



**Welcome to my online
course:**

***Technical English and
terminology***



République Algérienne Démocratique et Populaire

**Ministère de l'Enseignement Supérieur et de la Recherche
Scientifique**

**Université du 20 Août 1955 Skikda
Faculté de Technologie
Département de Génie Mécanique**



Anglais technique et terminologie

S5: Expression orale

Niveau: Master I Electromécanique

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Presentation of a scientific or technical subject

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Oral messages exchange

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Telephone communication

Targeted skills



Ability to identify and summarize key concepts, findings, and information from a scientific paper or document.



Effective communication of scientific ideas and information through clear and concise writing in emails or messages.



Ability to highlight skills, experiences, qualifications, and accomplishments relevant to the targeted position or field.



Capability to craft well-structured and persuasive letters for internship or job applications.



Presentation of a scientific or technical subject

Presentation of a scientific or technical subject

The presentation

- ✓ Make eye contact with the audience.
- ✓ Stand and face the audience.
- ✓ Don't give a talk while seated.
- ✓ Do not face the screen, which puts your back to the audience.
- ✓ Don't stand in front of the screen.
- ✓ Being animated is good, but do not pace.

Presentation of a scientific or technical subject

The presentation

- The presentation starts with the **motivating problem** for the research and why it's being presented.
- Every slide shows something relevant to the motivating problem.
- Every slide shows no more information than necessary to convey the message.
- Slide titles stand on their own; other text supports the visuals.
- The audience takes away the presenter's desired message.

Presentation of a scientific or technical subject

Slide titles:

- ✓ Use descriptive slide titles.
- ✓ Do not use the same title on multiple slides (except perhaps when the slides constitute an animation or build).
- ✓ Choose a **descriptive title** that helps the audience to appreciate what the specific contribution of this slide is.

Presentation of a scientific or technical subject

Introduction:

- ✓ Start your talk with motivation and examples — and have lots of motivation and examples throughout.
- ✓ For the very beginning of your speech, you need to convince the audience that this talk is worth paying attention to: it is solving an important and comprehensible problem.
- ✓ Your first slide after the title slide should be motivation, such as an example of the problem you are solving..

Presentation of a scientific or technical subject

Outline slides:

- ✓ Never start your talk with an outline slide. (That's boring, and it's too early for the audience to understand the talk structure yet.)
- ✓ Outline slides can be useful, especially in a talk that runs longer than 30 minutes, because they help the audience to regain its bearings and to keep in mind your argument structure.
- ✓ Present an outline slide at the beginning of each major section of the talk, except for the introductory, motivational section.

Presentation of a scientific or technical subject

Results (typically 2-4 slides). :

- ✓ First show a photograph (or sketch) that shows an interesting qualitative results and state that result.
- ✓ Use simple, clean, clearly labeled graphs with proper axis labels (no extraneous 3-D effects please).
- ✓ Do not use light colors (yellow, light green, or pink) in your figures, they do not show up well when projected.
- ✓ If you have multiple results, state them in a logical order.

Presentation of a scientific or technical subject

Implications and Conclusions :

- ✓ typically 2-3 slides.
- ✓ Correctly interpret your results.
- ✓ Constructively address sources of error and methodological difficulties.
- ✓ Place your results in context and draw implications from them.



Oral messages exchange

- Oral communication has always been the most convenient method of communication, as it is faster and easier! But it can be tricky.
- You must be cautious of your wording and tone to ensure you have not upset anyone.
- You also have to ensure that the message has been well-received.
- There are skills and strategies that help make oral communication effective and efficient.

- Oral communication is the primary means of communication. The elements of oral communication involve:
- **A sender:** conveys the message.
- **A medium:** a method of message transmission, such as in-person, video calls, or voice notes.
- **A message:** the content of the communication.
- **A receiver:** acquires the message.

Types of Oral Communication

- Oral communication is used for various purposes in the workplace and is a frequently used form of communication. Generally, the types of oral communication include:
 - ✓ Meetings,
 - ✓ Discussions,
 - ✓ Face-to-face,
 - ✓ Speeches,
 - ✓ Telephone conversations, and so on.

Oral Communication Skills

- To avoid misunderstanding and to ensure that the messages are well-communicated, possessing the following skills will help:
- Active listening,
- Questioning,
- Understanding non-verbal cues,
- Clarifying
- Reinforcing

Oral Communication Skills: Active Listening

- While communicating orally, it is fundamental to spend as much energy on **active listening** as we would on **active speaking**.
- To help the receiver actively listen to the speaker, try and **avoid distractions**.
- Keep an **open mind** when the person is talking. If the receiver expects the speaker to say something they want to hear, they will have judgments, possibly preventing them from actively listening to the speaker.

Oral Communication Skills: Questioning

- Asking questions to avoid any misunderstandings is crucial for oral communication.
- It can also be a conversation starter in some cases.
- The questions can be open-ended or closed.
- Open questions encourage a more elaborate conversation, where the responder talks more in length.

