SPEAKING AS AN INTERACTIVE PROCESS: KINDS OF SPOKEN INTERACTION AS A PART OF CLASSROOM PROCESS RELATING TO ALL SKILLS

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Annotation: In this article examine the importance of speaking as an interactive process, effective questioning techniques, active listening in conversations, turn-taking strategies.

Key words: negotiation, management, language, communication, coaching, conversations, provide feedback, defer judgment, intonation, overlapping speech, backchanneling, digital communication.

Effective questioning techniques are crucial in various fields, such as education, negotiation, management, and interpersonal communication. Questioning is a powerful tool for eliciting information, stimulating critical thinking, and guiding learning and decision-making processes. Effective questioning techniques can enhance engagement, foster deep understanding, and promote active participation.

1. Types of Questions:

 - Open-ended Questions: These questions encourage a detailed response rather than a simple yes or no. For example, "What are your thoughts on the recent changes?" This type of questioning helps to explore a person's feelings, thoughts, and opinions.

 - Closed-ended Questions: These require a specific piece of information or a simple yes/no response. For example, "Did you complete the project on time?" Closed-ended questions are effective for obtaining factual information.

 - Leading Questions: These suggest the answer within the question itself, usually leading to a specific direction. For instance, "Wouldn't you agree that this solution is better?" Leading questions can be useful for guiding discussions but should be used cautiously to avoid bias.

2. Techniques for Effective Questioning:

 - Clarity: Ensure questions are clear and understandable, phrased in a way that is easy for the respondent to grasp without ambiguity.

 - Purpose: Each question should have a clear purpose, tied to the overall goal of the interaction, whether it's gathering information, encouraging reflection, or informing decision-making processes.

- Wait Time: Allow respondents sufficient time to think about their answer, known as "wait time." Research suggests that giving 3-5 seconds after posing a question can result in more thoughtful and detailed responses.

- Active Listening: Show genuine interest in the responses, demonstrated by nodding, maintaining eye contact, or verbal acknowledgments. Active listening ensures that the respondent feels heard and valued.

- Feedback: Provide feedback that acknowledges the response, whether by summarizing what was said or follow-up questions that build on the information shared.

Active listening in conversations is a critical communication skill that involves offering full attention to the speaker and demonstrating understanding and engagement. This skill is essential in both personal and professional settings, as it helps build trust, resolve conflicts, and foster collaboration. Active listening goes beyond merely hearing the words being spoken; it involves processing, interpreting, and responding to verbal and non-verbal cues in a way that promotes effective communication.

Active listening can be affected by various barriers. External distractions, preoccupation, emotional reactions, and lack of interest are common obstacles. To mitigate these barriers, strategies such as environmental modifications, employing mindfulness techniques, and practicing empathy exercises can be effective.

Turn-taking is a fundamental aspect of spoken communication, and understanding the strategies involved is crucial for effective interpersonal interactions. In conversation, turn-taking involves knowing when to speak and when to listen, ensuring a smooth and coherent exchange between participants. Various strategies help manage turn-taking, and these form an integral part of communication studies.

1. Pausing and Intonation: One of the primary strategies of turn-taking is the use of pausing and intonation. Speakers often signal the end of their turns by falling intonation or pausing, prompting the next speaker to take their turn. Pauses, even those lasting only a few milliseconds, can indicate that a speaker has finished their point or is ready for a response. Intonation patterns vary across languages and cultures, influencing how turn-taking cues are perceived. Therefore, understanding these signals is crucial for effective communication in multilingual settings.

2. Gaze and Body Language: Non-verbal cues, such as gaze direction and body language, play a critical role in turn-taking. Maintaining or breaking eye contact can signal a participant's readiness to yield or take a turn. For example, a speaker may look at the listener at the end of their sentence to indicate it is the listener's turn to speak. Similarly, leaning forward or raising a hand can signal a desire to take a turn. Research has shown that non-verbal communication constitutes over 50% of the overall interaction process, underscoring its importance in turn-taking.

3.Turn-Taking in Digital Communication: Digital platforms, such as text messaging and social media, have presented new challenges for traditional turn-taking strategies. The asynchronous nature of these media affects turn-taking cues such as intonation and body language. Emojis, typing indicators, and

quick response buttons have emerged as digital backchanneling strategies, helping maintain engagement in conversations without physical presence. Homes' studies reveal these digital elements form part of the evolving landscape of communication mediums, providing new ways to manage interaction.

4.Training and Education in Turn-Taking**: Understanding and teaching turn-taking strategies are vital in language education and training programs. These strategies are often integrated into curricula to improve communicative competence.

In sum, turn-taking strategies are diverse and context-dependent, encompassing verbal, non-verbal, and digital cues that guide the flow of conversation. Comprehending these strategies is essential for improving interpersonal communication skills across different settings and languages. By integrating effective communication techniques into your facilitation methods, we create a productive and inclusive environment. Whether ywe are leading a formal discussion or simply having a conversation, implementing these strategies can significantly improve outcomes and foster stronger relationships.

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