



# *Professional Writing skill*

## *English-II*

### MODULE-V

Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups.

People with strong interpersonal skills are often more successful in both their professional and personal lives.

Interpersonal skills include a wide variety of skills, though many are centred around communication, such as listening, questioning and understanding body language. They also include the skills and attributes associated with emotional intelligence, or being able to understand and manage your own and others' emotions.

**People with good interpersonal skills tend to be able to work well in a team or group, and with other people more generally. They are able to communicate effectively with others, whether family, friends, colleagues, customers or clients. Interpersonal skills are therefore vital in all areas of life at work, in education and socially.**

**Through awareness of how you interact with others, and with practice, you can improve your interpersonal skills. This section of Skills You Need is full of information and practical advice that you can use to improve and develop your interpersonal skills.**

### You Already Have Interpersonal Skills

Take the [Interpersonal Skills Self-Assessment](#) to discover your strengths and weaknesses.

**We've all been developing our interpersonal skills since childhood, usually subconsciously.**

Interpersonal skills often become so natural that we may take them for granted, never thinking about how we communicate with other people. If you have developed good habits, this is fine. However, it is of course also possible to develop bad habits, and then fail to understand why our communications or relationships are suffering.

**However, with a little time and effort you can develop both your awareness, and these skills.** Good interpersonal skills can improve many aspects of your life, both professionally and socially, as they lead to better understanding and better relationships.

Interpersonal skills are also sometimes referred to as social skills, people skills, soft skills, or life skills. Although all these terms can include interpersonal skills, they tend to be broader and may therefore also refer to other types of skills. Many people also use the term communication skills for interpersonal skills, but interpersonal skills covers more, including decision-making and problem-solving, plus working in a group or team and emotional intelligence.

## What are Interpersonal Skills?

Interpersonal skills are generally considered to include a wide range of skills, such as:

- **Communication skills, which in turn covers:**
  - *Verbal Communication* – what we say and how we say it;
  - *Non-Verbal Communication* – what we communicate without words, for example through body language, or tone of voice; and
  - *Listening Skills* – how we interpret both the verbal and non-verbal messages sent by others.
- **Emotional intelligence** – being able to understand and manage your own and others' emotions
- **Team-working** – being able to work with others in groups and teams, both formal and informal.
- **Negotiation, persuasion and influencing skills** – working with others to find a mutually agreeable (Win/Win) outcome. This may be considered a subset of communication, but it is often treated separately.

- **Conflict resolution and mediation** – working with others to resolve interpersonal conflict and disagreements in a positive way, which again may be considered a subset of communication.
- **Problem solving and decision-making** – working with others to identify, define and solve problems, which includes making decisions about the best course of action.

## Developing Your Interpersonal Skills

Good interpersonal skills are often viewed as the foundation for good working and social relationships, and also for developing many other areas of skill.

For example, good leaders tend to have very good interpersonal skills, and develop other areas of their leadership skills by building on these.

**Without good interpersonal skills it is often more difficult to develop other important life skills. It is therefore worth spending time developing good interpersonal skills.**

**Unlike specialised and technical skills (hard skills), interpersonal skills (soft skills) are used every day and in every area of our lives.**

**Improving and developing your interpersonal skills is best done in steps, starting with the most basic, but vital:**

### 1. Identify areas for improvement

**The first step towards improving is to develop your knowledge of yourself and your weaknesses.**

You may already have a good idea of areas that you need to develop. However, it is worth seeking feedback from other people, because it is easy to develop 'blind spots' about yourself. You might also find it useful to do our Interpersonal Skills Self-Assessment.

## Interpersonal Skills Self-Assessment

**Discover your interpersonal skills strengths and weaknesses.**

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The self-assessment may give you an idea of which areas to develop first. It may, however, be worth starting with the basics, and moving on from there.

## 2. Focus on your basic communication skills

**Communication is far more than the words that come out of your mouth.**

Some would even go so far as to suggest that there is a reason why you have two ears and one mouth, and that you should therefore listen twice as much as you talk!

Listening is very definitely not the same as hearing. Perhaps one of the most important things you can do for anyone else is to take the time to listen carefully to what they are saying, considering both their verbal and non-verbal communication. Using techniques like **questioning** and **reflection** demonstrates that you are both listening and interested.

Visit our [\*Listening Skills\*](#) pages to learn more.

When you are talking, be aware of the words you use. Could you be misunderstood or confuse the issue? Practise clarity and learn to seek feedback or clarification to ensure your message has been understood. By using questions effectively, you can both check others' understanding, and also learn more from them.

Our page on [\*Verbal Communication\*](#) introduces this subject. You may also find our pages on [\*Questioning\*](#) and [\*Clarification\*](#) useful.