Oral Communication Skills: Understanding Non-verbal Cues

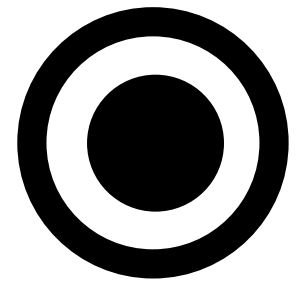
- One's posture, facial expression, body language, and other non-verbal cues can help others understand how they are feeling.
- It can help determine if the listeners understand the conversation's goal.
- Non-verbal cues can be very loud when carefully observed.
- A conversation's tone and personal appearance are also considered non-verbal cues.

Oral Communication Skills: Clarifying

- The ultimate goal of communication at the workplace is to **understand the message**.
- Even after actively listening to the speaker, some points may be unclear.
- It is always better to ensure that the receiver has understood the tasks correctly to avoid problems in the future.
- A speaker may also be able to learn to communicate points more effectively through clarification.

Oral Communication Skills: Reinforcing

- Encouraging the discussion and the speaker using non-verbal cues is known as **reinforcement**.
- It involves maintaining eye contact, nodding your head in agreement or disagreement, and so on.
- It displays the receiver's interest and boosts the speaker's confidence.
- Reinforcement encourages participation in the conversation and builds rapport among the group.



Telephone communication

☉ Telephone communication

- When someone calls you, the phone makes a sound – we say the phone is **ringing**.
- If you're available, you **pick up** the telephone or **answer** the telephone, in order to talk to the person.
- If there's nobody to answer the phone, then the caller will have to leave a message on an **answering machine** or **voicemail**. Later, you can **call back** or **return the call**.

☉ Telephone communication

- When you want to make a phone call, you start by **dialing** the number.
- Let's imagine that you call your friend, but she's already on the phone with someone else. You'll hear a **busy signal** - a beeping sound that tells you the other person is currently **using the phone**.
- Sometimes, when you call a company, they put you **on hold**. This is when you wait for your call to be answered - usually while listening to music.
- Finally, when you're finished with the conversation, you **hang up**.

Formal Telephone Conversation

- **Helen:** Midtown Computer Solutions, Helen speaking. How can I help you?
- **Ryan:** Hello, this is Ryan Bardos. May I speak with Natalie Jones, please?
- **Helen:** One moment please - I'll put you through.
- **Helen:** Mr. Bardos? I'm sorry, Natalie's in a meeting at the moment. Would you like to leave a message?
- **Ryan:** Yes, could you ask her to call me back as soon as possible? It's pretty urgent.
- **Helen:** Of course. Does she have your number?

Formal Telephone Conversation

- From the conversation, we can learn phrases for beginning a phone call, taking and leaving messages, checking and clarifying information, and finishing a phone call.

BEGINNING A CALL

- To introduce yourself, you can say: "Hello, this is..." and if you want, you can add your company name:
 - "Hello, this is Ryan Bardos."
 - "Hello, this is Ryan Bardos from Paramount Publishing."
- Then, ask to speak to somebody by using the phrases
 - "May I speak with...?"
 - "Could I speak with...?"

TAKING / LEAVING MESSAGES

- Unfortunately the person Ryan wants to speak to is not available, and the receptionist says, "I'm sorry, Natalie's in a meeting at the moment." Here are some additional phrases to use when another person can't answer a telephone call:
 - "I'm sorry, she's on another call."
 - "I'm sorry, Natalie has left for the day."
 - "I'm sorry, Natalie's not in her office right now."
 - "I'm sorry, she's out of town at the moment."
 - "I'm sorry, she's not available at the moment."

TAKING / LEAVING MESSAGES

- Then, there are two common phrases that are used for offering to take a message:
 - “Would you like to leave a message?”
 - “Can I take a message?”
- If you don’t want to leave a message, you can say:
 - “No thanks, I’ll call back later.”

CLARIFYING/CONFIRMING INFORMATION

- While taking the message, the receptionist used two phrases for checking and confirming information:
 - “Let me read that back to you.”
 - “Could you spell your last name for me?”

FINISHING A CALL

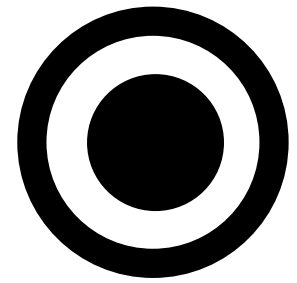
- When you want to finish the conversation, you can use “signal phrases” – these are phrases indicating that the conversation is **coming to an end**:
 - “Well, it was nice talking with you.”
 - “Thanks for calling.”
 - “Anyway... I should let you go / I should get going.”

FINISHING A CALL

- If you want to promise future contact, you can use one of the phrases from the second conversation:
 - “I’ll get in touch in a couple of days.” (get in touch = contact you)
 - "I'll call you back a little later"
 - “Talk to you soon.”

FINISHING A CALL

- Then you can finish the conversation with one of these “final phrases”:
 - “Bye.”
 - “Take care.”
 - “Have a nice day.”
- Response:
 - “You too. Bye.”



Discussions