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Effective Ways to Improve Verbal Communication and Speech Etiquette in Diploma Students

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ABSTRACT: This paper will focus on the use of verbal communication research in English language instruction, as well as its importance and necessity, in day-to-day life. The paper will demonstrate how teachers can support their students' in verbal communication skills development. In order to improve students' verbal communication abilities and speech manners, some effective techniques are discussed here to teach the English language. Many scholars and readers of the research paper are interested in this topic as it is pertinent to the idea that effective speech and verbal communication are necessary for a successful life. No doubt, speech etiquette is a component in the linguistic cultural picture of the world, as it includes possessions and understanding of speech etiquette, that depends on the people's behaviour. Speech etiquette plays a vital role in the foreign language study. As it is said by Will Cuppy "Etiquette means behaving yourself a little better than is absolutely essential." — Instead, if the teachers are unable to communicate effectively and efficiently in transferring knowledge, skills, and attitudes, it will be difficult to achieve the expected objectives. This paper will demonstrate, that students who understand and perform all tasks very well are influenced and depend on how the teachers' style of verbal and nonverbal communication. Verbal communication includes, short talk, discussion, jokes, ideas, and so on. Whereas, Non-verbal communication skills include body language, the use of the eye contact, the distance stands with the students, touch, and hearing. The two communication skills must then be constantly honed by teachers in order to create quality of learning.

KEYWORDS English language teaching and learning, ethics, verbal communication and speech etiquette

I. INTRODUCTION

Language is productive in the sense that there are an infinite number of words and phrases. There is no limit to a language's vocabulary, as new words are introduced daily. Words are not the only things we need to communicate, although they are closely related to verbal and non-verbal (Parikh et al., 2014) symbols in terms of how we make the meaning of language. Every symbol represents some meaning related to a certain activity (Zhirenov et al., 2016). As, each symbol can be used for communication verbally, for example, when spelling the word "winter", in writing it is necessary to put the letters W-I-N-T-E-R together. "Communication development is an effective teaching method in improving students' technical communication skills as well as empathy (Vogel et al., 2018). As it is said, "Good communication skills are a self-confidence source, enabling a person to exert more control in their life by obtaining knowledge, research effectively, conceptualize, organize, and present ideas and arguments (Emanuel, 2011). Verbal communication skills are a necessary tool for prospering in any subject; even learning these skills will take time, better practices can help students to learn quickly and apply knowledge in work. In addition, with improved communication skills, students will have the confidence and knowledge to not only get a good job but to perform well in interviews (Reith-Hall & Montgomery, 2019).

Effective Communication Skills



<https://www.google.com/search?q=effective+communication+skills+images/>

Verbal communication is useful to express various needs, and in asking questions, that provide us with specific information. Verbal communication is also used in describing things, like events, occasions, people, and ideas, by helping people to inform, persuade, and to take into consideration. In other words, verbal expression helps one to communicate in conveying our observations, and to express one's thoughts, feelings, and needs to others. Let's break down into following the key points:

- **Self-Confidence Source**

Effective communication skills serve as a source of self-confidence. The ability to express oneself clearly and articulate thoughts contributes to a person's self-assurance.

- **Control in Life**

The quote suggests that good communication skills enable individuals to exert more control in their lives. This control is achieved through several means:

- **Obtaining Knowledge**

Communication skills aid in the acquisition of knowledge. Effective communication allows individuals to seek, understand, and retain information.

- **Research Effectively**

Communication is integral to the research process. This involves not only gathering information but also critically analyzing and synthesizing it.

- **Conceptualize Organize, and Present Ideas and Arguments** Communication skills are essential for higher-order cognitive processes, such as conceptualization, organization, and presentation of ideas and arguments. This implies that communication is not just about conveying information but also about structuring and delivering it coherently.

- **Necessary Tool for Prospering in Any Subject**

The quote asserts that verbal communication skills are indispensable for success in any subject. This implies that effective communication is a cross-cutting skill that enhances performance across various academic disciplines.

