SPOKEN COMMUNICATION

What you say and how you say it

**Spoken communication**is about more than just words.

**What you say is only part of speaking; how you say it is also important.**

The words you choose to use (what you say) and the structure, tone, volume and speed (how you say it) will tell the interviewer a lot about you.

Examples of spoken communication are:

* face-to-face conversations
* telephone calls
* answerphone messages
* radio programmes/adverts
* television programmes/adverts
* songs with lyrics
* interviews

Why is it important?

Spoken communication gives you opportunities to make your interviewer understand how motivated you are to do the job. However, it is not as easy as just talking – there is an art to speaking well.

**Verbal communication**means the actual words that you say.

**Non-verbal** **communication**is how you say something.

Both communicate to a potential employer how you feel and will be important when you are having a telephone or face-to-face interview.

Here you can find tips and techniques to improve your conversations in the workplace and help you to get your points across in interview situations.

This section will help you to understand:

* when spoken communication occurs in the job-hunting process
* the main things to think about when you are talking
* useful language and tips to help you speak clearly and professionally
* how and what you communicate without words
* the importance of impression and what makes a good and bad impression
* how you can improve your non-verbal communication skills

When you’re searching for a job, you will need to speak to an interviewer or someone else at the company that you are applying to. Every single person that you talk to at the company is important – you may not know who you are speaking to and if they are involved in the hiring decision. You should be **professional**at all times.

The main time in the job hunting process that you will have to use spoken communication is in a telephone or face-to-face interview. **You will also need to use it every day when you get the job!**

**Language**

Using professional language is just as important when you are speaking as when you are writing. **A common mistake to make in interviews is using slang that you might use between friends**; this can make your interviewer think that you are

unprofessional. They don’t want to hire someone who might give the wrong impression of their company.

Non-verbal communication

Communication isn’t just about words (spoken or written); you give off lots of signals and signs without even thinking about it. Communication is also about striking a natural balance between extremes. All the areas that we are going to discuss contribute to creating this balance.

Examples of non-verbal communication are:

* how you say things
* the way you stand or sit
* the way you dress
* eye contact
* gestures

Your mentor can help you to think about the impression you give when you meet someone for the first time and how to analyse where you might improve.

How you say it

**Speed!**

We all speak differently when we are around friends, but will your interviewer be able to understand you if you are speaking at 1,000 miles per hour if they have never met you or have a different accent to you? Make sure that you are not talking too quickly to allow your interviewer time to process the information that you are giving them.

**Volume of your voice**

The volume of your voice also says something about you. The interviewer will be paying attention to how you say things and may wonder if you can handle the pressure of the job if you are nervous and quiet. They might also think you could be difficult to work with if you are loud and arrogant.

The volume of your voice can tell your employer a lot about how you might act in the workplace.  You need to get the balance right and this only comes through practice.

**Tone of voice**

When you are talking have you ever thought about how you are speaking and the impression that you might be giving? It can be as important as what you are saying.

What does the tone of your voice say about how you feel about something?

**REMEMBER:**

**Try to relax and speak naturally.**