

## Quick Question-Friend

When you have to do a presentation, do you get nervous? What happens? What do you do to calm yourself?

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## Worksite Reflection

What was something that happened at work this week? (an event, a problem, an interaction, a success, etc.)

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## Administrative Questions

Is your phone number the same?      YES   NO  
 Do you have active phone service?      YES   NO  
 Is everything at work satisfactory?      YES   NO  
 Are you getting enough hours?      YES   NO  
 If you selected NO, explain:

	POINTS	EARNED	On time    Late
Journal	5		Date turned in:
Scenario	5		Weeks late (points off):
Question	5		Final Score:
Reflection	3		
Admin	2		

## Verbal Communication Elements

### Tone

Tone is so basic that it matters even when you're not saying words. A sigh or laugh can be interpreted by your tone. With words, tone makes all the difference.

### Speed

Fast speech can show excitement. Slower speech can show reliability. Very slow speech can show boredom. If speech speed doesn't match words, it stands out.

### Volume

Volume can be a whisper to a scream. A very quiet voice can show that you don't want something overheard, you are being sneaky, or you are depressed. A very loud voice can express great joy or fear.

## Verbal Communication Types

### Intrapersonal Communication

This is extremely private and restricted to yourself. It's the silent dialogue that happens in your brain.

### Interpersonal Communication

This is between 2 individuals—a one-on-one conversation. The individuals will swap roles of sender and receiver in order to communicate in a clear manner.

### Small Group Communication

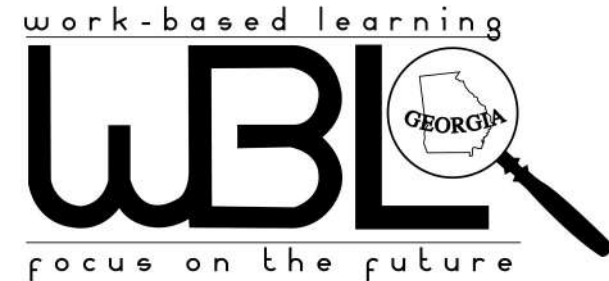
This is when there are more than two people involved. It is small for each person to interact with others. Press conferences, board and team meetings are examples.

### Public Communication

This is when one person addresses a large group of people. Public speeches are an example. There is usually a single sender and several receivers.



# Verbal Communication Skills



# Improving Your Verbal Communications Skills

Effective communication is vital to creating a positive work environment. Follow these tips for success.

## Communicate Face-to-Face

Most of the meaning during conversations comes from gestures or facial expressions. When gestures and smiles aren't included, recipients can get the wrong idea. Electronic communication, like text, can be tough since it can easily be misinterpreted.

## Provide Clear Information

Not communicating clearly can cause confusion. Make sure you are giving the correct information so people understand you. Avoid emails written quickly and always plan what you want to say before speaking to avoid miscommunication.

## Combine Verbal & Nonverbal

To be a good communicator, you need to understand nonverbal communication. Make sure your verbal and nonverbal messages are in agreement. Positive nonverbal feedback, like head-nodding and open body posture when another person is talking help the conversation flow more smoothly.

## Don't Just Hear – Listen

Most conflict is a result of poor listening. When you share information with someone, you have to hear what is being communicated. If you're thinking about your next class or your week, you're not paying attention. Repeat what is said to show understanding. Act like there is going to be a quiz over the conversation and remember the main ideas.

## Ask Questions

Asking questions shows you were listening and that you understood. You can use questions to gather more information and help you understand the conversation. Make sure your questions relate to what is being said.

## Handle Conflicts with Diplomacy

If someone misunderstood you, talk about it immediately to prevent unnecessary resentment. When handling a conflict, respond with an open-mind and refrain from personal attacks. Ask questions and listen carefully so you can understand what the person thinks.

## Refrain from Gossip

If your co-workers gossip, listen and smile, and get back to work. Gossiping gives people a negative impression of you and can cause future problems. It has a negative impact on relationships with co-workers. You will earn the respect of your co-workers if you don't gossip. It will show that you have integrity.

## Avoid Being Personal with Your Co-Workers

Don't disclose too much private information to coworkers. Be friendly, yet professional. If you become too personal, you'll risk being seen as less credible. Controlling your emotions is also very important. Your co-workers shouldn't witness a meltdown; behaving this way will give them a bad impression.

## Avoid Discussing Controversial Topics

Try to keep the topic of conversation in the workplace neutral. Refrain from discussing politics or other controversial topics in the office to prevent offending anyone.

## Offer Positive Feedback

If your co-workers do a task well, tell them. Providing positive feedback is a great way to improve communication. It also helps people see you favorably and encourages open communication.



### DID YOU KNOW?

A 2014 study showed that judgments on likeability, trustworthiness, dominance, and are all linked to the way that things are said.

Name: \_\_\_\_\_

## Journal

Assess your communication skills. How is your tone, speed, and volume? (See back panel.) Is it different in different situations? Work? School? Home? With friends? What are the differences?

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## Worksite Scenario

Ryan is giving a speech for his CTSO's State Conference. He's nervous and is talking too fast to meet the 3 minute requirement, even though it is long enough when he reads it. He thinks he should add more to it. What advice would you give him?

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