

#### WHERE CLASSICAL WISDOM MEETS INTELLIGENT LEARNING

#### 16. Oral Communication in Business

## **BVPT-104: English & Communication**

**Unit 4: Business Communication** 

Topic: Oral Communication in Business - Effective Meetings, Teleconferencing, and

**Negotiation Skills** 

#### ☐ What Is Oral Communication in Business?

**Oral communication** refers to spoken interactions in a professional setting. It plays a crucial role in healthcare, where clear, timely, and respectful verbal exchanges are essential for:

- Coordinating with team members
- Delivering patient instructions
- Participating in meetings or case presentations
- Handling difficult conversations professionally

# □ 1. Effective Meetings

**Meetings** are common in hospitals, rehabilitation centers, academic institutions, and clinics. They are used to share updates, discuss patient cases, allocate duties, and solve problems.

### ✓ Key Skills for Participating in Meetings:

SkillWhat It MeansPreparationRead agenda and gather data in advanceActive listeningFocus on speaker without interruptingClarity & brevitySpeak clearly, avoid jargon, be to the point

Respectful tone Agree or disagree politely

Note-taking Record important points, decisions, and assigned tasks

#### ☐ Example Phrases:

- "I'd like to suggest a modification in this plan..."
- "Could we clarify the discharge criteria for this patient?"
- "Noted. I will prepare the report by Friday."

# □ 2. Teleconferencing

**Teleconferencing** refers to online meetings using platforms like Zoom, Google Meet, or Microsoft Teams.

Used for:

- Remote team collaboration
- Online classes or workshops
- Patient consultations (tele-rehabilitation)
- Interdisciplinary case reviews

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### ☐ Best Practices for Teleconferencing:

Area Tips

Technical Setup Test audio, video, internet before joining

**Environment** Quiet place, neutral background, professional appearance **Communication** Use clear speech, pause often, avoid talking over others

Participation Use "Raise Hand" feature, contribute ideas, use chat when needed

#### ☐ Common Mistakes to Avoid:

- Leaving mic unmuted with background noise
- Speaking without addressing the audience by name
- Not checking camera angle or lighting

# ☐ 3. Negotiation Skills

Negotiation is the process of reaching a mutual agreement while maintaining professionalism. It's useful when:

- Requesting leave or schedule change
- · Discussing salary, project timelines, or work roles
- Handling complaints or conflicts tactfully
- Negotiating patient goals (e.g., frequency of visits, fees)

### ☐ Techniques for Successful Negotiation:

Technique Example in Healthcare/Physiotherapy

**Active Listening** "I understand your concern about therapy frequency..." **Assertiveness with Respect** "I believe twice weekly sessions will yield better results."

**Finding Common Ground** "Let's agree to reassess progress after 2 weeks." **Staying Calm Under Pressure** Avoid reacting emotionally during tense discussions

#### ☐ Phrases to Use:

- "Let's explore a solution that works for both sides."
- "I'd appreciate if we could find a compromise."
- "Can we revisit the treatment timeline based on availability?"

## □ Summary Table

Meetings Clear speaking, listening, note-taking Case discussions, department reviews

**Teleconferencing** Online etiquette, tech setup, engagement Remote patient consults, academic discussions **Negotiation** Persuasion, empathy, assertive expression Discussing schedules, fees, work roles, patient care

#### □ Practice Exercises

- 1. Role-play a case presentation meeting with your classmates.
- 2. Conduct a **mock teleconsultation** using Google Meet.
- 3. Simulate a **negotiation** where you request a shift change due to exam prep.

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