

# **EFFECTIVE ORAL COMMUNICATION**

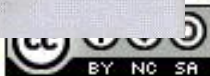
## **UHB 3052**

# **INTERPERSONAL COMMUNICATION**

**Fatimah Puteh**

# INTERPERSONAL COMMUNICATION

How to communicate effectively  
and build self confidence



# INTERPERSONAL COMMUNICATION

## Definition

- The process of sending of messages by one person and receiving of messages by another person or small group of persons with some effect and some immediate feedback.

## Characteristics

- occurs between two or more individuals
- takes place both in formal and informal situation
- involves the process of sharing meaning
- serves various functions
  - social function
  - decision-making function



# INTERPERSONAL COMMUNICATION

## What is involved in interpersonal communication

- Sender of message
- Receiver of message
- Message
  - Non-verbal & Verbal
  - Intentional & Unintentional
- Channel/Medium
  - Sensory organs & Communication materials
- Interference/Noise
- Feedback
- Time

# INTERPERSONAL COMMUNICATION

## Types of Interpersonal Behaviour

- **Submissive** (I'm not OK, you're OK)
- **Aggressive** (You're not OK, I'm OK)
- **Assertive** (I'm OK, you're OK)



# INTERPERSONAL COMMUNICATION

## SUBMISSIVE



### Characteristics

- Not standing up for oneself
- Does not express own thoughts, feelings, beliefs and desires clearly
- Does not stand up for his/ her own rights
- Appeases others and does not achieve his/ her own goals and satisfactions
- Tends to go along with other people's decision and does not dare to say "no"

# INTERPERSONAL COMMUNICATION

## AGGRESSIVE

### Characteristics

- Stands up for one's own rights that infringe on other people's rights.
- Expresses own thoughts, feelings, beliefs and desires in inappropriate ways.
- Does not respect other people's feelings, and desires
- Does not listen to other people's opinions
- Humiliate others to achieve own satisfaction and goals.
- Stands up to win or gain power for himself/ herself.
- Does not go along with other people's decision.



# INTERPERSONAL COMMUNICATION

## ASSERTIVE

### Characteristics

- Standing up for one's own rights without infringing upon others
- Confident in expressing own thoughts, feelings, beliefs and desires
- Open and listens to other's opinions
- Not easily intimidated and persuaded by others





# INTERPERSONAL COMMUNICATION

## Assertive: The benefits

- Reduces anxiety and stress often caused by misunderstandings and conflicts.
- Allows you to express your thoughts and feelings clearly and effectively.
- Self-esteem and self-confidence is enhanced and you have better control over your own life.
- Increases others' respect for your ideas and opinions by knowing where you stand.
- Improves relationships with others by disagreeing without being hostile.
- Develops the ability to say “no” when you mean “no” without feeling self-conscious.
- Motivates others to clearly state their own opinions and ideas.
- Allows you to ask for help when needed without fear and stress.



# INTERPERSONAL COMMUNICATION

## Ways to be assertive

- Address issues directly
- Be open to negotiations
- Control emotions
- Don't make demands
- Exhibit your confidence
- Focus on your self-worth



# INTERPERSONAL COMMUNICATION

## Verbal Messages

- What we convey through our speech/words includes:
  - Enunciation (pronunciation, stress, intonation)
  - Choice of words
  - Fluency in the language

Something to ponder upon:

**How can we show confidence through our speech?**



# INTERPERSONAL COMMUNICATION

## Confidence Through Speech

- Do not mumble
- Stress on words that are important but at the same time, sound polite
  - “I need more time to consider these proposals, so may we meet again tomorrow at 8 a.m. to review?”
- Choose words carefully for impact and politeness
  - “I **need** more time to consider these proposals, so **may** we meet again tomorrow at 8 a.m. to review?”
- Use ‘I-phrases’
- Do not hesitate too long when making a reply
- Reduce the number of fillers in speech

# INTERPERSONAL COMMUNICATION

## Non-Verbal Messages

- What we convey through our actions includes:
  - Facial expression
  - Eye contact
  - Gesture (hand movement, body movement, etc.)
  - Posture
  - Voice



Something to ponder upon:

**How can we show confidence  
through our actions?**

# INTERPERSONAL COMMUNICATION

## Confidence Through Action

- Establish eye contact
- Put on a pleasant facial expression
- Stand straight and don't slouch
- Face the other person directly
- Speak in an appropriate tone of voice
- Move with grace and strength



# INTERPERSONAL COMMUNICATION

## Conclusion

To communicate effectively, one must be

- confident in one's self worth
- willing to express own ideas and opinions
- Willing to accept and respects others.

## Reference

1. **Metcalfe, S. (2004). Building a Speech. Belmont, USA. Thomson Learning**
2. **Sahirah Marzuki, Abdul Halim Abdul Raof, Fatimah Puteh, Haliza Jaafar, Noor Zainab Abdul Razak (2006). Towards Effective Oral Communication. Pearson-Prentice Hall.**