



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



**Tshwane South
TVET College**

"achieve the future"

SUBJECT: COMMUNICATION

DATE: 27-31 JULY 2020

LEVEL: N4

**MODULE NO: 13 CRITICAL EVALUATION OF
AUDITIVE AND ORAL COMMUNICATION**

TOPIC: CRITICAL EVALUATION OF AUDITIVE AND ORAL COMMUNICATION

After completing this topic, you will be able to:

- It can express shades of meaning through face, gesture, posture, and tone of voice (non-verbal communication)
- It allows immediate feedback so that misunderstandings can be handled effectively
- It helps personal relationships to develop

Content

- Aspects of telephone technique
- Telephone etiquette
- Development of listening skills
- Communication in small groups
- Interviews

Aspects of telephone technique

- Qualities of a pleasant voice
Elements of speech
 - Relaxation
 - Breath control
 - Pitch
 - Tempo and rhythm
 - Tone
 - Resonance
 - Articulation
 - Projection
 - Enthusiasm
 - Pronunciation
- Telephone etiquette
Rules of etiquette
 - Our voice is audible and clear
 - Words are pronounced correctly
 - Sounds are articulated clearly
 - Voice pitch is not irritatingly high
 - Speech tempo is not too fast or too slow
- Development of listening skills
Importance of listening:
 - As discussed in Module 1, good listening behaviour on the part of management and employees is important for the success of the organisation in general.

Difference between listening and hearing:

Hearing is a passive activity and we hear a variety of sounds all day, but listening requires active participation.

Elements of listening

- Attention
- Understanding
- Remember

Types of listening:

- Critical
- Appreciative/Empathic

Communication in small groups:

- Listening
 - Concentration on what others are saying
 - Showing a response to what they are saying
 - Understanding what the person is really saying and not reacting aggressively
 - Relating our own ideas to what others have said
- Speaking
 - Organising and putting our ideas across clearly
 - Putting across how we feel about ideas
 - Using voice control to speak clearly and pleasantly
 - Not speaking if we have nothing worthwhile to say
- Interviews
- Presentation communication
 - We are going to illustrate the oral skills of presentation or feedback communication by discussing the presentation of an investigation report and minutes.

- Reports
 - Presenting the report:
 - Body language
 - Eye contact
 - Facial expression
 - Gesture
 - Voice
 - Speech notes
 - Visual aids
- Minutes of a meeting
 - Tone
 - Pronounce
 - Articulate
 - Project
 - Tempo
 - Let your voice be expressive

Sources: Textbook p302-311