You may think that selecting your words is the most important part of getting a message across, but non-verbal communication actually plays a much bigger part than many of us are aware. Some experts suggest that around three-quarters of the 'message' is communicated by non-verbal signals such as body language, tone of voice, and the speed at which you speak.

These non-verbal signals reinforce or contradict the message of our words, and are much harder to fake than words. They are therefore a much more reliable signal, and learning to read body language is a vital part of communication.

For more about this, see our page on [\*Non-Verbal Communication\*](#). If you are really interested, you may want to explore more, either about [\*Body Language\*](#), or the importance of [\*Face and Voice\*](#) in non-verbal communication.

## 3. Improve your more advanced communication skills

**Once you are confident in your basic listening and verbal and non-verbal communication, you can move onto more advanced areas around**

**communication, such as becoming more effective in how you speak, and understanding why you may be having communication problems.**

*Our page on [Effective Speaking](#) includes tips on how to use your voice to full effect.*

Communication is rarely perfect and can fail for a number of reasons. Understanding more about the various barriers to good communication means that you can be aware of—and reduce the likelihood of—ineffective interpersonal communication and misunderstandings. Problems with communication can arise for a number of reasons, such as:

- **Physical barriers**, for example, being unable to see or hear the speaker properly, or language difficulties;
- **Emotional barriers**, such as not wanting to hear what is being said, or engage with that topic; and
- **Expectations and prejudices** that affect what people see and hear.

*See our page [Barriers to Communication](#) for more information.*

There are also circumstances in which communication is more difficult: for example, when you have to have an unpleasant conversation with someone, perhaps about their standard of work. These conversations may be either planned or unplanned.

There tend to be two issues that make conversations more difficult: emotion, and change.

- **Various emotions can get in the way of communicating**, including anger and aggression, or stress. Few of us are able to communicate effectively when we are struggling to manage our emotions, and sometimes the best thing that can be done is to postpone the conversation until everyone is calmer.
- **Difficult conversations are often about the need for change**. Many of us find change hard to manage, especially if it is associated with an implied criticism of existing ways of working.

*Our page [Communicating in Difficult Situations](#) offers further ideas to help you to get your message across when stress levels or other emotions are running high.*

#### 4. Look inwards

**Interpersonal skills may be about how you relate to others, but they start with *you*. Many will be improved dramatically if you work on your personal skills.**

For example, people are much more likely to be drawn to you if you can maintain a positive attitude. A positive attitude also translates into improved self-confidence.

You are also less likely to be able to communicate effectively if you are very stressed about something. It is therefore important to learn to recognise, manage and reduce stress in yourself and others (and see our section on **Stress and Stress Management** for more). Being able to remain assertive, without becoming either passive or aggressive, is also key to effective communication. There is more about this in our pages on **Assertiveness**.

**Perhaps the most important overarching skill is developing emotional intelligence.**

**Emotional Intelligence** is the ability to understand your own and others' emotions, and their effect on behaviour and attitudes. It is therefore perhaps best considered as both personal and interpersonal in its nature, but there is no doubt that improving your emotional intelligence will help in all areas of interpersonal skills. Daniel Goleman, the author of a number of books on emotional intelligence, identified five key areas, three of which are personal, and two interpersonal.

- **The personal skills**, or 'how we manage ourselves', are **self-awareness**, **self-regulation**, and **motivation**. In other words, the first steps towards understanding and managing the emotions of others is to be able to understand and manage our own emotions, including understanding what motivates us.
- **The social skills**, or 'how we handle relationships with others', are **empathy** and **social skills**. These mean understanding and feeling for others, and then being able to interact effectively with them.

Improving your emotional intelligence therefore improves your understanding that other people have different points of view. It helps you to try to see things from their perspective. In doing so, you may learn something whilst gaining the respect and trust of others.

## 5. Use and practise your interpersonal skills

**There are a number of situations in which you need to use interpersonal skills. Consciously putting yourself in those positions, and practising your skills, then reflecting on the outcomes, will help you to improve.**

**For example:**

- **Interpersonal skills are essential when working in groups.**

Group-working is also a common situation, both at home and at work, giving you plenty of opportunity to work on your skills. It may be helpful to understand more about group dynamics and ways of working, as these can affect how both you and others behave.

*For more about the different types of teams and groups, see our page [An introduction to Teams and Groups](#), and for more about how people behave in groups, see [Group and Team Roles](#). You can find more about the skills essential to team working in our page on [Effective Team-Working](#).*

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Being able to persuade and influence others—again, for mutual benefit—is also a key building block towards strong interpersonal relations.

*There is more about all of these in our pages on [Negotiation and Persuasion](#). These pages **explain negotiation**, and discuss **how it works**, and explore the art of **persuasion and influence** in more detail.*

- **Resolving and mediating in conflict scenarios can be a real test of interpersonal skills**

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While these skills may be thought of as advanced communication skills, if you are often required to manage such situations, some specialist training may also be helpful.

