



## INTERNATIONAL JOURNAL OF ENGINEERING SCIENCES & RESEARCH TECHNOLOGY

### **Ability For Effective Communication**

**Apeksha Mishra<sup>1</sup>, Dr. Hemant Gahlot<sup>2</sup>**

<sup>1</sup>Dept. of Humanities, Acropolis Institute of Engineering and Technology, Indore

<sup>2</sup>Director of English, Arts and Science College, Ratlam

---

#### **Abstract**

The ability to express our emotions, our thoughts and views is vital to a happy survival. Be it professional life or personal life, communication makes it all easy for us. However, good communication skills cannot be dubbed as merely having a good command over a language, or even just the ability to express. It is a healthy and measured balance of both these abilities that makes for good communication. Lack of any of these two abilities can cause a lack of proper communication, thereby creating problems. Effective communication is the primary skill that you need to develop irrespective of your field and profession because anyone—from your wife to your boss and even your best friend—can easily misinterpret and misunderstand your idea if it isn't appropriately presented. For communication to be effective, it should be concise, correct, complete, courteous and constructive. Read further for more on the role that communication plays in our day-to-day lives.

#### **Introduction**

The ability to express our emotions, our thoughts and views is vital to a happy survival. Be it professional life or personal life, communication makes it all easy for us. However, good communication skills cannot be dubbed as merely having a good command over a language, or even just the ability to express. It is a healthy and measured balance of both these abilities that makes for good communication. Lack of any of these two abilities can cause a lack of proper communication, thereby creating problems. Effective communication is the primary skill that you need to develop irrespective of your field and profession because anyone—from your wife to your boss and even your best friend—can easily misinterpret and misunderstand your idea if it isn't appropriately presented. For communication to be effective, it should be concise, correct, complete, courteous and constructive. Read further for more on the role that communication plays in our day-to-day lives.

#### **Types of Communication Skills**

According to action research studies, there are mainly three types of communication skills.

#### **Expressive Skills**

These skills are typically important when you communicate information to another person. Normally, communication takes place in three stages. First, you gain the other person's attention, then convey the information using the most appropriate words and then finally check whether the listener got your point or not. Vague communication often results in misunderstanding or misinterpretation.

#### **Listening Skills**

This is opposite of expressive skills. Listening skills are essential to understand what the other person is trying to communicate. This again is a compound process with three parts — listening, interpreting and then conveying what you understood. Here, the last part is very important because it helps to eliminate misunderstandings, if any.

#### **Communication Management**

It is important to manage process issues in communication or else the original issue might just go uncovered or uncommunicated. Your chief priority should be to eliminate any issues that can affect communication between you and the other person. Having positive feelings is extremely important and so are accuracy, relevance and specificity of the information.

## Importance of Communication Skills

### In Personal Relationships

- Communication is the core of a healthy relationship. Having a grasp over communication would mean you express more, listen intently and understand viewpoints clearly. This is what can make a satisfying relationship.
- Good communication skills make you understand the need for keeping in contact. Therefore, every time you think that why you should be the first one to initiate contact with someone, just remember that communication is the ultimate way to break the ice and be in touch.
- All reservations about taking initiatives often stems from lack of confidence or fear to establish a comfortable path to take the conversation further.

### In Professional Environments

- Good communication skills is what you need to have if you wish to express ideas, knowledge and even your feelings in an impressive way and get people to understand and empathize with you.
- Communication skills provide you with the choice to convey information to the target audience and derive the best results. For example, a skilled developer can build up maximum business by convincing the clients with his interpersonal skills, negotiation skills and convincing skills, which are the pillars of effective communication.
- Communication skills are actually a channel of interaction, which are essentially interdependent on other qualities like self-development, interpersonal skills, mutual understanding, cooperation and trust.

Communication skills are channels to execute good management skills as well.

- To be a good team player, you have to create an ambience of open communication with concise messages, clarifications and better listening.

### In General

- Style of communication is the factor that decides whether a conversation is to be taken forward or not.
- Communication plays an important role in creating good impressions on other people and thus, it is very important that you communicate vividly and effectively.
- In situations, which are neither professional nor personal, you should keep a combination of formal and casual style as completely formal style may impede the conversation by creating a distance and a complete casual style may create a perfunctory impression on others.

Communication is essential in every area of life, whether in a friendship, business, marriage or any other organization; it is the medium in which people express information and feelings. Many people communicate a lot, but very few communicate effectively. Basic principles will help anyone looking to improve her communication skills and provide the guidance needed to feel confident in what is being said. Ineffective communication has the power to confuse, destroy and damage relationships and business opportunities. Effective communication is essential for success in life.

