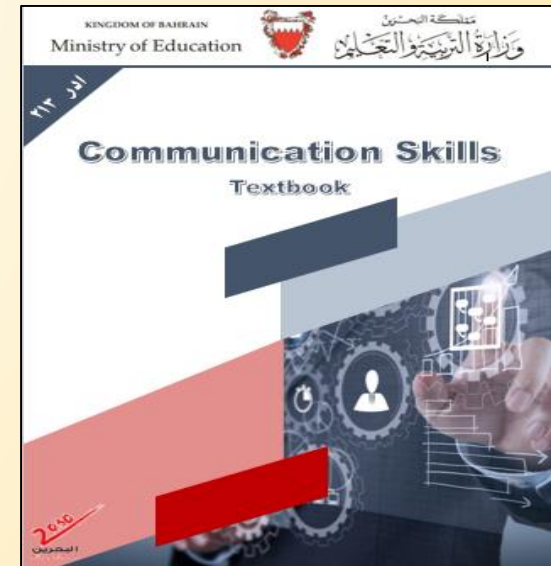


Chapter 3

Oral Communication in the workplace

Teacher : zakeya alsayed adnan



Objectives

The student should be able to :-

- Define oral communication correctly during 5 minutes .**
- Differentiate between hearing and listening perfectly**

**Oral
communication**

**Is the process on
expressing
information or idea
by the word of mouth**

**What did you
notice in the
picture ?**



Oral communication

Oral communication definition

Is the exchange of ideas or information by spoken words in the business setting



Oral communication

Oral communication could take place in every level and every kind of organization between :-



Groups

Two people



Objectives

The student should be able to :-

- Define oral communication correctly during 2 minutes .
- Differentiate between hearing and listening perfectly

Oral communication

Tips (3.1.1)

Successful communication cannot be occur if the listening is poor .

Listening process is a subject to barriers such as : distractions , aggressiveness



Oral communication

Oral communication involves :-



Skills of Speaking

Skills of listening



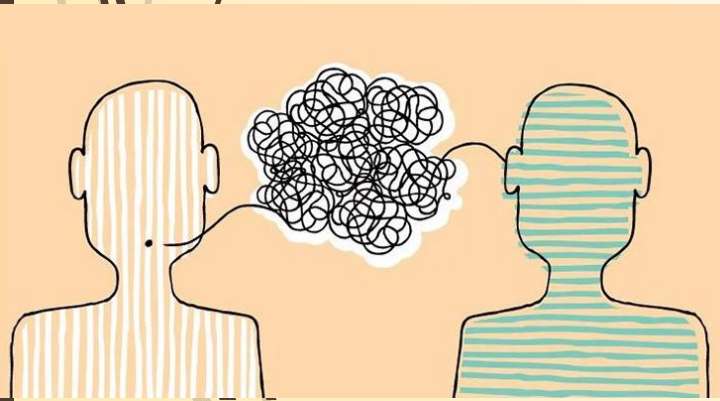
Important for the successfully of the message to be conveyed and received

Important Point's (3.1.1)

Hearing:

Hearing is not listening, Hearing is physics act, Everyone who is not physically impaired, **Hears without a conscious effort**, **listening is a complex mental process**

he/ she physically hears some audible signals, decided to **pay attention** to it, gives it a meaning, decide if it is important, decide whether or not to remember it and then responds to it.



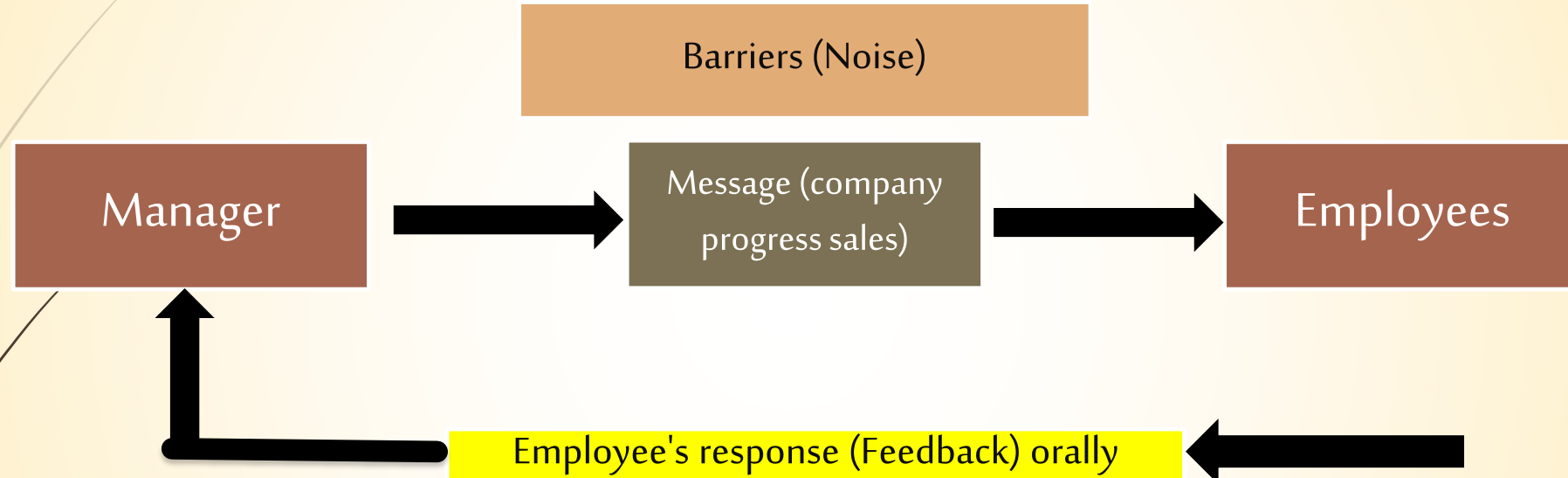
Oral Communication Advantages and Disadvantages:

