

UNIT-II

ENGLISH IN EVERYDAY COMMUNICATION

CONVERSATIONS

INTRODUCTION

- ★ Sender and receiver are the two most important components of communication, the sender writes and the receiver reads.
- ★ Similarly, when the sender speaks, the receiver listens. Thus, speaking and listening activities complement each other.
- ★ In many situations in our personal, academic, or professional life, we may have to speak in front of our friends and colleagues or listen to them.
- ★ But how effectively we perform depends on our conversational ability. That is, our ability to listen effectively, process the information, consider the reaction expected of us, as well as our expectation from the conversation, and respond appropriately.
- ★ The audience's views, reactions, and responses may either encourage or discourage us, but it is important to remember that much of this reaction is a result of how we handled the situation, when it was our turn to listen or speak.

- ★ **For instance, as a listener, one needs to understand and respond to the speaker to engage his/her interests in the conversation.**
- ★ **This would definitely help the speaker feel comfortable and encouraged, and thus respond positively.**
- ★ **Although in face-to-face conversations we can use our body language more effectively than in telephonic conversations, the same basic strategies for effectiveness apply for both the types.**
- ★ How we begin our conversation, how we listen to other participants in the conversation, how we carry on further, and how we finish our conversation all are important facets involving our speaking and listening skills.

CONVERSATIONS

- ♥ Let us begin with an example. It is break time at a conference. You spot some participants with whom you would like to build a relationship.
- ♥ If you let them talk about themselves in detail while responding only with ‘uh-huh’s and some occasional questions, you may come across two of thumb for effective conversations: talk about yourself enough to not appear withholding or reserved, listen carefully, ask questions, and make comments based on what the others are saying.

COMPONENTS OF CONVERSATION

- ♥ **You must talk almost 25 to 50 percent of the time to make the conversation lively.**

- ♥ Conversation is mental occupation and not merely converting casual thoughts into words. Everybody talks in a friendly environment.
- ♥ But mere talking may not be considered as a conversation. A person may talk for a long time without saying anything worthwhile, but even then his/her talk would be an interesting one if others in the company draw pleasure in listening to him/her.
- ♥ None of the professional talks, those of the teacher, the lawyer, the public speaker, the actor, the debater, may be considered as conversations per se.
- ♥ An uninterrupted talk, though being a good discourse, can never be considered as a good conversation.
- ♥ A good conversationalist is neither one who monopolizes the conversation nor one who keeps silent all the while.
- ♥ Conversation is an almost invisible art, efforts put into improving which are more felt than seen.
- ♥ Everybody has the power of transmitting thoughts in some way. But an effective conversation is a mutual process, where the thoughts are transmitted not in isolation but in reactions to those that are received as well.
- ♥ Good conversational skills help us in both professional and social conversations.

Types of Conversation

There are six types of conversation.

1. **Chart** :-The least formal of all conversations, e.g., two friends discussing about cricket and the latest fashion, or two women talking about their husbands.
2. **Tete-a-tete**:- French for head-to-head, meaning a confidential/private conversation.
3. **Dialogue**:- Conversations in a book, play, or film. Also, formal discussions between two groups or countries, especially when they are trying to solve a problem, end a disagreement, etc.
4. **Parley**:- A formal discussion between enemies regarding the terms of truce.
5. **Colloquy**:- The most formal of all conversations (a colloquy on nuclear disarmament); it can also be used to ironically describe a guarded exchange (a brief colloquy with the arresting officer).
6. **Communion**:-A form of conversation that may take place on such a profound level that no words are necessary (communion with nature).

Strategies for Effectiveness

Each type of conversation serves as a specific, well-defined purpose. By following certain simple strategies discussed below, we all can make our conversation more interesting, inspiring, and influential.

