

ORAL COMMUNICATION FOR THE WORKPLACE

We do a job;

We get a job done by others;

Both involve acts of communication .

Eg. Give instructions;

take instructions;

Hold discussions;

Resolve issues;

Keep records;

Send messages;

Make reports;

Request information;

Give information;

Influence decisions;

Influence direction;

All this, the umbrella name of communication

The purpose is to -create understanding

-to share information

-to influence action

-to get results

-to better relations

-to build an image-

And the subparts there of

-to assume success

-to avoid failure

Failure has several longterm consequences

Organisation, profession , interpersonal and caerer

We need to know

The many elements that go in to it;

A conscious attempt;

So we can have informed , alert and appropriate
behaviour

The elements are many -the variable and their
permutations and combinations'

If things can go wrong

They will go wrong

A'sorry' will not resolve the problem.

We can prepare ourselves

To be effective and efficient in communication

And keep adequately armed, generally and
situationally.

We need to know the process of communication

The principles of communication

And the styles of communication

The wonder in this world is that people understand
and not misunderstand us

Man is resourceful to understand another and also to
misunderstand

VARIABLES TO DEAL WITH IN COMMUNICATION

- SENDER-RECEIVER- Each is unique, in his or her world
- Message 1 and message 2 : to wish, hope and need is that message 2= Message 1
- From my head to your head
 - 'your' may be one or thousand
 - -not straight from my head
 - -through symbols and sounds.
- Symbols and sounds
 - may be common up to a point
 - people do not refer to a dictionary
 - they refer to 'their ' dictionary
 - could vary from state to state-district to district-household to household.
- Recognition and understanding
 - both are not the same
 - words are not things.
- Words/maps) and reality(territory)
 - =static map and dynamic reality
 - keeping current calls for alertness and effort.
- Technical and general language
 - eg, Condensed even to subspecialities
 - difference words for same thing
 - same words mean different things
- CHANNEL
- NOISE

- PERSONAL EQUATION
- TRUST LEVEL
- 'CULTURAL'
- NON-VERBAL
- MISMATCH
- EGO STATES
- STYLES OF COMMUNICATION/NLP
- Body language

