

Name \_\_\_\_\_

## Oral Language

Language....

Has rules. It makes it possible for use to understand each other.

Is like a code. Each language has it's own set of sounds, words, symbols & structures.

Characteristics of Oral Language

1. Meaning - we assign meaning to the words and symbols we use.
2. Vocabulary - all the word symbols that make up a particular code or language.  
It is important to have a large & flexible vocabulary.
  - a. Symbolic - Words can stand for more than one thing.
  - b. Standards - Allows us to communicate appropriately in a variety of situations.
  - c. Interest - A large vocabulary adds interest, originality, vitality, and clarity to your communication.
3. Structure - The way language is arranged.  
Helps in asking and answering questions.
4. Grammar - Rules that regulate the use of language.
5. Sound - Oral means "uttered" or "spoken" Without sound, words have no meaning.  
Affects your image - if you sound articulate, you are more credible.

Characteristics of Sound

1. Diction - degree of clarity & distinctness in a person's speech.
  - a. Pronunciation - standard set sound of a word
  - b. Articulation - clearly and distinctly uttering consonant sounds of a word.
    - 1) Omission - leaving out a sound within a word.
    - 2) Addition - adds extra consonant sounds in a word.
    - 3) Substitution - substitutes one consonant sound for another.
    - 4) Slurring - Sounds running together.
  - c. Enunciation - Clearly uttering vowel sounds.

2. Dialect - Unique combination of speech sounds that identify speech with a particular group of people.

Two kinds: Regional & Ethnic/Cultural

Projecting an image through oral language

“Personal” you vs. “Professional” you

Conveying attitudes - conveys messages about your attitude & feelings toward your listener.

Determining success - do not overestimate the role of language in determining success in professional contexts.

Effective language strategies:

1. Increase your knowledge base.
2. Build your vocabulary.
3. Experiment by using new words.
4. Use clear diction.
5. Strive to use language effectively and build positive relationships.

### Power Language

Language displays....	How?	Effect on Communication
<b>Clarity</b>	Speech is precise, clearly organized, and grammatical. Speech is easy to understand.	Speaker may develop an image as a knowledgeable, efficient communicator. Understanding may be enhanced by ability to speak effectively.
<b>Courtesy &amp; Tact</b>	Speaker listens to understand, gives respect, disagrees without being disagreeable, and focuses discussion on issues rather than people.	Showing respect and consideration to others promotes positive relationships. Speaker is considered a “pro” in all interactions.
<b>Ownership of thoughts &amp; feelings</b>	Speaker takes responsibility for thoughts and feelings. Uses “I” messages to express opinions, ideas, and feelings.	When the speaker is seen as responsible, self-confident, and nonjudgmental, clarity and understanding are promoted.
<b>Inclusion of others</b>	Speaker tries to understand the feelings of others and personalizes speech with direct references to others.	Including others helps establish a common ground and paves the way for cooperation and understanding. Speaker is seen as open-minded.
<b>Vividness &amp; Imagery</b>	Speaker express ordinary ideas in new and imaginative ways. Imagery is used to help people visualize complex ideas.	Speech is interesting and memorable. People look forward to hearing what the speaker has to say.
<b>Appropriate usage</b>	Speaker uses a level of language that is appropriate for the specific context.	Speaker is often viewed as reasonable, thoughtful, and with a strong command of the language. Others trust him or her to communicate appropriately.

## Levels of Usage

1. **Formal** language - Very strict usage like in legal proceeding or religious services.
2. **Technical** language - associated with a particular profession, activity or field of study.  
Also known as **jargon**. It **changes** rapidly and you should **avoid** using it outside your field.
3. **Standard** language - the majority of knowledgeable communicators within a specific language.
4. **Informal** language - used in casual situations and interpersonal relationships.
  - a. **Colloquialism** - a term associated with a specific regional culture.
  - b. **Slang** - temporary language used for a brief time by limited group of people
5. **Ungrammatical** language - does not use expected standards of grammar or mechanics.

## Functions of Oral Language

1. **Expressing and responding to feelings.**
2. **Giving and seeking information.**
3. **Controlling and persuading**
4. **Participating in social rituals**
5. **Creating and Imagining**

## Language to Avoid

1. **Troublesome** language - using language with a negative connotation.  
Connotation is a word's **emotional** meaning.
2. **Powerless** language - is vague and accomplishes very little. Does not enhance others' perceptions of a speaker. Can make a speaker seem to lack confidence.
  - a. **Fillers** - a word or phrase used to cover up hesitancy in speech.  
Examples: "uh" "um" "like" "so" "you know"
  - b. **Tags** - A statement or question added to the end of a statement to invite approval or cooperation from others.
  - c. **Vague** wording - Relying heavily on words like it, they, or but.

Language	Description	Alternative Language Strategy
<b>Sexist</b>	This language implies that something is more suited to a specific gender. It groups men or women into a category.	Use descriptive language that replaces gender related terms with general terms. Examples of: mankind/humankind, chairman/chair, fireman/firefighter, housewife/homemaker.
<b>Racist</b>	This language applies labels of behavioral characteristics to an entire race of individuals. It is the language of prejudice and stereotypes and is extremely offensive.	Racist language is never appropriate. Use personal names and descriptions that do not refer to ethnic identity.
<b>Profane or obscene</b>	This language is vulgar, irreverent, or abusive. Dependence on profanity or obscenity can damage a speaker's credibility.	This type of language is never appropriate. Learn to express and assume ownership of feelings. Say, " <i>I am angry</i> " or " <i>I am frustrated</i> " when these feelings arise.
<b>Judgmental</b>	This implies an inappropriate evaluation or critique of someone or something. You are sitting in judgment of someone or their behavior if you use words like <i>worthwhile</i> , <i>worthless</i> , <i>good</i> , or <i>bad</i> .	Assume ownership of your remarks and use descriptive, supporting words that give information in an objective way. Ask information questions with <i>how</i> , <i>what</i> , <i>when</i> , <i>where</i> and <i>who</i> .
<b>Accusatory</b>	Using "you" messages improperly can make a speaker sound bossy or judgmental. The listener may feel as if he or she is being accused or attacked.	Instead of saying sentences like " <i>You need to clean this up,</i> " try saying, " <i>I'm uncomfortable with the way this place looks.</i> "
<b>Assumptive</b>	This language implies that everyone shares your views, opinions, or concerns. Overusing words such as <i>we</i> , <i>everyone</i> , or <i>everybody</i> can trigger a negative response and put listeners on the defensive.	Try using qualifiers such as <i>may be</i> , <i>can be</i> , or <i>appears to be</i> .
<b>Absolute</b>	This language assumes that there are no exceptions. It is risky for two reasons: few things stay the same forever, and there are exceptions to every rule.	Avoid words such as <i>every</i> , <i>always</i> , <i>never</i> , or <i>will</i> . Instead use less-rigid terms such as <i>most</i> , <i>usually</i> , <i>seldom</i> , or <i>may</i> .