

Oral Communication Skills

Face-to-Face Conversation

Conversation means the informal discussion among the people. When one person discusses his views, opinion to another person and exchanges their views in the presence of both then it is called face to face conversation. It also includes the face-to-face discussion on a particular issue. In this method, both the information receiver and sender can exchange their views freely and fairly

Advantages of face-to-face conversation:

In modern society, with the rapid development of technology, people have more choices ways to communicate each other such as face-to-face, letters, emails or telephones. However, I believe that face-to-face communication is much better than other types of communication, such as a letter, email or telephone calls. The advantages of face-to-face communication are described as below:

- **Responses immediately:** When people communicate each other in person, they can get a response immediately without misunderstanding. During the conversation, people can not only hear a response from others, also see how they are feeling; people can guess what will take place next, how the conversation is about, which is very important to have a successful talk.
- **Express of feelings:** Using face-to-face communication helps people express their feelings, ideas much better. Instead of using words only when people choose letters, emails or phone for communication, people can use eye contact, verbal language in order to show their opinions. Scientists show that more than seventy percent people use body or verbal language in communicating; thus, it's very important for people use actions to express views.
- **Suitable for respect:** Face-to-face communication enjoys yet another distracts advantage, the message being communicated also gets the assistance of facial expressions and gestures.
- **Suitable for discussion:** Face-to-face communication is particularly suitable for discussion, for there is immediate feedback from the listener. Face-to-face communication provides the speaker with a much better opportunity for adjustment. A twist of the lips, a frown on the forehead, a contraction of the facial muscles point out that the message is not welcomed, then changes of tone or sympathetically looking is to be needed. These adjustments are possible only in face-to-face communication.
- **Conversation to learn:** We learn a great deal via conversation, including conversations with ourselves. We learn highly valuable life lessons.
- **Conversation to coordinate:** Coordinating our action in ways that are mutually beneficial. Anytime we negotiate one favor for another, we use conversation to reach an agreement to transact.
- **Collaborate:** Coordination of action assumes relatively clear goals, but many times social interaction involves the negotiation of goals. Conversation is a requisite for agreeing on goals, as well as for agreeing upon and coordinating our actions.

Disadvantages of face-to-face conversation

The limitations of *face-to-face communication* are given below:

- **Difficult to practice in a large-sized organization:** Face-to-face communication is extremely difficult to practice in large-sized organizations, particularly if their various units or departments are situated at different places.
- **Not effective in large gatherings:** It is very difficult to get a message across to large gatherings. Even though the speaker is addressing them face-to-face, the vital personal touch is missing. In the absence of a satisfactory feedback, his speech lapse into a monologue.
- **Ineffective if the listener is not attentive:** A limitation which the face-to-face communication shares with oral communication is that its effectiveness is closely linked with the listener's attentiveness. Since human beings can listen to grasp the message faster than the speed at which they are delivered, they will easily get delivered thus making communication ineffective.

Interview

The word interview means 'view between' or 'sight between'. An interview is a structured conversation where one participant asks questions, and the other provides answers. In common parlance, the word "interview" refers to a one-on-one conversation between an *interviewer* and an *interviewee*. The interviewer asks questions to which the interviewee responds, usually providing information. That information may be used or provided to other audiences immediately or later. This feature is common to many types of interviews – a job interview or interview with a witness to an event may have no other audience present at the time, but the answers will be later provided to others in the employment or investigative process. An interview may also transfer information in both directions.

Interviews usually take place face-to-face and in person but the parties may instead be separated geographically, as in videoconferencing or telephone interviews. Interviews almost always involve spoken conversation between two or more parties. In some instances a "conversation" can happen between two persons who type their questions and answers.

According to Gary Dessler, "Interview is a **selection procedure** designed to predict future job performance based on applicants' oral responses to oral inquiries."

Types of Interview

There are several types of the interview;

1. Unstructured (Nondirective) Interview

In unstructured interviews, there is generally no set format to follow so that the interview can take various directions. The lack of structure allows the interviewer to ask follow-up questions and pursue points of interest as they develop.

An unstructured interview is an interview where probing, open-ended questions are asked. It involves a procedure where different questions may be asked to different applicants.

