The word communication has been derived from the Latin word ‘communis’ which means ‘common’ which consequently implies common understanding.

Communication is the act of giving, receiving, and sharing information (the act of transferring information) from one place, person or group to another. The three main types of communication are verbal, nonverbal and visual.Every communication involves (at least) one sender, a message and a recipient. Good communicators listen carefully, speak or write clearly, and respect different opinions.

Communication serves five major purposes:

* to inform,
* to express feelings,
* to imagine,
* to influence,
* to meet social expectations.

Each of these purposes is reflected in a form of communication.

The three main types of listening most common in interpersonal communication are:

* Informational Listening (Listening to Learn)
* Critical Listening (Listening to Evaluate and Analyse)
* Therapeutic or Empathetic Listening (Listening to Understand Feeling and Emotion)

**Critical listening**

Critical listening is a process for understanding what is said and evaluating, judging, and forming an opinion on what you hear. The listener assesses the strengths and weaknesses of the content, agrees or disagrees with the information, and analyzes and synthesizes material.

Benefits of Critical listening

* It promotes comprehension and absorption of material
* It provides a context for facts, events, and people
* It ensures that knowledge is judged on its merits
* It improves concentration
* It demonstrates your ability to perform an essential academic skill

**Comprehensive listening** the act or action of grasping with the intellect.

Is about interpreting the words and ideas of the speaker. Examples of comprehensive listening include watching the news, listening to a peer give a presentation, or taking notes during a meeting. Because our brains work differently, sometimes comprehensive listening can be complicated.

 In simple words, understanding the meaning of the message is comprehensive listening. It will make use of various analyses and evaluations that will interpret the message delivered by the speaker.

**Dialogic listening :**

The word ‘dialogue’ originated from the Greek words ‘dia’, meaning ‘through’ and ‘logos’ meaning ‘words’. Thus dialogic listening means learning through conversation. Dialogic listening is an alternative to active listening which was developed by John Stewart and Milt Thomas. Dialogic listening is also known as ‘relational listening’.

**Empathic listening** is the practice of being attentive and responsive to others’ input during conversation. Finding similarities between their experience and your own so you can give a more heartfelt response.Empathetic listening can help prevent or keep misunderstandings from happening.

The Benefits of Empathic Listening

* Builds trust and respect,
* Enables the disputants to release their emotions,
* Reduces tensions
* Encourages the surfacing of information, and.
* Creates a safe environment that is conducive to collaborative problem solving.

 “In empathic listening, you listen with your ears, but you also, and more importantly, listen with your eyes and with your heart. You listen for feeling, for meaning.

**Informational listening**

Informational listening is what you use when you are seeking new knowledge. Examples could include attending a lecture, watching an instructional video, attending a workshop, listening to a news broadcast, or listening to an instructional podcast.

Informational, or informative, listening is when an individual is listening to learn or understand something. Informational listening (or informative listening) is the type of listening people use when they are trying to learn. It focuses on the ability of an individual to understand a speaker’s message

**Speaking Skill**

Speaking skills are defined as the skills which allow us to communicate effectively. They give us the ability to convey information verbally and in a way that the listener can understand.

Speaking is an interactive process where information is shared, and if necessary, acted upon by the listener. So, it’s important to develop both speaking and listening skills in order to communicate effectively.

**Importance of Speaking Skill**

Speaking skills are one of the most important skills we learn, as they allow us to communicate with others and express our thoughts and feelings.

Two types of speaking they are formal speaking skill and informal speaking skills.

Informal speaking skills are conversations with friends and family, helping us to form emotional connections. Formal speaking skill is necessary for workplaces, in presentations or for conversations with people you don’t know. To make a good impression on people and communicate politely.

Public speaking is one of the most important and most dreaded forms of communication.

Being able to communicate an idea or thought clearly is an essential skill for public speaking.

**Three main aspects of Effective Speaking**

Effective speaking means being able to say what you want to say in such a way that it is heard and acted upon.

