



Module IV. SOFT

Interpersonal
Skills
Course

Topic 4. Communicate
with others

Lesson 1
Verbal Language



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IN THIS LESSON, WE WILL LEARN TO...



1. DIFFERENTIATE THE **DIFFERENT TYPE OF VERBAL LANGUAGES**
2. **ADAPT OUR VERBAL LANGUAGE** TO THE INTENDED MESSAGE THAT THEY WANT TO DELIVER
3. INCREASE OUR CAPACITY TO **PRODUCE EFFECTIVE VERBAL LANGUAGE**



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1. PRELIMINARY REQUIREMENTS TO VERBAL LANGUAGE



SPEAK THE **SAME LANGUAGE**

THE **CULTURAL ENVIRONMENT** OF THE INDIVIDUAL WILL
INFLUENCE THEIR UNDERSTANDING AND INTERPRETATION OF
A MESSAGE



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2. CATEGORISATION OF LANGUAGE AND VERBAL COMMUNICATIONS

THE CONTEXTUAL TYPES OF VERBAL COMMUNICATION



INTRAPERSONAL COMMUNICATION



ONE TO ONE COMMUNICATION



SMALL GROUP CONVERSATION



PUBLIC SPEECH



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2. CATEGORISATION OF LANGUAGE AND VERBAL COMMUNICATIONS

FORMAL OR INFORMAL LANGUAGE



FORMAL

IT WILL BE USED WITH PEOPLE WE DON'T KNOW VERY WELL OR WITH WHICH THERE IS A HIERACHICAL RELATION TO BE RESPECTED.

FORMAL LANGUAGE IS ALSO MORE COMON WHEN WE WRITE

WE WILL AVOID COLLOQUIALISM AND THE USE OF DIRECT FORMS OF LANGUAGE, SUCH AS IMPERATIVE FORMS, OR THE USE OF FAMILIARITY



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2. CATEGORISATION OF LANGUAGE AND VERBAL COMMUNICATIONS

FORMAL OR INFORMAL LANGUAGE



INFORMAL

IT WILL BE USED WHEN PEOPLE ALREADY HAVE A HIGH DEGREE OF MUTUAL UNDERSTANDING AND LONG TERM RELATIONSHIP

USE OF COLLOQUIALISM AND EVEN BAD LANGUAGE MIGHT TOLERATED



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2. CATEGORISATION OF LANGUAGE AND VERBAL COMMUNICATIONS



GRAMMATICS AND COMMON VERBAL MOODS

We can approach the language under the perspective of the moods.

Some examples of moods are:

- INDICATIVE: to express a fact
- IMPERATIVE: for an order
- SUBJUNCTIVE OR CONDITIONAL: for the expresion of hypothesis



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3. MATCH THE VERBAL LANGUAGE TO THE PURPOSE OF COMMUNICATION

NEED FOR CLARITY

TO MAKE SURE THE AUDIENCE UNDERSTAND THE IDEA EXPRESSED

SIMPLICITY

KEEPING THINGS SIMPLE WILL HELP DELIVERING A CLEAR MESSAGE

TECHNICISM

DEPENDING ON THE AUDIENCE, THE ORATOR SHOULD MAKE SURE THAT OBSCURE LANGUAGE OR JARGON WILL BE UNDERSTOOD CORRECTLY

VARIETY OF VOCABULARY

TO AVOID MONOTONOUS SPEECHES WHERE THE ATTENTION OF AUDIENCE WILL GET LOST



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3. MATCH THE VERBAL LANGUAGE TO THE PURPOSE OF COMMUNICATION

LANGUAGE STRATEGY	DEFINITION	EXAMPLE
POWERFUL LANGUAGE		
DIRECT REQUESTS	Asking the audience to engage in a specific behavior.	"At the conclusion of today's speech, I want you to go out and buy a bottle of hand sanitizer and start using it to protect your life."
BARGAINING	An agreement that affects both parties of a situation.	"If you vote for me, I promise to make sure that our schools get the funding they so desperately need."
INGRATIATION	Attempting to bring oneself into the favor or good graces of an audience.	"Because you are all smart and talented people, I know that you will see why we need to cut government spending."



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3. MATCH THE VERBAL LANGUAGE TO THE PURPOSE OF COMMUNICATION

LANGUAGE STRATEGY	DEFINITION	EXAMPLE
POWERLESS LANGUAGE		
HESITATIONS	Language that makes the speaker sound unprepared or uncertain.	"Well, as best I was able to find out, or I should say, from what little material I was able to dig up, I kind of think that this is a pretty interesting topic."
INTENSIFIERS	Overemphasizing all aspects of the speech.	"Great! Fantastic! This topic is absolutely amazing and fabulous!"
DISQUALIFIERS	Attempts to downplay one's qualifications and competence about a specific topic.	"I'm not really an expert on this topic, and I'm not very good at doing research, but here goes nothing."
TAG QUESTIONS	A question added to the end of a phrase seeking the audience's consent for what was said.	"This is a very important behavior, isn't it?" or "You really should do this, don't you think?"
SELF-CRITICAL STATEMENTS	Downplaying one's own abilities and making one's lack of confidence public.	"I have to tell you that I'm not a great public speaker, but I'll go ahead and give it a try."
HEDGES	Modifiers used to indicate that one isn't completely sure of the statement just made.	"I really believe this may be true, sort of." "Maybe my conclusion is a good idea. Possibly not."
VERBAL SURROGATES	Utterances used to fill space while speaking; filler words.	"I was, like, err, going to, uh, say something, um, important, like, about this."



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CONCLUSION



VERBAL LANGUAGE

is fundamental for oneself to communicate, understand what is being said and express effective messages



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