- **Learning Takes Time, But Better Practices Facilitate Quick Learning** Acknowledging that learning communication skills takes time, the quote suggests that employing better practices can expedite the learning process. This may involve active engagement, practice, and exposure to diverse communication contexts.

- **Application of Knowledge in Work**

Good communication skills facilitate the application of knowledge in the professional context. This implies that individuals with strong communication skills can effectively translate their theoretical understanding into practical applications in the workplace.

- **Success in Job Acquisition and Interviews**

Improved communication skills are positioned as key factors for success in job acquisition and interviews. This aligns with the widely recognized importance of effective communication in the professional realm.

In this way, we can say that the good communication skills, particularly verbal communication, on various aspects of personal and professional development. It highlights not only the intrinsic value of communication for self-confidence and knowledge acquisition, but also its instrumental role in career advancement.

II. SIGNIFICANCE OF COMMUNICATION SKILL

Verbal and speech etiquette, encompassing how individuals speak and interact verbally, is a crucial component of effective communication. Here, are some specific reasons why communication skills in terms of verbal and speech etiquette are significant:

- **Clarity of Expression**

Proper communication skills help individuals articulate their thoughts and ideas clearly. This involves using appropriate language, tone, and expressions to convey messages without ambiguity or confusion.

- **Effective Listening**

Verbal communication is a two-way street, and good verbal etiquette includes active listening. Being attentive, nodding, and responding appropriately demonstrate respect for the speaker and contribute to productive conversations.

- **Building Rapport**

Politeness, courtesy, and respect in verbal communication also help build positive relationships. Using polite language, addressing others by their preferred titles, and being mindful of cultural norms contribute to a harmonious and respectful environment.

- **Professionalism**

Professional settings, proper verbal etiquette is crucial. This includes using professional language, avoiding slang or inappropriate humor, and adapting communication style based on the context and audience. When conflicts arise, effective verbal communication is essential for resolving issues. Expressing concerns diplomatically, using "I" statements to avoid blame, and engaging in constructive dialogue can help find mutually acceptable solutions. For those who engage in public speaking, effective verbal communication is paramount. This includes considerations such as clear articulation, modulation of voice, and using appropriate gestures to engage and captivate the audience. Individuals who communicate with poise, clarity, and respect tend to be viewed as more credible and trustworthy. Verbal etiquette contributes to the overall impression people have of an individual's competence and reliability.

- **Social setting**

In social settings, proper verbal etiquette is crucial for making a positive impression. Knowing when and how to initiate or join conversations, expressing oneself in a friendly manner, and being aware of social cues contribute to successful social interaction.

- **Negotiation Skills**

Verbal communication is central to negotiation. Effective negotiators use persuasive language, active listening, and assertiveness to navigate discussions and reach agreements that satisfy all parties involved.

- **Cross-Cultural Communication**

Verbal etiquette becomes even more critical in cross-cultural communication. Being sensitive to cultural norms, understanding the nuances of language use, and adapting communication styles accordingly are keys to successful interactions in diverse settings.

In essence, verbal and speech etiquette is vital for fostering positive relationships, building credibility, and navigating various social and professional situations with grace and effectiveness. It contributes to an individual's overall communication competence and plays a significant role in personal and professional success.

Teachers should use both verbal and nonverbal communication techniques when carrying out the learning process. In applying these types of communication, it can help to improve both teachers and student's impressions in the process of teaching and learning. Since the teacher is the one, who always explains and presents the lesson material to the class, the teacher needs to have sufficient speaking and writing abilities. It is necessary for teachers to be able to assist/help students in developing their verbal communication skills and to comprehend or understand the verbal communication of their students. Oral and written verbal communication skills require a strong vocabulary in choosing the right words to give the right meaning to the audience. Also, how to communicate effectively with parents either orally or written and with personal administration. The ability to rationally arrange words is another aspect of verbal abilities/ Verbal abilities also concerned with skills to organize the words logically. Good teachers are teachers, who become role models in speaking and have good writing skills.

