

Victoria University Of Bangladesh

Course title ~ ENG 106

Bachelor of Tourism & Hotel Management

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Section A

1. a

A conversation is a verbal or written exchange of thoughts, ideas, information, or opinions between two or more individuals. Conversations are a fundamental aspect of human communication and can take place in various settings and formats. Conversations serve several purposes, including social interaction, conveying information, problem-solving, and building relationships.

There are various types of conversations, each with its own characteristics and objectives. Here are some common types of conversations with examples:

Casual Conversation:

Purpose: Social interaction, getting to know someone, or maintaining relationships.

Example: Chatting with a friend about weekend plans or discussing hobbies with a colleague during a coffee break.

Formal Conversation:

Purpose: Conducting business, addressing professional matters, or adhering to established protocols.

Example: A job interview, a meeting with a client, or a conference call with colleagues to discuss project updates.

Informational Conversation:

Purpose: Sharing or receiving specific information.

Example: Asking a librarian for book recommendations, seeking directions from a passerby, or discussing weather forecasts with a meteorologist.

Persuasive Conversation:

Purpose: Convincing or persuading someone to adopt a particular viewpoint, idea, or course of action.

Example: A salesperson persuading a customer to buy a product, a political debate, or a parent trying to convince their child to do their homework.

Debate:

Purpose: Engaging in a structured and formal discussion to present and defend opposing viewpoints.

Example: A debate competition, a political debate between candidates, or a classroom debate on a controversial topic.

Negotiation:

Purpose: Reaching a mutually beneficial agreement or compromise between parties with conflicting interests.

Example: Business negotiations for a partnership, labor union negotiations with management, or haggling over the price of a car with a seller.

Conflict Resolution:

Purpose: Addressing and resolving conflicts or disagreements between individuals or groups.

Example: Mediation between disputing coworkers, a family meeting to resolve a domestic dispute, or international diplomatic negotiations to settle a conflict.

Therapeutic Conversation:

Purpose: Providing emotional support, counseling, or therapy to address psychological or emotional issues.

Example: Sessions with a therapist or counselor, support group discussions, or talking to a friend about personal challenges.

Small Talk:

Purpose: Initiating light and casual conversations to break the ice or fill gaps in social interactions.

Example: Discussing the weather, commenting on recent news, or talking about weekend plans with acquaintances.

Instructional Conversation:

Purpose: Teaching or imparting knowledge to others.

Example: A teacher instructing students in a classroom, a mentor providing guidance to a mentee, or a parent explaining a task to a child.

These are just a few examples of the many types of conversations that occur in various aspects of life. The type of conversation you engage in often depends on the context, the relationship between the participants, and the specific goals or objectives involved.

B.

Skills of inquiry, also known as inquiry skills, refer to a set of abilities that enable individuals to investigate, gather information, and analyze data effectively. These skills are valuable in various aspects of life, including education, work, and personal development. Here are some key skills of enquiry with real-life examples:

Questioning: The ability to ask thoughtful and relevant questions is crucial for effective enquiry. For example, a student researching a history project might ask, "What were the main causes of World War II?"

Research: This involves finding and evaluating information from various sources. In a professional setting, a market analyst might research industry trends by collecting data from reports, surveys, and interviews.

Critical Thinking: Critical thinking involves analyzing and evaluating information to make informed decisions. A manager faced with a complex problem might critically assess different solutions before choosing the most effective one.

Observation: Careful observation can yield valuable insights. A biologist studying animal behavior might spend hours observing and documenting the actions of a particular species in its natural habitat.

Communication: Effective communication is essential for conveying findings and insights. A salesperson needs strong communication skills to explain the features and benefits of a product to potential customers.

Problem Solving: Enquiry skills help individuals identify problems and develop solutions. An engineer tasked with improving a manufacturing process must use problem-solving skills to optimize efficiency.

Data Analysis: Data analysis involves organizing and interpreting data to draw meaningful conclusions. A financial analyst might analyze stock market data to make investment recommendations.

Information Literacy: Being able to navigate and critically evaluate the vast amount of information available online is crucial. A student writing a research paper must discern reliable sources from unreliable ones.

Adaptability: Enquiry skills also involve the ability to adapt to new information and changing circumstances. A meteorologist must adapt their weather forecast based on real-time data and evolving weather patterns.

Ethical Considerations: Enquiry should be conducted ethically, respecting privacy, intellectual property, and cultural sensitivities. For example, a journalist reporting on a sensitive topic must consider the ethical implications of their work.

Creativity: Sometimes, enquiry involves thinking outside the box. An inventor looking to create a new product may need creative thinking to come up with innovative solutions.

Decision-Making: Enquiry skills play a role in decision-making processes. A politician analyzing public opinion data may use these skills to make informed policy decisions.

Time Management: Managing time efficiently is essential in enquiry. For instance, a project manager needs to allocate time effectively to meet deadlines and achieve project goals.

Collaboration: Enquiry often involves working with others to gather information and solve problems. A medical research team collaborates to conduct experiments and analyze data to find a cure for a disease.

Self-Reflection: Individuals should continuously reflect on their own enquiry skills and seek opportunities for improvement. A teacher may reflect on their teaching methods to enhance student learning outcomes.

In summary, the skills of enquiry are versatile and applicable in various real-life scenarios, ranging from academic research to professional endeavors and personal growth. Developing these skills can lead to more informed decisions, deeper understanding, and improved problem-solving abilities.