

# **Victoria university of Bangladesh**

## **Mid Exam**

Sub: Oral Communication Improvement

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## Section A

### Question no 01 (a)

Mention the ways to improve the conversation. Explain them with appropriate examples.

### Answer to the question no 01(a)

**Conversation skills** and personal growth go hand in hand. The better you are at communicating with others, the easier it is to show the world who you are, get what you need and give what you have to offer. Learning how to improve conversation skills is an essential component of any successful communicator.

Conversation skills include the ability to initiate, engage in, and propel a conversation. There are many aspects of conversation, including turn-taking and engagement.

Allowing someone to speak without interrupting them and asking meaningful questions show your speaking partner that you respect them and care about what they have to say. These skills are important because they allow us to learn, connect, and communicate.

Having strong conversation skills allows you to confidently engage anyone in your organization, whether it's the new intern or the CEO of the company. And because opportunities are often presented to those who are likable and confident, improving your conversation skills can help to speed up the growth in your career. Improving your conversation takes practice and a conscious effect.

### **Improving conversational skills**

Conversation skills refer to a collective group of skills needed to communicate effectively with another person. They allow you to understand and be understood by others. More than that, though, conversation skills allow you to connect with people and build strong relationships. People who are strong conversationalists appear smooth and charismatic when they talk and others are often drawn to this behavior. Understanding the importance of developing conversational skills for the workplace, here are some tips for improving your own skills:

### **#1 – Try the Spokes Method**

This method grants you the ability to talk to anyone about anything. You can begin to understand the **Spokes Method** by visualizing a bicycle wheel. In the middle of the wheel is the hub and radiating out from the hub are the spokes. In a conversation, the hub is the topic. If the person you are conversing with brings up a topic you know nothing about, you can use the Spokes Method and talk *around* the topic.

For example, if your speaking partner brings up the fact that they watched the Kentucky Derby last night – that's the topic (the hub of the wheel). If it's one you don't know much about, you can utilize the Spokes Method and mention other related topics like the big fancy hats people

wear or how you used to ride horses (aka related topics or “the spokes”). You might also ask something like, “Who’s your favorite to win?” Or “Do you go to the racetrack often?” With the Spokes Method, you don’t necessarily need to know anything about the topic in order to signal conversational interest to the other person and have a fruitful dialogue.

## **#2 -Develop a Wide Range of Interests**

When you have a wide range of interests, you can relate to a wider variety of people. If you spend the majority of your time studying the fashion of 16th-century England, you might have a difficult time coming up with something to talk about if your speaking partner doesn’t share your interest. It’s great to have a hobby you’re passionate about, but if you want to be a good conversationalist, you’re going to have to broaden your knowledge a bit.

Start diversifying your interests by listening to a new podcast, reading a current bestseller, or watching a TedTalk on YouTube. When you get curious about what’s out there, you’ll find that you always have something to talk about.

## **#3 – Play a Question Card Game**

Sometimes the best way to spark conversation is through sharing in a bit of fun. A game where everyone gets a turn answering questions makes the conversation feel natural and easy. There are a few conversation-starter games out there that help take the guesswork out of getting to know someone. Question card games, in particular, are designed to help skip awkward small talk so you can quickly develop a comfortable camaraderie. The decks include questions like, “What are you thankful for at this very moment?”, “What makes you really feel alive?” and “How do you show love?”

## **#4 – Notice the Details**

Someone with a knack for conversation often notices the details. They will see an interesting necklace the person is wearing or notice a picture of their dog on their phone’s lock screen. They are then able to bring these elements to the conversation to create more of a connection.

When you make a habit of noticing the details, you can also start giving meaningful compliments, which will further serve your communication. Excellent conversationalists pay attention to the speaker and are, therefore, able to look beyond the surface and make a connection that feels personal and meaningful.

## **#5 – Practice Nonviolent Communication**

**Nonviolent Communication (NVC)** is an approach that focuses on empathy during every interaction. NVC was developed by psychologist Marshall Rosenberg who also authored a popular Comprehensive Guide for using the method.

NVC helps us to express our needs and feelings without criticizing others. When we can compassionately interact with ourselves and each other, it lays the groundwork to begin building deep and meaningful connections. NVC turns our focus to our underlying needs and those of

others as a way to understand what makes us tick as well as how observations instead of judgments can help us interact with one another.