*See our pages on [Conflict Resolution and Mediation Skills](#) for more.*



- **Finally, problem-solving and decision-making are usually better when they involve more than one person**

Problem-solving and decision-making are key life skills. While both can be done alone, they are often better for the involvement of more people. This means that they also frequently involve interpersonal elements, and there is no doubt that better interpersonal skills will help with both.

See our pages on ***Problem-Solving and Decision-Making*** for more.

## 6. Reflect on your experience and improve

The final, but by no means least important, element in developing and improving your skills is to develop the habit of self-reflection. Taking time to think about previous conversations and other interpersonal interactions will enable you to learn from your mistakes and successes, and continue to develop. You might, for example, find it helpful to keep a diary or learning journal and write in it each week.

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*Our page [Communicating in Difficult Situations](#) offers further ideas to help you to get your message across when stress levels or other emotions are running high*

#### 4. Look inwards

**Interpersonal skills may be about how you relate to others, but they start with *you*. Many will be improved dramatically if you work on your personal skills.**

For example, people are much more likely to be drawn to you if you can maintain a positive attitude. A positive attitude also translates into improved self-confidence.

You are also less likely to be able to communicate effectively if you are very stressed about something. It is therefore important to learn to recognise, manage and reduce stress in yourself and others (and see our section on **Stress and Stress Management** for more). Being able to remain assertive, without becoming either passive or aggressive, is also key to effective communication. There is more about this in our pages on **Assertiveness**.

**Perhaps the most important overarching skill is developing emotional intelligence.**

**Emotional Intelligence** is the ability to understand your own and others' emotions, and their effect on behaviour and attitudes. It is therefore perhaps best considered as both personal and interpersonal in its nature, but there is no doubt that improving your emotional intelligence will help in all areas of interpersonal skills. Daniel Goleman, the author of a number of books on emotional intelligence, identified five key areas, three of which are personal, and two interpersonal.

- **The personal skills**, or 'how we manage ourselves', are **self-awareness**, **self-regulation**, and **motivation**. In other words, the first steps towards understanding and managing the emotions of others is to be able to understand and manage our own emotions, including understanding what motivates us.
- **The social skills**, or 'how we handle relationships with others', are **empathy** and **social skills**. These mean understanding and feeling for others, and then being able to interact effectively with them.

Improving your emotional intelligence therefore improves your understanding that other people have different points of view. It helps you to try to see things from their perspective. In doing so, you may learn something whilst gaining the respect and trust of others.

## 5. Use and practice your interpersonal skills

**There are a number of situations in which you need to use interpersonal skills. Consciously putting yourself in those positions, and practising your skills, then reflecting on the outcomes, will help you to improve.**

**For example:**

- **Interpersonal skills are essential when working in groups.**

Group-working is also a common situation, both at home and at work, giving you plenty of opportunity to work on your skills. It may be helpful to understand more about group dynamics and ways of working, as these can affect how both you and others behave.

*For more about the different types of teams and groups, see our page [An introduction to Teams and Groups](#), and for more about how people behave in groups, see [Group and Team Roles](#). You can find more about the skills essential to team working in our page on [Effective Team-Working](#).*

- **Interpersonal skills may also be particularly helpful if you have to negotiate, persuade and influence others.**

Effective negotiations—that is, where you are seeking a win–win outcome, rather than win–lose—will pave the way to mutual respect, trust and lasting interpersonal relations. Only by looking for a solution that works for both parties, rather than seeking to win at all costs, can you establish a good relationship that will enable you to work together over and over again.

Being able to persuade and influence others—again, for mutual benefit—is also a key building block towards strong interpersonal relations.

*There is more about all of these in our pages on [Negotiation and Persuasion](#). These pages [explain negotiation](#), and discuss [how it works](#), and explore the art of [persuasion and influence](#) in more detail.*

- **Resolving and mediating in conflict scenarios can be a real test of interpersonal skills**

Sometimes negotiation and persuasion are not enough to avoid conflict. When this happens, you need strong conflict resolution and potentially even mediation skills. Conflict can arise from poorly-handled interpersonal communications, and may be addressed simply by listening carefully to both sides, and demonstrating that you have done so. Finding a win–win situation is similarly important here, because it shows that you respect both sides.

While these skills may be thought of as advanced communication skills, if you are often required to manage such situations, some specialist training may also be helpful.

*See our pages on [Conflict Resolution and Mediation Skills](#) for more.*



- **Finally, problem-solving and decision-making are usually better when they involve more than one person**

Problem-solving and decision-making are key life skills. While both can be done alone, they are often better for the involvement of more people. This means that they also frequently involve interpersonal elements, and there is no doubt that better interpersonal skills will help with both.

See our pages on ***Problem-Solving and Decision-Making*** for more.

