

Introduction about Listening and speaking

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Third Stage

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المادة: المحادثة

المرحلة: الثالثة



Conversation is a simple talk between two people or more about a certain topic to share thought information and feelings. It's a mix between verbal utterance and body language that could be formal or informal the main parties of conversation are:

1- The opening part

It includes attention attracters and greetings

2- The main question

It is generally the message of the conversation

3- Ending part: it includes thanking phrase

Hearing vs. Listening

Many people use the words "hearing and listening" interchangeably; however, there are several important differences between the two "says Kelly workman, Psyd, a psychologist at Columbia University Medical Center. According to work man hearing is the passive intake of Sound while listening is the act of internationally working to comprehend the sound (e.g., words or background noises) you hear.

Hearing	Listening
passive	active
involuntary	voluntary
Requires no effort	Requires effort
psychological perception of Sound	Intentional interpretation of sound

Hearing:

Hearing is a passive involuntary and sensory process in which we Perceive sounds. It is a psychological response that involves our perceptions of sound. It does not require focused attention.

For example, if you watching television ,you can still hear the sound of traffic or sounds outside ,your neighbors , dog barking and people laughing in the hallway.

Listening

Listening as an active voluntary and intentional process that involves making sense of the words and sounds you hear; it requires your attention. In turn, you may develop an emotional response to what you hear listening with the intent to understand is referred to as active listening. For example if you're listening to someone talk about a difficult day they had at work. You will probably have your full attention Focused on them. As they speak, you will start to understand what their experience was like and the impact it had on them. This will help you make thoughtful comments and ask relevant questions to further understand their experience.

Conversation skills

- 1- Be a good listener
- 2- pay attention to your tone
- 3- Ask question to push conversation forward
- 4- Interact with other person reactions and body language
- 5- Make the conversation light and fun: boring conversation always gives a negative impression about us. It leads to the loss of communication and interests. It also needs to fail in practical fields by missing the main message of the conversation.

Body language: is a range of nonverbal signals that you can use to communicate your feelings and intentions. These include your posture, facial expressions, and hand gestures.

Body language greetings

Many people greet each other by: High fives, smiling, nodding head, hugging, grunting, waving, saying “Hey.” Also asking if you're ok, and thumbs up, shaking hands, hands on shoulder (pat on back) calling me by signing with fingers, pointing and shouting and saying cheer up!



Verbal interaction: one-to-one communication takes place when individuals exchange Interpersonal information, such as ideas or opinions, in words Intrapersonal.

Intrapersonal communication is communication that occurs internally

EX: Small group communication, Public communication

Pause fillers: are expressions designed to give the speaker a bit of thinking time in normal conversation, presentations, or speaking exams. Something someone says, for example 'em', 'well', or 'sort of', to fill a pause while speaking.



Greetings : are the beginning points of interaction among people. It can be verbal as well as nonverbal. The speakers take the help of different words, gestures, and facial expressions to convey their emotions.

Formal greetings: are usually used when you are speaking with your employer or someone of high authority examples includes Hello, Good morning, Nice to meet you.

Informal greetings: are usually used when speaking with friends or relatives examples, hey, how are you, what's up

❖ Here are some common situations where formal greetings are necessary.

i) Professional meeting/ conference

You: Good morning Sir!

B: Good morning Arun. How are you?

You: I am fine. Thank you! How about you?

B: I am good. By the way, meet Dr. Ansari. He is an expert in Developmental Studies.

You: It is my pleasure to meet him.

ii) Talking to a new colleague

You: Hello

A: Hello

You: Are you a new appointment here?

A: Yes. I am.

You: That is great. Nice to meet you.

A: Thank you so much. Glad to see you too.

You: Well, Can I know your name?

A: Ahmed. Yours?

You: Sameer

iii) Conversation between customer- seller

S: Good evening sir. How can I help you?

C: Good evening. I need to check out your cosmetic collection.

S: Sure, I will show you.

C: Actually, I would prefer the organic ones

S: Sorry, we don't keep organic products.

C: It is completely fine. Thank you

S: You are most welcome. Have a good day!

❖ Here are some common situations where informal greetings are necessary.

i) Meeting a friend

You: Hi Sarah. What's up?

S: Going well. And you?

You: Not bad. What's new?

S: I got a job by the way. Have to join next week.

You: Great! I'm so happy for you. Congrats dear

S: Thanks.

ii) Neighbours talk

You: Hey Anwar. What's going on?

A: All good. Are you busy somehow ?

You: Yeah. Was little busy.

A: I saw your mom yesterday by the way.

You: She told. Anyways, good to see you.

❖ Telephonic conversations can be formal and informal.

▪ Here are some situations where telephonic formal greetings are used:

i) Enquiring about admission in a college

A: Hello Good Morning, GP Memorial College of Engineering, Sahil speaking, how may I help you?

You: Good Morning Sir. This is Irfan from Ghaziabad. I would like to get the recent updates of M Tech Admission 2021.

A: Pleasure to help you, sir. The admission process is about to start. We will update you further proceedings. Please drop your mail-id.

You: Sure. Thank you

ii) Conversation with your doctor

R: Good Evening doctor. This is Raghu speaking

Dr: Hello Raghu. How are you feeling now ?

R: Not feeling good for the last two days .

Dr: Did you finish the course of medicine?

R: Yes but, I think I might have a chest infection. Can I get an appoint to meet you tomorrow?

Dr: Sure. Please, come by 3 pm. Take care until then.

▪ The following situations involve telephonic informal greetings.

i) Conversation between friends.

A: Hi Sunny. Guess who is this side.

B: Hey, you sound so familiar. Is there you Rahul?

A: Yep. What's up, dude? It's been a long time we talked.

B: Yeah. I'm good. Going like that. How about you?

A: All good. Listen, can we meet tomorrow at Almond Café?

B: Sure. I am free tomorrow.

Leave-taking : generally used when someone needs to say goodbye to somebody in various contexts. Leaving can be two types- formal leaving and informal leaving. Leave-taking happens in a different variety of ways. There are both formal and informal situations where you must learn how to take leave and to how to respond to it.

Here are some common leave-taking expressions (both formal and informal) and its responses.

Formal Expressions	Responses
Goodbye!	Goodbye. Take care
See you soon	See you
I have to take a leave	Sure. See you
Sorry, I have to go now	It's ok. Never mind
I will see you later	Ok. Bye
Can we meet tomorrow then	Sure. See you tomorrow
I think I should say bye now	Ok. See you later
It's been nice talking to you	For me as well
Shall we continue over the phone?	Sure. Bye for now
How about meeting tomorrow?	Yeah. Sure.

Informal Expressions	Responses
Bye for now	Bye
So long for now	You are right. Bye
Bye. take care	You too. Bye
Say my 'hi' to parents	Sure, I will
Have a fun day ahead	Thanks
Shall I leave?	Yeah. Sure
I'll catch you later	Ok. See you.
I'll leave now	Ok. Bye
We'll meet tomorrow	Sure.
Take care. See you	Take care. Bye.