



**CHANDIGARH  
UNIVERSITY**

Discover. Learn. Empower.

# **University Institute of Liberal Arts and Humanities**

Course Name: Communication Skills

Course Code: 22PCH-105



**| Listening and speaking skills**

**| DISCOVER . LEARN . EMPOWER**

# COURSE OBJECTIVES

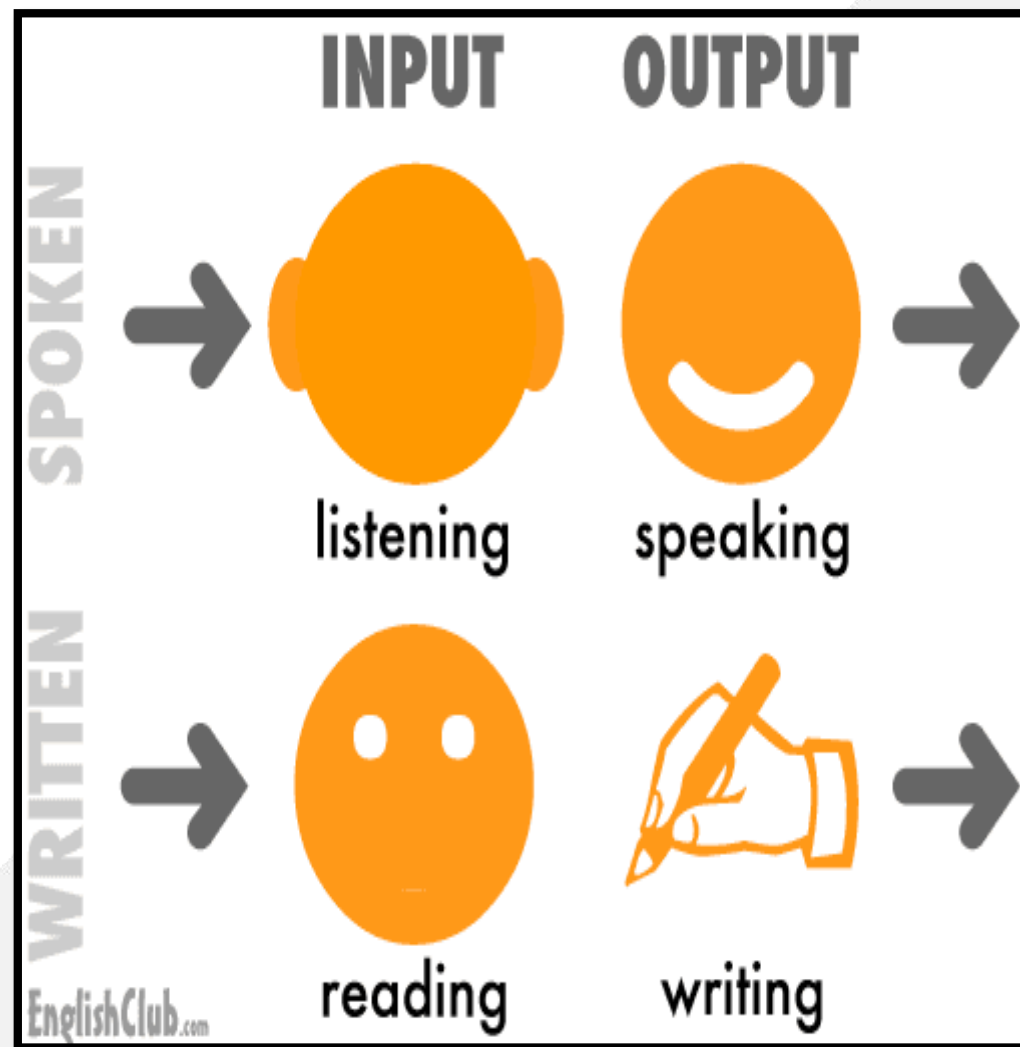
The Course aims to:

1	Augment students overall communication and interpersonal skills by making them realize the importance of good oral and written English Language in professional life.
2	Enrich their reading capability with special emphasis on expanding vocabulary and grammatical formations.
3	Build exceptional reading and writing skills by correcting grammatical errors and pronunciation through practice.

