

Unit : 3 : Speaking Skills

3.1 Non-Verbal Communication

Non-verbal communication is the transmission of messages or information without using words. It includes body language, facial expressions, gestures, eye contact, posture, tone of voice, and even silence.

It plays a vital role in effective speaking, as 65-93% of communication is believed to be non-verbal.

◆ Types of Non-Verbal Communication

Type Description Example

- Facial Expressions : Reflect emotions like happiness, sadness, anger, surprise, etc.
Smiling when greeting someone
- Gestures : Movements of hands, arms, or head to express ideas or feelings.
Thumbs up for approval
- Posture : The way a person stands or sits. Slouching shows disinterest; straight posture shows confidence
- Eye Contact : Shows confidence, attention, honesty. Looking at the audience while speaking
- Body Movement : How you move while speaking. Walking while presenting (if done purposefully)
- Paralanguage : Tone, pitch, pace, volume, and pause in voice. Emphasizing certain words to show importance
- Appearance : Clothing and grooming affect perceptions. Dressing formally for a job interview
- Proxemics : Use of personal space. Standing too close can feel intrusive
- Silence : Can show hesitation, anger, or deep thinking. A pause before answering can add emphasis

◆ Importance of Non-Verbal Communication in Speaking:

Supports verbal message (adds emotion or emphasis).

Conveys attitude and emotion clearly.

Builds rapport with the audience or group.

Helps in public speaking, interviews, teaching, and team interactions.

Can contradict verbal messages — e.g., saying “I’m fine” while looking sad.

◆ **Tips for Using Non-Verbal Communication Effectively:**

Maintain eye contact (but don’t stare).

Use open body language (avoid crossing arms).

Control your facial expressions.

Match your tone and gestures to the content.

Dress appropriately for the occasion.

Practice active listening cues — nodding, leaning forward.

3.2 Group Discussions (G.D.)

A Group Discussion (G.D.) is a structured conversation among a group of people on a specific topic, usually to assess communication, leadership, critical thinking, and teamwork skills.

It’s commonly used in:

- Job recruitment
- Academic evaluations
- Competitive exams
- Team decision-making

Objectives of a Group Discussion:

- Test speaking and listening skills.
- Evaluate leadership and team coordination.
- Judge clarity of thought, logic, and confidence.
- Encourage idea sharing and problem-solving.

Key Skills Required for an Effective G.D.

1. Communication Skills – Speak clearly and concisely.
2. Listening Skills – Respond appropriately to others’ points.
3. Confidence – Maintain positive body language.
4. Knowledge of the Topic – Provide facts and examples.

5. Leadership – Initiate, guide, or summarize the discussion.
6. Team Spirit – Allow others to speak; avoid dominating.
7. Problem Solving – Suggest creative solutions.

◆ **Stages of Conducting a Group Discussion:**

Stage Description

- Initiation A participant introduces the topic, defines terms, or sets the direction.
- Body of the Discussion Participants exchange ideas, agree or disagree, give examples.
- Summarization One participant (or moderator) summarizes the key points.

◆ **How to Perform Well in a G.D.:**

- Be the first to speak (if you are well-prepared).
- Stay calm and polite, even when you disagree.
- Use real-life examples, statistics, and logic.
- Avoid interrupting others.
- Keep your points brief and focused.
- Support others' ideas when appropriate, or present a counter-view respectfully.

Common G.D. Topics (For Oral Practice):

1. Social Topics:

Should social media be banned during exams?

Is online education better than classroom learning?

2. Current Affairs:

Impact of AI on employment.

Climate change and youth responsibility.

3. Abstract Topics:

Silence speaks louder than words.

Time is money.

4. Business Topics:

Is digital marketing more effective than traditional marketing?

Work-from-home: Boon or Bane?

◆ Roles in a G.D. (Oral Practical):

Initiator – Starts the discussion confidently.

Supporter – Backs up ideas with examples or facts.

Clarifier – Explains unclear points or summarizes.

Gatekeeper – Ensures everyone gets a chance to speak.

Opposer – Presents counter-arguments constructively.

Concluder – Wraps up and presents a summary.

