



Victoria University of Bangladesh

Course Title : *Oral Communication Improvement*

Course Code : *ENG 106*

Submit By : *Mst. ShahanaJ Parvin*

Submit Date : *18/08/2023*

Submitted To : *Faria Tanzila*

Id Number : *2519150021*

Program : *CSIT (Day)*

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

Ans: 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."

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: 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?"

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 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."

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 before responding. Interrupting can break the flow and make the speaker feel unheard. If someone pauses, wait a moment before responding.

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?"

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

Ans: 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.

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.

2. Read the following situation, and analyze it according to your own understanding.

Difficult conversations and conflicts are inevitable in any workplace, especially in a management role. You may have no healthy relationship with your colleagues, you may do not have any workplan or structure in your head, or deal with emotional issues. How you handle these situations which can affect

your relationships, your reputation, and how the conversation may not go wrong. Discuss with examples.

Ans: 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.