## **#6 – Develop Your Readings Skills**

Reading is the secret weapon of a good conversationalist. When you read a lot, you expand your vocabulary, which allows you to communicate in a more effective and precise way. Reading also helps expose you to dialogue and conversations between (e.g., fictional ) characters. This exposure helps you more easily form cohesive sentences and expands your ability to engage in different types of dialogue with people from a wide range of backgrounds.

When you read a lot, you also become aware of other perspectives and can begin recognizing your own limiting beliefs.

## **#7 – Pay Attention to Nonverbal Communication**

People often communicate more with what they don't say than with what they do. Becoming a body-language expert can help you understand certain nuances and **nonverbal cues** that can make or break a conversation.

Nonverbal cues are made up of many facets, including facial expressions, gestures, and posture. Facial expressions are the cornerstone of nonverbal communication, mostly because they are universal. We can look at someone's face and gauge whether they are present and interested or bored and unengaged. At the same time, we can notice if their posture and gestures are stiff and uncomfortable or relaxed and open.

## **#8 – Use “Free” Information**

People often give away little details of their lives while they are talking. When you pay attention, you can pick up on tidbits of useful information you can use to propel the conversation forward. This tactic helps you avoid the unnecessary path of trying to come up with things to say.

For example, if you find yourself in an elevator with a colleague, instead of bumbling around for a topic, listen and pay attention to any useful tidbits you can pick up on. Maybe you mentioned how nice of a day it is out, and they reply with, “Yeah, I'm saying a prayer that it keeps up, I'm hoping to go golfing this weekend.”

The “free” information was their mention of golf. They also mentioned saying a prayer, which could mean that they are religious or spiritual. From there, you can use the free information to propel the conversation forward.

## **#9 – Practice Makes Perfect**

There's nothing like practice to hone your conversation skills. This might be the most uncomfortable tip of all, but it's incredibly effective. The best way to become an expert at something is to do it over and over again.

Use your new techniques to improve conversation skills and experiment on everyone you talk to. Try to incorporate one of these techniques into one conversation a day. You might be surprised how quickly your conversation skills rocket from rookie status to expert level.

Whether you want to improve a professional relationship, create a romantic one, or rebuild a personal one, such as a friendship, your conversation skills determine your chances of success. There are countless ways to improve conversation skills, and different people will click with different methods. The important thing is to be patient and flexible with yourself. Communication isn't an easy thing to master, but with a few tips under your belt, you'll know how to improve your conversation skills in no time.

### Question no 01 (b)

How the skills of listening might be interrupted? What are the ways to overcome the situation to improve the conversation?

### Answer to the question no 01(b)

An interruption in conversation happens when a listener breaks in, to interject, while a speaker is speaking. As a result of the listener's interjection, the speaker stops talking and the listener becomes a speaker.

Interruptions can take other forms than just speaking over each other. For instance, mobile phones going off, starting to listen to music or watching the TV while conversing with someone, are all ways in which we can lessen the 'integrity' of our listening to someone.

Active listening is a critical skill that can help you navigate the workplace and improve teamwork. While you may be honing your listening skills, you might communicate with co-workers who don't listen the way that you do. As an example, you are explaining your thoughts in the middle of a meeting with your group. Suddenly, a co-worker interrupts you and starts on a tangent, drawing the conversation away from the initial point. You might feel confused, stifled, or frustrated. Depending on how the conversation continues, you may not get the chance to speak on or redirect to your original subject again. Collaborating with team members who consistently interrupt you can often lead to lingering resentment, a chaotic environment, and lengthy meetings.

Some executives and professionals might not think it's a problem if a co-worker constantly interrupts them and doesn't actively listen during meetings. They may not want to make a scene, "rock the boat," or appear toxic with other co-workers. However, suppose you are not getting the chance to communicate your ideas, thoughts, and solutions to problems. In that case, it's difficult for you to be identified as a pivotal contributor to the team.

### **How to overcome listening barriers**

Follow these steps to overcome listening barriers at work:

Minimize distractions.  
Prioritize listening over speaking.  
Reduce outside noise.  
Practice reflecting instead of deflecting.  
Ask questions.  
Listen fully before giving advice.

### **1. Minimize distractions**

To avoid getting distracted, make sure you are physically facing the speaker and attempt to make frequent eye contact with them while they are speaking. Make sure you are seated or standing comfortably but appropriately so you can remain engaged. Put away your cell phone or any other pieces of technology that could become a distraction. The speaker may also appreciate the gesture you've made to show them that they have your undivided attention.

