

Victoria University Of Bangladesh

Course title ~ ENG-106
Bachelor of Tourism & Hotel Management

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Batch - 53
Program - BTHM

1.

Active Listening:

Engage in attentive listening, show genuine interest, and respond to what the other person is saying. This demonstrates respect and encourages the speaker to share more.

Example:

Person A: "I've been feeling really stressed about my workload lately."

Person B (active listening): "I understand that you're under a lot of pressure at work. Could you tell me more about the specific tasks that are causing stress?"

Open-ended Questions:

Ask questions that prompt detailed responses, encouraging the conversation to delve deeper and explore various aspects of a topic.

Example:

Person A: "I went on vacation recently."

Person B (open-ended question): "That sounds interesting! Where did you go, and what were some of the highlights of your trip?"

Empathy and Validation:

Show understanding and empathy towards the other person's feelings and experiences, which helps build a stronger connection.

Example:

Person A: "I failed my driving test today."

Person B (empathy): "I'm sorry to hear that. It's completely normal to feel disappointed, but remember that many people experience setbacks like this. You can always try again."

Avoid Interruptions:

Allow the speaker to finish their thoughts before responding. Interrupting can disrupt the flow of conversation and make the other person feel unheard.

Example:

Person A: "I was thinking about taking up a new hobby, like painting or playing an instrument."

Person B (avoiding interruption): "Exploring new hobbies can be really fulfilling. What interests you the most about painting and playing an instrument?"

Share Personal Experiences:

Sharing relevant personal experiences can make the conversation more relatable and create common ground for discussion.

Example:

Person A: "I'm thinking of starting a blog."

Person B (sharing personal experience): "That's a great idea! I started a blog last year, and it was a fantastic way to express my thoughts and connect with others who shared similar interests."

Positive Reinforcement:

Provide positive feedback and encouragement to support the speaker's thoughts and ideas.

Example:

Person A: "I've been working on a new recipe."

Person B (positive reinforcement): "That's wonderful! Your culinary skills are impressive. I'm excited to hear more about the recipe you're developing."

Summarization and Reflection:

Summarize the key points of the conversation to show that you're actively engaged and processing the information shared.

Example:

Person A: "I'm considering changing my career path."

Person B (summarization): "So, you're contemplating a career change. What factors are influencing this decision, and do you have any particular fields in mind?"

Stay Curious and Explore:

Approach the conversation with a curious mindset, eager to explore new ideas and perspectives.

Example:

Person A: "I've been researching sustainable living practices."

Person B: "That's fascinating! What are some of the sustainable practices you've come across, and how do you think they could be implemented in our daily lives?"

2.

Handling difficult conversations and conflicts in a workplace, particularly in a management role, is crucial for maintaining healthy relationships, preserving your reputation, and achieving positive outcomes. Here are some strategies to navigate such situations effectively, along with examples:

Prepare and Plan:

Before initiating a difficult conversation, take time to plan your approach. Clarify your goals, gather relevant information, and anticipate potential reactions. For instance, if you need to address a team member's consistently missed deadlines, gather data on the missed targets and consider possible reasons.

Choose the Right Time and Place:

Timing and environment play a significant role in how a conversation unfolds. Pick a private and neutral location, and ensure that both parties are not rushed or distracted. For instance, if you're going to discuss a colleague's performance issues, avoid doing it in a crowded area where others might overhear.

Active Listening:

Effective communication involves not just speaking but also listening attentively. Allow the other person to express their thoughts and feelings without interruption. This shows respect and can lead to a more productive conversation. If an employee expresses frustration about their workload, listen empathetically and acknowledge their concerns.

Use "I" Statements:

Frame your points using "I" statements to avoid sounding accusatory. This shifts the focus to your feelings and perspective, reducing defensiveness. For example, instead of saying, "You're always causing delays," you could say, "I've noticed that project timelines have been affected by certain delays."

Stay Calm and Emotionally Intelligent:

Maintain your composure even if the conversation becomes emotional. Emotional intelligence helps you manage your own emotions and respond empathetically to the emotions of others. If a team member expresses frustration, respond with understanding rather than getting defensive.

Focus on Solutions:

Keep the conversation constructive by focusing on finding solutions rather than dwelling on the problem. Collaborate with the other person to brainstorm ways to address the issue. If a team is struggling with communication, discuss strategies to improve transparency and information sharing.

Be Respectful and Professional:

Treat the other person with respect, even if you disagree. Maintain a professional demeanor and avoid using disrespectful language. If you need to discuss a colleague's behavior that is affecting the team, approach it in a way that maintains their dignity.

Seek Common Ground:

Identify shared goals or interests to create a basis for agreement. This can help bridge differences and make it easier to find resolutions. For instance, if there's a disagreement over project priorities, highlight the shared goal of delivering high-quality work on time.

Follow Up and Document:

After the conversation, summarize key points and agreed-upon actions in writing. This provides clarity and ensures both parties are on the same page. If you've discussed a plan to improve a team's communication, send a follow-up email outlining the steps agreed upon.

Continuous Improvement:

Reflect on each difficult conversation to learn from the experience. Consider what went well and what could be improved for future interactions. Adapt your approach based on feedback and outcomes.

Remember, these strategies can be adapted to various situations, and flexibility is key. Every individual and situation is unique, so tailoring your approach to the specific circumstances will yield the best results.

