amongst known person. This acquaintance does not mean your friend acquaintance is somebody who leaves in the same community you know him or her you have met him earlier and you just have communication or conversation with.

In such cases, the pleasant feel, the gestures or pleasant gestures, what is accepted by the social norms is more favorable it is something like you know in the morning when you are you have come out of a house your next door neighbor or maybe a neighbor within that neighborhood is passing by and you say good morning and he says good morning you have conversed.

You said good morning, how do you do? He said, good morning, fine, thank you. I am doing well, you know these are conversations and there you may also decide to speak a little further and say the good morning, how is the weather? Means what is your plan today? Have you heard about that thing that happened last night? That means, general

topics is generating. This is one situation and in such cases it is not confidential. So, amongst the acquaintances when you converse, then it is non confidential and generally for time killing that you are doing this conversation. So, what happens in such situation when you are conversing amongst the acquaintances if you find you will find that they will be mostly for time killing or for pleasantries.

Then, comes among equal and unequal amongst equal and unequal say, in such cases what happens is if there is a class divisions with it is a civilian, with his corporate, with his business, with his family relations, with his associations. If the conversation can be amongst equal or unequal like in civilian, it is somebody who is senior speaking to another person. You think about the army the bosses says something and that is being communicated to the next level, conversed, then that person speaks to the lower level person. So and conversed this will go on.

So, always there could be a situation where equals and un equals are speaking in this cases where the boss is saying something and you are trying to respond it is unequal, but what about your family in your family or father say something and you are also saying something though you are not equal in the age, but the thing is your family and within that family when you are speaking. So, there are you know it all depends that the conversation will take is on the tone based on what is the situation are you speaking is this conversation between equals or is this conversation being between unequal?

See, a boy speaks to his father before going out from the house and there is a conversation you just listen to their conversation and then the same boy goes out and meets his classmates on the road and then he starts another conversation, just listen to that conversation. Now, original conversation was between slightly unequal; that means, a father conversing with the son rather let us do it this way the son conversed with his father unequal and the moment he comes out of the house and speaks to his friend and converses it is now amongst equal.

So, the language will change, the mood will change, the topics will change, the time will change, the relation level will change, the excitement level will change, the communication level will change. So, this is a very interesting phenomena that happens. Among friends; among friends basically, it is very easy conversation. You do not have to

be really so sensitive, so judgmental that what you are saying to your friends what you are conversing it is most often on the current affairs.

Current affairs means that too it is maybe a context related like say school friends always talk about the schools, office colleagues when they converse they are equal they are talking they will be always talking about the office politics, office system, but the moment the boss calls one of the colleagues and speaks then it is amongst the unequal the boss speaks to the your colleague and now that colleague comes out and speaks to you, your situation now got changed, not friends, but among sequel and the friends is whom you trust whom you think is your friend and then the conversation becomes very easy the topics are also selected accordingly, there is more freedom of speech. You do not have to be really so careful about what you are speaking and then the volumes also keep on rising, your tone also keeps on changing and your excitement also comes forward and there is a purpose.

See, when you talk to your friends and converse with your friends basically the purpose is for you know happiness you want to feel happy you want to communicate with your friends and you want to feel happy. So, among friends and then comes among hosts and guests and on hosts and guests is very interesting.

You have gone to somebody somebody's house on invitation; you are the guest and that person is the host. The whole conversation will have a different kind of flair. The host is supposed to welcome you and you should be also reciprocating by giving an expression that you are happy be with them, you are happy to receive the invitation and you are being very happy to reach there and the same host when you are coming out of the house after the program is over and then you say that ok, why do not you come to my house tomorrow? There is a role reversal.

Now, you become the host he becomes the guest and tomorrow you are going to welcome him at your doorstep and he is going to reciprocate by saying that he is thankful that you have invited him he is happy to be at your doorstep and now he would be happy to spend some time with you whole role reversal will happen. So, it is basically what situation you are in accordingly the whole thing has to be said, but there are certain protocols, there are certain decorum, there are certain disciplines, there are certain gestures, body gestures all these will start playing together.

Then, comes the here basically amongst the hosts and guests, is a pleasantries, it is a courtesy, it is a discipline, it is a body language which is going to make sense and then comes among males and females, that means, I am talking about is amongst sexes, say amongst opposite sexes different sexes. See, when there are 2 girls they will speak in one language conversing in one type. If there are 2 boys, they will speak in a different type if there is a one of that boys from this group and one of the girls from this group now, conversing the whole game plan will change.

