



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA



**SUBJECT: FOUNDATIONAL ENGLISH**

**MODULE NAME: 5**

**UNIT NUMBUER : 2**

**UNIT NAME : INDIVIDUAL COMMUNICATION**

# INDIVIDUAL COMMUNICATION

After completing this topic, you will be able to:

- Monitor the way you use your voice
- Know what is emphasis
- Know body language meaning
- Speaking to a Group (Presentation)
- Write presentation

# INDIVIDUAL COMMUNICATION

- We use our voices and our bodies when we speak. First, let's look at how we use our voices.

## **Pace and Pause**

- Pace means how fast or how slow you speak. You cannot speak too fast or too slow.
- If you speak too fast the audience will not be able to understand you
- If you speak too slow people will stop listening to you

## **Volume**

- Volume is the loudness of your voice. Speaking softer and louder makes what you say more interesting.
- Speak a little louder when you make an important point, but practice this first so that it sounds natural.

## **Tone**

- The tone of your voice tells the listener how you feel. If you say, "I am happy to be here this morning" in a sad tone, the tone of your voice does not fit in with what you are saying.

# INDIVIDUAL COMMUNICATION

## Emphasis

As you can see from the examples below, the words in the sentences are identical but its meaning changes when different words are said louder.

I want you to have the meeting now.	It is I, no one else, who wants you to have the meeting now.
I want you to have the meeting <b>now</b> .	I want you to have the meeting immediately.
I want <b>you</b> to have the meeting now.	I want you specifically to have the meeting.

# Body Language

- Body language is how you move with your body when you talk. It could be whether you smile or look sad or angry, it could be whether you are shaking or nodding your head, it could be that you are waving your arms around when you are upset. Your body show people how you feel.

## Posture

- The way you hold your body shows your feelings. For example:
- Slouching in your chair can show low self-esteem



















## Gestures

- A gesture is a movement made with your hands.
- For example:
- If you want to emphasise that you are here, it is meaningful if you point downwards when you say “here”.

## Facial expressions

Our faces show the world what is going on inside. You're happy - your face wears the smile, you're sad – and your face hangs. Think about it – nobody taught you how to smile or cry, and you don't think about doing it either, it just happens...

Here are some facial expressions people use every day. Go to your Workbook and complete Activity 2.1.

 anxious	 distracted	 bored	 happy	 afraid	 surprised
 sad	 terrified	 amazed	 depressed	 annoyed	 confused
 nervous	 angry	 confident	 ashamed	 embarrassed	 hopeful

# Speaking to a Group (Presentation)

At some time in your future career you will be asked to speak to a big group of people. Many people fear public speaking, but it is a very important skill to have!