Q2 Workbook: page 55

Advantages	Disadvantages
Information can be quickly sent.	A record of message may not be kept.
Allows immediate feedback.	In a meeting, some people may not listen.
Can use body language/gestures to support message.	Negative body language may create a barrier.
Allow you to give same messages to many people at the same time.	Face-to-face meetings are not always possible.

Activity 3.1.1

- Develop a model of the listening process.



- Find out more barriers to effective listening.

-Poor listening Skills

-Lack of feedback

- Suggest solutions to overcome such barriers.

-Develop listening skills

-Take follow up actions

Purposes of Oral Communication:

Tips :-

- ✓ To get information we need and give information that the others need.
- ✓ We use persuasion to influence others to feel certain.
✓ Emotions , attitudes or to do certain things.
- ✓ To reduce conflicts , solve problems, make decisions .
- ✓ Sell customers / deal with their complaints .
- ✓ To motivate



Q5: Justify (say why): You have to be an effective listener.

- **To gain new information.**

- **To make Decisions.**

- **To develop relationship.**

Q6 :Draw a diagram of oral communication methods:

Q 6
Workbook: page
56

**Oral
(Spoken)**

```
graph TD; A[Oral (Spoken)] --> B[Face to face: Interview Meeting Presentation Negotiation]; A --> C[Phone call];
```

