



Verbal Communication



Verbal Overview:

- **Verbal communication** → type of communication where we use _____ and _____ words to get our message and information across to other people
 - Since the moment we are _____, we use verbal communication to get our feelings and needs across to others
 - *Ex: babies crying because they are hungry or need something*
 - We use communication from the moment we wake up in the morning to the moment we close our eyes at night
- **Verbal History:**
 - Humans are social creatures and it's only natural that our communication methods _____ over time
 - In the past (long ago), humans used _____ noises to alert others and to communicate
 - Over time, we developed _____ to shape our thoughts in a way others will understand
 - Now, in recent years, we have developed ways to communicate with small pictures in our text messages to convey feelings
- **Verbal vs. Nonverbal:**
 - For verbal communication to exist, we need to speak, talk, use our words, or _____
 - With verbal communication, we can _____ or reveal our true thoughts and feelings with words we choose
 - *Can this be done with nonverbal communication?*
 - They are different, yet often used _____
 - *Ex: some people like to use their hands while they speak to emphasize their words with movement*
- **Importance of Verbal Communication:**
 - Everything in our life is a way of _____, from small gestures to big speeches
 - Workplace Communication
 - People often use _____ vocabulary and polite, but direct, conversations
 - Whether you are speaking to your boss or a colleague, your verbal communication skills should be _____
 - There are _____ benefits to perfecting your communication skills in the workplace
- **Benefits of Verbal Communication:**



Verbal Communication



- Communication creates _____ satisfaction
 - Open and constant communication between people helps them feel like their opinions matter
- Communication leads to fewer _____
 - Good communication prevents misunderstandings
- Communication strengthens _____
 - Open communication helps people connect and build trust
- Communication leads to more _____
 - Good communication helps people get clarification, reduce misunderstandings, and increase productivity

Types of Communication:

- Types and styles of verbal communication are different
 - _____ = explains where and with who we are communicating
 - _____ = explains how we use verbal communication
 - There are 5 different types of verbal communication
- **Type 1:** _____
 - Intrapersonal → occurring _____ the self or mind
 - *Do you have an internal monologue? Do you think before you speak?*
 - Intrapersonal verbal communication covers everything from talking to ourselves to quietly processing information and messages in our _____
 - *Intrapersonal communication happens within us*
- **Type 2:** _____
 - Interpersonal → relating _____ people
 - Interpersonal verbal communication covers the verbal communication that happens between two people
 - This is _____, so we need to:
 - Use spoken/written words
 - Listen
 - Understand
 - Relay information that is being exchanged
- **Type 3:** _____
 - Group verbal communication occurs when there are more than _____ individuals involved
 - Same rules apply:
 - Use spoken/written words
 - Listen
 - Understand
 - Relay information that is being exchanged



Verbal Communication

- Only different between interpersonal and group is the _____ of people

- **Type 4:** _____

- Have you ever attended a speech or press conference?
- Public verbal communication is when there is a larger group and some addressing an _____

- Public speaking needs to have:

- Keynote speaker addressing the audience
- Audience that assembled with a need to receive information

- **Type 5:** _____

- This type differs the most from the other types we mentioned
- Mass verbal communication uses a _____ (system or channel) to get their message across to a larger audience
 - Speakers consist of _____ sharing their ideas as a team, unlike the other types have just one main speaker
 - Mass verbal communication consists of things like newspapers, television channels, or radio shows
 - _____ *has joined this group in recent years*

- **REFLECTION:**

- What are some benefits of good and open verbal communication? _____

- Can you think of examples of each of the 5 types of verbal communication?
 - Intrapersonal →
 - Interpersonal →
 - Group →
 - Public →
 - Mass →

Styles of Verbal Communication:

- There are 4 different styles of verbal communication that explains and describes _____ we communicate
- **Style 1:** _____
 - Aggressive → ready or likely to attack or _____
 - Aggressive style is perceived as those who don't have any regard for other people's _____
 - Too direction and oftentimes ruthless
 - Users are _____ (trying to control others)
 - When they speak, they expect a certain level of obedience (compliance and submission)



Verbal Communication



- **Style 2:** _____
 - Passive → accepting or allowing what happens without active response or _____
 - Passive style is often perceived as timid, introverted, and _____ (uninterested, distant)
 - These people tend to be “_____” when it comes to disagreements
 - Usually keep opinions to themselves
 - Passive speakers are not comfortable with _____ and try to just go with the flow of others
- **Style 3:** _____
 - Passive-aggressive → indirect resistance to demands of others and avoidance of _____ confrontation
 - Passive-aggressive style speakers _____ their true emotions and displeasure when they are met with disagreement
 - They try to seem _____ on the surface
 - Their resentment and disagreement keeps building underneath
 - Passive-aggressive people are more comfortable expressing _____ reactions indirectly instead of being open about feelings
- **Style 4:** _____
 - Assertive → having or showing a _____ and forceful personality
 - Assertive style speakers are the ones who are _____ to express their feelings or opinions in a good way
 - Most effective style of verbal communication
 - User strives for _____ and respects their own rights
 - Assertive people often use phrases like “I feel” to get their messages across, but also show a lot of respect for others
- **REFLECTION:**
 - Which style of verbal communication do you feel would be the least effective? Why?

 - Which style of verbal communication do you feel would be the most effective? Why?



Verbal Communication



Skills for Verbal Communication:

- To be a good communicator, you need the proper skills
 - Verbal communication skills are how you _____ in conversation and how you keep your co-communicator focused
 - These skills will help you with conversations no matter if you are speaking with your boss, coworker, or friend
- **Skill 1:** _____
 - Most of the time in conversations, we worry about what we will say next, not about _____ to the other person
 - Active listening → paying close _____ to what the person is saying and trying to understand their messages
 - Lets the other person know they have our attention
 - Shows the other person that what they are saying is important and helps them feel more _____
 - Active listening doesn't just mean our _____ are focused on them and we are hearing them
 - _____ must be focused on them as well to show attention
 - If you are having trouble focusing your ears or eyes, ask the person if you can move the conversation to a different pace with less disruptions
 - When active listening, people are being _____ about information and this will help to come up with what to say next
- **Skill 2:** _____
 - Verbal communication is the process of using words to exchange information, ideas, thoughts, and feelings
 - *What should you do when you are not sure what the person is saying?*
 - Asking for clarification isn't disrespectful; it's clarifying with them that the message you received is the _____ as the one they were trying to get across
 - This only deepens the conversations and prevents _____ and miscommunication
- **Skill 3:** _____
 - Emotion can be our best asset and our worst _____
 - It's important not to bottle up our emotions, but don't let them run loose during conversations
 - Getting too heated → might notice or voice getting louder or more high-pitched
 - Clouds _____ → when emotions run loose, your mind is clouded and doesn't process clearly



Verbal Communication



- The _____ you use can help you be perceived as a reliable and confident speaker

- **Conclusion:**

- Verbal communication can be the key or downfall to your _____ in many situations
 - All you have to do is utilize the skills to properly express yourself
 - Picking the right style of verbal communication is important, as well as how you choose to communicate in certain types
- Help yourself master the essentials of verbal communication to master the many situations that are to come in your life
- “Communication is the foundation of _____ in any relationship.”

- **REFLECTION:**

- Which skill for verbal communication do you think is the most and least important? Why?

- Which type, style, and skill do you feel you personally need to work on most? Why?
