##### ***Victoria University of Bangladesh***

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##### Course Title : Oral communication Improvement

##### Course Code: ENG 106

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Ans to the question no.1(a)

Improving a conversation involves various techniques that can enhance communication, understanding, and overall engagement between participants. Here are some ways to achieve this, along with examples:

**Active Listening:** Engage in active listening by giving your full attention to the speaker. Paraphrase their words to show understanding, ask clarifying questions, and provide relevant feedback. For instance, if someone shares a personal experience, respond with, "It sounds like you felt really proud of your accomplishment."

**Open-ended Questions:** Pose open-ended questions that encourage deeper discussion. Instead of asking, "Did you enjoy the movie?" ask, "What aspects of the movie did you find most interesting?"

**Empathy and Validation:** Show empathy by acknowledging the speaker's emotions. For example, if someone expresses frustration about a work situation, respond with, "I can understand why that would be frustrating."

**Avoid Interruptions:** Allow the speaker to finish before responding. Interrupting can break the flow and make the speaker feel unheard. If someone pauses, wait a moment before responding.

Ans to the question no.1 (b)

The skills of effective listening can be interrupted by various factors that hinder clear communication and understanding. These interruptions can include external distractions like background noise or visual stimuli, internal distractions such as personal thoughts or biases, and even physiological factors like tiredness or stress. In addition, the growing reliance on digital devices and multitasking can divert attention away from active listening during conversations.

To overcome these barriers and enhance conversational skills, individuals can adopt several strategies. Firstly, practicing mindfulness can help in staying present and attentive during interactions, reducing the impact of internal distractions. Creating a conducive environment, minimizing noise, and maintaining eye contact can mitigate external interruptions. Active engagement through paraphrasing, asking clarifying questions, and providing verbal cues shows the speaker that you're genuinely attentive. Prioritizing the conversation by putting away electronic devices and setting aside time for focused communication helps in avoiding multitasking distractions. Finally, being aware of personal biases and striving for empathy fosters better understanding and prevents prejudiced listening.

Ans to the question no.2

Sure! In any job, including when you're in charge of others, there are times when you'll have to deal with tough talks and problems. These might happen because you're not getting along well with your coworkers, you're feeling lost about what to do, or there are personal feelings involved. How you manage these situations can impact how others see you and how well you get along with them.

To handle these tough talks better, it's important to think about a few things. First, try to stay calm and respectful. Even if you're upset, treating others nicely can help the conversation go more smoothly. Second, it's good to listen carefully. This means really paying attention to what the other person is saying without interrupting. And third, you can explain your thoughts and feelings honestly, but in a kind way.

For example, let's say you're a manager and you're not happy with how a coworker is doing their job. Instead of shouting or blaming, you could say, "I've noticed some issues with the recent work. Could we talk about it and find a solution together?"

Also, if you're feeling overwhelmed or don't know what to do, it's okay to admit that. You might say, "I'm finding it a bit difficult to keep track of everything right now. Do you have any ideas on how we can organize things better?"

Dealing with emotions can be tough too. If someone is upset, you might say, "I can see you're upset. Let's talk about what's bothering you so we can understand each other better."

Remember, the way you handle these talks can affect how people see you. If you're respectful and open, others are more likely to think positively about you. And if you work together to find solutions, it can improve your relationships and your reputation as a good manager.

So, in simple words, when tough situations come up at work, try to stay calm, listen well, and talk honestly but kindly. This can help you solve problems, get along better with others, and make people think highly of you.