Face to face:
Interview
Meeting
Presentation
Negotiation

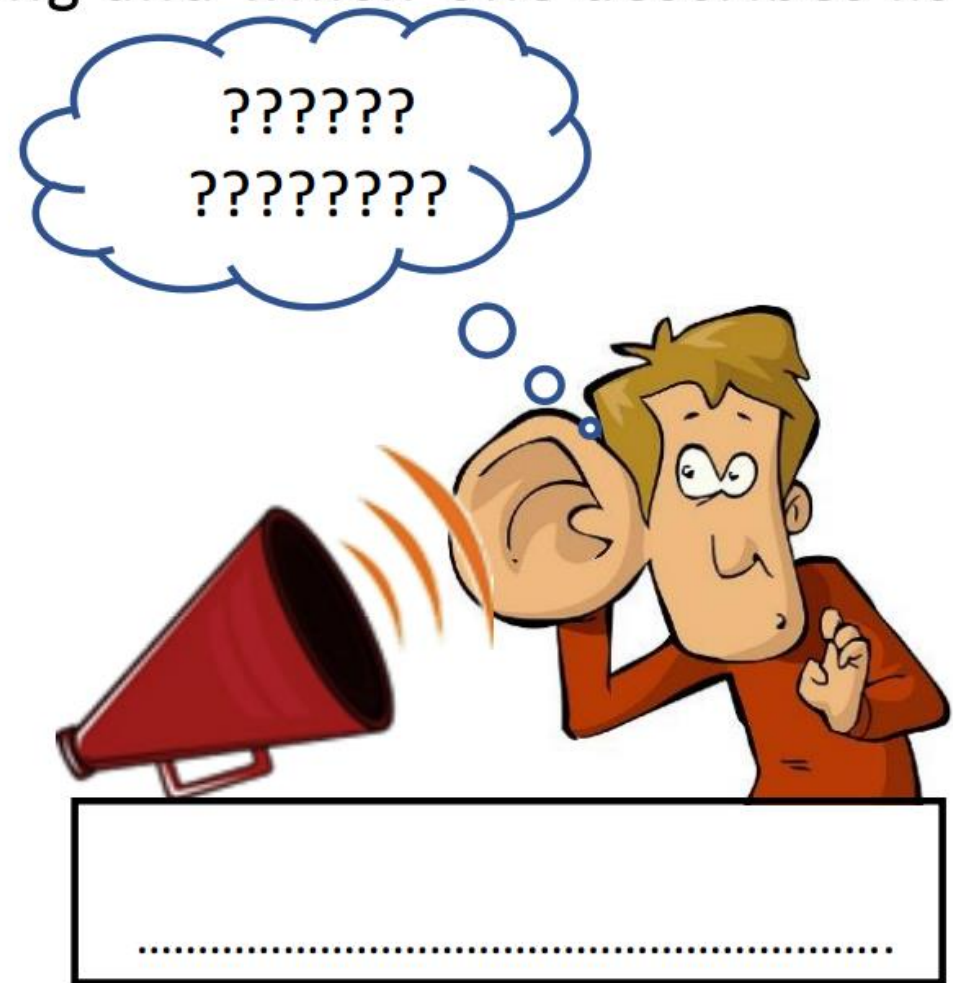
**Phone
call**

Q. Observe two people in conversation in such a way that they will be unaware of you. How many barriers can you see operating in the listening process? Identify them and explain why they are barriers.

- External Distraction: That may divert your attention while communicating.
- Speaker Distraction: These may include perceptions such as culture, gender, age, communication style and job role.
- Semantics: Any phrases and words that can have different meanings depending on who is using them or who is receiving them.

Q 3
Workbook: page 55

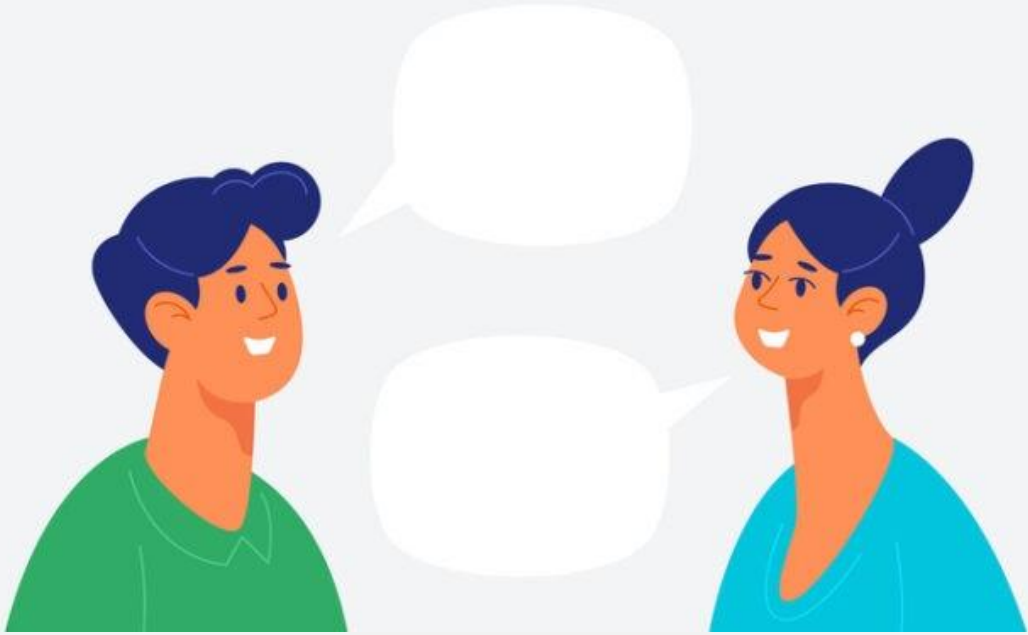
Q3: Decide which picture describes hearing and which one describes listening?



CHAPTER 3

METHOD OF FACE – TO- FACE COMMUNICATION

Teacher : zakeya alsayed



Face to face communication
both the sender and the
receiver can communicate in
direct manner and discuss and
argue on all the relevant points

What did you understand ?

Spoken Communication in practice :

You should know what you have to communicate or what question you wish to ask (Idea)

You should always have clear idea of what you want to exchange to achieve (outcome)

You should find the best words to express the content of your communication (Expression)

When you talk to someone or group of people , observe their reactions(Feedback)

Your listener will respond to it (replay):-

Stages :-

- Defining the idea to be conveyed
- Thinking about the desired outcome
- Expressing the idea
- Watching you reaction

Now !
The receiver will be the
sender and all the
stages will be repeat it



Q 1)Whenever you are communicating face-to-face, you *give and receive* information in three ways:

- **Through the words you hear and speak.**
- **Through your tone of voice.**
- **By body language (frowning, smiling, eye contacts ... etc).**

Activity (3.2.1)

Make a list of ways you can communicate with someone using spoken words.