Here, in this certain things which are very important there has to be etiquettes, because a person is speaking to the opposite sex. So, there are certain decorums, there are certain limitations, not everything can be said not everything should be said even if it can be said even if you wish to say you cannot say. So, there has to be etiquettes, there has to be discipline, there has to be a domain of topics. You cannot have open topics, open domain anything that you want to say.

No, you cannot do that ,there has to be limits up to which you should be able to converse and there has to be proper body language, gestures, there has to be proper signals and there has to be a distance. This is how the whole ball game of conversation is. It is not easy I will tell you it is not easy. Not that every time we can learn it. The thing is now I am repeating among males and females or amongst opposite sexes etiquettes, discipline, domain, limits, body language, signals and distances, this has to be very clearly understood and maintained.

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Diverse Situations

- **Among Acquaintance**
Pleasant, general topics, non-confidential, generally for time killing
- **Among Equal and Unequal**
Class - Civilian, Corporate, Business, Family, Associations
- **Among Friends**
Easy conversation, Topic, Freedom, Volume, Language
- **Among Hosts and Guests**
Pleasantries, Courtesy, Discipline, Body Language
- **Among Males and Females**
Etiquettes, Discipline, Domain, Limit
- **Among Strangers**
Casual, For Information, Balanced

1 of 2

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And, then comes among strangers, most dangerous. See the thing is now why we said dangerous most often we have taught our children not to talk to strangers; that means, not to converse with a stranger because you do not know the person. Here, what happens is that usually the children are highly vulnerable when they are speaking to a stranger because children are not yet matured enough to understand the intention of the stranger, that is why we always say summarily, do not talk to strangers and child follows you know very ritually and says sometime my mom said not to talk to strangers or I would not respond to you because you are a stranger.

These things happen because any stranger not necessarily it would be a bad person, but god knows if he is a bad person if the intention is foul and then in such cases the child will be vulnerable that is why among strangers, how do you communicate or how do you converse if you are a child first thing is do not communicate and if you are sensible if you imagine enough then start a casual discussion among strangers.

You can talk to a stranger conversely the stranger for information and there it should be very well balanced, it should be reserved you do not have to speak much about yourself and your family and your background or your fathers bank balance. No, your properties what you inherited what is likely to be your future plans do not have to among strangers you be very reserved and it should be you know in a low volume. You do not you know do not shout at do not be loud you know the stranger is a person who is respectful. So,

you give a respect and then speak only up to a limit, but there has to be a code of conduct because you do not know the person.

So, when you are talking to the strangers most often I have found that I always feel very free to drop to strangers I can tell you I have never had any difficulty while talking to the stranger, because quite often I have found out information from the strangers only and it is a good skill if you really have it good skill that you penetrate through a stranger to find out more and more of more about it. Quite often going to landing up in a new place I always found out all the details about that place from the stranger. So, I have one clue for this how do I do it.

If you meet a stranger then have a pleasantry exchanges and show respect and show compassion to the person, you will find that moment you show compassion and the respect the person also breaks it becomes very you know he has a humility, he expresses humility then he starts helping you and then he starts giving you more in function which becomes a sort of you know boon to you, a blessings to you that you are now learning which you probably would not have learned from anywhere else or any other references. So, the thing is if you follow the code of conduct and if you respect him and maintain your volume quite sober and low and be friendly then in such cases the strangers are one of the greatest persons who can help you.

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Diverse Situations

- **At Parties**
Enjoyment, Fun, Group, Temporary, Jokes and Anecdotes, Dignity
- **Between Two**
Intimate, Sincere, Low Volume, Structured
- **In a Group**
Open, Playful, High Volume, Unstructured, Confidence
- **In Business**
Purpose, Focused, Negotiation, Frank, Sincere, Mutual Gain
- **In Easy / Difficult Situations**
Informal, Free-flowing, / Formal, Speculative, Calculated
- **On Happy / Serious Occasions**
MARRIAGE / FUNERAL, RELIGIOUS, WORKSHOP

2 of 2

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Other sets which are coming within it is like, at parties. See, at part is what happens is the part conversation during the parties are essentially for enjoyment. There you break certain rules, certain protocols and certain disciplines and also certain behavioral disciplines conducts you know some time, but well I would still say that at parties since the objective is to enjoy, so, enjoyment and the fun and the group participation, group activities inviting other people to join the group in conversation.

