



## 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:

Skill	What It Means
Preparation	Read agenda and gather data in advance
Active listening	Focus on speaker without interrupting
Clarity & brevity	Speak 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



## □ Best Practices for Teleconferencing:

Area	Tips
<b>Technical Setup</b>	Test audio, video, internet before joining
<b>Environment</b>	Quiet place, neutral background, professional appearance
<b>Communication</b>	Use clear speech, pause often, avoid talking over others
<b>Participation</b>	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
<b>Active Listening</b>	"I understand your concern about therapy frequency..."
<b>Assertiveness with Respect</b>	"I believe twice weekly sessions will yield better results."
<b>Finding Common Ground</b>	"Let's agree to reassess progress after 2 weeks."
<b>Staying Calm Under Pressure</b>	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

Area	Key Skills	Practical Use in Physiotherapy
<b>Meetings</b>	Clear speaking, listening, note-taking	Case discussions, department reviews
<b>Teleconferencing</b>	Online etiquette, tech setup, engagement	Remote patient consults, academic discussions
<b>Negotiation</b>	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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