



Ministry of Higher Education and Scientific Research
AL-Mustaqbal University College of Science
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Biochemistry

Lecture 2

Communication Skills

By

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Oral communication fundamentals

- ❑ **Oral communication** is the process of expressing information or ideas by word of mouth.
- ❑ **Great communication skills** are essential for academic and professional success. Overcoming fear and choosing the right oral communication skills can support you throughout your career.
- ❑ **Oral communication** is the process of verbally transmitting information and ideas from one individual or group to another



Oral communication can be either formal or informal

Examples of informal oral communication include:

- Face-to-face conversations
- Telephone conversations
- Discussions that take place at business meetings

Examples of formal oral communication include:

- A business presentation to clients.
- A university lecture.
- A wedding speech.
- A news broadcast.
- A job interview.

Elements of the Communication Process:

1. Vocal:

- Speaker's voice
- Vocal variety
- Quality of voice
- Speaking rate
- Volume
- Vocalized pauses

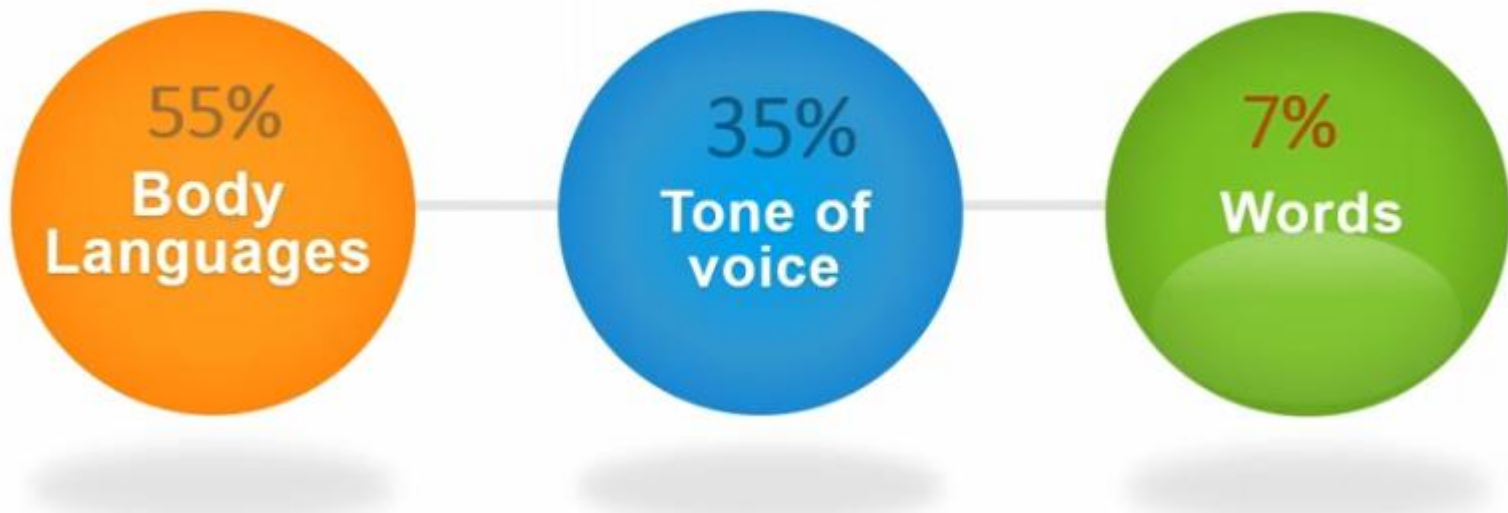
2. Visual:

- What we see of the speaker
- Eye contact
- Posture

- Gestures.
- Facial expressions.

3. Verbal:

The words used by the speaker.



Advantages of Oral Communication:

1. Quick and easy information exchange

- Ideas and information can be shared rapidly between individuals or groups.

2. Clarifies meaning and intent

- Tone of voice and body language help convey the message more clearly than writing alone.

3. Builds strong relationships

- Enhances trust and understanding among friends, colleagues, and clients.

4. Influences and persuades

- Effective speaking makes it easier to convince others and change opinions or behavior.

5. Immediate interaction

6. Motivates others

Advantages of Oral Communication



Disadvantages of Oral Communication:

1. Risk of misunderstanding

- Messages may be misinterpreted due to unclear speech, tone, or gestures.

2. No permanent record

- Oral communication is usually not documented, so it can be forgotten or disputed later.

3. Limited reach

- The message can only reach those who are present, unlike written communication which can be shared widely.

4. Influenced by emotions

- Stress, nervousness, or anger can affect how the message is delivered or received.

5. Time constraints

- Complex information may be hard to explain fully in a short oral presentation.

6. Depends on speaking and listening

- Skills Effectiveness relies heavily on the abilities of both the speaker and the listener.

Disadvantages of Oral Communication



Elements of the Communication Process:

1. Sender (Encoder):

- The person who creates and sends the message.

2. Message:

- The information, idea, or thought being communicated.

3. Encoding:

- The process of converting thoughts into words, gestures, or symbols.

4. Channel (Medium):

- The method used to deliver the message (e.g., speech, email, video).

5. Receiver (Decoder):

- The person who receives and interprets the message.

6. Decoding:

- The process of understanding and interpreting the message.

7. Feedback:

- The response from the receiver that indicates understanding or reaction.

8. Noise:

- Any interference that distorts or blocks the message (e.g., distractions, mis

Principles for Effective Oral Communication:

1. Clarity:

- ✓ Speak clearly and use simple, understandable language.

2. Conciseness:

- ✓ Keep your message brief and to the point.

3. Audience Awareness:

- ✓ Know your audience and adapt your message to their needs and understanding.

4. Confidence:

- ✓ Speak with self-assurance to engage and convince your listeners.

Active Listening:

5. Active Listening:

- ✓ Pay attention to feedback and respond appropriately

6. Proper Tone and Pace:

- ✓ Use the right tone, volume, and speed to convey your message effectively.

7. Non-Verbal Cues:

- ✓ Use body language, gestures, and facial expressions to support your message.

8. Purposefulness:

- ✓ Define the purpose of your communication clearly (inform, persuade, motivate, or entertain).

Principles for Effective Oral Communication

Clarity

Clear, simple language



Conciseness

Focus and brevity



Correctness

Accurate information



Completeness

All necessary information



Coherence

Logical sequencing of ideas



Confidence

Steady voice and posture



Audience Awareness

Adapt to the audience



Engagement

Use questions and examples



Active Listening

Pay attention and respond



Nonverbal Communication

Body language and expressions



*Thank
you*