- Meeting
- Presentation
- Interview



Methods of face to face communication



1- Presentations

2- interviews

3- meeting and over the phone



Presentation Definitions

It is the modern, business equivalent of the formal lecture, in which one person talks to a group of people about a topic of business interest.

Presentation is the practice of showing and explaining the content of a topic to an audience or learners.



Q 3

Workbook: page 60

- prepare your materials

Your speech should contain three main parts:

- an introduction,
- the body (the main topic),
- a conclusion (what you expect the audience to remember or do).

Q 4

Workbook: page 60

- practice your material over and over again in your mind or before a member of your family, friends or even a mirror.

- Technology is now changing the physical Characteristics of oral presentations – Such as presenting via a video tap , interactive television or internet rather than in person

- Technology is now changing the physical Characteristics of oral presentations – Such as presenting via a video tap , interactive television or internet rather than in person

Q 6
Workbook: page 60

Q6: What are the new technology methods for a presentation?

**Presenting by a video tape, an
interactive TV or the Net.**

IMPORTANT POINTS (3.2.1) p.66 - Presentation:

When practicing (and delivering) your presentation, you should be aware of the way you speak. Ask yourself questions such as:

- Can people hear me? (volume)
- Am I speaking too fast or too low? (rate)
- I vary my voice level when I am speaking? (pitch)
- Do I say my words correctly? (pronunciation)
- Does my voice reveal my attitudes and feelings? (tone)
- Do I use suitable aids?
- Do I use annoying speech habits?

Q 5

Workbook: page 60

An interview is a conversation between two or more persons in which the interviewer asks the questions to which the interviewee responds. Of course, the interviewee can also ask questions. One of the most types of interviews is the job interview.

Interview definitions – page 77

Its is kind of meeting which occurs when a conversation is with a purpose

Methods of face to face communication – Interviews

Ideally an interview should be a two-way process, when the applicant talks with the interviewer about his/her accomplishments and future aims. It helps if both interviewee and interviewer have prepared well in advance. The interviewer should start by checking basic facts from the application form or resume, then ask questions to assess the applicant's interest in the work and their ability to cope with the job

Plan for a successful job interview by:

- **Practicing interview questions** (questions are fairly straightforward and not difficult to answer):
 - Why did you decide to apply for this job?
 - What interests you about this job?
 - What subjects did you enjoy most at school/college?

- **Preparing your own questions** (questions you may have about the organization or the job):
 - Will I be able to continue to develop my IT skills?
 - What are the exact hours of work?
 - If I worked hard, could you say what my promotion prospects might be?

Plan for a successful job interview by:

- Dressing for success (making a good first impression).
- Listen carefully and think before speaking.
- Be aware of the nonverbal signals you are communicating through your body language.
- Control your nervousness by being well prepared, well equipped, and on time.
- Thank the interviewer before leaving.

Q8: Responding in an interview needs careful consideration. Mention them.

1. **Listen carefully and think before speaking.**

2. **Be aware of nonverbal signals.**

3. **Control your nervousness.**

4. **Practicing interview questions.**

5. Compare between the following according to the differences listed in the table:

Points of Difference	Oral Communication	Written Communication
Definition	It is the exchange of idea or information by spoken words in business.	Written communication involves any type of messages that makes use of written words.
Record	no record	Have a written record
Media (example)	Interview – presentation – meeting – over the phone	Business letter – e-mail – memo - form – report
Feedback	Fast	Slow
Cost (high/less)	Less	high
Barriers	Less	more

COMMUNICATION SKILLS
CHAPTER 3 – TELEPHONE COMMUNICATION

Telephone Communication

Telephone is used in any business at every level

And it's the preferred communication channel by managers in the organizations



The importance of telephone



The fixed telephone (or landline), mobile telephone and also tablets and computers are vital pieces of equipment in modern businesses.



They allow managers and employees within an organization to talk to each other, to their customers, to suppliers and to other organizations, almost anywhere in the world and at any time of the day.

The Cost of equipment and calls can be expensive but they save on time and money when compare to other forms of communication.



The importance of telephone



Activity (3.3.1)

- ▶ In groups, decide what are the main advantages and disadvantages of the telephone in a business setting.

Advantages of the telephone in business setting:

1. Very fast communication channel.
2. Direct, person-to-person communication system
3. Fast and cheap communication channel
4. Calls can be received on automatically operated telephone answering service in 24h/7days a week.

Disadvantages of the telephone in business setting:

1. The contract made by telephone is difficult to prove in court.
2. It may be used for the personal purposes of the employees, and supervision here is necessary.
3. lack of body language

When to call



The telephone is only effective when it is used in the right situations

Suitable

- ▶ Speed is important.
- ▶ You need to discuss something with someone and cannot do so in person.
- ▶ To discuss documents in details but holding a meeting is impossible.