## Planning

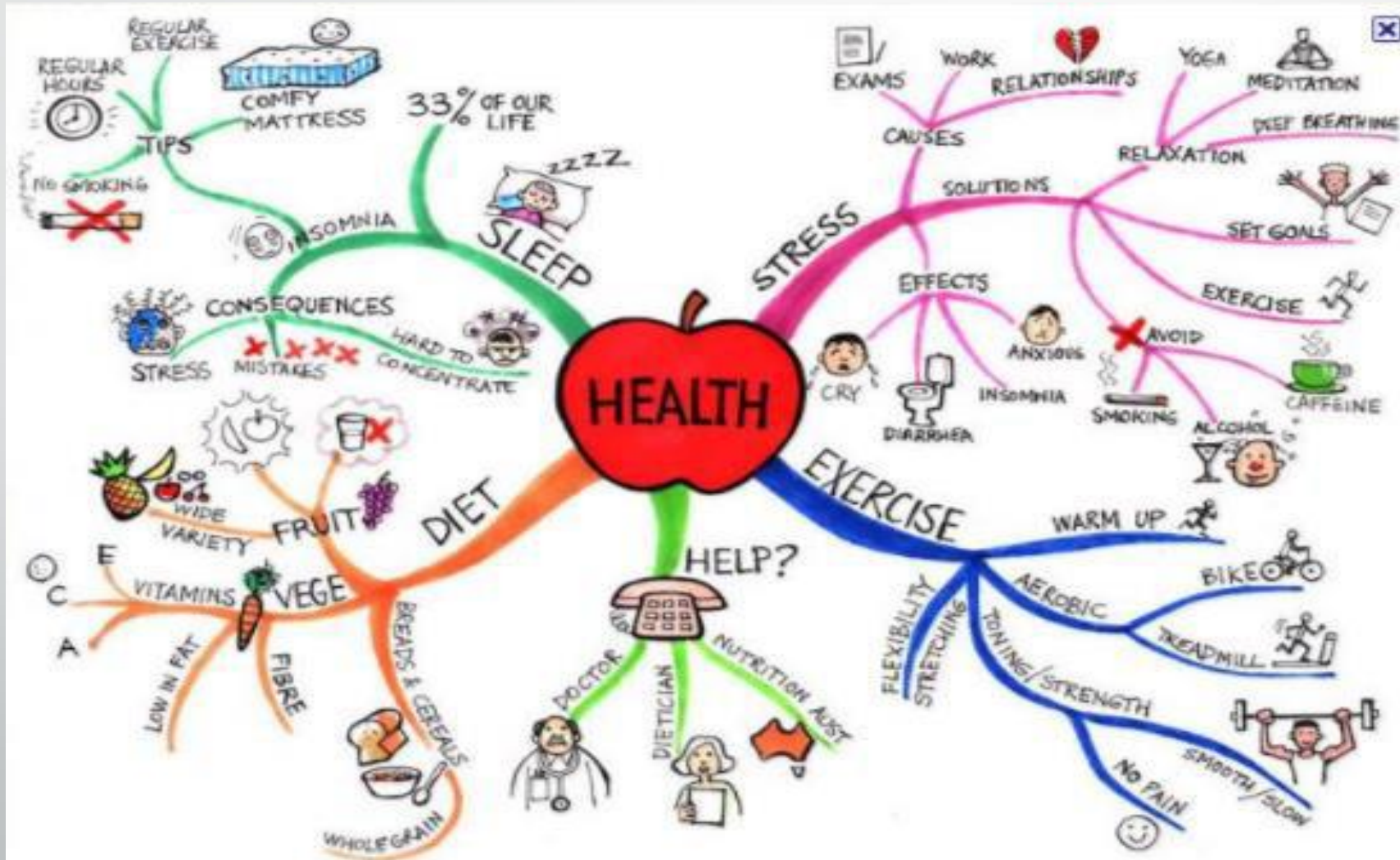
**Decide why you are speaking.** What do you want the listeners to feel, think or learn?

**Identify the audience.** What do you know about the listeners? What is their attitude, knowledge, training and background?

**Research.** Once you know what the topic is, go to the Internet or the library and gather as much information as you can.

Remember the mind maps you did before? Using a mind map to plan a presentation will help you to identify main subjects for your topic and putting together a good presentation. Here is an example of a mind map if you want to speak about health.

# Speaking to a Group (Presentation)





# Speaking to a Group (Presentation)

## Writing your presentation

Once you have a mind map with all the topics you want to talk about, you are ready to start writing your presentation.

## The introduction

Your introduction must make people want to listen to you. After the first minute, the audience must know why they are listening to you.

## The body

In the body you will present your main points logically, simply and in an interesting way

Always keep the purpose of your presentation and the key topics in mind

## The conclusion

Give a summary of the content of the speech

Call for a plan of action

# Speaking to a Group (Presentation)

## Visual Aids

- Visual means you can see something, and aid means that it helps, so a visual aid helps your audience “see” what you are saying. You can use:

Hand-outs

A PowerPoint presentation

A poster

## Notes or cue cards

- A cue card is a small card where your notes are written or typed. The card should be small enough to hold in your hand so that you can still make gestures. A small note card also allows you to keep eye contact with your audience, after you have quickly looked down at what you have written.
- Go to your Work Book and complete Exercise 2.2.

# Doing your Presentation

## Doing your Presentation

- If you have prepared well, this should be easier than you think.
- Refer to your cue cards

## Repeat information

- You should repeat and restate the main points to help the listeners organise and absorb the ideas you have presented.
- You may also repeat the information in the form of questions; for example, you might say: So, how do we... or So, what did we mean when we said..... This will invite audience participation; ensuring your audience has understood your message. Remember to:

## Respond to questions

- Often a presentation is followed by a question and answer session, which is a chance to explain key points of your presentation further:
- Always repeat the question so that everyone in the room can hear it. This also allows you to understand the question and gives you time to work out what you need to say

**Go to your Workbook and complete Activity 2.3.**