## 6. Reflect on your experience and improve

The final, but by no means least important, element in developing and improving your skills is to develop the habit of self-reflection. Taking time to think about previous conversations and other interpersonal interactions will enable you to learn from your mistakes and successes, and continue to develop. You might, for example, find it helpful to keep a diary or learning journal and write in it each week.

## NON VERBAL COMMUNICATION SKILLS

According to experts, a substantial portion of our communication is nonverbal. Every day, we respond to thousands on nonverbal cues and behaviors including postures, facial expression, eye gaze, gestures, and tone of voice. From our handshakes to our hairstyles, nonverbal details reveal who we are and impact how we relate to other people.

Scientific research on nonverbal communication and behavior began with the 1872 publication of Charles Darwin's *The Expression of the Emotions in Man and Animals*. Since that time, abundant research on the types, effects, and expressions of unspoken communication and behavior. While these signals are often so subtle that we are not consciously aware of them, research has identified several different types of nonverbal communication.

In many cases, we communicate information in nonverbal ways using groups of behaviors. For example, we might combine a frown with crossed arms and unblinking eye gaze to indicate disapproval.

### 1. Facial Expressions

[Facial expressions](#) are responsible for a huge proportion of nonverbal communication. Consider how much information can be conveyed with a smile or a frown. The look on a person's face is often the first thing we see, even before we hear what they have to say.



While nonverbal communication and behavior can vary dramatically between cultures, the [facial expressions](#) for happiness, sadness, anger, and fear are similar throughout the world.

## 2. Gestures

Deliberate movements and signals are an important way to communicate meaning without words. Common gestures include waving, pointing, and using fingers to indicate numeric amounts. Other gestures are arbitrary and related to culture.

In courtroom settings, lawyers have been known to utilize different nonverbal signals to attempt to sway juror opinions. An attorney might glance at his watch to suggest that the opposing lawyer's argument is tedious or might even roll his eyes at the testimony offered by a witness in an attempt to undermine his or her credibility. These nonverbal signals are seen as being so powerful and influential that some judges even place limits on what type of nonverbal behaviors are allowed in the courtroom.

## 3. Paralinguistic's

Paralinguistic's refers to vocal communication that is separate from actual language. This includes factors such as tone of voice, loudness, inflection, and pitch. Consider the powerful effect that tone of voice can have on the meaning of a sentence. When said in a strong tone of voice, listeners might interpret approval and enthusiasm. The same words said in a hesitant tone of voice might convey disapproval and a lack of interest.

Consider all the different ways that simply changing your tone of voice might change the meaning of a sentence. A friend might ask you how you are doing, and you might respond with the standard "I'm fine," but how you actually say those words might reveal a tremendous amount of how you are really feeling. A cold tone of voice might suggest that you are actually not fine, but you don't wish to discuss it. A bright, happy tone of voice will reveal that you are actually doing quite well. A somber, downcast tone would indicate that you are the opposite of fine and that perhaps your friend should inquire further.

## 4. Body Language and Posture

Posture and movement can also convey a great deal of information. Research on body language has grown significantly since the 1970's, but popular media have focused on the over-interpretation of defensive postures, arm-crossing, and leg-crossing, especially after publishing Julius Fast's book *Body Language*.

While these nonverbal behaviors can indicate feelings and [attitudes](#), research suggests that body language is far more subtle and less definitive than previously believed.

## 5. Proxemics

People often refer to their need for "personal space," which is also an important type of nonverbal communication. The amount of distance we need and the amount of space we perceive as belonging to us is influenced by a number of factors including social norms, cultural expectations, situational factors, personality characteristics, and level of familiarity. For example, the amount of personal space needed when having a casual conversation with another person usually varies between 18 inches to four feet. On the other hand, the personal distance needed when speaking to a crowd of people is around 10 to 12 feet.

## 6. Eye Gaze

The eyes play an important role in nonverbal communication and such things as looking, staring and blinking are important nonverbal behaviors. When people encounter people or things that they like, the rate of blinking increases and pupils dilate. Looking at another person can indicate a range of emotions including hostility, interest, and attraction.

People also utilize eye gaze as a means to determine if someone is being honest. Normal, steady eye contact is often taken as a sign that a person is telling the truth and is trustworthy. Shifty eyes and an inability to maintain eye contact, on the other hand, is frequently seen as an indicator that someone is lying or being deceptive.

## 7. Haptics

Communicating through touch is another important nonverbal behavior. There has been a substantial amount of research on the importance of touch in infancy and [early childhood](#). [Harry Harlow's classic monkey study](#) demonstrated how deprived touch and contact impedes development. Baby monkeys raised by wire mothers experienced permanent deficits in behavior and social interaction. Touch can be used to communicate affection, familiarity, sympathy, and other [emotions](#).

In her book *Interpersonal Communication: Everyday Encounters*, author Julia Wood writes that touch is also often used as a way to communicate both status and power. Researchers have found that high-status individuals tend to invade other people's personal space with greater frequency and intensity than lower-status individuals. Sex differences also play a role in how people utilize touch to communicate meaning.