Unsuitable

- ▶ The subject is highly confidential.
- ▶ Full written record of an exchange is needed.
- ▶ The subject is complicated and needs to be considered carefully and at some length by the other person.

When to call

Tips (3.3.1)

- ▶ Some situations demand a combination of a telephone call and a letter. The most usual practice is to send a letter of confirmation following the call, to provide a record of what has been said or agreed on.

Activity (3.3.2)

- ▶ Think of other situations in which a telephone is invaluable and other situations in which it is not suitable.

When to call

Q 5
Workbook: page
64

Q5: Tick (✓) to decide whether the following situations are valuable or invaluable when using the telephone:

SITUATIONS	VALUABLE CALL	INVALUABLE CALL
1. The subject is highly confidential.		✓
2. Speed is important.	✓	
3. The subject is complicated.		✓
4. A full written record of an exchange is needed.		✓
5. Want to discuss something with someone and cannot do so in person.	✓	
6. Discuss a document in details but a meeting is impossible.	✓	

Telephone Etiquette

What do you see in this pictures



Telephone Etiquette

A Telephonist or Telephone Operator: is a person who receives telephone calls in the office/business.

His/ Her job : Answer all the telephone calls and transfer them to extension that are requested by the callers



Telephone Etiquette

Caller : is a person who call from outside



Telephone Etiquette



The telephonist should always be polite and helpful to the callers, because he/she is the first link between the caller and the business/organization.

Telephone Etiquette

Q 4

Workbook: page 63

Textbook: page 72

Receiving a call	Making a Call
<ul style="list-style-type: none">▶ Answer promptly with your organization's standard greeting, and identify yourself or your department.	<ul style="list-style-type: none">▶ Check you know the reason for making the call.
<ul style="list-style-type: none">▶ Sound pleasant and cheerful and listen carefully.	<ul style="list-style-type: none">▶ Write down the information you must give or find out.
<ul style="list-style-type: none">▶ Have a pen and notepad to hand.	<ul style="list-style-type: none">▶ Introduce yourself and explain why you are calling.
<ul style="list-style-type: none">▶ Write down the name of the caller, the person they want to speak to and the reason for their call.	<ul style="list-style-type: none">▶ Do not use slang or jargon such as 'OK' or 'Bye'.
<ul style="list-style-type: none">▶ If you cannot help, pass the call to a colleague or take a message.	<ul style="list-style-type: none">▶ Do not gabble. Ask the other person to slow down if they speak too quickly.
<ul style="list-style-type: none">▶ Ask the caller to spell their name if it is unusual.	<ul style="list-style-type: none">▶ Ask people to spell unusual words.
<ul style="list-style-type: none">▶ Check you have the caller's number before you ring off.	<ul style="list-style-type: none">▶ Say figures in pairs as they are easier to understand, for example, 12-78-97, not 127-897.
<ul style="list-style-type: none">▶ Say 'Thank you for calling' at the end of the call.	<ul style="list-style-type: none">▶ If you mishear something, never say 'What?' Say 'Sorry, could you please repeat that?'.
<ul style="list-style-type: none">▶ Pass any message on promptly.	<ul style="list-style-type: none">▶ Write down the information you receive.

Telephone Etiquette



Telephone etiquette relates to the correct way to answer the telephone in a business environment. The main points to note are given in the table below:

Receiving a call

Answer promptly with your organization's standard greeting, and identify yourself or your department.

Sound pleasant and cheerful and listen carefully.

Have a pen and notepad to hand.

Making a Call

Make sure you know the reason for making the call clearly.

Write down the information you must give or find out.

Introduce yourself and explain why you are calling.

Telephone Etiquette



Receiving a call

Write down the name of the caller, the person they want to speak to and the reason for their call.

If you cannot help, pass the call to a colleague or take a message.

Ask the caller to spell their name if it is unusual.

Check if you have the caller's number before you ring off.

Say 'Thank you for calling' at the end of the call.

Pass any message on promptly.

Making a Call

Do not use slang or jargon such as 'OK' or 'Bye'.

Do not gabble. Ask the other person to slow down if they speak too quickly.

Spell any unusual words.

Say figures in pairs as they are easier to understand, for example, 12-78-97, not 127-897.

If you mishear something, never say 'What?' Say 'Sorry, could you please repeat that?'.

Write down the information you receive.

Telephone Etiquette

Tips (3.3.2)

- ▶ If a wrong number is dialed, do not cut off the call. Apologize for your mistake and then end the phone call.



Telephone Etiquette

Thank you for calling. How may I help you?