Listening intently

Arousing and sustaining interest

Starting and ending conversations

developing ideas adequately

involving everyone in the group

using appropriate language

Starting and ending a conversation

While conversing with friends and acquaintances, we may not have any difficulty in starting or ending the conversation as we share many common events or experiences with them. However, with a stranger or with somebody whom we do not know very well, we should have some strategy to start and end our conversations.

In such cases, an effective conversation may play an important role in shaping our career or developing a long-lasting relationship.

◆ **Conversation openers**

- ◆ We can state a fact or ask a question to start a conversation.
- ◆ We can also start with a smile and some greeting word.
- ◆ In general, we may start by referring to a situation or to the person we are conversing with. Starters for conversations with known people.

◆ **Conversation closers**

- ◆ No matter how good and interesting our conversations are, we need to close them at some point. Signals such as boredom, restlessness, silence, etc., often indicate that our conversation should end.
- ◆ Moreover, if there is a time constraint, we have to end our conversation on or before time. In any case, we should end it emphatically.
- ◆ For instance, in an interview, you need to thank the panel at the end and tell them how you have enjoyed the interview.
- ◆ Similarly, if you are speaking to your professor on a project, you need to end your conversation by emphasizing what you have done so far and what would be your next step.
- ◆ **The following samples would be useful in ending a conversation effectively:**
 - ✓ **May be we can get in touch by next week.**
 - ✓ **Hope to see you again.**

- ✓ Thank you very much for this opportunity.
- ✓ It was great to attend this interview and I look forward To meeting you again soon.
- ✓ It has been nice speaking to you.
- ✓ Have a nice day/good night.
- ✓ I have some more things to discuss but I would like to take leave now.
- ✓ I will get back to you later.
- ✓ Thank you.
- ✓ I will not take any more time but it has been nice talking to you. Have a great evening.
- ✓ So let me confirm that we would take care of your investment plans. Thank you very much and have a nice day.
- ✓ It is my first visit to your organization and I would like to meet many others during my next visit. Thank you for making my first visit memorable.
- ✓ Ok, then I will email you the details you had asked for. See you soon.

- ✓ John, thanks once gain for your advice.
- ✓ Thank you ma'am, I will certainly follow your guidelines and perform better next time. Have a nice day ma'am:

HOW TO ENGAGE IN A CONVERSATION

1. Involving everyone

- ★ Assume that you are conversing with two of your teammates on an importantly class assignment on a team presentation.
- ★ In this conversation, you may realize that you have not involved your teammates in deciding upon the topic for the presentation.
- ★ A good conversationalist is not one who holds the listeners spellbound by his/her speech, but one who involves everybody into the conversation.
- ★ We should not forget about the others in the group who may have something to contribute. Rather than individual contributions, participation of the group as a whole is more important in a conversation.
- ★ Involvement of everyone makes a conversation more interesting, informative, resourceful, and effective.

2. Arousing and sustaining interest

- ★ Conversations become successful only when all the participants have interest in the discussion and participate in it.

- ★ A conversation filled with questions, answers, views expressions, statements, and information always turns out to be an interesting one.
- ★ Good ideas from the various participants are often helpful to make the conversation interesting.
- ★ Every participant may be different from the others in terms of their response and behavior.
- ★ Hence, it is necessary to arouse and sustain the interest of everybody while maintaining a balance among their different interests.
- ★ The following conversation will enable one to understand how one can arouse and sustain interest in the conversation partner.

3. Developing ideas adequately

- ★ Once we start the conversation and set the stage, we should have some strategies to develop our ideas.
- ★ The best strategy is to build a knowledge reservoir that never lets our conversation run dry.
- ★ Facts and information always make others enjoy the discussion. We can gather knowledge from reading, listening, watching television, and observations and experience.
- ★ We can draw our examples from this gathered knowledge to make our conversations more meaningful and convincing.
- ★ Enjoy the following conversation between two friends on the T20 world cup cricket tournament held in West Indies.

- ★ Both the girls add value to their conversation by bringing in more matter from newspaper, TV, etc.

Dr. Rinku Pawar