2. Structured (Directive) Interview

In structured interviews, the interviewer lists the questions and acceptable responses in advance and may even rate and score possible answers for appropriateness.

An interview consisting of a series of job-related questions asked consistently of each applicant for a particular job is known as a structured interview.

A structured interview typically contains four types of questions.

- **Situational questions:** Pose a hypothetical job situation to determine what the applicant would do in that situation.
- **Job knowledge questions:** Probe the applicant's job-related knowledge.
- **Job-sample simulation questions:** Involve situations where an applicant may be required to perform a sample task from the job.
- **Worker requirements questions:** Seek to determine the applicant's willingness to conform to the job requirements.

3. Situational Interview

In a situational interview, you ask the candidate what his or her behavior would be in a given situation. Candidates are interviewed about what actions they would take in various job-related situations. Situational interviews ask interviewees to describe how they would react to a hypothetical situation today or tomorrow.

4. Behavioral Interview

In a behavioral interview, you ask applicants to describe how they reacted to actual situations in the past.

Candidates are asked what actions they have taken in prior job situations similar to situations they may encounter on the job. The interviewers are then scored using a scoring guide constructed by job experts.

This structured interview uses questions designed to probe the candidate's past behavior in specific situations. This technique involves asking all interviewees standardized questions about how they handled past situations similar to situations they may encounter on the job.

The interviewer may also ask discretionary probing questions for details of the situation, the interviewee's behavior, and the outcome. The interviewee's responses are then scored with behaviorally anchored rating scales.

5. Job-related Interview

In a job-related interview, the interviewer asks applicants questions about relevant past experiences.

It is a series of job-related questions that focus on relevant past job-related behaviors. The questions here don't revolve around hypothetical or actual situations or scenarios.

Instead, the interviewer asks job-related questions such as, "Which courses did you like best in business school?"

6. Stress Interview

In a stress interview, the interviewer seeks to make the applicant uncomfortable with occasionally rude questions. The aim is supposedly to spot sensitive applicants and those with low or high stress tolerance.

Stress interviews may help unearth hypersensitive applicants who might overreact to mild criticism with anger and abuse. It intentionally creates anxiety to determine how an applicant will react to stress on the job.

7. Panel Interview (Board Interview)

A panel interview, also known as a board interview, is an interview conducted by a team of interviewers, who interview each candidate and then combine their ratings into a final score. Here one candidate is interviewed by several representatives of the firm. This technique entails the job candidate giving oral responses to job-related questions asked by a panel of interviewers. Each panel member then rates each interviewee on such dimensions as work history, motivation, creative thinking, and presentation.

The scoring procedure for oral interview boards has typically been subjective; thus, it would be subject to the personal biases of those individuals sitting on the board. This technique may not be feasible for jobs in which there are a large number of applicants that must be interviewed.

8. One-On-One Interview

In a one-on-one interview, one interviewer meets one candidate. In a typical employment interview, the applicant meets one-on-one with an interviewer. As the interview may be a highly emotional occasion for the applicant, meeting alone with the interviewer is often less threatening.

9. Mass Interview (Group Interview)

The mass/group interview is a relatively new technique in the west and almost unknown. It is a procedure for the discovery of leadership.

Several job applicants are placed in a leaderless discussion, and interviewers sit in the background to observe and evaluate the performance of the candidates.

In a mass/group interview, a panel interviews several candidates simultaneously. The panel poses a problem and then watches to see which candidate takes the lead in formulating an answer.

10. Phone Interview

Employers do some interviews entirely by These can actually be more accurate than face-to-face interviews for judging an applicant's conscientiousness, intelligence, and interpersonal skills.

Here, neither party needs to worry about appearance or handshakes, so each can focus on substantive answers. Or perhaps candidates – somewhat surprised by an unexpected call from the recruiter – give more spontaneous answers.

✚ Interview Techniques to Conduct an Effective Interview

When interviewing candidates for an open position, you have a limited time to cover a significant amount of information. Interview techniques are useful strategies that can help you effectively and efficiently evaluate candidates so you make the right hiring decision.

Here are seven interviewing techniques you can integrate into your current interview process.