May I please put you on hold?

I need to transfer your call to.....
May I please do so?

You are welcome. Is there anything else we can do for you?

May I say who is calling please?

Hello. Thank you for waiting.

It is a little difficult to hear you. Can you speak a little louder please?

Thank you for calling. We appreciate your business.



Telephone Etiquette

- A telephone etiquette dictates that the **person who calls** is the one **who should end** the conversation.
- When making a call say:
May I speak to Mr. "Talal Khaled", please?
Do not say: "Is Mr. Talal Khaled in?"
- When dialing a wrong number, apologize for the mistake by saying:
"Sorry, I must have dialed the wrong number."

Telephone Etiquette

- Proper telephone etiquettes in a professional business setting begins by stating the company's name first followed by a greeting and the name of the individual answering the call. The caller should know that he/she has dialed the correct number.

Example: "ABC Company, Good Morning, this is Sara".

- A good technique for ending the call is by saying:
"Thank you for calling Company / Office"
OR "Thank you for calling or Goodbye" not "bye bye".



Taking Messages



Do not leave telephone message to memory because it is impossible to remember all the details from all callers

All the messages should be written down on printed form or on sheet for each message .



Taking Messages

- It is important to deliver the message as soon as possible and maintain confidentiality with all message .
- The message sheets used in offices has the following details of the caller:

<input type="checkbox"/> Caller's Name (get the correct spelling) Company / Department and number
<input type="checkbox"/> Name of person for whom the message was left.
<input type="checkbox"/> Date and Time

<input type="checkbox"/> Actions to be taken (i.e., " Please Call " " Will call back " or " Urgent")
<input type="checkbox"/> Message in short
<input type="checkbox"/> Name of the person who received the call

Taking Messages

- **A significant proportion of business calls involves the leaving and receiving of messages. Many times problems arise with this seemingly simple process. These problems include:**
 - **the message is not delivered to the appropriate person,**
 - **the message is incomplete or incorrect,**
 - **the message is delivered too late,**
 - **the message is misplaced,**
 - **the message is confusing.**



Taking Messages

- **Accuracy and Completeness are essential in recording telephone message .**

If you are unsure of any item , politely but firmly ask the caller to repeat it .



Taking Messages

For Message recipient (who the message is for)

