

## Developing Effective Communication Skills

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Received Feb. 16, 2015

Accepted March. 01, 2015

### ABSTRACT

Effective symptom control is impossible without effective communication. Effective communication is about conveying information to others clearly and unambiguously. It is also about receiving the information that others are sending. In fact, communication is successful only when both the sender and the receiver understand the same information as a result of the communication. Good communication ensures good working relationships, increases patient satisfaction, increases patient understanding of illness and management, and improves patient adherence to treatment. Good communication can also increase job satisfaction for staff and has similar effects on reducing stress. Being able to communicate effectively with others is important to our psychological well being for a number of important reasons. Communication allows us to convey our needs and feelings to others, as well as to respond to and respect the needs of others. In fact, social support is one of the most important factors that can protect us from unpleasant emotions such as anxiety and depression. Being able to talk to those we trust allows us to express how we feel, as well as to get some feedback and support. In order to effectively communicate with others, we need to develop three distinct yet inter related skill sets. These are: assertiveness, conversational or verbal communication skills and nonverbal communication skills. The remainder of this toolkit will focus on helping you develop each skill set.

**Key words :** Effective communication, develop three distinct: assertiveness, verbal communication skills and nonverbal communication

\*A research paper presented at National Seminar held at Department of Commerce, M. K. Bhavnagar University, on 14<sup>th</sup> February.

### Introduction

Effective communication is a two way process that requires effort and skill by both sender and receiver. Administrators will at times assume each of these roles in the communication process. In this research paper, the researcher discusses guidelines for improving communication effectiveness, including senders' and receivers' responsibilities, and listening.

Effective communication helps us better understand a person or situation and enables us to resolve differences, build trust and respect, and create environments where creative ideas, problem solving, affection, and

caring can flourish. As simple as communication seems, much of what we try to communicate to others and what others try to communicate to us gets misunderstood, which can cause conflict and frustration in personal and professional relationships. By learning these effective communication skills, you can better connect with your spouse, kids, friends, and coworkers.

### What is effective communication?

In the information age, we have to send, receive, and process huge numbers of messages every day. But effective communication is about more than just

exchanging information; it also about understands the emotion behind the information. Effective communication can improve relationships at home, work, and in social situations by deepening your connections to others and improving teamwork, decision-making, and problem solving. It enables you to communicate even negative or difficult messages without creating conflict or destroying trust. Effective communication combines a set of skills including nonverbal communication, attentive listening, the ability to manage stress in the moment, and the capacity to recognize and understand your own emotions and those of the person you're communicating with.

While effective communication is a learned skill, it is more effective when it's spontaneous rather than formulaic. A speech that is read, for example, rarely has the same impact as a speech that's delivered spontaneously. Of course, it takes time and effort to develop these skills and become an effective communicator. The more effort and practice you put in, the more instinctive and spontaneous your communication skills will become.

### **Effective communication skills 'Listening'**

Listening is one of the most important aspects of effective communication. Successful listening means not just understanding the words or the information being communicated, but also understanding how the speaker feels about what they're communicating.

- ✓ **Effective listening can:**
- ✓ **Make the speaker feel heard and understood** which can help build a stronger, deeper connection between you.
- ✓ **Create an environment where everyone feels safe** to express ideas, opinions, and feelings, or plan and problem solve in creative ways.
- ✓ **Save time** by helping clarify information, avoid conflicts and misunderstandings.
- ✓ **Relieve negative emotions**, When emotions are running high, if the speaker feels that he or she has been truly heard,

it can help to calm them down, relieve negative feelings, and allow for real understanding or problem solving to begin.

### **Effective communication skills: Nonverbal communication**

When we communicate things that we care about, we do so mainly using nonverbal signals. Wordless communication, or body language, includes facial expressions, body movement and gestures, eye contact, posture, the tone of your voice, and even your muscle tension and breathing. The way you look, listen, move, and react to another person tells them more about how you're feeling than words alone ever can. Developing the ability to understand and use nonverbal communication can help you connect with others, express what you really mean, navigate challenging situations, and build better relationships at home and work.

- ✓ You can enhance effective communication by using open body language arms uncrossed, standing with an open stance or sitting on the edge of your seat, and maintaining eye contact with the person you're talking to.
- ✓ You can also use body language to emphasize or enhance your verbal message patting a friend on the back while complimenting him on his success, for example, or pounding your fists to underline your message.

### **Verbal Communication**

It is very easy for messages to be interpreted differently than the sender intends. Therefore, to minimize this take the time to think about the message or information that you want to deliver. Make sure that you understand the message and to whom you are communicating it to.

- ✓ What is your objective or purpose? What do you want to achieve? What is the overall purpose of the communication? If this isn't clear to you it is more difficult to convey it to other people.
- ✓ Think about the receiver: how might they filter and interpret the information; how can you express your point of view or message through words, examples, questions to minimize

misunderstandings and possible defensiveness.

- ✓ Plan questions that you can ask to gather information from the other person. For example, what are your thoughts on? What do you like about? What do you dislike about? Be prepared to ask questions to clarify your understand. For example "How do you mean?" What else?