Women tend to use touch to convey care, concern, and nurturance. Men, on the other hand, are more likely to use touch to assert power or control over others.

## 8. Appearance

Our choice of color, clothing, hairstyles, and other factors affecting appearance are also considered a means of nonverbal communication. Research on [color psychology](#) has demonstrated that different colors can evoke different moods. Appearance can also alter physiological reactions, judgments, and interpretations. Just think of all the subtle judgments you quickly make about someone based on his or her appearance. These first impressions are important, which is why experts suggest that job seekers dress appropriately for interviews with potential employers.

Researchers have found that appearance can play a role in how people are perceived and even how much they earn. One 1996 study found that attorneys who were rated as more attractive than their peers earned nearly 15 percent more than those ranked as less attractive. Culture is an important influence on how appearances are judged. While thinness tends to be valued in Western cultures, some African cultures relate full-figured bodies to better health, wealth, and social status.

## 9. Artifacts

Objects and images are also tools that can be used to communicate nonverbally. On an online forum, for example, you might select an avatar to represent your identity online and to communicate information about who you are and the things you like. People often spend a great deal of time developing a particular image and surrounding themselves with objects designed to convey information about the things that are important to them. Uniforms, for example, can be used to transmit a tremendous amount of information about a person. A soldier will don fatigues, a police officer will wear a uniform, and a doctor will wear a white lab coat. At a mere glance, these outfits tell people what a person does for a living.

### *A Word From Verywell*

Nonverbal communication plays an important role in how we convey meaning and information to others, as well as how we interpret the actions of those around us. The important thing to remember when looking at such nonverbal behaviors is to consider the actions in groups. What a person actually says along with his or her expressions, appearance, and tone of voice might tell you a great deal about what that person is really trying to say.

## Top 10 Basic Group Discussion Tips for Interview

There is no contradiction that everyone studies to earn a lot of money in future. Ultimately, he studies to get a reputed job according to his skills. But it is not like that when you will complete your degree or any other graduation, lots of companies will stand up to your door and will request you to get a job in their organization. It is not at all easy to get a job easily. You have to prove yourself that you are enough capable of getting their job. You need to prepare yourself for the various exam they conduct to check your ability that either you are able to be a part of them or not. Along with the interview, there is also another round i.e “Group Discussion” which defines your confidence, leadership, teamwork qualities. –

Group Discussion is a process in which 10-12 people sit together and discuss various positive points, negative points, view of their teammate etc on a given topic.

**Also read:** [Top 10 Basic Interview Tips for Freshers](#)

But it is not as simple as it looks. The main question is how to excel in the process of group discussion, how to make yourself recognizable in a group of 10-12 people? So, here are some **basic Group discussion tips** which can make you perform excellently in group discussion.

### Basic Group Discussion Tips for Interview

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*Following are the very basic group discussion tips that should be taken care of. There are no hard ground group discussion rules but following things should be kept in mind.*

#### **1) Complete Awareness about what is going around you**

You should have knowledge about what is going around in your world. Current topics are the main topic of group discussion. You can take the help of newspaper, magazine, television etc to enhance your knowledge about the topics. This is the first group discussion tips you must follow while performing in the interview.

#### **2) Practice**

There is a saying “Practice Makes a Man Perfect” and it is absolutely right. To get sixes in group discussion match you need practice and the best way is to practice it in front of the mirror. A mirror is your twin, it will reflect your gesture, posture, your way of speaking way and you can get an image of yours.

### **3) Time Management**

Time is one of the crucial things. Its proper use can take you in heights and its disrespect can make you fall on the ground. During the group discussion, make yourself sure that you will speak not less than two minutes.

### **4) Thinking and Communication Ability**

The next thing required is your communication skill. Neither rushes like you are on the set of Pyaar Ka Punchnama where you have to complete a speech within 7-8 minutes nor be too slow just like GadhaPrasad of Chidiya Ghar where to complete one sentence you need one hour. Maintain a steady pace which is required to make your sentence clear to other and understandable also.

### **5) Body Language and Looks**

The first impression is the best impression. During the group discussion, your body language defines what you are in real and your look can help you to gain an extra point.

## **Top 10 Basic Group Discussion Tips for Interview**

### **6) Take Initiative or Try to Conclude**

Your starting will define how well you are going to play and your ending will tell either you win or you lose. Always try to take initiative or try to conclude at last in group discussion. It will give you special attention from the interviewer.

### **7) What if you know nothing about the Topic?**

During the group discussion, sometimes, we don't have knowledge about the topic going to be discussed. In such a situation first, listen to 4 -5 point of other member and then use the information to make your point. You can conclude in this situation.