# Course Outcomes

On completion, the students are expected to:

CO Number	Title	Level
CO1	Apply non-verbal and soft skills effectively to attain expertise in Listening, Speaking, Reading and Writing Skills (LSRW Skills).	Apply
CO2	Apply correct contextual and comprehensible written text and speech in a wide range of communication situations.	Apply
CO3	Demonstrate linguistic competence while speaking and writing through accuracy in grammar, intonation, pronunciation and vocabulary.	Apply
CO4	Evaluate information as critical readers, speakers and writers applying ethics in communication and being sensitive in cross cultural communication.	Evaluate
CO5	Create original short compositions, in the form of paragraph writing, business correspondence, blogs etc. using logical support and argument.	Create



# Techniques for building LS Skills

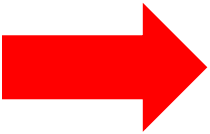
The most important thing in communication is hearing what isn't being said. The art of reading between the lines is a lifelong quest of the wise.

*-Shannon L. Alder*



# Listening Skills

- Listening is not just about being quiet while someone else is speaking.
  - Listening is with the Mind.
  - Hearing with the senses.
  - Listening is conscious.
  - To improve our interpersonal & oral exchange.

 Just Listening to words is not enough; a good Listener has to pay attention to the non-verbal communication of the speaker.

# Effective Listening

Effective Listening is the process of analyzing sounds, organizing them into recognizable patterns, interpreting the patterns and understanding the message by inferring the meaning.



[www.wordpress.com](http://www.wordpress.com)

# Listening V/S Hearing

- Hearing - physical process; natural; passive
- Listening - physical & mental process; active; learning process; a skill to develop.

➤ Becoming an Active Listener:

- Pay Attention
- Show That You're Listening
- Provide Feedback
- Defer Judgment
- Respond Appropriately

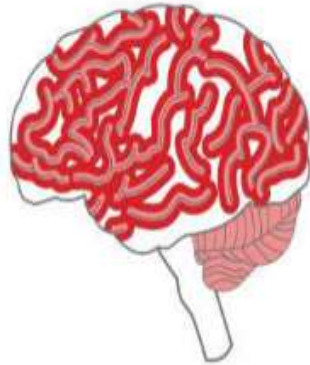




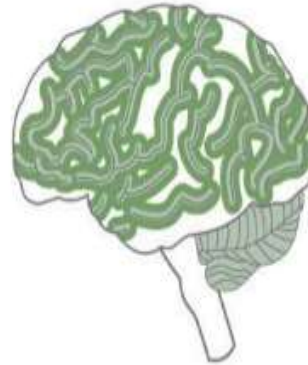
# The Process of Listening:



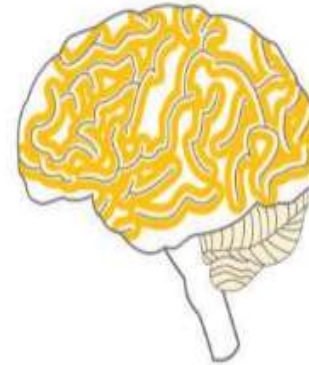
**Stage 1**  
**Receiving**



**Stage 2**  
**Understanding**



**Stage 2**  
**Remembering**



**Stage 2**  
**Evaluating**



**Stage 5**  
**Feedback**



# Types of listening

**DISCRIMINATIVE LISTENING** – It involves identifying the difference between various sounds.

**COMPREHENSION LISTENING** – It involves attaching meaning to what is being listened to.

**EVALUATIVE LISTENING** – It involves evaluating and analyzing the message being received.

**SELECTIVE LISTENING** – It involves selecting the desired part of the message and ignoring the undesired part of the message.

