

Informal Communication—giving and receiving messages in casual, person to person interactions.

Types of Informal Communication

- A. Practical communication—useful, direct goal- oriented communication.
- B. Social communication—friendly, cordial, and enjoyable communication.

Speaking for Practical Purposes

Directions—instructions for finding a particular place

Suggestions for **Giving Directions**

- 1. Give directions clearly
- 2. Select the simplest route
- 3. Give directions in a series of logical steps
- 4. Use visual terms when possible
- 5. Consider drawing a map
- 6. Repeat directions if necessary

Suggestions for **Receiving Directions**

- 1. Ask for directions clearly
- 2. Listen carefully
- 3. Repeat the directions
- 4. Thank the person who took the time to help you.

Speaking on the Telephone

Making a Social Call—a phone call made for personal reasons

- 1. Call at appropriate times (it is always polite to ask, “Are you in the middle of something?” or “Can you talk now?”)
- 2. Identify yourself and state your purpose.
- 3. Speak clearly—use your best vocalization and articulation skills
- 4. Keep your call to a reasonable length

Receiving a Social Call

- 1. Answer appropriately
- 2. Respond to the situation
 - a. May I say who is calling?...if it is for someone else.
 - b. May I take a message?
- 3. Do not provide strangers with your name or number...If a caller seems confused ask, “What number were you dialing?”
- 4. Be honest but courteous

Making a Business Call—a call made to a company or organization to request information or help to take care of a matter or make a complaint. You should be prepared to identify yourself and state your purpose promptly.

- 1. Be sure you are talking to the right person.
- 2. Be specific about what you want
- 3. Make sure the person understands your request.
- 4. Be patient

Businesses often transfer or route calls. If your call is:

- 1. answered by an operator or secretary—identify the person or extension you need to reach
- 2. answered by voice mail—leave your name, number, and purpose for calling.
- 3. put on hold—wait patiently for a reasonable length of time
- 4. transferred to another person—state your name and purpose again
- 5. (accidentally) cut off—call back

6. answered by a computerized routing system—listen carefully to the options and select the one you need.

Answering Machines and Voice Mail—

State who you are, the date and time of you call...be sure your message is brief and to the point.

If you want your call returned be sure to leave your number.

Taking Messages—

1. Take the caller's name and phone number. Even when a return phone call is not requested, the person receiving the message may need to return the call.
2. Offer to take a message...it is a good idea to repeat the message to make sure you have recorded it accurately.
3. Make **SURE** you give the message to the person or put it where it can be clearly seen.

Making Announcements—

1. Include all important information...**Who What When Where Why How**
2. Write out your announcement.
3. Rehearse...speak clearly and slowly.
4. Deliver your announcement effectively. Wait until the audience is quiet to begin.

Introducing Yourself to Others

Socially:

1. Greet the other person
2. Give your name
3. Say something about yourself and ask a question

In a Business situation:

1. Greet the other person
2. Give your name
3. State your business

Introducing Others—the order of names is important. The person named first is the person to whom the other person is being introduced. According to tradition, you should first state the name of the person...

- who is of higher achievement or earned status
- who is older
- ...if the rules of status and age conflict or do not apply, simply start your introduction by naming the person who is more familiar to you.
- Formal wording includes last names and titles

Responding to an Introduction

1. Politely acknowledge your pleasure at meeting the other person
2. If you have been given details about the other person during the introduction, express interest by asking a question that allows a conversation to get started.

Conversation—is the informal exchange of thoughts and feelings by two or more people.

Strategies

1. Ask good “conversational” questions
 - a. Open questions—must be answered with an explanation
 - b. Closed questions—can be answered with a “yes” or a “no. Not usually a good “conversational” question type.
 - c. Follow-up question—relates to the subject matter of an earlier question
2. Paraphrasing—stating in your own words what someone else has said
3. Use clear vivid words
4. Use appropriate nonverbal cues
5. Put expression in your voice
6. Be aware of your listener's comfort level. Be sensitive and use good manners by:

- using appropriate language and subject matter
- do not criticize people in front of others(whether they are present or not)
- try to focus on cheerful subjects
- do not ask overly personal questions
- do not gossip about people you know
- keep a comfortable conversation distance
- be polite by using expressions such as: “thank you”, “please”, “excuse me”.

Use Constructive Feedback to resolve Disagreements

Disagreement—a difference of opinion between two or more people

Discussion—talking through a problem using the problem-solving method

Problem-solving Method—

1. Identify the problem
2. Determine the nature and cause of the problem
3. Discuss possible ways to solve the problem and select the best way.

Constructive Feedback—evaluating a problem to negotiate a solution

Packet # 1 Speaking Informally Questions

After reading Packet # 1 Speaking Informally notes answer the following questions on your own paper.

1. What is informal communication?
2. What are the types of informal communication?
3. What is practical communication?
4. What is social communication?
5. What are directions?
6. Describe the 6 suggestions for giving directions.
7. List and describe the 4 steps in receiving directions.
8. What is a social call?
9. List and describe the suggestions for making a social call.
10. What 4 things should you do when receiving a social call?
11. What is a business call?
12. When making a business call what 2 things should you be prepared to do?
13. If your business call is routed or transferred list and describe the 6 things you may need to do.
14. What information should you give an answering machine or email?
15. What 4 guidelines should you follow when taking a message? (List and describe each)
16. What should you do when introducing yourself socially? (4)
17. What should you do when introducing yourself in a business introduction? (3)
18. What order should be used when introducing people? (Who should be first, second, etc?)
19. What 2 things should you do when responding to an introduction?
20. Define conversation.
21. List and describe 6 strategies of conversation.
22. List and describe the 3 types of conversational questions.
23. In conversation what 7 things must you do to display good manners and sensitivity to the one you are conversing with?
24. What is disagreement?
25. What is discussion?
26. What is the problem solving method?
27. What is constructive feedback?