C. Choose where to hold the interview

Location plays a significant role in the [effectiveness of your interview](#). Finding a quiet place will allow you to connect with a candidate without distractions.

Unless you've planned to include colleagues in the interview, be sure to hold the interview in a place where you can maintain a private, one-on-one conversation. This way, the candidate won't feel pressured by people nearby who may overhear them.

For businesses in traditional office spaces, make sure to reserve your interview room as soon as possible. If your company culture is more relaxed, you may wish to conduct the interview in a casual setting such as in a lounge area or off-site. Businesses like retail shops and restaurants often interview candidates in a back office, break room or another quiet area inside their place of business (e.g., restaurant dining room).

Double check that everything is in order before the interview takes place. This will ensure a smooth and effective interview experience, and leave the candidate with a good impression of your company.

2. Prepare a list of interview questions in advance

Plan out a list of [interview questions](#) to ask a candidate based on the job requirements and their resume or CV.

The number of interview questions you should prepare depends on what stage your candidates are at in the interview process. Initial phone screens, for example, are often 20-30 minutes long, which means it's a good idea to prepare 5-10 questions. For longer in-person or video interviews, come up with 10-15 open-ended interview questions and expect to ask six or seven within an hour.

Be sure to include open-ended [behavioral interview questions](#) so candidates can elaborate on their skills and experience, and display their ability to tackle challenging topics. These types of questions will also help you assess a candidate's critical thinking and communication skills.

3. Carefully review the candidate's resume and cover letter

One of the most important interview techniques is to take time to carefully review each candidate's resume and/or cover letter shortly before the interview. This way you can easily recall important information about the candidate.

Beyond asking the specific interview questions you prepared in advance, encourage conversation by asking the candidate to explain and elaborate on the bullet points in their resume. You can also ask them to clarify any employment gaps, job hopping or unusual job titles.

Carefully [reviewing the candidate's resume](#) will help you formulate the right questions, guide the conversation and gain better insight into how well the candidate's skills and experience match the job duties.

4. Interviews should be conversational, not confrontational

It's important to remember that candidates are looking for the right company and job to fit their needs as much as you're looking for the [best candidate to hire](#). Make a positive impression by welcoming the candidate and treating the interview like a casual conversation.

Take the first 5-10 minutes at the start of the interview to build rapport with the candidate, loosen up their interview nerves and make them feel more comfortable. Ask how their day is going, if they had any trouble finding the interview location and if they'd like a glass of water before

starting. You can also bring up anything you have in common with the candidate. For example, did you attend the same college? Do you have similar interests? Have you worked for the same company in the past?

An excellent way to encourage candidates to [accept a job offer](#) (should you decide to hire them after the interview process) is to mention aspects of the company and work life that current employees find enjoyable. For example, if your company [offers unique perks](#), such as on-site fitness classes or unlimited vacation, it's worth sharing these benefits during the interview process.

Interviews should be two-way streets, so make sure to leave enough time at the end for candidates to ask any questions they may have. This can also reveal how engaged and interested a candidate is in the role and company.

5. Explain the interview process and next steps

After the interview, let candidates know what they can expect. Explain your company's hiring process, especially if it's complex and involves multiple rounds or conversations with other interviewers.

Be clear about what next steps will be. Should they expect a phone call or email? How long will it take for you to make a decision? When are you hoping to fill the position?

6. Consider holding a group interview

Instead of using the traditional interview process, you may want to consider bringing in multiple candidates as part of a [group interview](#). This interviewing technique is useful if you need to hire a relatively large number of people quickly and for similar roles.

Group interviews can also help you assess how a candidate interacts in a team environment. By providing a group of candidates with a test assignment, you can observe teamwork skills as well as how they apply their professional abilities to complete a task.

7. Follow up after the interview

Even if you decide not to move forward with a candidate, it's important to let them know instead of leaving them hanging. Following up shows that you respect the candidate's time and effort and can create a positive reputation and candidate experience.