## Nonverbal Communication

✓ **Practice observing people** in public places, such as a shopping mall, bus, train, café, restaurant, or even on a television talk show with the sound muted. Observing how others use body language can teach you how to better receive and use nonverbal signals when conversing with others. Notice how people act and react to each other. Try to guess what their relationship is, what they're talking about, and how each feels about what is being said.

✓ **Be aware of individual differences:** People from different countries and cultures tend to use different nonverbal communication gestures, so it's important to take age, culture, religion, gender, and emotional state into account when reading body language signals. An American teen, a grieving widow, and an Asian businessman, for example, are likely to use nonverbal signals differently.

✓ **Look at nonverbal communication signals as a group:** Don't read too much into a single gesture or nonverbal cue. Consider all of the nonverbal signals you receive, from eye contact to tone of voice to body language. Anyone can slip up occasionally and let eye contact slip, for example, or briefly cross their arms without meaning to. Consider the signals as a whole to get a better "read" on a person.

### How to deliver Nonverbal Communication

✓ **Use nonverbal signals that match up with your words:** Nonverbal communication should reinforce what is being said, not contradict it. If you say one thing, but your body language says something else, your listener will likely feel you're being

dishonest. For example, you can't say "yes" while shaking your head no.

✓ **Adjust your nonverbal signals according to the context:** The tone of your voice, for example, should be different when you're addressing a child than when you're addressing a group of adults. Similarly, take into account the emotional state and cultural background of the person you're interacting with.

✓ **Use body language to convey positive feelings:** even when you're not actually experiencing them. If you're nervous about a situation a job interview, important presentation, or first date, for example you can use positive body language to signal confidence, even though you're not feeling it. Instead of tentatively entering a room with your head down, eyes averted, and sliding into a chair, try standing tall with your shoulders back, smiling and maintaining eye contact, and delivering a firm handshake. It will make you feel more self-confident and help to put the other person at ease.

### Assertiveness

✓ Assertive communication is the honest expression of one's own needs, wants, and feelings, while respecting those of the other person. When you communicate assertively, your manner is non threatening and non-judgmental, and you take responsibility for your own actions.

✓ If you are socially anxious, you may have some difficulty expressing your thoughts and feelings openly. Assertiveness skills can be difficult to learn, especially since being assertive can mean holding yourself back from the way you would normally do things. For example, you may be afraid of conflict, always go along with the crowd, and avoid offering your opinions, and as a result have developed a passive communication style. Alternatively, you may aim to control and dominate others, and have developed an aggressive communication style.

✓ However, an assertive communication style brings many benefits. For example, it can help you to relate to others more genuinely, with less anxiety and resentment. It also gives you more control over your life,

and reduces feelings of helplessness. Furthermore, it allows other people the right to live their lives.

### **Effective communication Skills: Managing stress**

✓ In small doses, stress can help you perform under pressure. However, when stress becomes constant and overwhelming, it can hamper effective communication by disrupting your capacity to think clearly and creatively, and act appropriately. When you're stressed, you're more likely to misread other people, send confusing or off-putting nonverbal signals, and lapse into unhealthy knee jerk patterns of behavior.

✓ How many times have you felt stressed during a disagreement with your spouse, kids, boss, friends, or coworkers and then said or done something you later regretted? If you can quickly relieve stress and return to a calm state, you'll not only avoid such regrets, but in many cases you'll also help to calm the other person as well. It's only when you're in a calm, relaxed state that you'll be able to know whether the situation requires a response, or whether the other person's signals indicate it would be better to remain silent.

### **Effective communication skills: Emotional awareness**

Emotions play an important role in the way we communicate at home and work. It's the way you feel, more than the way you think, that motivates you to communicate or to make decisions. The way you react to emotionally driven, nonverbal cues affects both how you understand other people and how they understand you. If you are out of touch with your feelings, and don't understand how you feel or why you feel that way, you'll have a hard time communicating your feelings and needs to others. This can result in frustration, misunderstandings, and conflict. When you don't address what's

really bothering you, you often become embroiled in petty squabbles instead arguing with your spouse about how the towels should be hung, for example, or with a coworker about whose turn it is to restock the copier.

Emotional awareness provides you the tools needed for understanding both yourself and other people, and the real messages they are communicating to you. Although knowing your own feelings may seem simple, many people ignore or try to sedate strong emotions like anger, sadness, and fear. But your ability to communicate depends on being connected to these feelings. If you're afraid of strong emotions or if you insist on communicating only on a rational level, it will impair your ability to fully understand others, creatively problem solve, resolve conflicts, or build an affectionate connection.

### **Conclusion:-**

Communication is the only interaction that we make when we involve with another party. Regardless of whether it is personal relationship or a professional one, communication keeps us connected to one another in the community. Therefore, communication is the main mechanism where the conflicts are arisen as well as they are solved. Therefore, effective communication can make sure that you communicate appropriately and correctly in order to minimize such confrontations.

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