**Also Read:** 10 Most Important [Personality Development Tips](#) You Should Follow

## **8) Leadership and Teamwork**

Group discussion is not a game of a single person, it is a teamwork. It represents how well you can connect with your team, how well you can manage yourself in a group. It also defines your leadership qualities such as by taking initiative, listening to your team-mate carefully, being a supporter of the points you agree. But never keep on arguing with other and never interrupt any other. Remember it is a group discussion, not a fish market.

## **9) Confidence**

Your confidence will differentiate you from other. While giving your point, be confident just like Bhaskar (Govinda) in Partner but just don't stand up on the table to make everybody listen to you. It defines how determine you are, how well you can handle a situation, your teammate.

## **10) Never underestimate yourself**

You are not less than Einstein. Don't get nervous while speaking in group discussion. Think like your interviewer is blank about the topic, it will help you to build confidence in yourself.

These are the best group discussion tips which really gonna help you in clearing your group discussion phase of the interview. If you want to clear your GD phase; must follow these group discussion tips during the interview. Be the first to share these group discussion tips with your friends on Facebook, Twitter, Google Plus and all other social sharing platforms.

What is a Presentation?

**See also:** [Preparing a Presentation](#)

The formal presentation of information is divided into two broad categories: **Presentation Skills** and **Personal Presentation**.

These two aspects are interwoven and can be described as the preparation, presentation and practice of verbal and non-verbal communication.

This article describes what a presentation is and defines some of the key terms associated with presentation skills.

**Many people feel terrified when asked to make their first public talk. Some of these initial fears can be reduced by good preparation that also lays the groundwork for making an effective presentation.**

A Presentation Is...

**A presentation is a means of communication that can be adapted to various speaking situations, such as talking to a group, addressing a meeting or briefing a team.**

A presentation can also be used as a broad term that encompasses other 'speaking engagements' such as making a speech at a wedding, or getting a point across in a video conference.

To be effective, step-by-step preparation and the method and means of presenting the information should be carefully considered.

A presentation requires you to get a message across to the listeners and will often contain a '*persuasive*' element. It may, for example, be a talk about the positive work of your organisation, what you could offer an employer, or why you should receive additional funding for a project

The Key Elements of a Presentation

**Making a presentation is a way of communicating your thoughts and ideas to an audience and many of our articles on communication are also relevant here, see: [What is Communication?](#) for more.**

**Consider the following key components of a presentation:**

Context

**Ask yourself the following questions to develop a full understanding of the context of the presentation.**

- **When and where will you deliver your presentation?**



*There is a world of difference between a small room with natural light and an informal setting, and a huge lecture room, lit with stage lights. The two require quite different presentations, and different techniques.*

- **Will it be in a setting you are familiar with, or somewhere new?**

*If somewhere new, it would be worth trying to visit it in advance, or at least arriving early, to familiarise yourself with the room.*

- **Will the presentation be within a formal or less formal setting?**

*A work setting will, more or less by definition, be more formal, but there are also various degrees of formality within that.*

- **Will the presentation be to a small group or a large crowd?**

- **Are you already familiar with the audience?**

*With a new audience, you will have to **build rapport** quickly and effectively, to get them on your side.*

- **What equipment and technology will be available to you, and what will you be expected to use?**

*In particular, you will need to ask about microphones and whether you will be expected to stand in one place, or move around.*

- **What is the audience expecting to learn from you and your presentation?**

*Check how you will be 'billed' to give you clues as to what information needs to be included in your presentation.*

**All these aspects will change the presentation. For more on this, see our page on [Deciding the Presentation Method](#).**

Presenter

**The role of the presenter is to communicate with the audience and control the presentation.**

Remember, though, that this may also include handing over the control to your audience, especially if you want some kind of interaction.

You may wish to have a look at our page on **[Facilitation Skills](#)** for more.

Audience

**The audience receives the presenter's message(s).**

However, this reception will be filtered through and affected by such things as the listener's own experience, knowledge and personal sense of values.

## Message

**The message or messages are delivered by the presenter to the audience.**

The message is delivered not just by the spoken word (**verbal communication**) but can be augmented by techniques such as voice projection, body language, gestures, eye contact (**non-verbal communication**), and visual aids.

The message will also be affected by the audience's expectations. For example, if you have been billed as speaking on one particular topic, and you choose to speak on another, the audience is unlikely to take your message on board *even if you present very well*. They will judge your presentation a failure, because you have not met their expectations.

## Reaction

**The audience's reaction and therefore the success of the presentation will largely depend upon whether you, as presenter, effectively communicated your message, and whether it met their expectations.**

As a presenter, you don't control the audience's expectations. What you can do is find out what they have been told about you by the conference organisers, and what they are expecting to hear. Only if you know that can you be confident of delivering something that will meet expectations.

