

# Effective Communication Skills

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Lecture

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**Abstract-** Communication is a process by which two or more people exchange ideas, opinions, facts, feelings or expressions in a way that each gain a common understanding of the message being communicated. In fact, we cannot imagine life without communication; since it is an in-built function helping us in our day-to-day activities. In this chapter, various aspects of communication have been dealt with, the details of which are given as below: Communication process is a continuous and life-long process. It is a dynamic, constantly moving ever-changing and on-going process.

Effective communication is the key to successful outcomes. Technical professionals must be trained in the discipline of effective communication. This paper presents a step-by-step approach to the discipline of effective human communication. Research has provided insight into the processes of human perception and communication. These insights have led to the development of tools and procedures that increase significantly the effectiveness of that communication significantly. The Basic purpose of communication= Creation of MEANING

## I. PURPOSE(S) OF COMMUNICATION

To inform (an appeal to MIND); viz. EDUCATION .  
To Persuade (an appeal to SOUL/ Emotions); viz. PROPAGANDA • To Entertain; viz. Entertainment programmes. We are constantly trying to understand ourselves & other people (plus, things) around us through communication process is divided into seven distinct steps. When taken in order, these steps give the speaker the ability to communicate and influence a wide variety of people. Engineers and technical professionals in the IEEE environment can use the 7-Step Effective Communication Process to increase their communication effectiveness. By doing so they will stand out as more capable and more competent at influencing, leading, and conveying ideas and concepts to their colleagues and others. The 7-Step Effective Communication Process allows the speaker to understand the structure of the communication that would be most beneficial for the listener. Once this has been established, the speaker then builds rapport and begins the process of understanding the listener's paradigms. Once the listener's paradigms are understood the speaker can then send the desired message and then determine if the message was received as intended. This

process is fast and can be done in the course of casual conversation, in the midst of an important communication! Hence, one can realize that how important it is to try to understand as much as possible about the communication process in which one is totally involved now (presently) & will be for the rest of (one's) life!!

## II. SIGNIFICANCE OF COMMUNICATION

People :Speak/talk  
:Listen/hear  
:Read/write  
:Watch/see

Communication Skills: Source-----Encoding

-----Decoding

Message:

Treatment

Channel:

Noise and distortion

### Nature of Communication:

It's a process. Dynamic; on-going; ever-Changing; continuous act. (No beginning, end, Or fixed sequence of events.) One can't really "freeze" COMMUNICATION at any point of Time!

It employs many means it takes place by many means, at many levels, with many people, in many ways, for many reasons

It involves interdependence It's a two way process, where constant reversal of role(s) is There. (Level of interdependence varies from Situation to situation.)

**Advance Communication Skills**

At Least 3 Phases are there : -----Expression

Interpretation

: -----Response

Importance of Communication Your ability to communicate clearly and share thoughts, feelings and ideas will help you in all your relations with other people. As a student, you may study any language, but it is important that you are able to read, write, speak and listen well in order to communicate properly. Speaking more than one language can help you to communicate well with people around the world. Learning English can help you to communicate with people who understand English besides the language you have been exposed to in your family, for example, your mother tongue. Communication skills are needed to

- Inform – for example, communicating the time of a meeting.
- Influence – for example, negotiating with a shopkeeper to reduce the price.
- Express feelings – for example, to say or show that you are excited about your success or about a given task

Factor how the factor can become a barrier Language In case of use of incorrect words, unfamiliar language and lack of detail, language can act as a barrier to communicate what one wishes to Convey. For example, language can act as a barrier when an Indian who only knows Hindi and a Chinese who only knows Mandarin want to interact with each Other. Visual Perception Judging people or Situations by how they look. For example, a man wearing torn clothes is Poor. Past Experience Letting our earlier experience stop us from understanding or communicating Clearly. For example, “This shopkeeper cheated Me last time. Let I am careful.” Prejudice fixed ideas, such as thinking “No one in my class listens to me” may stop a student from communicating openly in the Class.

Feelings our feelings and emotions, such as lack of interest or not trusting the other person

affect communication. For example, “I am sad. Let me not talk.” Environment Noise or disturbance in the surroundings may make communication difficult. For example, speaking while walking on road. Personal factors your own feelings, habits and ways of thinking (for example, fear, and low confidence) may make communication difficult. Culture Signs which have a different meaning in different cultures, such as showing a thumb may mean ‘good job’ for some people but may be insulting to others

Effective Communication Effective communication can happen if we follow the basic principles of professional communication skills. These can be abbreviated as 7 Cs, i.e.,

clear, concise, concrete, correct, coherent, complete and courteous.

1. Clear: Be clear about what you want to say and write
2. Concise: Use simple words and say only what is needed
3. Concrete : Use exact words, phrases, Use facts and figures
4. Correct : Use correct spellings, language and grammar
5. Coherent: Your words should make sense and should be related to the main topic
6. Complete: Your message should have all the needed information

**These 5 skills are absolutely necessary for successful communication in the workplace or private life.**

- Listening. Listening is one of the most important aspects of communication. ...
- Straight talking. ...
- Non-verbal communication. ...
- Stress management. ...
- Emotion control.

**Laws of Communication:**

- The Law of Trust
- The Law of Collaboration
- The Law of Simplicity
- The Law of Potential
- The Law of Distinction
- The Law of Specialty
- The Law of Emotion
- The Law of Perspective
- Law Of Tact

**REFERENCES**

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