Urgent

Date

Time

Tells the receiver when the message was taken

While You Were Out

M

Person who called

Of

Caller's company or organization

Phone

Caller's contact number

AREA CODE

NUMBER

EXTENSION

Action and

status boxes

Telephoned

Please call

Came to see you

Returned your call

Will call again

Wants to see you

Message

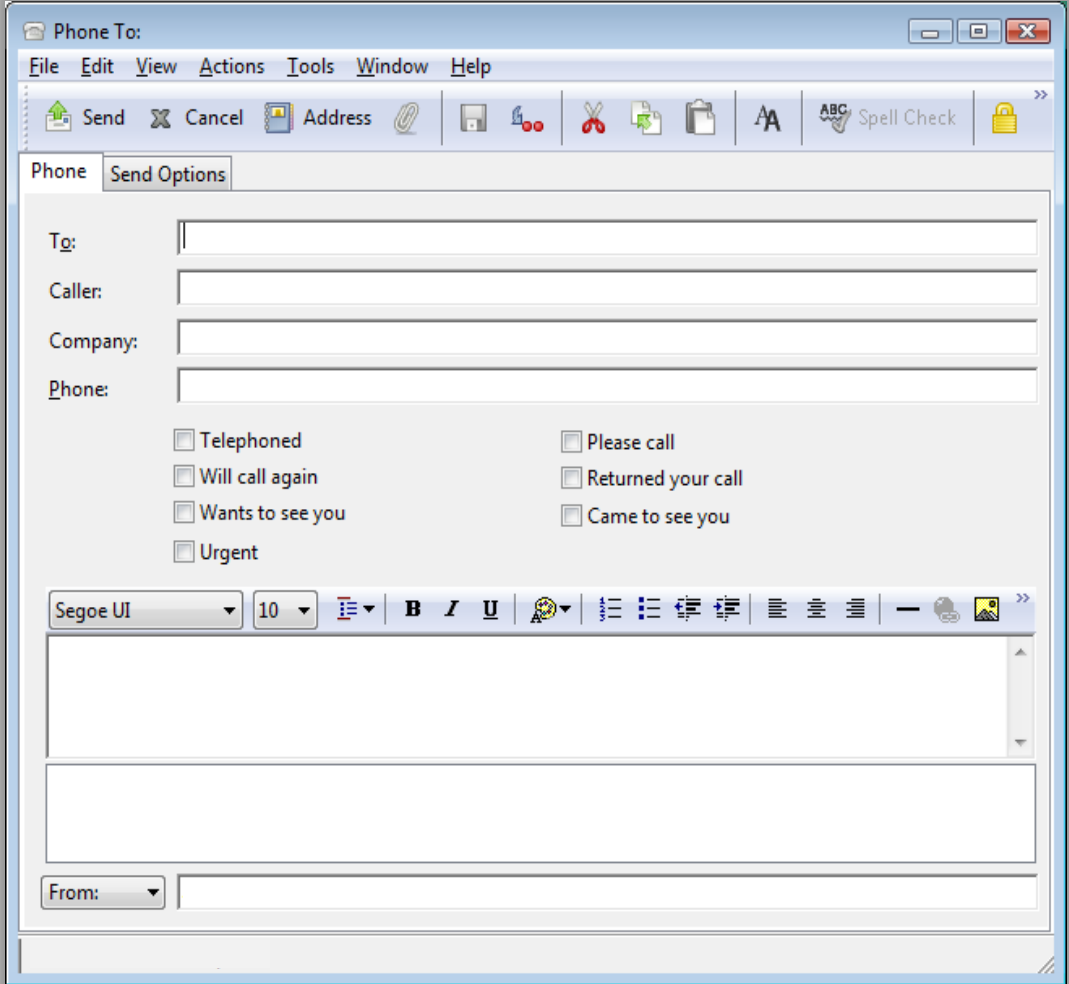
Written message

Signed

Name of the person who received the call

Taking Messages

Since most of the offices are connected to e-mails here is a sample of an e-mail message sheet template shown in Figure. The telephone operator or secretary can fill the sheet on the computer and send it to the person required using his/her e-mail address. It is very similar to paper sheets used by offices.



The screenshot shows a software window titled "Phone To" with a menu bar (File, Edit, View, Actions, Tools, Window, Help) and a toolbar (Send, Cancel, Address, etc.). The main area contains a form with the following fields and options:

- To: [Text Field]
- Caller: [Text Field]
- Company: [Text Field]
- Phone: [Text Field]
- Telephoned
- Will call again
- Wants to see you
- Urgent
- Please call
- Returned your call
- Came to see you

Below the form is a rich text editor with a font dropdown (Segoe UI), a size dropdown (10), and various text formatting icons. At the bottom, there is a "From:" dropdown menu and a text field.

WORKBOOK QUESTIONS:

Q 1 & Q 2
Workbook: page
63

Q1: For effective telephone use, the voice should be:

- **Natural and personal**
- **Clear**
- **Pleasant/ Interesting**

Q2: Do not leave messages in the memory? Why?

**It is not possible for anyone to remember all the details
from all the callers.**

WORKBOOK QUESTIONS:

Q 3
Workbook: page
63

Q3: What to do in the following situations:

a) At 10:00 am Sara from the University of Bahrain answered a phone call.

1. Introduce myself and explain why I am calling.

.....

2. Write down the information I receive.

.....

b) If the person required by the caller is not available in his office.

1. Pass the call to another person can help the caller.

.....

2. Take the message from the caller and pass it to the

.....

WORKBOOK QUESTIONS:

Q 6

Workbook: page
64

Q6: Fill a telephone message sheet using the following information.

Before her manager (Mr. Rashid Yousif) arrived to the office, the secretary (Ms. Fatima Omar) received today (at 8:15 a.m.) a call from Mr. Fahad Ebrahim (from Andalus Co., Tel. no. 14445888). He wanted to inform the manager that he had received (yesterday evening) the goods sent to his showroom (German Lights) in a good condition.

For	Mr. Rashid Yousif	Urgent	<input type="checkbox"/>
Date		Time	8:15 a.m.
While You Were Out			
M	Mr. Fahad Ebrahim		
Of	Andalus Co.		
Phone	00973	14445888	
	AREA CODE	NUMBER	EXTENSION
Telephoned	<input checked="" type="checkbox"/>	Please call	<input type="checkbox"/>
Came to see you	<input type="checkbox"/>	Returned your call	<input type="checkbox"/>
Will call again	<input type="checkbox"/>	Wants to see you	<input type="checkbox"/>
Message	Mr. Fahad wanted to inform you that he had received (yesterday evening) the goods sent to his showroom (German Lights) in a good condition.		
Signed	Fatima Omar		

WORKBOOK QUESTIONS:

Q 7
Workbook: page
45

Q7: Fill in a telephone message sheet from a conversation recorded on Sunday by Amina Jalal, at 10:30 in 12th Feb 20--:

Telephonist : Good morning, General Trading & Food Processing Co.

Caller : Good morning. May I speak to Mr. Abdulla Hassan, the chairperson?

