**Pre-Professional Skills for Speaking And Listening Professional Speaking Skills**

**PRE-PROFESSIONAL SPEAKING SKILLS**

**1.0.  Psychomotor Skills.**  Speak clearly and demonstrate effective use of the vocal mechanism in a public, group, or interpersonal communication interaction.

1.1.  Articulation.  Produce speech sounds intelligible to the listener(s).

1.2.  Diction.  Utilize diction that is not distracting to listener(s).

1.3.  Vocal Flexibility.  Utilize vocal inflection for emphasis and meaning.

1.4.  Volume.  Adapt to the communication situation with appropriate vocal energy.

**2.0.  Message Construction Skills.**Construct a clear and effective message adapted to the perceptual framework of the listener(s), including nonverbal elements to reinforce and enhance the verbal component of the message.

2.1.  Purpose.  Identify the purpose (desired response) for the message.

2.2.  Thesis.  Frame the central idea of the message clearly and concisely.

2.3.  Organization.  Develop coherent main and subordinate ideas.

2.4.  Support.  Select clarifying or persuasive supporting materials appropriate to listener(s) and purpose.

2.5.  Audience Analysis.  Recognize the perceptual framework of the listener(s).

2.6.  Style.  Utilize language appropriate to listener(s), to employ acceptable grammar, and to foster supportive (avoid defensive) communication climate.

2.7.  Vocal Flexibility.  Modify pitch, rate, volume, and quality (paralanguage) consonant with intended meaning.

2.8.  Appearance.  Monitor and vary appearance consonant with communication situation and listener(s).

2.9.  Kinesics.  Utilize movement, gesture, and facial expression (“body language”) as part of intended message.

2.10.  Proxemics.  Understand and utilize spatial relationships as part of the intended message.

2.11.  Oral Reading.  Analyze and interpret the writer’s message by use of paralanguage and kinesics.

**3.0.  Feedback Skills.**Analyze, evaluate, and respond to feedback as a means for improving the effectiveness of the communication interaction.

3.1.  Active Listening.  Perceive and evaluate accurately verbal and nonverbal feedback.

3.2.  Paraphrasing.  Check accuracy of feedback evaluation.

3.3.  Adaptation.  Modify the message appropriately in response to feedback.

3.4.  Questioning.  Elicit feedback productively in order to improve the effectiveness of communication.

**PRE-PROFESSIONAL LISTENING SKILLS**

**1.0.  Literal Comprehension.**  Listen actively to achieve understanding of the message in an interpersonal, group, or public communication interaction.

1.1.  Thesis.  Recognize and paraphrase accurately the central idea in an oral message.

1.2.  Main Ideas.  Identify accurately the main points that make up the thesis of the oral message.

1.3.  Supporting Materials.  Recognize accurately the details or evidence supporting the main points of an oral message.

1.4.  Directions.  Restate accurately directions and instructions.

1.5.  Diction.  Accommodate nonstandard articulation or dialectal patterns to achieve accuracy of intended meaning.

1.6.  Suspending Judgment.  Listen, without judging, in order to understand message accurately.

**2.0.  Interpretive Comprehension.**  Demonstrate listening and responding skills that clarify and enhance human relations in a public, group, or interpersonal interaction.

2.1.  Paraphrasing.  Restate the speaker's viewpoint accurately when it differs from that of the listener.

2.2.  Feedback.  Ask questions effectively and in a nonthreatening manner for clarification of information.

2.3.  Difference of Opinion.  Identify and understand the reason for the perspective (perceptual framework) of the speaker.

2.4.  Decoding Nonverbal Cues. Identify incongruities between verbal and nonverbal cues.

2.5.  Empathic Listening.  Identify the emotional content of the message from vocal and nonvocal cues.

**3.0.  Critical Comprehension.**

3.1.  Ideas.  Evaluate the thesis, main points, and supporting material of the message.

3.2.  Fact and Opinion.  Distinguish between observation and inference.

3.3.  Information and Persuasion.  Distinguish between informative and persuasive message.

3.4.  Persuasive Techniques.  Identify a variety of reasoning techniques and motive appeals used in oral messages.

3.5.  Drawing Conclusions.  Analyze and synthesize multiple messages and draw defensible conclusions.

3.6.  Assessing Credibility.  Distinguish between the subjective attitude toward the speaker and the content of the message.