So, these are very essential and it is a part of it, but mind it the parties are temporary when you are conversing with your friends the friendship is going to go long, but the parties are only decided from this time to this time, two hours, midnight, whatever; some party has a fixed time it is temporary you are allowed to converse in the mood or in the situation of the parties only during that time, you may talk you may cut jokes with your boss did in the party but, the moment the party is over you are now again through followed by protocol.

So, jokes and anecdotes these are a part of it, but do anything there should be dignity. In the party you should not lose any kind of dignity in terms of your speaking what you are saying or even in terms of your body language or gestures, never lose dignity. Quite often you lose your friends lose your family friends after one party because during the party, if there is any kind of loose talks if there is any kind of loose gestures or in dignified gestures you lose that family forever.

So, here this situations is very important between two here it is very intimate very sincere low volume and structured I gave this example before whether it is two male, two female or male and a female the purpose is for anything like for friendship, the purpose is for deciding about the future course of actions for getting married you know whatsoever, but the situation is it is intimate. This intimacy what you have between two do not try to show this when you are more than two, that is not required. If you are now unless you are conniving like say you are making a strategy where 3 or 4 persons are conversing.

In such cases, that intimacy is not cannot be compared with this intimacy there it is not intimacy it is only trying to keep the things within a center and so that it does not flow out that is not really intimacy. Intimacy is there is an emotional intimacy, there is a you know there is a sort of to certain extent physical intimacy, you want to be close to each

other you want to speak to each other in such a way that others do not hear you, but you are speaking.

Now, in a group when you are speaking you are open, you are playful, your high volume, your unstructured and confidence. So, it is here you see between two it is structure, but in a group it is unstructured. You are open any topic can be generated and you keep on speaking, but between two when you are conversing you are being very structured in that you know what you want to see what you want to converse about then in business essential.

In business when you are conversing it must have a purpose you must know the purpose of the business, it should be very focused and it is for like say for negotiation you are negotiating for a contract you are negotiating for an assignment you are negotiating for funding you are negotiating for exchange, whatsoever it is you are conversing very focused very focused and you should be frank you should be sincere and there should be mutual gain in such conversation.

Then comes in easy or difficult situation there could be a situation which is easy situation and there could be a difficult situation I will give an example say if it is an easy situation that is a normal situation; that means, everybody is held daily participating in the conversation it can be informal it kind of free flowing. If it is a difficult situation in such cases you have to be formal, you have to be speculative, you have to be calculative that is a difficult situation you know you might have to sometime be arrogant during conversation what the difficult situation is? In a group we are discussing about one particular topic and one person suddenly becomes very arrogant then you just retaliate with the arrogance that is what is common tendency the first your first conversational tray would be that calm him down and bring him to the point and to the soberness and then say your point.

If suppose, some time after sometime you know when you have lost that he has become more and more arrogant maybe that your arrogance we will come in a different language in a conversation, but you are going to make him calm down through that or shut him up then comes on happy or serious occasions. In on happy occasions like marriage, during marriage if you are in your house if you find that lots of people or lots of guests and relatives have come in such cases conversation character is different there nobody is very

serious, everybody is freely happily talking. Everybody is sharing their own you know experts experiences trying to see their friends or relatives after a long time becoming excited and related, so, the conversation in one tone.

But, how about in serious occasions, like funerals? The way you met yesterday you met your friend in one of the marriage and you had one kind of conversation, the same person you are meeting the next day for a funeral function we will speak in the same language, will the conversation be in a similar tone? No. If you have met the same person in a religious institution like your temple or a church or same mosque wherever will you speak in the same tone what you have followed in parties? No. That means every occasion will have certain decorum and that you have got to follow.

Suppose, you have gone to a workshop where you are supposed to exchange knowledge only should you be all cracking jokes with your friends and you know your see other hostel mates just because you have the similar kind of thing last night? No. this is what is important friend diverse situations must be understood. So, when you are conversing diverse situation has to be understood.

So, what you do is first of all, you make yourself competed in art of speaking and then you judge in different such kind of situations as I said how you should communicate. Accordingly, you will modulate your own conversation styles and there is you know very difficult to say you do these things very difficult because every individual is experienced in a different manner, every individual has different kind of thinking, but the situations do not change.

So, here I stop at this particular point to give you an idea that there is an art of conversation, art of speaking and there is a diverse situation. Next, I will continue with the other points that what is a good conversation and what is a bad conversation, in my next lecture.

Thank you.