# Barriers to Effective Listening

## Physical Barrier

- Noise
- Environment
- Message overloaded
- Defective Machines

## Psychological Barrier

- Personal Anxiety
- Attitude
- Being unsure of speaker's ability

## Physiological Barrier

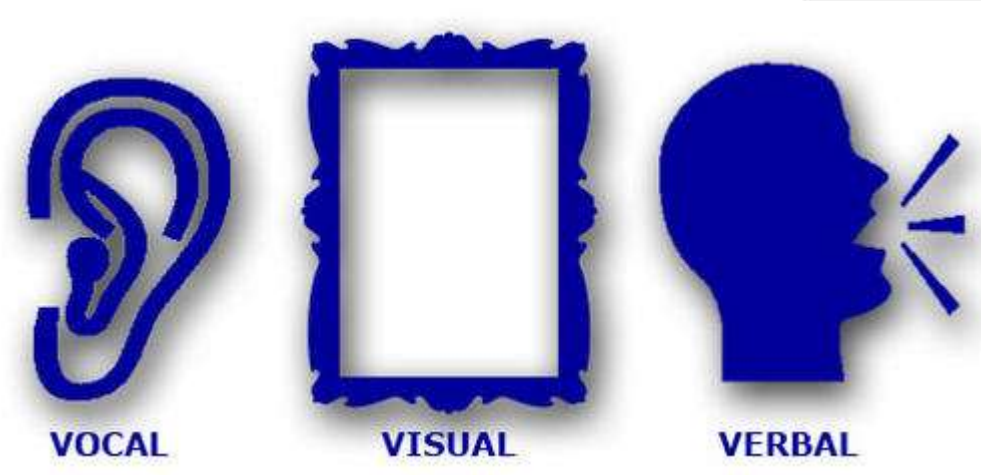
- Disability
- Wandering attention
- State of health

# References

- <https://www.fastcompany.com/3036026/5-ways-to-improve-your-listening-skills>
- <https://www.stevenaitchison.co.uk/5-ways-improve-listening-skills/>
- <https://www.mindtools.com> › Communication Skills › Communicating in Person
- <https://www.mindtools.com/CommSkll/ActiveListening.htm>

# Speaking Skills

- Speaking skills are the skills that give us the ability to communicate effectively.
- These skills allow the speaker, to convey his message in a passionate, thoughtful, and convincing manner.
- Speaking skills also help to assure that one won't be misunderstood by those who are listening.



