



Strategies for Conversational and Public Speaking

The key to being an effective conversationalist or public speaker is being aware of your **purpose** and **audience**, and considering each of the following details:

- ✓ verbal and nonverbal communication strategies
- ✓ etiquette and speaking skills
- ✓ appropriate dress
- ✓ a good attitude.

Etiquette

Etiquette is a set of rules or traditions that should be followed in certain situations, such as when speaking to or meeting Elders or other important leaders.

Remember that people of different cultures sometimes have different communication styles. For example:

- Aboriginal peoples often do not make eye contact when speaking.
- Asian people often change the volume of their voice.
- Newfoundlanders often speak very quickly.
- Italians often move their hands as they speak.
- Canadians often pronounce words differently than Americans.



Etiquette in Formal Situations

Formal Conversations interviews meetings first introductions	Formal Speeches school assemblies class assignments workplace
Plan ahead and decide what verbal and nonverbal strategies are appropriate for that setting and with that audience.	
<ul style="list-style-type: none"> • Research to find out all you can about the situation. Ask around! • Know what is expected of you. • Plan what you will say, how you will say it and what body language will be most appropriate. • Practise the conversation ahead of time. 	<ul style="list-style-type: none"> • Make sure you have all of your information prepared in advance. Use cue cards! • Know your purpose/goal. • Plan what you will say, how you will say it and what body language will be most appropriate. • Practise the speech ahead of time.
Keep etiquette in mind.	
<ul style="list-style-type: none"> • Be aware of other people's personal space. Do not get too close. • Wait for the other person to finish speaking. Do not interrupt. • Pause to collect your thoughts before you respond to questions or ideas (ask for time if necessary). • Speak carefully and clearly. Make sure others understand you. 	<ul style="list-style-type: none"> • Be aware of where you are supposed to stand/sit. • Make sure your audience is listening before you begin. • Make eye contact, change where you are looking periodically, move around if necessary—don't fidget! • Speak carefully and clearly. Make sure others understand and hear you.
Dress to suit the situation.	
<ul style="list-style-type: none"> • Find out what is expected of you and what is appropriate for the situation. Ask around! • Think about the image you want to project. Create that "look" with your clothing, hair style and accessories. 	<ul style="list-style-type: none"> • Find out what is expected of you and what is appropriate for the situation. Ask around! • Think about the image you want to project. Create that "look" with your clothing, hair style and accessories.
Project the right attitude.	
<ul style="list-style-type: none"> • Think about the feeling you want to project. Create that "feeling" with the way you speak, act, etc. 	<ul style="list-style-type: none"> • Think about the feeling you want to project. Create that "feeling" with the way you speak, act, etc.

Etiquette in Informal Situations

Informal Conversations and Speeches

family gatherings
class discussions
social announcements

It is less important to plan ahead for informal situations. Instead, the communication strategies you use should suit your personality.

- Know how you want to come across to other people and how you want others to respond to you. Communicate in a way that achieves that goal.

Etiquette is less rigid, although it is important to be polite or socially acceptable.

- Be aware of personal space.
- Do not control situations. Make an effort to listen to what others have to say and to give others time to speak.
- Speak thoughtfully and honestly. Be true to your own values and ideas.

Dress should reflect your own personal taste and the image you want to create.

- Think about the image you want to project. Create that “look.”
- Dress for comfort and/or style.
- In public, avoid dressing in a way that could be offensive to others.

Attitude is a reflection of how you approach the world.

- Think about the image you want to project, but be yourself.