

Hi, in this session we will be talking about discussion. This is the first module from the paper oral communication.

In this module I shall be dealing with interpersonal, communication, and the different types of discussion, some useful skills and also some references.

So by the end of this module you will be able to understand what is discussion, how it is different from a conversation, the types of discussion, some do's and don'ts while participating in a discussion and some useful phrases which you can use while discussing.

My dear students, you must have studied in the last year, in your

first year level, the theory of communication. Do you know what is the theory of communication

or what is a communication process?

You are right a communication process has three important elements. Sender, Receiver and the feedback. Communicator or the sender has to be aware of the receiver. He should compose his message accordingly-in an appropriate language. Receiver has to be attentive-in other words, listen carefully. After the sender receives a message the sender gives a feedback.

Another very important aspect of communication skills is listening. Unless we listen to what is being said we cannot understand the message. Good Listening will happen only when we are focused on what is being said and stop our judgements about the speaker.

We listen to spoken words and then understand the meaning and process it in our brain. Listening occupies a big part in communication because if no one is listening then communication can never be

effective. We hear words and then try to understand the underlying meaning of words that is the time we start listening. Listening is very different from hearing.eg;-

We listen to a lecture.

We hear the sound of a fan. Listening is a concentrated hearing.

For effective listening, it's necessary to clear our brain with all preconceived notions, judgements and our personal mood. **Preconceived notions** act as a big barrier in listening. We start predicting about the person, the outcome, the beginning and ending according to our previous experience and . When we sit in the audience seat we start predicting about the speaker and also start doubting his credibility, that is the time our mind starts wandering and we stop listening. Keep in mind , the skills of interpersonal communication spoken so far . These skills are essential for the successful participation in a discussion

Let us understand what is discussion. Is a discussion different from a conversation? Well! **conversation** refers to all sorts talk between two individuals, whereas **discussion** is a talk concerning a precise subject.

What is meant by Discussion ?

Talking or writing about something in order to reach a decision or to exchange ideas. In a discussion, Two or more people disagree and decide to talk out their different opinions. It is exchange of views.

So Discussion takes place among a group of people. The number of people in the group might vary, it could be 2/3, or even 8/ 10/12 and so on. The group members come together to share their views freely, in a friendly manner on a particular / specific topic. No one loses or wins . Discussion is on a specific topic. Eg: On line teaching.(Slide)

Having a discussion with a group of classmates in a formal setting is very different from the ordinary type of conversations you probably have with your friends on a daily basis. For example, when you talk with a group of friends there are probably times when you all talk at once, argue loudly or disagree with one another without properly listening to what the other person has to say. You might even end up laughing at another person's opinion. All these things **must not** happen when you are having your group discussion or you will end up losing valuable marks.

In a discussion we follow basic rules of communication. as It could be informal such as with parents at a tea table. Or formal- such as group discussion evaluated by a supervisor. Or organized by any organization.

Why should we discuss?

Discussion adds to our knowledge. It helps solve issues related to Social, educational, political, and commercial fields. We come across discussions in Columns of newspapers, on T. V. shows and under the auspices of many organizations.

Before participating in a discussion, you should understand the topic, be ready with your point of view or opinion, you should support your views with facts and get involved into the discussion with an open mind.

Let's see what are some of the things that you should follow when you participate in a discussion

- Put down your thoughts on a paper
- Initiate the discussion if you know the subject well
- Listen to others if you don't know the subject
- Support your point with some facts and figures
- Make short contribution of 25-30 seconds 3-4 times
- Give others a chance to speak
- Speak politely and pleasantly. Respect contribution from other members
- Be ready to accept criticism
- Disagree politely and agree with what is right.
- If you are a leader of a group summarize the discussion if the group has not reached a conclusion.

Now let's see some of the things that you should not do while participating in a Group Discussion

- Initiate the discussion if you do not have sufficient knowledge about the given topic.
- Over speak, intervene and snatch other's chance to speak.
- Argue and shout
- Look at the evaluators or a particular group member
- Talk irrelevant things and distract the discussion
- Pose negative body gestures like touching the nose, leaning back on the chair, knocking the table with a pen etc.

- Mention erratic statistics.
- Display low self confidence with shaky voice and trembling hands.
- Try to dominate the discussion

Put others in an embarrassing situation by asking them to speak if they don't want.

Let me give you a few suggestions with regard to useful phrases to use in a discussion

1. Asking for Opinions –a) Could you tell me.....?

b)What do you think about /of....?

C) What's opinion about...."?"

d)Do you think/feel....?

2. Asking for an explanation

a)Could you explain to me...?

b) Just tell me the reason why....?

c) Do you think/feel....?

d)May I ask you....?

3) Giving your opinion

a) In my opinion/ view....?

b)If you ask me.....?

It seems to me...?

What we have to decide....?

4) Giving an explanation

a) Look, it's like this....

b) What I mean is ...

c) The main problem is....

5) Agreeing with an opinion

a) I quite agree.

I agree completely

c) That's just it.

You are quite right

How very true.....?

6) Polite disagreement

I disagree with you. I'm afraid.

No. I really can't agree. I'm afraid.

I'm not so certain

I'm not convinced that....

You don't really mean that, do you?

7) Strong disagreement

I doubt that very much

I think you got it wrong

Shame on you.

You're pulling my leg

You're wrong, you know

>Making a complaint

a) I can't understand how/ why

b) I'm sorry I have to say this, but...

c) That's what I want to know...

Reacting to a complaint\

- a) I'm awfully sorry to hear that
- b) I really must apologize for this
- c) I'll see what I can do

To conclude, discussion helps one once analyzing skill as well as team spirit. It gives a boost to your confidence too.

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So coming to the end of this video, I would like to say that

discussion will help you to improve your communication

skills. It will help you to analyze things from different

perspectives. It will also help you to build up team Spirit to

work with others, and I said earlier it improves your

communication skills.

So my dear students, I hope this will help

you and as an activity you can have a small discussion with

your parents or siblings or friends on any of the following

topics at home. One work from home. Second healthy diet.

Third impact of social media on our daily activities you

can talk on any of this topics at home and discuss with your

members. I have also included a few references on which I

based my presentation today.

Thank you.