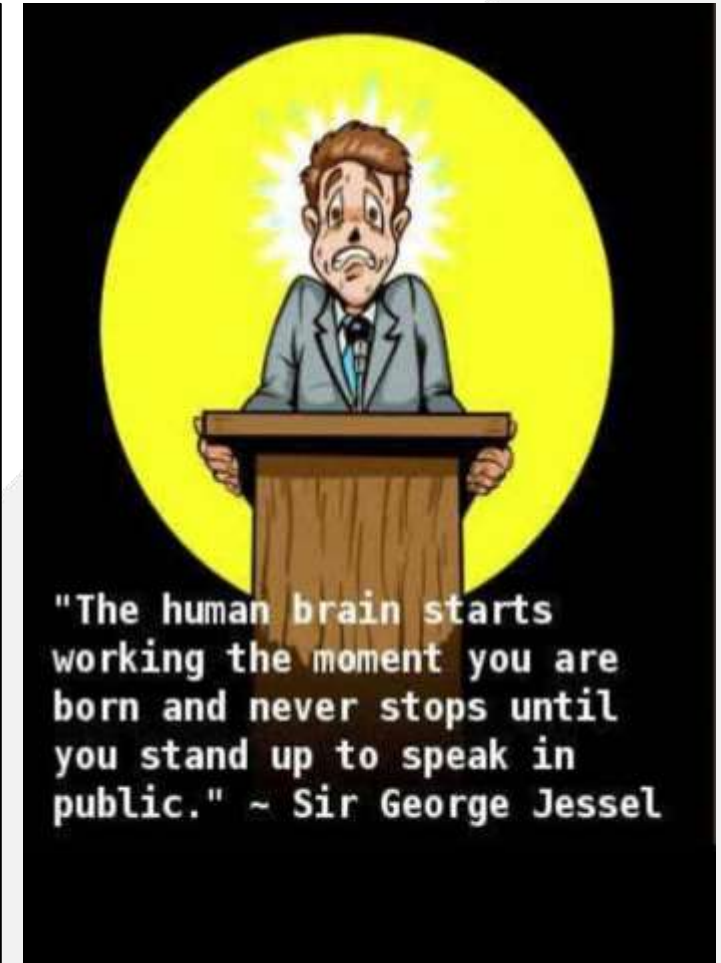
7% **VERBAL**- words spoken

38% **VOCAL**- tone, range, appeal, credibility of voice

55% **VISUAL**- physical appearance, gestures, eye contact

# Articulation

- It involves the use of the organs of speech to produce sounds.
- Sounds are produced in a continuous stream, some sounds merge with others. E.g.. Handbag, baked beans
- Continual changes in loudness, pitch direction and pausing serve to organize the sounds into meaningful words and sentences.



# Kinds of Speaking Situations

- **Interactive speaking situations** include face-to-face conversations or telephone calls, in which we are alternately listening and speaking, and in which we have a chance to ask for clarification, repetition, or slower speech from our conversation partner.



# Kinds of Speaking Situations

- **Partially interactive** as when giving a speech to a live audience, where the audience does not interrupt the speech. The speaker nevertheless can see the audience and judge from the expressions on their faces and body language whether or not he or she is being understood.
- **Totally non-interactive** as when recording a speech for a radio broadcast.



# Tone

- The tone is responsible for about 35-40 percent of the message we are sending. Tone involves the volume you use, the level and type of emotion that you communicate and the emphasis that you place on the words that you choose.



# Rhythm

- Rhythm is the pattern of the sounds you produce.
- Stressing and de-stressing syllables and words gives us rhythm in English.
- Rhythm is the music of English Language – the ups and downs and the linking of words, which together, change how we say sentences.

# Pitch

Pitch is the highness or lowness of your voice, and it's incredibly essential in language

## **We use pitch in order**

- to express our emotions and attitude through a change in our intonation, or the tone of our voice.
- to express stress, or when we make certain syllables longer, louder, and higher in pitch.

# Stress

- Stressing means to **emphasize** a sound and make syllables and words: **louder ,longer and higher in pitch**
- Every word in English has just **one** syllable with a **primary stress** or **emphasis**.
- It is not only essential to stress certain syllables and words, but we must also **de-stress** other syllables and words.
- **Example:** English → [**ING** glish] (1st syllable is stressed; 2nd syllable is slightly de-stressed)

# Stress in sentences

Think about stressed as well as unstressed Syllable while pronouncing a word/ sentence.

- How about we **go** for a **Coffee this afternoon**.
- **Content words**
- **Grammar**
- My **Phone's broken**, so I am **going to buy** a **new one**.
- Zaffar and other speakers **addressed** the **August Gathering** of participants.