### Significance

- Effective communication begins with listening. The person who listens effectively will have the ability to respond appropriately to what is being communicated. If a person has the ability to communicate their

thoughts with precision and accuracy but does not effectively listen, their communication will be irrelevant because they will be responding to something besides the issue at hand. Listening and knowing how to respond will create an atmosphere for change and healthy growth in any situation.

### Effects

- The primary effect of practicing the principles of effective communication skills is vivacious and healthy relationships. One of the greatest effects of successful communication is the abilities to be understood and to understand. This generates deep satisfaction with the individual or the team, which leads to greater trust and dependence. A person who has effective communication skills can win people's hearts quickly without using manipulation or deceit.

### Considerations

- Tim Borchers, chair of the communications department at Minnesota State Moorhead, says everyone speaks in code. Some codes are more difficult to understand than another, but with patience and practice, the individual codes can be understood. How many times have you heard, "that's not what I meant?" Every person has certain perceptual filters that they receive and communicate information through. If a conversation becomes confusing and frustrating, it is most likely because of misunderstanding. Learning another person's perceptual filters will break down the wall of confusion and provide great light on any relationship.

### Misconceptions

- It is a misconception that a person can over-communicate. The opposite is true. Dr. Mike Armour, who runs a leadership-development company, says most people don't communicate enough of their thoughts and emotions and end up in frustrating and

compromising situations. If you're not being understood, don't give up; keep going and eventually you will be able to place the appropriate words to the thoughts you want to communicate. Effective communication requires great patience so go ahead and over-communicate.

### Benefits

- The benefits of practicing the principles of effective communication skills are a healthy, strong and growing relationship or organization. Effective communication minimizes misunderstandings and empowers others to succeed. Effective communication also provides great satisfaction within when an individual can both understand and be understood.

**The importance of communication skills** cannot be overemphasized. Whether it's written or verbal, the ability to communicate a message accurately is extremely important. Whether or not the receiver understands what was intended by the speaker will have an effect not only on the conversation but also the relationship. Individuals that have mastered the art of communicating are often able to develop deeper, more meaningful relationships on a personal level. Professionally, they are able to communicate more effectively with both their colleagues and clients.

When employers are asked what today's workers lack most (both college grads and those that haven't completed college), one of the most often noted, is the area of communication. Workers have a difficult time accurately conveying their message, whether spoken or written. In interpersonal relationships, the stakes may be even higher. Relationships are often ruined when those involved, are unable to craft and deliver messages in the way in which they are intended. Below, we will take a closer look at three reasons why communication is so important and what's at stake if an individual is unable to show growth in this area.

**Not knowing the importance of communication skills can result in failed relationships!**

One of the chief outcomes of an inability to properly communicate is failed relationships. Many a relationship has been ruined because one person misunderstood another person and neither party could figure out how to backtrack and deliver the message as it was originally intended. Learning how to communicate effectively is essentially making an investment in one's personal life. The better a person becomes at it, the likelihood of developing richer, fuller relationships, improves.

**Unrealized Potential On The Work Front:** This is where the importance of communication skills, really shows itself. Far too many people are unable to have the type of careers they desire because they never learn to communicate with the people they work with, the people they work for and the individuals they serve. Imagine how much more effective a sales person would be if he or she mastered the art of communication. Chances are, the individual would make more money and enjoy far greater success. Fortunately, good communication skills can be learned. If a person makes an effort to do so and then practices what they learn, they should see improvement in no time.

**Unintended Misunderstandings And Crisis:** Often times the root of misunderstandings which develop into all-out crisis, is a lack of communication. The intended target does not receive the message as the manner the other person meant it. The result can be damaged personal and professional relationships. While the communication process will never be perfect or without its problems, it can be greatly improved if individuals first, began to understand the importance of communication skills and secondly worked hard to develop them.

Learning to effectively communicate is very important in both a person's personal and professional life. Because there are no perfect communicators, individuals would be wise to either develop these skills or brush up on it from time to time. Doing so can yield huge rewards and head off many, potential problems.

Communication plays a vital role in the success of any organization and is affected by both the culture and the level of interpersonal communication skills within the company. Highly effective communication is a powerful factor in determining a person's career success and in shaping the nature and quality of subordinate practices. There is a direct correlation between personal success and your individual level of interpersonal communication.

You can become more flexible in your communication and management styles. Practice new competencies until they become habit. You will have high retention of your new communication skills and regularly perform at a more effective and successful level.

**“Communication is the glue that holds organizations together.”**

#### References:-

- Effective communication: A Necessity for a successful organization by Tom Northup, [www.imgsuccess.com/documents/effectiveComm.pdf](http://www.imgsuccess.com/documents/effectiveComm.pdf)
- Ludden, Marsha, J. Effective Communication Skills: Essential Skills for Success in Work and Life, Paperback Publication, New York, 2009.
- Feanning, Patrick and Martha, Davis, Messages: The Communication Skills Book, Paperback Publication, New York, 2010.