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Significance of improving communication skills

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ABSTRACT

The term 'communication' has got its own importance in the current scenario. In the present age of information and communication technology (ICT), it has become essential for every individual to possess and master the communication skills. The present research article aims at understanding the significance of communication skills and it also discusses some important ways to improve these skills. When we speak of communication, we normally think about the day-to-day talks and discussions we all engage in. As Peter Ustinov says, "Communication is the art of simply being understood". One of the basic aims of communication is to convey our thoughts and ideas and make the people understand these ideas. Hence, there is an urgent need of improving communication skills to present one's thoughts and ideas effectively.

Keywords: Communication, Listening, Skills, Message, Speaker, Receiver.

1. INTRODUCTION

The present research article aims at studying and understanding the need and significance of improving communication skills for the human being. It also focuses on the value of being skilful. When we speak of communication, we normally think about the day-to-day talks and discussions we all engage in. But that only cannot precisely be called communication. The communication is not a simple process, though it seems so. It is not just about talking anything meaninglessly. The term communication may be defined as a process in which complex thoughts or ideas are translated into easy to understand and meaningful utterances through a particular channel. Therefore, in order to make the conversation meaningful and effective, both the speaker and the listener have to cooperate and coordinate with each other. The communication can be interpersonal or organizational. The process of communication becomes comparatively simpler when more than two people communicate with each other with the help of any medium such as telephone or social media. As far as the group communication or organizational communication is concerned, it has more complex nature and therefore in order to communicate effectively and easily, the communicators need to acquire and generate certain skills of communication.

For any kind of organizational growth, effective communication skills are must because an open and healthy communicative ambience always provides ideal conditions for generating constructive feedback. The effectiveness and successful completion of any type of communication process is made sure by the feedback.

Before understanding the significance of improving communication skills, it is one of the basic requirements to understand the term 'communication'. The word "communication" has been derived from the Latin word "communis", meaning common. Any thought or idea can be effectively communicated to the listener if he/she is able to understand the message shared through a particular medium. The communicator must have the ability to convey his idea in a clear and relevant manner. In fact, it is not an easy task to perform. The speaker has to encode the message properly in linguistic signs and symbols. The efficacy of the communication is dependent upon the way both the speaker and listener contribute in the process of communication. Therefore, in order to communicate effectively, it is necessary to think about the positive and negative factors of communication process.

In order to succeed in our efforts to communicate our thoughts effectively to the receiver, simply expressing our ideas through words is not enough. The 'manner' of communication is more important than the 'content' of communication. It has found that, non-verbal

communication also plays the vital role in conveying the message in face-to-face interaction. Along with the verbal message, the non-verbal communication is also crucial for the conveyance and understanding of the message to the receiver. Therefore, not only the message but also the understanding of the listener is also critical in the process of communication.

In short, in the communication process, an idea is expressed through verbal or non-verbal medium and is comprehended or perceived by the receiver or listener. The communication is a two-way process. There are at least two or more participants in this process. During the communication the roles of the speaker and the listener are very critical. The speaker delivers his message through his speech. The listener listens to it and understands it properly and accordingly the feedback is sent to the speaker, who now becomes the listener in this process. In this way, the communication process gets completed.

The listener has his own interpretation of what the speaker says. The speaker cannot figure out whether the listener has understood the message or not until the speaker doesn't listen to the feedback given by the listener. From this point, it is clear that to be an effective communicator one must be a good listener. The response or reply cannot be given without interpretation of the message given by the speaker. Therefore, the listening skill has the prime significance in the communication process. It is considered as one of the fundamental aspects of communication which should be emphasized in order to improve our communication skills.

There are certain abilities required for communicating well with others. Besides listening, one must be a good speaker. We must be able to express our feeling or ideas in a concise and clear manner. In order to be understood by others, we are bound to deliver our message clearly. The message delivered as a reply to others should be built on the points conveyed by them. Our understanding has the significant role to play in the process of communication. The message that is misunderstood by the listener causes the failure in communication that ultimately results into miscommunication and misunderstanding between the sender and the receiver.

The skills of listening, speaking, reading and writing (LSRW) are the fundamental elements of communication. The human beings utilize these skills in order to express themselves. Especially, speaking and writing are the active skills of communication to share your ideas, views, information and knowledge. They are the aspects of verbal communication.

Improving communication skills is the key to succeed in almost every field. For getting our work done by others, we need to be active communicators with some extraordinary skills of persuading and convincing others. The proper presentation and sharing of our ideas enable us to get the right and accurate results. There are some very important ways to improve the communication skills. They are discussed as given below:

2. EFFECTIVE WAYS TO IMPROVE COMMUNICATION SKILLS

1. Be a Good Listener:

It is said that the good listener can become a good speaker or communicator. So, one must practice listening more and more. Listening adds into our knowledge which is then used to express our thoughts and feelings. If we are good listeners, we will be good speakers or writers. It means listening is one of the most important aspects of communication, which ultimately is the process of interacting and transmitting the message to others. While listening, the attention should be paid on the body language of the speaker, because it also plays the supportive role to understand the message of the speaker.

2. Know your Listeners:

One of the first things we should work on while trying to improve our communication skills is to know and understand our listeners. This includes the proper knowledge about their educational as well as socio-economic background. It is also important to get an idea about their personality and emotional temperament. They would better understand the message if it matches with the context in which they are living and to which they are familiar.

3. Use of Proper Body Language:

The effective use of proper body language is also required to be a good communicator. While talking to others, we use our body actively in order to convey the message through our gestures, postures, facial expressions, eye contact, etc. The use of body language is as important as the use of words to communicate our feelings and emotions such as happiness, agreement, disagreement, confidence or lack of confidence, etc. So, the positive body language can help us to develop our communication skills ultimately. Having knowledge only is not enough but one must have the ability to express that knowledge with self confidence and in an effective manner.

4. Speak up-to-the Point:

The good communicators speak less and listen more while talking to others. So, when they talk to others, they seem to communicate their message more clearly than other people around them. It is done by listening others carefully while they are speaking and then responding appropriately when it is necessary.

5. Avoid Miscommunication:

Whenever the speaker talks to others, he mistakenly feels that whatever he spoke has been completely understood by the listener. But many times, the message is not understood by the listener correctly or completely. Therefore, to be clearer in communication, the best way to use is to give more than one perspective of the same thing so that the people can see it from different sides.

6. Engage your listeners:

The speaker must keep his listeners engaged by interacting with them and asking questions as well as inviting opinions from them. The speaker should not let them be distracted or disinterested. For doing that, he has to keep the listeners busy in listening as well as thinking over it.

7. Maintain Eye-contact:

Sometimes the speakers don't make proper eye contact with the audience. It makes the listeners feel that they are not being paid proper attention by the speaker. They think that the speaker doesn't care about them. So, in order to avoid such problem, maintaining proper eye-contact with the listeners is essential to improve communication skills.

Thus, we should take our communication skills to the higher level and enjoy the benefits in both our personal and professional lives by becoming a more effective communicator.

3. CONCLUSION

To conclude, it can be said that the communication skills are essential for human being to deal with others. It is a remarkable tool for the self-expression. The person needs to master the four major skills of language i.e. listening, speaking, reading and writing (LSRW). There are certain steps to be followed while learning these four skills. If the first skill i.e. listening, doesn't take place properly, all other steps will be wrong or inappropriate. Therefore each and every skill should be learnt and used seriously and effectively. In order to be a successful person, one must possess and improve the communication skills to interact impressively with the people around us.

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