# Intonation

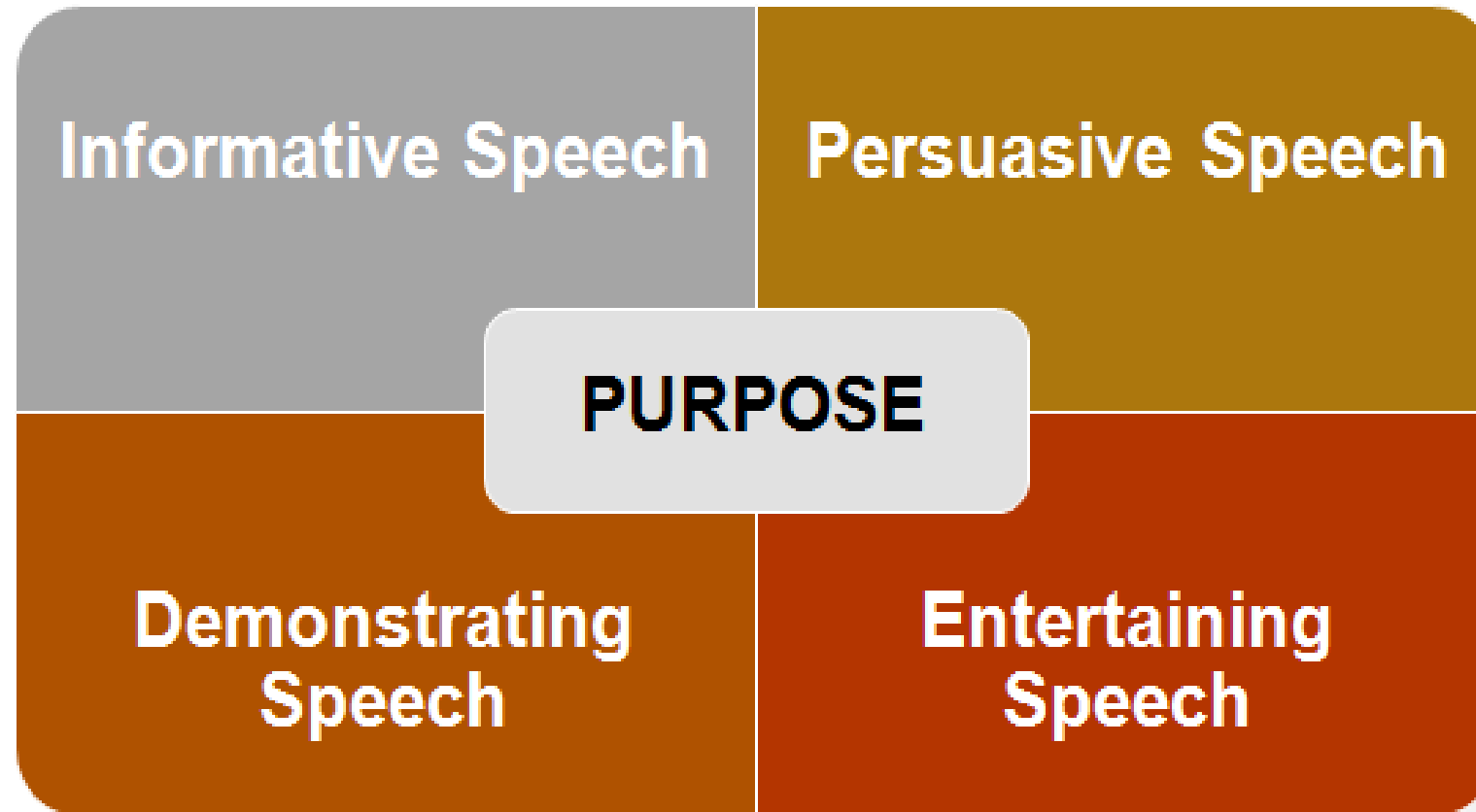
- Intonation refers to the rise and fall in human voice.
- Questions, for example, should end on a higher note.
- Affirmative statements should end in a level or slightly lower pitch. The ending of statements on a high pitch can create doubt in your listeners.
- The entire variation of pitch while speaking is called intonation.
- Words that are stressed are key to understanding and using the correct intonation brings out the meaning.