Telephonist : I am sorry, Mr. Abdulla is not available at the moment. May I help you?

Caller : Could you please pass this message?

Telephonist : Of course, sir.

Caller : Inform him that Hussain Jassim from Cyber Center called to arrange a meeting with him on Wednesday at 14:00 at Manama Office to sign the contract.

Telephonist : Yes sir. Would you like to leave a contact number?

Caller : Oh yes, it is 19255509.

Telephonist : Thank you Mr. Hussain.

For **Mr. Abdulla Hassan, Chairperson** Urgent

Date **12th Feb. 20--** Time **10:30**

While You Were Out

M **Hussain Jassim**

Of **Cyber Center**

Phone **00973** **19255509**
AREA CODE NUMBER EXTENSION

Telephoned	<input checked="" type="checkbox"/>	Please call	<input type="checkbox"/>
Came to see you	<input type="checkbox"/>	Returned your call	<input type="checkbox"/>
Will call again	<input type="checkbox"/>	Wants to see you	<input type="checkbox"/>

Message

Hussain Jassim from Cyber Center called to arrange a meeting with you on Wednesday at 14:00 at Manama Office to sign the contract.

Signed **Amina Jalal**

WORKBOOK QUESTIONS:

Q 8
Workbook: page
44

Oral Communication | Lesson 3.3

Date:

Q8: Read the following message carefully and answer the questions given below:

Put a tick (✓) if statement is TRUE and a cross (✗) if FALSE:

For *Ahmed Jaber* **Urgent**

Date *19/2/20--* Time *09:30 AM*

While You Were Out

Mr Salim Abdulla

01 Bahrain Trading Company

Phone *17887654 , 39877654*

AREA CODE	NUMBER	EXTENSION
Telephoned	<input checked="" type="checkbox"/>	Please call <input checked="" type="checkbox"/>
Came to see you	<input type="checkbox"/>	Returned your call <input type="checkbox"/>
Will call again	<input type="checkbox"/>	Wants to see you <input type="checkbox"/>

Message

Please note that our meeting on 23/2/20-- has been cancelled. Please call me on my mobile as soon as possible to arrange for another day.

Signed *Salwa Mohammed*

- Mr. Ahmed Jaber called because he wanted to talk to Mr. Salim Abdulla.
- The new meeting will be held on 23rd Jan.20--.
- Salwa Mohammad works as a Secretary.
- Salim Abdulla works for Bahrain Trading Company.
- This telephone call was not important to Ahmed Jaber.
- Salwa Mohammad must send this message to Bahrain Trading Company as soon as possible.
- This message was received at 9:30 pm.

WORKBOOK QUESTIONS:

Q 9

Workbook: page
67

Q9: The following is a summary of a telephone call that took place today (08:15 am) between Miss Mona Ahmad (Secretary) and Mr. Salman Khaleel from ABC Company.

Mr. Salman left a message for Mr. Isa Ali in the Accounts Department informing him that the cheque No. 74621 was sent to him yesterday as the goods received were found badly damaged and some were of the wrong size. He is very angry about this and wants Mr. Isa to call him back immediately when he comes later on the number 19771751 extension 326.

For **Mr. Isa Ali, Accounts Dep.** Urgent

Date _____ Time **08:15 am**

While You Were Out

M **Mr. Salman Khaleel**

Of **ABC Company**

Phone **00973** **19771751** **326**
AREA CODE NUMBER EXTENSION

Telephoned	<input checked="" type="checkbox"/>	Please call	<input checked="" type="checkbox"/>
Came to see you	<input type="checkbox"/>	Returned your call	<input type="checkbox"/>
Will call again	<input type="checkbox"/>	Wants to see you	<input type="checkbox"/>

Message

Mr. Salman left a message informing you that the cheque No. 74621 was sent to him yesterday as the goods received were found badly damaged and some were of the wrong size.

Signed **Miss Mona Ahmad**

WORKBOOK QUESTIONS:

Q 10
Workbook: page
68

Q10: Change the language of the below expressions to make them for office use:

No.	INFORMAL	FORMAL
1	Yes? What do you want?	May I say who is calling please? And How may I help you?
2	Who? Speak loudly, I'm not hearing you.	It is difficult to hear you. Can you speak a little louder please?
3	Ok, I will tell Mr. Isa Ameen you called.	Mr. Isa Ameen will be informed that you called him.
4	Hang on. Let me find a pen and paper.	May I please put you on hold?
5	Hello, how are you? Company. Good Morning. How can I help you?
6	Is Mr. Ali Ahmed in?	May I speak to Mr. Ali Ahmed, please
7	Bye bye	Thank you for calling or Goodbye.
8	Ok. Thanks Mr. Hassan	Thank you for calling.