III. DEVELOPING STUDENTS COMMUNICATION SKILLS

Developing students' communication skills is essential for their academic success and future professional endeavors. Effective communication involves not only language proficiency but also the ability to express ideas, listen actively, and engage in meaningful conversations. The integration of curricula and ethics in communication studies, particularly

through service-learning courses, community-engaged activities, and communication activism, can have profound effects on students' understanding of communication ethics and their role in addressing societal issues. Such experiences not only expose students to real-world issues but also encourage them to reflect on the ethical implications of their communicative actions. Here are some key points to consider:

- **Ethical Considerations at Different Levels**

Individual Level: Encourage students to reflect on their personal ethical responsibilities as communicators. Discuss the impact of individual choices on ethical communication and the potential consequences of unethical behavior.

- **Organizational Level**

Explore how communication ethics function within organizational contexts. Discuss issues related to corporate communication, public relations, and organizational transparency, emphasizing the importance of honesty and integrity.

- **Systemic Level**

Help students understand the broader systemic issues that influence communication ethics, such as power structures, socio-economic disparities, and cultural biases. Discuss the role of communication in perpetuating or challenging systemic inequalities.

- **Inter-sectionality of Voices**

Emphasize the idea that communication is not a solitary act but an intersection of diverse voices and perspectives. Discuss how different voices contribute to the richness of communication and the importance of recognizing and respecting these diverse perspectives.

- **Affirming the Dignity of All People**

Explore how communication can be a tool for affirming the dignity of all individuals, regardless of their background or circumstances. Discuss inclusive language, cultural sensitivity, and the role of communication in promoting social justice.

- **Promoting Learning and Competence**

Connect the ethical dimensions of communication with the broader goals of promoting learning and competence. Encourage students to see ethical communication as essential for personal and professional growth, fostering a sense of responsibility and accountability.

- **Social Changes and Systemic Transformation**

Highlight the potential for communication activism to contribute to broader social changes. Discuss historical and contemporary examples of how communication has been a catalyst for positive social transformation.

- **Media Ethics and Governmental Regulation**

Discuss the role of governmental regulation in ensuring ethical communication practices, emphasizing the need for accountability and transparency.

- **Critical Examination of Social Media**

Explore the ethical challenges posed by social media, such as issues related to privacy, misinformation, and online harassment. Encourage students to critically examine their own online communication practices and consider the broader societal impact of digital communication.

- **Facilitating Ethical Dialogue**

Create opportunities for students to engage in open and respectful dialogue about ethical dilemmas they encounter in their experiences. Provide a safe space for discussing differing perspectives on ethical issues, fostering critical thinking and empathy.

- **Reflective Practices**

Incorporate reflective exercises into the curriculum to help students process their experiences, articulate their ethical reasoning, and identify ways to apply ethical communication principles in future situations.

- **Guest Speakers and Case Studies**

Bring in guest speakers who have experience in communication activism or media ethics to share their insights. Use case studies to analyze real-world ethical dilemmas, encouraging students to apply ethical theories to practical situations.

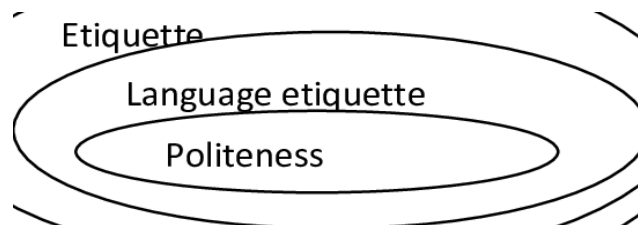
In this way, by intertwining communication ethics with real-world experiences, students can develop a deeper understanding of their ethical responsibilities as communicators and agents of social change. This approach not only enhances their academic learning but also prepares them to navigate the complexities of the communication field with ethical integrity.

