

FACE TO FACE COMMUNICATION IN BUSINESS



Summary

Effective communication necessitates excellent communication abilities. Face-to-face communication entails speaking with someone in person rather than by email, text messages, phone calls, and so on. It is critical to strengthen relationships, increase team participation, and improve communication dependability. Body language is essential for efficient communication.

Important points from the text:

- This lesson is about acquiring good communication skills to be successful at your workplace. Greeting each other, building relationships and introducing yourself are important factors in an organisation.
- Body language is also crucial in face-to-face communication.
- In an organisation, it is critical that you dress correctly, sit or stand erectly, and have a bright smile on your face. A person in a company should talk clearly and gently.
- In an organisation, two types of languages are used: formal and informal language.
- The usage of language depends upon the degree of closeness, nature of relationship and status of speakers.
- Informal language is used with friends, long time colleagues and team mates. Formal language is used with strangers, seniors and clients. In order to respond effectively it is important to understand the degree of formality and nature of relationships.
- Introducing yourself effectually is very important as it enhances relationships and builds a better rapport. Social behaviour is an important aspect of dealing with people face to face, one has to respond politely to queries and complaints.
- While interacting both the speaker and listener should be alert and identify the signals. It is important to recognise signals effectively and not ignore them.

Appropriate language to be used for the following purposes:

- **Greetings:**

Good morning Mr. Singh.

Good morning, sir!

Hello! Hi! How are you?

- **Introducing yourself and others:**

Good morning, I am Dr. Rai. Welcome to NIOS. I am a research scholar from IIT Delhi.

Good evening everybody, I would like to introduce Bill Gates the man who brought revolution in the IT industry.

- **Being alert to signals:**

How shall we get started?

Let's get down to business, shall we?

- **Leave taking:**

Thank you very much for your attention and support.

It has been very interesting talking to you, but I have to leave. Bye! See you soon.

Important words from the text:

- Courteous: polite/well mannered
- Colleagues: fellow workers/ teammate
- Brisk: quick and rapid
- Elaborate: detailed/involving many carefully arranged parts or details

Evaluate yourself:

1. Give few characteristics of face to face communication.
2. Imagine you are working in a company, how will you greet your seniors. Write a dialogue.
3. Can you mention some techniques of effective body language. What is the difference between verbal and non-verbal communication. Mention in your own words.
4. What is the importance of dressing up neatly in an organisation? Why do you think it is important?