

Dear Mr. Lalloo Prasad,

You do not meet our requirements. Please do not send any further correspondence. No phone calls shall be entertained.

Thanks,

Bill Gates

(For Micro Soft Corporation)

Dear Mr. Laloo Prasad,

Pyare Lalloo Prasad Bhaiyya

You do not meet

Aap to miltay hee nahin ho

our requirements.

Humko to Zaroorat hai

Dear Mr. Laloo Prasad,

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Ab letter vetter bhejne ka kauno zaroorat nahin

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No phone calls Phoonwa ka bhi zaroorat nahin hai

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Phoonwa ka bhi zaroorat nahin hai, Bahut Khaati kee Jeyegi.

Thanks, aapkaa bahut bahut dhanyavad
Bill Tohar Bilva

Gates (For Micro Soft Corporation)
Hamari Microsoft Kay Darwaje Khuley hain.

Oral Vs aural Communication

Managers spend considerable time in oral communication
Proper pitch, tone, speed, accent are necessary

Elements of oral communication

- i. Listening
- ii. Speaking / Presenting

Importance of listening

Leads to effective learning

Assures your interest to speaker

Unless you know the demand you cant answer

Bad listening leads to confusion

Types of listening

Full listening

Discriminative listening

Emphatic listening

Faux listening

Intuitive listening

Deep listening

Critical listening

Barriers to listening

Information Overload

Hearing Issues

Wrong Assumptions

Flying thoughts

I Attitude

Cultural Diversity

Poor Training

Principles of successful oral communication

Plan	Meta communication: read b/w line
Concise	No information overload
Precise	No disagreement b/w verbal & NV
Be courteous	No hackneyed phrases
You Attitude	No jargons, Latin, Fr, abbreviation
Logical order	GP:Grand prix,Gross profit, Golden peacock
Enthusiasm	Self Confidence

logically Speaking

Mr. Karunanidhi talks to his son

Karuna: I want you to marry a girl of my choice

Son : papa, I want to choose my bride by myself

Karuna: But the girl is Ambani's daughter

Son : Well, in that case...yes

logically Speaking

Mr. Karunanidhi approaches Mukesh Ambani

Karuna: Mukesh, I have a husband for your daughter

Mukesh: My daughter is too young to be married

Karuna: But this young man is a vice president of
World Bank

Mukesh: Really? in that case...yes

logically Speaking

Next he approaches the President of World Bank

Karuna : Mr. President, I have a young man to be recommended as a vice president in your bank

President: I already have more vice presidents than I need

Karuna : But Mr. President, this young man is Ambani's son-in-law.

President: Is it? Well, in that case...yes

Advantages of oral communication

Time Saving

Effortless

Cost effective

Minimum Resources

Personal Touch

Prompt reply / feedback

Flexibility

Limitations of oral communication

Time

Distance

No mechanical / electronic devices

Bulky information

Instant Feedback

No legal validity