Once you've made your decision, make a phone call to successful candidates to tell them the good news — whether it's [extending them an offer](#) or scheduling the next round of interviews. Consider sending an email to unsuccessful candidates explaining what they did well and why you made your decision — and make sure to thank them for their time.

y using the right interview techniques, you can not only quickly find the right candidate for the job, but build a positive brand reputation that can improve your candidate experience. People talk about how they're treated during the interview process, so make sure you're giving them something great to talk about.

Guidelines for the Interviewee

Employment interview is mainly aimed at selecting the best candidate for the job. Getting a job offer mostly depends on performance during the interview session. The following guidelines can help the job seekers to face interview successfully:

- **Taking adequate preparation:** Before appearing at the interviewer, job seekers should take sufficient preparation to boost up their confidence. For this purpose, they can prepare a list of probable questions and can practice them at home.
- **Creating good first impression:** There is a popular saying that “first impression lasts long.” If the interviewee can create a positive impression at the first sight or first conversation, the interviewer is likely to show a positive attitude towards him/her. Creating a favorable impression requires the following:
 - **Grooming:** The interviewer gets first impression about the job candidates from their appearance. Therefore, they should well-groomed through neat and well-trimmed hairs, shining shoes, clean and trimmed fingernails.
 - **Appropriate clothing:** Dress or clothing of the interviewee should be gentle looking. Dress indicates personality, choice, sincerity, and interest of the applicant for the job. Dress should reflect the knack or liking for the profession or job.
 - **Punctuality:** Punctuality of interviewee is a factor that interviewer observes very keenly. In a job interview, the candidate should never be late rather should arrive at least 15 minutes before the interview. This will help to be relaxed and to be familiar with the situation.
 - **Listening carefully:** Interviewee should listen to the interviewer very carefully. When Interview starts interviewee should wait for interviewer’s cues both verbal and nonverbal. For instance, interviewee should not sit until invited to do so.
 - **Giving concise answer:** Questions should be answered concisely and directly. Unnecessary talking or responses should be avoided.
 - **Clear Speaking:** Clear speaking is an integral part of creating good impression. Whatever the interviewee say, it should be clearly voiced and pronounced.
 - **Confidence in speaking:** Interviewee should have confidence in speaking. While answering the questions, he/she should believe that the answer is correct.
 - **Interest in the employer’s business:** Interviewers try their best to select the committed candidates. For this purpose, they want to know the extent to which the applicant is interested to get the job. Therefore, the applicant should show his/her interest in such a way as if he/she is already working in this company.
 - **A firm handshake:** The candidate should shake hands firmly rather than loosely. A firm handshake reflects the level of confidence and mental strength of the interviewee.

Meeting

A meeting is a gathering of two or more people that has been convened for the purpose of achieving a common goal through verbal interaction, such as sharing information or reaching agreement. Meetings may occur face-to-face or virtually, as mediated by communications technology, such as a telephone conference call, a skyped conference call or a videoconference.

One Merriam-Webster dictionary defines a meeting as "a“ act or process of coming together" ” –or example "a“ an assembly for a common purpose.

Meeting planners and other meeting professionals may use the term "m“eting" ”o denote an event booked at a hotel, convention center or any other venue dedicated to such gatherings.

Anthropologist Helen B. Schwartzman defines a meeting as "a communicative event involving three or more people who agree to assemble for a purpose ostensibly related to the functioning of an organization or group." For her, meetings are characterized by "multiparty talk that is episodic in nature, and participants either develop or use specific conventions for regulating this talk."

Types of Meeting

Six types of meetings rule the roost when it comes to day-to-day business operations. Here's what you'll need to know in order to run each type effectively.

1. Status update meetings

Also known as progress checks, these meetings are intended to bring all parties involved up-to-date with the pertinent information surrounding a project. You may discuss progress made, challenges you've encountered and next steps that will guide further action.

You'll want to ensure that three major questions get answered during a status update:

- What has been accomplished since our last meeting?
- What remains to be done?
- What should we focus on next?

The intention with these sorts of meetings is to keep the project moving ahead and to ensure all parties are held accountable for their responsibilities. Under these circumstances, it's appropriate to pose straightforward questions to other team members, like "Is anything impeding your progress on this project?" or "What do you need from me/us to complete your responsibilities?"