IV. SIGNIFICANCE OF SPEECH ETIQUETTE

“Speech etiquette is included in the linguistic cultural picture of the world.” (www.google.com/Speech+etiquette). Possession, understanding and choice of formulas of speech etiquette depends on the people's behavior. Selection of speech etiquette formulas are contingent upon an individual's behavior. The selection of speech etiquette rules is particularly important while studying foreign languages. It is impossible to initiate conversation, to keep it going, or to finish/complete it without speech etiquette. “Speech etiquette is a set of requirements to the form, content, order, character and situational relevance of statements adopted in this culture. Speech etiquette, in particular, includes words and expressions used by people to say goodbye, requests, and apologies, accepted in various situations, forms of treatment, intonation features that characterize polite speech, etc. The study of speech etiquette occupies a special position at the junction of linguistics, theory and history of culture, ethnography, country studies, psychology and other humanities (Kereksha, 2019). On the other hand, speech etiquette can be considered from the point of view of language norm.” Thus, the idea of correct, cultural, normalized speech includes certain ideas about the norm in the field of speech etiquette (Ushakov, 2008). The role of speech etiquette within the linguistic and cultural context. Let's discuss important key points:

- **Integration into Linguistic Cultural Picture:** Speech etiquette is presented as an integral part of the linguistic cultural framework. This implies that the way people express themselves, particularly in terms of etiquette, is deeply rooted in their cultural context.
- **Dependence on Behavior:** The possession, understanding, and choice of speech etiquette formulas are said to depend on people's behavior. This suggests a link between individual behavior and the appropriate use of speech etiquette in communication.
- **Significance in Foreign Language Study:** The ability to navigate speech etiquette rules becomes essential for initiating, sustaining, and concluding conversations in a foreign language.
- **Essential for Communication:** It is emphasized that conversation initiation, continuation, and conclusion are impossible without the application of speech etiquette.
- **Components of Speech Etiquette:** Speech etiquette is described as a set of requirements encompassing the form, content, order, character, and situational relevance of statements within a particular culture. This includes specific words and expressions for farewells, requests, apologies, forms of treatment, and intonation features associated with polite speech.
- **Interdisciplinary Nature:** The study of speech etiquette is positioned as an interdisciplinary field, involving linguistics, cultural theory, history, ethnography, country studies, psychology, and other humanities.
- **Viewed from Language Norm Perspective:** The passage suggests an alternative perspective on speech etiquette from the standpoint of language norms. It implies that the concept of correct and culturally appropriate speech includes considerations of etiquette norms.

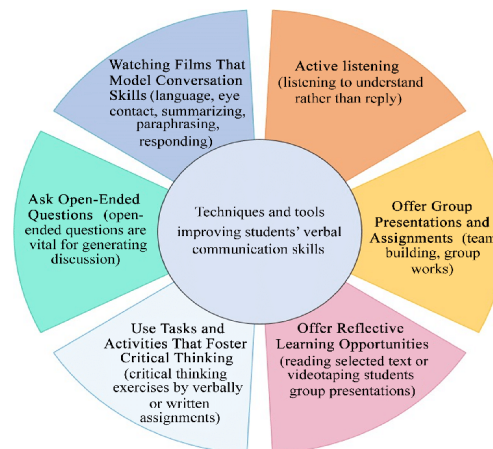
Therefore, the role of speech etiquette in communication is both within the native linguistic and cultural context and in the study of foreign languages. It underscores the behavioral aspect of mastering speech etiquette and recognizes its interdisciplinary nature, linking it to various fields of study. Additionally, it introduces the idea that speech etiquette can be viewed as part of language norms, contributing to the broader understanding of what constitutes correct and culturally acceptable speech.



<https://www.google.com/search?q=speech+etiquette+images>

V. WAYS TO OBTAIN GOOD COMMUNICATION SKILLS

Developing communication skills, specifically focusing on verbal and speech etiquette, is crucial for the overall development of diploma students. Here are few strategies to enhance these skills:



Techniques and tools for improving students' verbal communication skills.

