



Lesson 1

Verbal Communication

Objectives

Define verbal communication.

Recognize factors affecting verbal communication.

Identify how to reduce challenges to effective verbal communication.

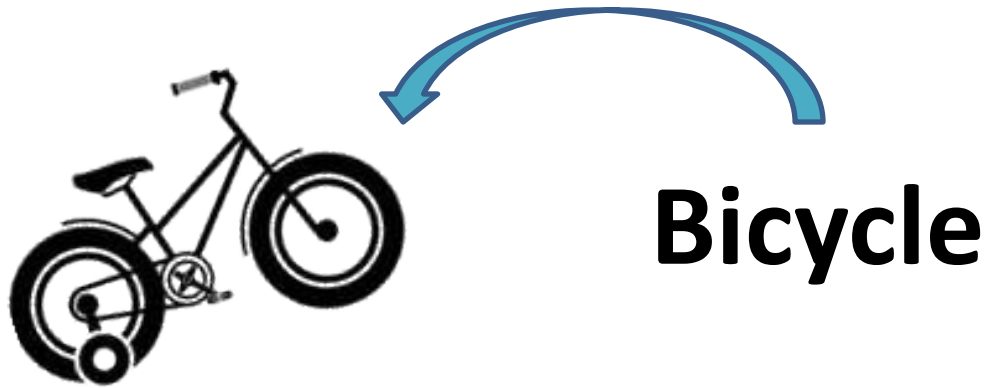
Identify the purpose of verbal communication.

Determine challenges to effective verbal communication.



Verbal communication – the use of sounds and language to relay a message.

Language is a collection of symbols that is given meaning when it is put to use.

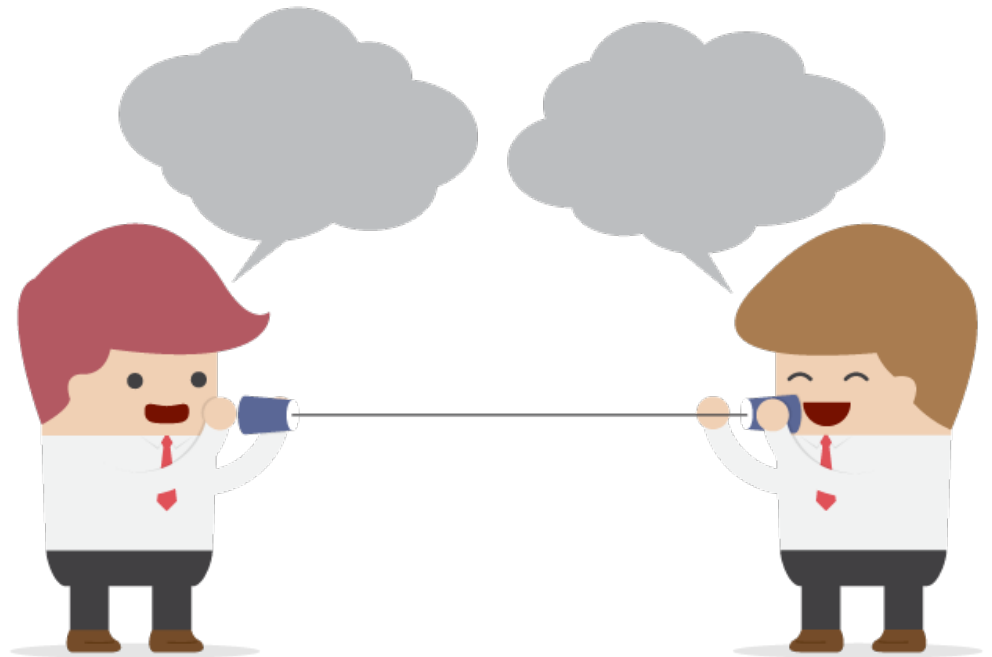


Verbal communication allows you to express desires, ideas, and concepts.

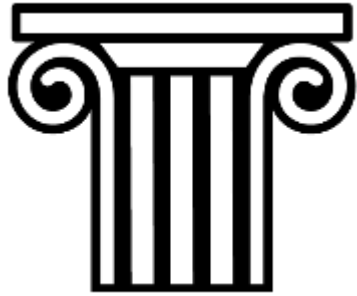
The **purpose** of verbal communication is to relay messages to one or more receivers.

Verbal communication allows you to express desires, ideas, and concepts.

Verbal communication acts as the primary tool for expression between two or more people.



Factors affecting verbal communication:



Cultural Influence:

Verbal communication influences culture, and culture influences verbal communication. Who you are, where you are from, and your beliefs and values all impact how you communicate verbally and how you interpret verbal communication.



Relational Influence:

Verbal communication and relationships also affect one another. Verbal communication helps a person develop and maintain relationships with others. Relationships also influence the meanings that are given to words.



Frames:

Frames assist people in making sense of communication by drawing attention to how they should be communicating, how they might expect others to communicate, and how they should assign meanings to symbols being used.

Here are a few challenges that affect verbal communication:



Word Choice & Tone:

Your word choice should give receivers a clear representation of the information you are trying to convey. Your tone should support the message and indicate your feelings or emotion behind the message.

Differing Perspectives:

When two or more people come together to communicate, each person brings their own perspective, and they send and receive information from that perspective. This can sometimes cause misunderstandings.

Poor Communication Techniques:

Poor communication techniques, by both senders and receivers, can be a huge challenge for verbal communication. Anything from poor planning to not being fully engaged can cause the intended message to be lost or misunderstood during the communication process.

Language Barriers:

While some words are similar or sound alike in other languages, trying to translate someone's meaning when you don't understand what they are saying can be very frustrating.

Steps to reduce verbal communication challenges:

- 1.** Consider your message and plan for the communication.
- 2.** Communicate with respect for the receiver's point of view.
- 3.** Pay attention to what you say and how you say it. Word choice and tone are BOTH important.
- 4.** Speak clearly and enunciate your words.
 - a. Use proper grammar.
 - b. Avoid filler words (i.e., um, uh, er, like, etc.).
 - c. Avoid jargon and technical terms that are unfamiliar.
- 5.** Be conscious of nonverbal communication of both you and your audience (i.e., eye contact, posture, facial expressions, etc.).

Summary

Defined verbal communication.

Recognized factors affecting verbal communication.

Identified how to reduce challenges to effective verbal communication.

Identified the purpose of verbal communication.

Determined challenges to effective verbal communication.