See our page: [Effective Speaking](#) for more information

## Method

**How will the presentation be delivered?**

Presentations are usually delivered direct to an audience. However, there may be occasions where they are delivered from a distance over the Internet using video conferencing systems, such as Skype.

It is also important to remember that if your talk is recorded and posted on the internet, then people may be able to access it for several years. This will mean that your contemporaneous references should be kept to a minimum

## Impediments

**Many factors can influence the effectiveness of how your message is communicated to the audience.**

For example background noise or other distractions, an overly warm or cool room, or the time of day and state of audience alertness can all influence your audience's level of concentration.

As presenter, you have to be prepared to cope with any such problems and try to keep your audience focussed on your message.

## Dialogue Examples

Dialogue is a conversation between two or more people in a narrative work. As a [literary technique](#), dialogue serves several purposes. It can [advance the plot](#), reveal a character's [thoughts or feelings](#), or show how characters [react in the moment](#).

Dialogue is written using [quotation marks](#) around the speaker's exact words. These quotation marks are meant to set the dialogue apart from the narration, which is written as standard text. Together, let's explore some dialogue examples.

## Basic Quotation Mark Examples

[Quotation marks](#) (" ") are the key to writing clear dialogue. You'll want to place them around the exact words your character speaks, but not around any tags that identify the speaker. For example,

"I love French toast."

This use of quotation marks lets the reader know that someone said "I love French toast" out loud.

While it's fine to have only the spoken words in quotes, too many sentences like this can become confusing. Who just said what? You may wish to add extra information to let the reader know who is speaking. For example:

"I love French toast," my mother said.

Note that only the words spoken aloud by the mother are in quotation marks. The informative tag at the end is not part of what she said, so it does not get quotation marks. You can also put the tag before a line of dialogue:

After helping herself to three slices, my mother said, "I love French toast."

## Comma Examples

If you choose to add a tag that identifies the speaker, you'll also need to [use a comma](#) to connect your tag to the dialogue.

When the tag comes first, it's followed by a comma. After the comma is a space, followed by the quotation marks for the dialogue. Note that the punctuation at the end of the dialogue comes [before the closing quotes](#). This is the order that dialogue punctuation always uses when the tag comes first:

Susan asked, "When will Daddy come home?"

I rolled my eyes at the thought of having to answer this question for the millionth time. "Soon, baby," I offered in my most soothing tone.

"But, he said he would be home for dinner," she wailed, "and it's past dinnertime!"

"In life, you'll learn there are many things that are out of our control," I retorted through the massive wails. I continued, almost to myself, "But, we have to just carry on."

When you choose to place your tag after the line of dialogue, the comma comes at the end of the spoken words, before the closing quotation marks. In this case, following the dialogue with a comma lets the reader know that there's more information to come. After the comma comes the quotation marks to end the dialogue, then a space, then the tag, followed by a closing period to complete the sentence. For example:

"We were having a lovely dinner," Michael prompted.

Doug made a short, chortling sound. "Yeah, until he showed up."

"What's the matter with Scott coming around?" I asked, rather astonished.

Michael dropped his fork and aimed daggers at me. "Are you kidding me, Jill? He's a miserable, sarcastic punk."

I blinked at him, astonished. "Well, yes," I said. "I know that. But you two always carry on with him like you're best friends."

"Girl, please," Doug retorted. "We thought you wanted us to keep the peace. Now that we know the misery he's caused you..." He paused, seeming to search for the right words. "He'll never walk through those two doors again."

Note that the only exception to using a comma before the tag is when your quotation must end with a question mark or exclamation point. In this case, that punctuation replaces the comma:

"How many days until our vacation?" asked Margaret.

"Way too many!" William cried.

### Paragraph Examples

You must [begin a new paragraph](#) each time a different character begins to speak. Paragraphs are your friend for dialogue between two or more people. For example:

"I don't want to go home," said Julia. "I like it here at the zoo. The animals are all so funny." She began to cry and then wailed, "I didn't even get to see the elephants!"

"I know," replied her father. "Don't worry. We'll come back another time."

"The zoo is now closing. Please make your way to the exit," came the announcement over the speaker.

Note that, when Julia's father speaks, a new paragraph begins. Another paragraph is introduced when the announcer speaks. This makes it easier for the reader to keep track of who is saying what because the new paragraph is a strong signal that someone else is speaking.

"You must know I'm very upset," I snarled. "I even paid extra to insure the package!"

"Ms. Sullivan, please lower your voice," the agent drawled. "I'll search the system now."

"Sheila Sullivan? Is this your package?" I didn't know where the man appeared from, but I wanted to reach over the counter and give him a big, fat kiss. I'd never been so happy to see a cardboard box.

The only exception to this rule is when a character makes a long speech. In this case, you may wish to break up their dialogue into paragraphs as they change subject, just as you would in standard writing. When you do so, you begin each new paragraph with quotation marks to remind the reader that someone is still speaking, but you don't use closing quotation marks until the speech has ended.