# Practice Exercise

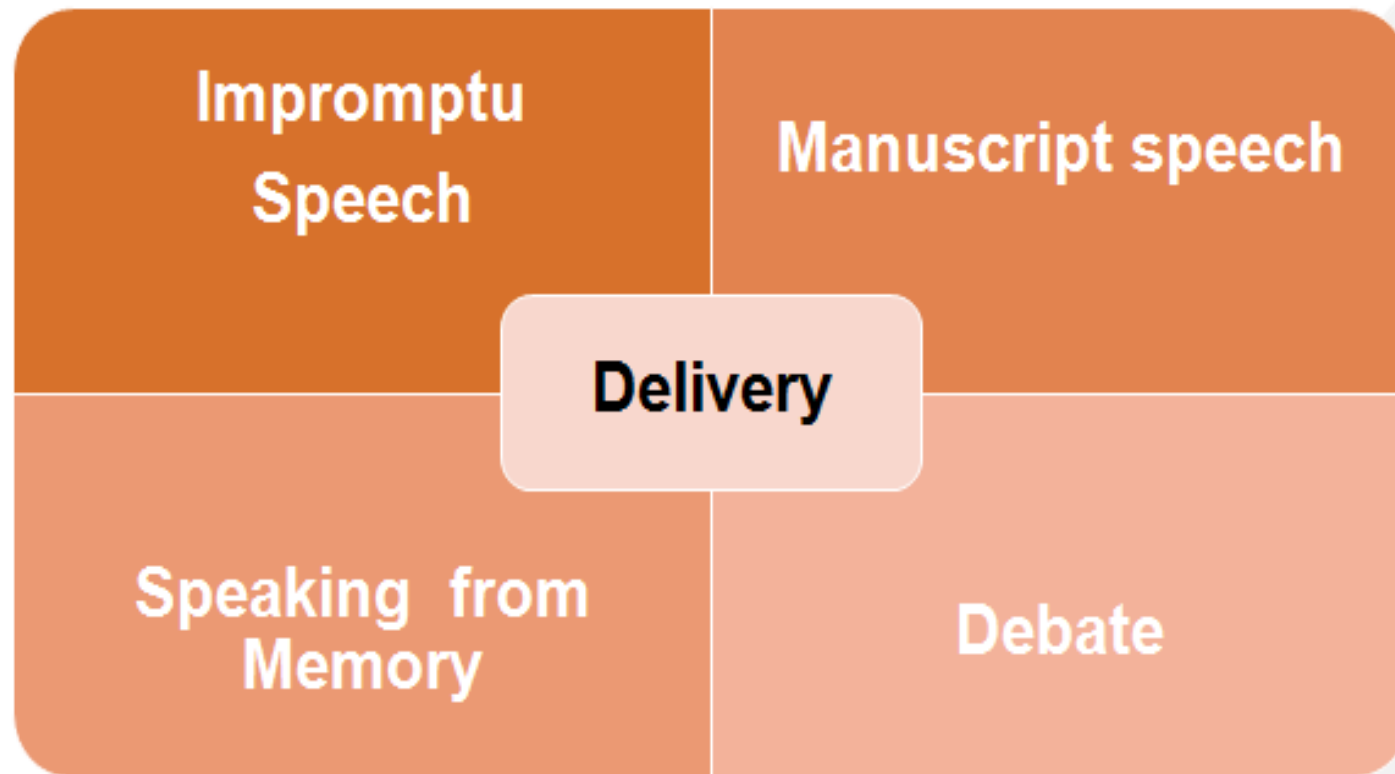
- A sentence can be spoken differently, depending on the speaker's intention.
- Look at the following sentences. Speak them out loud and especially stress the word that is in bold writing.
- I did not read anything about the disaster.
- **I** did not read anything about the disaster.
- I did **not** read anything about the disaster.
- I did not **read** anything about the disaster.
- I did not read **anything** about the disaster.
- I did not read anything about the **disaster**.



# Different types of speeches



# Different types of Speeches



# Different types of speeches



# Enhancing Speaking Skills

- Pronounce distinctive sounds clearly so that people can distinguish them.
- Use syllable and word stress, rhythmic and intonation patterns clearly so that people can understand what is said.
- Use the correct forms of words, for example, tense or gender.
- Use vocabulary appropriately.

# Tips to improve Speaking skill

- **Find a native English speakers:** Talking to actual native speakers is the most effective way to improve your English skills.
- **Listen to the music of English:** The intonation and rhythm is the music of English.
- **Slow down:** The more clearly you speak, the better chance your listener has of understanding you.
- **Speak English:** Speak in correct English. The more you speak the faster you learn.

# Applications

- Enhances your personality.
- Helps to crack Interviews and Group discussions.
- Help to complete an assigned task effectively.
- Develops a better understanding and helps to respond effectively.
- Helps in giving explicit and inclusive positive feedback.

# Assessment Pattern

**Students are assessed on the basis of the following parameters:**

- Hourly Tests - 2
- Assignments
- Surprise Test
- Quiz
- Student Engagement
- End Semester Exam



# References

- <https://www.fastcompany.com/3036026/5-ways-to-improve-your-listening-skills>
- <https://www.stevenaitchison.co.uk/5-ways-improve-listening-skills/>
- <https://www.mindtools.com> › Communication Skills › Communicating in Person



# THANK YOU

For queries  
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