### **2. Prioritize listening over speaking**

If you think you might be an excessive talker, try to practice self-control in conversation. Give the other person room to speak. During any conversation with a coworker, wait until they're finished speaking before you respond to show respect for what they're saying. Finally, observe your listeners' reactions as you talk. If you notice signs of distraction in someone you are speaking with, consider asking questions to encourage them to talk more and direct their focus back on the conversation.

### **3. Reduce outside noise**

Before having a conversation, minimize sound in your environment that could be distracting or make it more challenging to hear. A noisy environment can create distractions for both listeners and speakers, resulting in possible disruptions to conversations.

To minimize noise, turn off mobile devices or place them on silent. Plan to hold important conversations in a place that you know will be quiet, like your office or a private meeting area. If someone is talking loudly outside your office or making other distracting noises, it is often better to politely ask them to move elsewhere or keep the noise down.

### **4. Practice reflecting instead of deflecting**

To bond with your conversation partner or show them you're engaged, you may feel eager to share your personal experiences when listening. However, a better approach typically involves merely listening and providing responses that focus on the other person's situation. This shows that you're genuinely invested in their side of the conversation.

To listen effectively, keep deflecting to a minimum and try reflecting instead. Reflecting involves paraphrasing back to the speaker what they have said. To do so, you could use language like, "What I am hearing from you is..." or "It sounds frustrating that that happened to you." Reflecting could also involve asking a follow-up question based on what you have heard, such as "What did you do after he said that?" or "How did that make you feel?"

Reflecting assures your listener that you are paying close attention, but it can also help to correct any possible misunderstandings. Reflecting allows the other person to correct what you may have misheard.

## **5. Ask questions**

In addition to reflecting, asking questions is an effective listening technique. Focus on asking questions based on what the speaker has already told you and are designed to elicit more information. The best questions are nonjudgmental and flow directly from something the speaker has recently said.

## **6. Listen fully before giving advice**

It can sometimes be tempting to offer advice after someone shares a problem or concern with you, especially if you want to help them solve that problem. However, it's a good idea to wait to advise someone unless they specifically ask for it. Sometimes people share their concerns in the workplace simply to build bonds with colleagues or to make a coworker aware of a problem. Sharing issues can be a way to start introducing conversations deeper than small talk. If you want to share advice, think first about whether your colleague is truly soliciting advice or just looking for a way to vent. Instead of advising, consider offering empathy with responses such as, "That sounds frustrating," or try reflecting instead.

### **Tips for effective listening**

Here are some additional tips to help you improve your listening skills at work:

**Look for opportunities to practice listening:** Because conversation is integral to everyday life in addition to the workplace, you should have plenty of opportunities to hone this soft skill. While you are conversing with someone, plan to use an effective listening response, such as asking questions.

**Reflect on your conversations:** After a conversation, take some time to think about whether you were listening effectively and what kinds of barriers may have occurred. Then, you can think about how you might handle such obstacles in the future.

**Focus your conversations on the other person:** To help prevent listening barriers before they arise, approach conversations with the mindset that you genuinely want to learn more about the other person while they talk. This can naturally help you get rid of distractions and focus only on the conversation you're having.

## SECTION B

### Answer no 02

Working in a management role always been pressure- dealing with angry colleagues, manage working environment peaceful make it more complex. Sometime our working plan cannot solve these issues-as every person or colleagues have different issues and different problems. But some small steps can help us to at least reduces these issues. Like for **creating healthy working relationships-the following steps can work better:**

- Listen actively. ...
- Speak with discretion and talk face to face. ...
- Offer constructive criticism. ...
- Build and earn trust. ...
- Get personal but don't be too casual. ...
- Consider communication preference and technology etiquette.

**The following Approaches to a Co-Worker who is angry or dissatisfied can work in a better way:**

- Don't talk to your colleague in anger. ...
- Analyze and think about the problem. ...
- Set time to have a discussion. ...
- Communicate effectively. ...
- Be ready to listen. ...
- Work together to solve the problem. ...
- Don't vent to others - keep the matter confidential. ...
- Keep working at it.

**strategies to consider for** dealing with annoying colleagues also can help

- Try to understand their emotions. ...
- Avoid gossiping. ...
- Stay calm. ...
- Be tactful. ...
- Take care of your health. ...
- Learn to set boundaries. ...
- Ask for help. ...
- Work with the person to find a solution.



From my very personal opinion-while working in a management role-we always should consider that -we are dealing with people or colleagues -where everyone has different issues with different emotions. So better should try to resolve this with co-operation, good liaison and soft attitude.