For example:

"I want to make sure everyone is ready for the field trip next week," the teacher said. "That means you'll need to pack your lunches the night before and make sure that you bring plenty of water and a bag that is comfortable to carry.

"It will be hot the day of the trip, so wear light, comfortable clothing and layers that you can remove as the day goes on. You will also need sunscreen, a hat, and sunglasses.

"Finally, make sure you have fun!"

In the example above, the teacher's long speech is broken into paragraphs to keep topics well organized. Notice that only the final paragraph of her speech has quotation marks at the end of the quoted text. When a paragraph of dialogue does not have closing quotes, it lets the reader know that the same person is still speaking.

Famous Examples From Literature

Let's take a moment to enjoy dialogue examples from some of the literary greats. No novel would be complete without an interesting volley between the main characters.

### A Wrinkle in Time, Madeleine L'Engel

This is a great example. Watch L'Engel intertwine scene description with dialogue. Also, the main character, Meg, has dialogue written for her that continues with a tag in the middle.

Calvin licked his lips. "Where are we going?"

"Up." Charles continued his lecture. "On Camazotz we are all happy because we are all alike. Differences create problems. You know that, don't you, dear sister?"

"No," Meg said.

"Oh, yes, you do. You've seen at home how true it is. You know that you're not happy at school. Because you're different.

"I'm different, and I'm happy," Calvin said.

"But you pretend that you aren't different."

"I'm different, and I like being different." Calvin's voice was unnaturally loud.

"Maybe I don't like being different," Meg said, "but I don't want to be like everybody else, either."

### Wuthering Heights, Emily Bronte

Here's a classic, straightforward block of dialogue.

"Now he is here," I exclaimed. "For Heaven's sake, hurry down! Do be quick; and stay among the trees till he is fairly in."

"I must go, Cathy," said Heathcliff, seeking to extricate himself from his companion's arms. "I won't stray five yards from your window..."

"For one hour," he pleaded earnestly.

"Not for one minute," she replied.

"I must--Linton will be up immediately," persisted the intruder.

### The Secret History, Donna Tartt

Now, let's enjoy a block of dialogue that's blended beautifully with ample description for the scene at hand. We're instantly drawn in and then the dialogue picks up speed and lures us further into the story.

"Hi, Richard," she said, and spit out a mouthful of toothpaste. She was wearing cut-off jeans that had bizarre, frantic designs drawn on them in Magic Marker and a spandex top which revealed her intensely aerobicized midriff.

"Hello," I said, setting to work on my tie.

"You look cute today."

"Thanks."

"Got a date?"

I looked away from the mirror, at her. "What?"

"Where you going?"

By now I was used to her interrogations.

### Speak Your Story

Adding dialogue to a narrative can really bring the story and characters to life. Descriptive passages are great for setting the scene, but a few lines of dialogue can provide much more information about the characters.

At first, formatting dialogue may seem tricky. However, you'll find it becomes second nature with practice. Once you learn the rules, you'll see that they apply in many situations, and it's only the words you change to make your writing interesting - never the formatting.

The more you read books with dialogue and practice writing your own, the easier it'll be to write your own dialogue. For an in-depth dive on this skill, check out [How to Punctuate Dialogue](#).

**Situational Dialogues** were designed with variety of 44 everyday English usage situations. This is designed for English learner who is in intermediate level and above. Each situation is represented by four successive dialogues.

44 topics 4 Dialogues of 2-3 pairs of questions and answers for each. Dialogs are made up so that one phrase of a dialogue can be easily inserted into the other.

This is the easy, entertaining English guide. Something like a tourist voiced phrase. The phrases are spoken in a real, fast pace and are accompanied by sound effects on the situation.

### List of Situational Dialogues



## **Transport**

1. [Asking the Way](#)
2. [On the Bus](#)
3. [Taking a Taxi](#)
4. [At a Railway Station](#)
5. [London Underground](#)
6. [Booking Airline Ticket](#)
7. [Hiring a Car](#)
8. [At the Garage](#)

## **Food and Drink**

9. [At Lunch](#)
10. [Tea Time](#)
11. [Coffee Bar](#)
12. [In a Restaurant](#)
13. [In a Pub](#)
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## **In Town**

15. [At a Hotel](#)
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## **Communication**

23. [Police Registration](#)
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## **Health**

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## **Greetings**

- 32. Introduction and Opening Conversation Gambits
- 33. Christmas, New Year, Easter greetings
- 34. Saying Goodbye
- 35. Television
- 36. Thanks for Hospitality

## **General**

- 37. Asking People to Repeat and Offering Lifts In a Car
- 38. Asking Favors
- 39. Complaining
- 40. Apologizing
- 41. What shall we do this evening?
- 42. What shall we do this evening?
- 43. Complimenting People On Clothes
- 44. The Weather