- **Watching Films That Model /Promote Conversation Skills**

Conversation is one of the most fundamental and important communication skills. It helps people to share thoughts, opinions, ideas, and receive information. Although it may appear simple at first glance, effective conversations involve a mutually beneficial exchange of information that includes/consists of features like language, eye contact, summarizing, paraphrasing, and reacting/responding. Students can learn the basic elements of a conversation can be learned by watching movies or videos about real-life interactions. The teacher will pause the video to ask questions like, "What message does the listener send by crossing their arms and shoulders?" and "What else can you learn by watching the language expression in the conversation?"

- **Reinforce Active Listening**

Communication is not just about speaking, but also about listening skill. A good way for a teacher to help their students develop active listening is to read a selection of text and then having the class discussion and reflect the content through student explanations. Active listening doesn't mean listening to a response, it means listening to understand. As it encourages students to practice answering clarifying questions to get a better understanding of the speaker's message. Like ability to read and interpret documents/newspaper/reports with correct pronunciation, audibility & accent. Listen and reproduce the same in the oral and written form.

- **Use Group Presentations and Assignments**

Additionally, Team-building exercises can also enable students to sharpen both oral and written communication skills. It not only give students the opportunity to work in smaller groups, thereby reducing some of the pressure, but it also allows them to debate their opinions, take turns, and work together for achieving a common goal or objective.

- **Use Open-Ended Questions**

Open-ended questions are essential for stimulating / inspiring discussion and demonstrating /showing that there are different ways to understand and respond/answer to a question when students need/require more than a one- or two-word response. For informal conversations and challenges involving the use of open-ended questions, a teacher may set a timer. For example, a teacher can show children the difference in how much more information they can obtain by asking, "What did you like best about the song?" rather than simply "Did you like the song?"

- **Use Tasks and Activities That Encourage Critical Thinking**

Critical thinking exercises are another task-based strategy for enhancing students' communication abilities. These can be completed orally or through written assignments that allow students to answer questions creatively using their own words and expressions.

- **Use of Mini Project**

A group of students will select some short stories from Panchtantra or good source. Each student will read the different story loudly. It is reproduced/narrated by another student turn wise which is audio recorded through mobile etc. Recorded Lecture, Presentation, Discourse from different channels like Peace of Mind/Astha, may be recorded and played in the class. Students are asked to listen and answer the questions.

- **Use of Group discussion**

Group discussion on different topic or extempore on current topics can be arranged by the teacher like Skills Development & youth, PM Skill Development Mission, Importance of Soft Skills, Professional Ethics & Values, Being Human, Environmental Protection, Gender Bias, Improving Presentation Skills etc.

- **Use of Paragraph writings**

Paragraph writings on general topics ,such as Time Management, Developing Positive Attitude, Team Building, environment, entrepreneurship, Developing Learning to Learn skills etc.

- **Use Reflective Learning Opportunities**

Enable students to record selected text or videotaping group presentations is an excellent method for assessing their own communication strengths and weaknesses. Forming the small groups, students can evaluate their speech/oral performance. After that, assign each student to analyze the others student, so that they can get used to receiving constructive criticism. Besides, these techniques and methods, there are other activities for improving students' verbal communication skills, such as role-playing, video recording , extempore which showed effective results from previous experiences.

By implementing these strategies, educators can create a comprehensive and practical approach to developing verbal and speech etiquette in diploma students, preparing them for successful communication in both academic and professional settings.

VI. CONCLUSION

Communication skills are not only vital for one's future but also significantly impact the quality of life and overall success. Teachers' verbal and nonverbal communication plays an important role in supporting students' educational success. Emphasize that teachers who understand the importance of communication are better positioned to be qualified educators, contributing to meaningful learning experiences for their students. As a result of this, teachers should make an extra effort by doing positive things in both verbal and nonverbal communication to create an engaging and supportive learning environment. Therefore, communication in education is a specific communication being done specifically so that the teacher is able to understand the students and the entire institute community.

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