Status meetings can get boring fast, so expediency should be your main aim. Stay on-task, stick to the point and try to avoid major surprises that could derail the meeting agenda. At the end of your status update meeting, you should achieve the following:

- Insight on the progress of your project
- An overview of successes, failures and challenges
- Decisions on addressing challenges
- A post-meeting plan of action with clearly delineated responsibilities

2. Decision-making meetings

C. You'll need to call a decision-making meeting in situations where the team needs to come together to agree on a course of action or present options to a leader who will make the final call. Examples include making a hiring decision or approving/disapproving a design.

The main thrust of a decision meeting should be twofold:

- Which option should you choose and why should you choose it above all others?
- Who bears the responsibility of implementing your decision?

You'll want to make sure you get all of the available information on the table for this meeting and ensure its accuracy. It's also important to arrange your decision-making meeting in a way that steers you away from [tunnel vision](#).

It's all too easy to focus on what's right in front of you and ignore the broader spectrum of possibilities. That's why, in addition to the chief decision-maker, this meeting should include the input of subject matter experts who can help illuminate potential blind spots. They'll be able to clarify a number of potential decisions and their likely outcomes.

At the end of your decision-making meeting, you should arrive at a decision and clearly denote who will handle the next steps. Additionally, your team should feel confident that:

- All points of view and opinions were accurately represented

- The team reached a thorough understanding of the options before making that decision
Next steps will be carried out with a suitable level of commitment.

3. Problem-solving meetings

Like your decision-making meetings, you should call a problem-solving meeting with a singular goal in mind. This time, you're figuring out what caused and how you will correct a specific issue. This could be an "incident response," where your team is convened to tackle an immediate problem, or it could be a strategy session, where you're looking ahead at potential issues and possible solutions. Be sure to answer these four questions:

- What is (and what caused) the problem?
- How can we address the problem immediately?
- How can we prevent the problem from recurring?
- What course of action will we take and why?

It's important to focus both short-term and long-term during your problem-solving meeting, so figuring out root causes should be a key concern. Your short-term solutions should be quick and easy to implement, while your long-term solutions might take some time to get rolling. In all problem-solving scenarios, you should arrive at the following conclusions:

- A definite solution you will enact or a series of plausible solutions to choose from
- Assignments of responsibility — who will handle which part of the solution, etc.
- A timetable for the implementation of your solutions
- Safeguards to prevent the problem from happening again

4. Team-building meetings

Every meeting has team-building potential, but a dedicated team-building meeting will center around the team gaining a better understanding of one another and furthering cohesion among the group. Team-building meetings may include structured activities, they might be freeform, allowing the team to interact at their leisure, or they might be some combination of both.

Regardless, dedicated team-building meetings should focus on creating a fun atmosphere to further the core goal of uniting your group. Popular [team-building exercises](#) include games, talent showcases, group creative classes and even team happy hours. Even remote or virtual teams can get in on these meetings, with activities geared toward online interaction (such as a team chat room, feature video contests, newsletters about the team, etc.). Each team-building session should help you accomplish the following goals:

- Improving trust among teammates
- Helping the group feel valued and welcomed
- Bolstering faith in the group's mission
- Increasing dedication to getting the job done

5. Info-sharing meetings

Information is shared at all meetings, but info-sharing meetings are a chance to educate the team in-depth on pertinent topics. This could be in the form of a presentation, training, a debate or even a lecture, and group sizes can vary from 1:1 to the entire team.

The priority here will be [keeping attendees focused](#), which you can achieve that through several means:

- Use visual aids (pictures, video, etc.)
- Engage the audience with questions
- Weave personal stories into the information
- Implement polls and surveys to capture attention
- Use multiple speakers or guest speakers

Keep the format light and be sure to build rapport between the presenter and audience. At the end, your team should have benefitted by learning key pieces of information that will improve their efficacy in their roles and help them better serve the team.

6. Innovation meetings

You might also call these **brainstorming meetings**. These will often occur between team members who have a close relationship and will usually possess a creative element.

