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

##### Final Assessment-Summer Semester 2023

##### Course Title : Oral Communication Improvement

##### Course Code: ENG 106

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 Ans to the question no.1 a

"Conversation" refers to a verbal or written exchange of information, ideas, thoughts, or feelings between two or more individuals. Conversations are an essential part of human communication and can take various forms. Here are four types of conversations with example:

**a.Relationship Conversation:**

Relationship conversations focus on building and maintaining connections with others. They often involve discussions about emotions, personal experiences, and the dynamics between individuals.

Example: Two friends catching up after a long time and discussing their recent life events, sharing stories about their families, and talking about their feelings and experiences.

**b. Possibility Conversation:**

Possibility conversations revolve around exploring potential outcomes, ideas, or scenarios. They are speculative and can involve brainstorming, planning, or envisioning future possibilities.

Example: A group of coworkers discussing potential project ideas for an upcoming assignment, considering different strategies and outcomes, and debating the pros and cons of each approach.

**c. Opportunity Conversation:**

Opportunity conversations focus on identifying and seizing chances for growth, improvement, or advancement. They often involve discussions about career, personal development, or new ventures.

Example: An entrepreneur meeting with potential investors to pitch a business idea, outlining the market opportunity, the potential for growth, and how the investors can benefit from the opportunity.

**d. Action Conversation:**

Action conversations revolve around planning, executing, and reviewing specific tasks or activities. They are typically practical and goal-oriented, with a focus on taking concrete steps.

Example: A project team discussing the tasks, deadlines, and responsibilities for an upcoming project, setting milestones, and determining the actionable steps required to achieve their goals.

 Ans to the question no.1 b

The skills of enquiry can be summarized under seven headings:

**a. Paying attention:**

Paying attention means actively focusing on what the speaker is saying and demonstrating that you are fully engaged in the conversation. This includes maintaining eye contact, nodding, and avoiding distractions.

Example: During a team meeting, Sarah pays close attention to her colleague's presentation, making eye contact and nodding in acknowledgment to show she's engaged.

**b. Treating the speaker as an equal:**

Treating the speaker as an equal means respecting their perspective and not imposing your opinions or judgments. It fosters a sense of mutual respect and open communication.

Example: In a debate, you listen to your opponent's arguments without interrupting and address their points respectfully, even if you disagree.

**c. Cultivating ease:**

Cultivating ease involves creating a comfortable and non-threatening environment for the speaker. It encourages them to express their thoughts and feelings freely.

Example: In a therapy session, the therapist uses a calm and empathetic tone to make the client feel at ease, encouraging them to share their thoughts and feelings.

**d. Encouraging:**

Encouraging means providing positive reinforcement to the speaker to continue sharing their thoughts and feelings. It helps build their confidence and trust.

Example: When a colleague expresses their innovative idea, you respond with enthusiasm and encouragement, saying, "That's a fantastic idea! Please tell us more."

**e. Asking quality questions:**

Asking quality questions involves seeking clarification and deeper understanding by asking thoughtful and relevant questions. It demonstrates your interest and promotes meaningful dialogue.

Example: In a job interview, the interviewer asks specific, open-ended questions like, "Can you provide an example of a challenging project you've successfully managed?" to assess the candidate's skills effectively.

**f. Rationing information:**

Rationing information means sharing information judiciously and not overwhelming the speaker with too much at once. It ensures that the conversation remains balanced and focused.

Example: In a classroom, the teacher delivers complex concepts in digestible chunks, ensuring students can absorb and understand the material gradually.

**g. Giving positive feedback:**

Giving positive feedback involves acknowledging and appreciating the speaker's contributions. It reinforces their confidence and motivation to communicate.

Example: After a coworker delivers a successful presentation, you offer positive feedback by saying, "Great job on the presentation! Your insights were clear and persuasive."

 Ans to the question no.2

The Welcome, Acquire, Supply, Part (WASP) structure is a framework used to categorize interview questions based on their purpose in the hiring process. Here's how each of the listed interview questions can be categorized within the WASP structure:

**Welcome:**

a) Tell me something about yourself.

This question is a welcome question as it is often asked at the beginning of an interview to help the candidate ease into the conversation.

**Acquire:**

b) How did you hear about this position?

This question falls under the Acquire category, as it aims to gather information about how the candidate learned about the job opening.

c) Why do you want to work here?

d) Why did you decide to apply for this position?

Both of these questions are part of the Acquire phase as they seek to understand the candidate's motivations and reasons for applying to this specific job.

**Supply:**

e) What is your greatest strength?

f) What are your strengths and weaknesses?

These questions fall under the Supply category, as they ask the candidate to provide information about their strengths and weaknesses.

g) What do you know about this company/organization?

This question is in the Supply phase, as it asks the candidate to supply information about their knowledge of the company.

**Part:**

h) Why should we hire you?

This question is part of the Part phase, as it asks the candidate to make a case for why they are the right fit for the position.

i) What is your greatest accomplishment?

This question also falls under the Part category, as it invites the candidate to share an achievement that highlights their qualifications.

j) What are your salary requirements?

This question can be categorized as Part because it addresses a critical aspect of the job offer, which is the candidate's salary expectations.

k) Do you have any questions for us?

This question is part of the Part phase, as it allows the candidate to engage with the interviewers and seek clarification or additional information about the role or company.

l) What are you looking for from a new position?

This question is in the Part category, as it aims to understand the candidate's expectations and what they seek in their next role.

By categorizing the questions using the WASP structure, you can better understand their purpose within the interview process and prepare accordingly.