

# Effective Speaking and Listening Skills

# Effective Speaking

- Effective Speaking is verbal speech or other methods of relaying information that get a point across.
- The sound of a voice and the content of speech can provide clues to an individual's emotional state and a dialect can indicate their geographic roots.
- To become an effective public speaker you must focus on the speaking and let go of the “public.” Think of it as a conversation between you and the audience. If you can carry on a relaxed conversation with one or two people, then you can give a great speech.

# How to be a Good Speaker

- Make eye contact.
- Have a point and stick to it.
- Speak clearly as possible.
- Adjust your speech for your audience.
- Don't use one tone the entire speech.
- Don't patronize (Kindness).
- Be interesting.
- Speak up.

# Elements Of An Effective Speech

- **Be Prepared** - Being prepared is by far the most important element. ...
- **Give of Yourself** - Use personal examples and stories in your speech whenever possible.
- **Stay Relaxed** - To stay relaxed you should be prepared.
- **Use Natural Humor** - Don't try to be a stand up comedian. Use natural humor by poking fun at yourself and something you said or did.
- **Plan Your Body & Hand Positions** - During the practice of your speech look for occasions where you can use a gesture.
- **Pay attention to all details** - Make sure you have the right location (school, hotel, room & time) and how large is the audience.

# Effective Listening

- Effective listening requires that the listener fully concentrate, understand, respond and then remember what is being said.
  - Stop Your First Reaction.
  - Remember the Benefit of Getting Feedback.
  - Listen for Understanding.
  - Say Thank You.
  - Ask Questions to Deconstruct the Feedback.
  - Request Time to Follow Up.

# Effective Listening

- Listening skills are an **important** part of effective communication. Hearing is the physical ability, while listening is a skill.
- Listening skills allow one to make sense of and understand what another person is saying.
- A **good listener** is attentive. They **make good** eye contact, don't interrupt what the other person is saying and show an interest in what is being communicated.
- There's always something incredible you can hear in anyone's story.

# An Effective Listener Does Not

- Does not look over the shoulder of the person that's speaking, waiting for someone more interesting to come along.
- Does not check their phone or tablet in the middle of a conversation, when someone is sharing with them.
- Does not hurry somebody, instead asks good questions to guide the sharing.
- Does not approach a conversation with prejudice, expecting to know what's going to come out of the speaker's lips.

# Effective Listener

- Uses positive body language.
- They show empathy for what the other person has to say.
- Is not waiting for their chance to get a word in, treating the 'period of listening' as a pause in their 'monologue.' Being so focused on trying to get ones view over is insensitive and misses the real value in the conversation.



# Ability to Accept and Learn From Criticism

- Being an effective listener allows people to accept constructive criticism better.
- Constructive Criticism- Often containing helpful and specific suggestions for positive change.
- It's highly focused on a particular issue or set of issues, as opposed to providing general feedback on the item or organization as a whole.

# Constructive Criticism Should

- Focus on the situation, not the person.
- Be specific with your feedback.
- Comment on things which can be corrected.
- Give recommendations on how to improve.
- Don't make assumptions.
- Stay positive and use respectful words

# Effective Communication

- Communication is more than **speaking** or writing. Effective communication requires the creation of a common understanding of ideas, desires and observations among people. Communication is a two-way exchange that involves both a presenter and an audience.
  - Mutual Respect
  - Mutual Understanding
  - Willingness to Participate