◆ Evaluation Criteria in G.D.:

Criterion Description

- Content Relevance, clarity, and accuracy of points shared.
- Communication Clarity, tone, and engagement.
- Teamwork Respecting others' views, collaboration.
- Confidence Body language, eye contact, and vocal tone.
- Initiative Willingness to lead or guide the discussion.

3.3 Dynamics of Professional Presentation / Drafting Presentation

What is a Professional Presentation?

A professional presentation involves delivering information in a structured and formal manner, typically in a business or academic setting. It aims to inform, persuade, or motivate the audience.

Dynamics of a Professional Presentation:

1. Purpose and Audience Analysis:

Understand the goal (informative, persuasive, instructional).

Know your audience (education level, interests, expectations).

2. Structure and Organization:

Introduction: Grab attention, state purpose, and outline main points.

Body: Present key arguments or ideas with supporting evidence.

Conclusion: Summarize key points and provide a strong closing statement or call to action.

3. Content Development:

Use clear and concise language.

Include visual aids like slides, charts, and videos where necessary.

Ensure accuracy and relevance of information.

4. Visual Design:

Use readable fonts, appropriate color schemes, and balanced layouts.

Limit text on slides; focus on bullet points and visuals.

5. Delivery Techniques:

Maintain eye contact, use appropriate gestures, and modulate voice.

Practice clarity, pacing, and tone.

Manage timing effectively.

6. Tools and Technology:

PowerPoint, Google Slides, Canva, Prezi.

Use remote clickers, laser pointers, and microphones if available.

7. Handling Questions and Feedback:

Be open to questions; clarify doubts confidently.

Handle criticism professionally.

3.4 Public Speaking

Definition:

Public speaking is the act of delivering a speech to a live audience with the intent to inform, influence, or entertain.

Key Aspects of Effective Public Speaking:

1. Preparation:

Know your topic inside out.

Structure your speech logically.

2. Audience Awareness:

Tailor your message to the listeners' interests and background.

3. Confidence and Poise:

Overcome nervousness through practice.

Dress appropriately and maintain a confident posture.

4. Clarity and Articulation:

Speak clearly, avoid filler words ("um," "like"), and pronounce words correctly.

5. Engagement:

Use stories, questions, humor, and real-life examples.

Interact with the audience where appropriate.

6. Non-verbal Communication:

Eye contact, facial expressions, hand gestures, and movement all reinforce your message.

7. Use of Aids:

Use props, visuals, and multimedia to enhance comprehension and retention.

8. Feedback and Improvement:

Record yourself and review or ask others for feedback to improve.

3.5 Conversations and Dialogue Writing

Conversations:

A conversation is a two-way verbal interaction between individuals. It can be informal (with friends) or formal (with colleagues or clients).

Key Features of a Good Conversation:

1. Politeness and Respect:

Use courteous language (“please,” “thank you,” “excuse me”).

2. Active Listening:

Show that you’re listening through nodding, eye contact, and verbal cues (“I see,” “Interesting”).

3. Turn-taking:

Allow the other person to speak; don’t interrupt.

4. Clarity and Brevity:

Be clear and concise; avoid going off-topic.

5. Context-appropriateness:

Adjust tone and language based on the situation and relationship.

Dialogue Writing:

Dialogue writing is the representation of a conversation between two or more characters in written form.

Features of Good Dialogue Writing:

1. Character Voice:

Each character should have a distinct speaking style.

2. Natural Flow:

Dialogue should mimic real-life speech but be more structured and purposeful.

3. Purpose-driven:

Dialogue should reveal character, advance the plot, or convey information.

4. Use of Tags and Actions:

Tags (e.g., he said, she asked) help identify speakers.

Actions and expressions add depth (e.g., “She smiled before replying”).

Example of a Dialogue:

Rahul: Hi, Priya! Did you complete the assignment?

Priya: Not yet. I was stuck on the last question. Did you figure it out?

Rahul: Yes, I can help you with that. Let’s meet in the library at 4?

Priya: Perfect! Thanks, Rahul. You're a lifesaver.[nks, Rahul.](#)

 Conclusion:

Non-verbal communication is essential in speaking—it adds meaning and emotion.

Group Discussions test not only what you say but how you say it and how well you interact in a team.

Practicing both will improve your overall spoken communication and soft skills.