* Volume - to be heard.
* Clarity - to be understood.
* Variety - to add interest.

**Volume**is the loudness or softness of your voice. If someone is talking too loudly or too softly, it is difficult to concentrate on what he/she is saying. When you are talking to another person it is important to speak at an appropriate volume so that your listener can hear and understand your message.

Speaking at different volumes throughout your presentation is an effective way to highlight key points.

**Clarity** means you, as a sender of a message, will deliver a specific message. Your message should have very specific goals. So rather than trying to say too many things at the same time, make sure that you state clearly what you want your audience to do. So make it clear about the intention of your message.

Clarity improves connection and engagement because it increases trust and transparency. Clarity exposes purpose by unveiling expectations. Clarity tells people exactly what you want. Testing your message reduces misinterpretation and failure in communications.

**Variety is t**o make speech effective and interesting, certain techniques can be applied. Like Pace, Volume, Pitch, Emphasis and Pause.

Words convey meaning, but the way that they are said reflects feelings and emotions.

Pace: This is the speed at which you talk.

Volume: By raising or lowering volume occasionally

Pitch – Inflection – Emphasis: When speaking in public, try to convey the information with as much vocal energy and enthusiasm as possible.

Emphasise certain words and phrases within the talk to convey their importance and help to add variety.

Pause: Pauses are powerful. They can be used for effect to highlight the preceding statement or to gain attention before an important message. Pauses mean silence for a few seconds.

**The four elements of speaking skills**

**Vocabulary**:

To develop our speaking skills, we first need to know the right words.

Vocabulary development is where students understand the meanings and pronunciations of words necessary for communication. When they understand what a word means, they can check what the word or sentence means.

If they understand what the other person is saying and they know what vocabulary to say back, they are halfway there to communicating effectively.

**Grammar** :

Grammar is Not something we only need for written language. Grammar includes lots of important areas for spoken language such as an understanding of tenses and the correct way to structure sentences.

**Pronunciation** :

Understanding how to correctly pronounce words is another important element of speaking skills. We learn how to pronounce words by listening to those around us, such as our parents, friends and teachers. Pronunciation varies from country to country, and even city to city!

**Fluency**:

Fluency in spoken language is something that naturally develops as they are using and practising speaking skills every day. Fluency is the ability to hear words and understand them straight away. If they see a word written down, they can read it aloud and pronounce it properly.

**Methods used to improve Speaking Skills** :

Public speaking skills are among the most important skills that you should have. With public speaking skills, you will be able to unlock many outstanding opportunities that come your way. With that, you will have the power to transform your life into whatever you desire.

Here is a list of seven effective methods to improve your speaking skills

1. Get to know about your audience :

Background research on the audience,will help you to determine the level of information, choice of words, and the motivational statements that you should deliver. This will also help you to reduce nervousness at the time of public speaking.

1. Create a good preparation outline :

At the time of getting ready for the speech, you need to make sure that you are equipped with a proper outline.

Take a look at Pops Outliner. It will help you to create the outline with ease, as well as create automatic speaking notes

1. Don’t read :

You should never read out anything while you deliver a public speech unless you are quoting someone or are relaying detailed technical information.

1. Practice, Practice, Practice :

Proper practice will provide you with the opportunity to improve your public speaking skills an effective manner. When you practice a lot, you will be able to reduce your nervousness because you will be prepared.

1. Grab attention at the beginning :

When you are starting a speech, you need to try your best to grab attention from the audience. Then you will be able to get people to listen to what you are going to speak about.

1. Use your hands and voice effectively :

Body language can contribute a lot towards the success of speech that you deliver. Hence, it is important for you to use both hands and voice effectively.

1. Learn from feedback:

After you deliver a public speech, try to find a few people from the audience and ask for feedback. You may have a much different experience as the speaker versus an observer in the audience. You will be able to figure out what you did correct and where you didn’t do well. You can use such feedback to improve your public speaking skills and boost confidence.