Examples include thinking up designs, brainstorming content for an ad campaign and generating ideas about potential new products. To achieve success, you'll want to create a welcoming atmosphere while observing these key pieces of advice:

- The quantity of ideas beats quality at this stage
- Refrain from overanalyzing ideas
- Encourage “out there” thinking

When all is said and done, your team should feel inspired and will have reached these goals:

- Generated a ton of ideas for the project
- Pushed the limits of the group's creativity
- Gained excitement about the project that will spur further efforts

Requirements of a Valid Meeting in Business

A meeting may be generally defined as a gathering or assembly of a number of people for the purpose of transacting any lawful business in which such person has a common interest. The meeting is a gathering of individuals to take some decisions. If the business transacted at a meeting is to be valid and legally binding, the meeting itself must be validly held.

The following requirements should be considered to have a meeting legal or valid:

(1) is properly convened by proper authority. There should be a legal convener who will call a meeting. The company's secretary is the proper authority to call a formal meeting.

(C) (2) Proper notice must be served. The place of meeting, time, and date must be stated on the notice. The notice of a meeting must be issued to all members highlighting the following things:

- Date of meeting
- Venue of meeting
- Starting time of a meeting.

(3) The notice of a meeting should be sent in time through appropriate media. Whereas, a notice of a company meeting should be sent to every member 21 days before the meeting is held.

(4) Every member of the meeting should be properly informed of the agenda. Items or topics of discussion i, e, Agenda should be sent to every member before a meeting is held.

(5) Proper quorum must be present in the meeting. Only authorized people will be participating in a meeting.

(6) A meeting must have a chairman. The proper chairman must preside over the meeting. Whereas the company Act 1994 requires that the chairman should be any member elected by the participating members.

(7) A meeting must fulfill quorum, i.e., the minimum people as required by the meeting should be present. The meeting should not be started until the requisite members of members are present.

(8) Business must be validly transacted at the meeting. The Proceedings of the meeting i.e., minutes should be kept properly.

(9) Proper minutes of the meeting must be prepared. A meeting must be confined to the agenda and any resolution passed beyond the agenda will be regarded as invalid.

(10) Only legal members can present in the meeting. If there is an unauthorized person in the meeting, the meeting will lose its validity.

It shall be remembered that the secretary shall take notes on the proceedings, prepare the minutes on the basis of those notes and get the minutes confirmed by the Chairman subsequently. After that virtually a valid meeting is completed.

How to Conduct a Formal Meeting

A formal meeting has a great role in every corporate business, but it should be effective and here we discuss how to conduct a formal meeting in an effective way:

All essential steps for how to conduct a formal meeting are mentioned below:

Activities before conducting formal meeting

C. Determine the objective

The necessity to call a meeting should be clearly set. If the objective is clear, then it is easy to conduct a meeting.

- **Invite the actual participants**

Those members whose presence is essential should be invited to attend the meeting. An invitation should be written, meeting invitation can not be oral.

- **Make proper notification**

The time, venue, and date of the meeting should be notified to every member before the meeting through proper media.

- **Select and distribute agenda**

An agenda is a roadmap that should be determined before the meeting and must be distributed to every member before the meeting.

B. Activities during conduct formal meeting

- **Starting the meeting**

The chairman should greet the members and should open the meeting. It could be changed in absence of the chairman and for a special occasion.

- **Discussion**

The chairman will highlight about agenda and will welcome the members to deliver a speech for discussion.

- **Point of order**

If any point does not belong to a legal issue or aspect can cause any member to raise the question on point of order.

- **Point of information**

If any member has any query can ask for clarification, which is known as the point of information.

- **Speaking through the chair**

If any member wants to contribute to the discussion can get an opportunity if the chairman permits.

- **Ruling from the chair**

If any controversy is found during the discussion, then the chairman can provide a ruling on that and stop the discussion. His ruling is final and binding.

- **Point out the decision taken**

The decision reached should be clearly stated to every member to avoid any confusion.

- **State the course of action**

The chairman should clearly state the action to be implemented. Here, the consent of the members is a must.

- **Close the meeting**

When the meeting is over, the chairman declares the closing of the meeting and thanks to the members for attending and contributing.

C. Activities after conduct formal meeting

The Proper recording of the minutes and thereafter its distribution to the members should be ensured by the chairman.
