



Enhancing communication skills

Amala Jositta¹

Abstract

Communication is the art of transmitting information, ideas and attitudes from one person to another. Communication is the process of meaningful interaction among human beings. Communication is very important for all beings. Animals and humans alike use their own separate language to communicate with one another, because no one can survive without communicating. Communication skills are a part of the spoken and written language. Communication helps people to relate, interact, understand, believe and get connected to others.

Communication doesn't refer only to articulating words. Using sign language and the sense of touch to express and feel are also important modes of communication. If there is clarity and clearness in communication the goal of communication should be more effective and energetic.

Keywords

Enhance, Communication, English, Skills.

¹ Department of English, Bharath Institute of Higher Education and Research, Selaiyur, Chennai-600073, Tamil Nadu, India.

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Contents

1	Language	2391
2	Conclusion	2393
	References	2393

1. Language

Language plays a major role in communication and serves to transmit knowledge from one person to another. In the life of all human beings language is the most important aspect. Language is to express the inner thoughts, feelings and emotions. All human beings learn language naturally. Every language has its rules which act as a framework for meaningful communication. Language shapes our social interactions and brings order to our lives. The purpose of communication is to convey one's beliefs, ideas, thoughts or needs with clarity.

The art of sharing our thoughts, feelings and perception with other people is called communication. Communication skills have become an important aspect for effective functioning in all spheres of life.

Today communication skills convey a perception of perfection and success. Communication skills are required for maintaining relationships with friends and relatives. Good communication skills are necessary in all walks of life. Lack of interaction among the people due to shyness can be improved through communication. For example, if a teacher who is able

to communicate well with the students can inspire and motivate them to learn and participate in all the activities.

Communication skills are needed to listen effectively, to speak correctly, to maintain good eye contact, to write clearly and concisely and to present the ideas appropriately. The effective communication makes the successful one while it conveys an exact meaning

Communication plays an effective and essential role of any formal or informal teaching learning process. Communication is significant in relationships, education and work. There are few steps to develop good communicative skills. For that, one has to know what communication really is. Communication is the process of transferring messages between a sender and a receiver through various methods, written works, non verbal cues and spoken works. Confident and courage makes the better conversation. Practicing the communication skills through all days of life help us to enhance successfully.

It also gains more opportunities near to our door steps. While speaking or listening, looking in to the eyes of the person can also make the interaction more fruitful and effective. Gestures and body languages are also approachable. While interacting with others one has to be honest, patient, optimistic, sincere, and respectful and also be sensitive to other people feelings. To speak effectively one has to listen to the words of the other person and to pursue the speaking style of the communicators are able to communicate with them properly.

Primary motive for learning a language is that it provides a

means of communication. Communication skill is an ability to convey information both efficiently and effectively. Effective communication is an essential requirement of leadership. Techniques of some of the important effective communication are jotted below.

Active listening is that most important skill that plays a vital role in the process of communication. Communication is effectively useless if we don't listen to and comprehend the responses. If we listen and understand the things we can perform a coherent and knowledgeable response. It helps us to avoid misunderstandings.

On an average, we can speak around 125 to 175 words a minute, while our brain is capable of processing 400 to 500 words a minute. When we are just listening, most of the brain is idle and our mind starts getting engaged in other things. Due to this distraction our listening becomes incomplete and selective. Effective and active listening involves receiving, interpreting and responding to the message sent by the communicator. We must be an active listener while communicating.

Keeping silent can be one of the most effective strategies for communication. Silence too speaks and often more loudly and clearly than words. In silent treatment, one must avoid answering immediately. We must wait for a moment for the partners to complete their statement, remain silent but be attentive.

Silence communicates in different ways. It is vocal without using the vocal chords. It also impinges on others more quickly and more deeply. The expression one wears on his face is a true image of his mood, of his unuttered thoughts and feelings as abundantly visible by the look of his eyes, the wrinkles on his forehead, the curves of his lips and the movement of his head and hands. The speaker's face is an open book to the audience. It tells them if the speaker is nervous and strained, or relaxed and eager to speak.

There is a popular saying, "The face is the index of the mind". Whatever we feel deep within ourselves is at once reflected in the face. Our acts show our inner feelings.

The key to effective communication is clarity. It is the responsibility of each individual to perform with an ability to effectively communicate. Lack of clarity is the primary cause of miscommunications and misunderstandings not only in the working place, but also in life.

A smile is the best tool and the best weapon to make an effective communication. A genuine smile can encourage feelings of warmth and safety, a dangerous smile can create anxiety or even fear. While communicating a friendly smile impresses the communication.

A sense of humor can be a person's greatest asset. This skill can help us to interact easily with others, and happier relationships with others. Sharing humor with others can be a great way to connect. A sense of humor may reduce stress and anxiety as well as increase our abilities and self-esteem.

Space is also an important factor in effective communication. The receiving, sending and processing of information using space as a medium is termed as space communication. Effective communication is founded on a sense of trust and confidence among the participants that fosters the free exchange of thoughts, feelings and ideas. We can share our experiences, and tell others what worked for us, without telling them what to do or how to feel.

Personal space is the region surrounding a person which they regard as psychologically theirs. Most people value their personal space & feel discomfort, anger or anxiety when their personal space is encroached. Studies have shown that individuals who do not respect others' space are less popular and often rejected by others.

Effective communication is largely based on trust. Trusting someone means that we think they are reliable. We have confidence in them and we feel safe with them physically and emotionally. Trust is something that two people in a relationship can build together when they decide to trust each other. Trust can't be built if only one person is willing to do this and the other isn't. If we build trust, it requires mutual commitment.

Albert Einstein said: '*Once you stop learning you start dying*'.

Learning is also an effective technique in communication. The people think that, after becoming an effective communicator, learning is unnecessary to survive in this world. In this modern world, people continue to discover a lot of new things in the fields of communication. If we refuse to learn, we are unable to compete with others, who have learned the new techniques.

Communication is the method by which people share their ideas, information, opinions and feelings. The different methods of communication are Verbal communication, Non-verbal communication and written communication. Verbal communication is simply expressed through words, i.e. speech. Verbal communication plays an essential role in daily life. In verbal communication the communicator has to be aware of his tone, voice, speed and inflection. While speaking, irritated tones can create negative thoughts in the listener. Effective speakers treat their listeners as equals and they provide more privileges to them. Speaking louder and the words spoken must be audible to the listeners to understand effectively.

Non-verbal communication is a process of sending and receiving messages without words. In non-verbal communication it involves facial expression, eye contact, touch and gestures. It is helpful for illiterate people. It is also especially helpful to the deaf people, because they exchange of hands, messages through movements, fingers, eyeballs etc. Speech contains non-verbal elements known as paralanguage, which includes voice quality, emotion and speaking styles as well as prosodic features such as rhythm, intonation and stress.

Information can be easily presented in non-verbal communication, using visual, audio-visual and silent means of non-verbal communication. Nonverbal communication is the



most powerful form of communication. The reason is the message of non-verbal communication reaches the receiver very fast. It reduces the wastage of valuable time of the communicator.

Written communication is the most significant methods in communication. In written communication the information is stated very clearly. It is an important part of life and it helps to communicate with people who are far away from his own native. Writing skill helps the writer to express his feelings and thoughts to the other people.

2. Conclusion

To become a skilled communicator one has a positive impact on our personal and social interaction. The efficiency of employees improves with effective system of communication. By analyzing the communication skills, we came to know our strengths and weakness and developed some ideas on how to improve our communication skills to become a more knowledgeable and skillful communicator.

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