



EFFECTIVE COMMUNICATION SKILLS AND THEIR SIGNIFICANCE IN TEACHING LEARNING PROCESS

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ABSTRACT

It is universally acknowledged fact that the great success of any organisation depends on its communication. Any task or transaction that requires more than one person can only be successfully completed with communication. In this paper, I'll discuss about communication it's types and importance. It's nearly impossible to go through a day without the use of communication. Communication is sending and receiving information between two or more people. The person sending the message is referred to as the sender, while the person receiving the information is called the receiver. The information conveyed can include facts, ideas, concepts, opinions, beliefs, attitudes, instructions and even emotions. Methods of communication vary, verbal communication is simply sending a message through a spoken language that is understood by both the sender and receiver of the message. Written communication is sending a message by the use of symbols that are understood by both the sender and receiver of the message. If you are reading the transcript of this lesson, you are engaged in written communication. Body language is a form of nonverbal communication that can be used to send a message. You can often tell if your boss is pleased or upset simply by looking at his facial expressions, posture and gestures. For example, a flushed face may mean embarrassment; a clinched fist may indicate anger; and the rolling of one's eyes may signal disbelief or annoyance. Communication can be defined as the combination of the processes we implement to share and convey information. However, effective communication only happens if the sender (i.e. The person prompting the communication process) is aware of specific elements which cater for an effective transfer of the message to the recipient. Effective communication, is about delivering all the contents of the message clearly and unambiguously, so that the recipient can evaluate and react to them properly with completeness, consciousness, consideration, concreteness, courtesy, clearness, correctness.

INTRODUCTION:

Educare means to educate to bring up, to raise. John Dewy said, “Education is a process in which child’s knowledge, character, behaviour is put into a new fetchⁱ.” Swami Vivekananda said, “Education is not heap of all knowledge but the development of the latent talent and exposor of that is work of education.” Herbert Spencer defines it, “The main aim of education is to make people to live complete life.” Radhakrishnan said, “Education is not to develop only intelligence of student but also purity of heart and soul’s discipline.”

*“Gunna Gunnagyashu gunna bhavanti
Tay nirgunnay prapya bhavanti doshahaⁱⁱ”*

Learn well, teach well. No matter what the method for programme of instructions teachers of English adopt. English language learners need special skills and training for effectively accomplishing the task. We have to meet the challenges of teaching English and students every day. Teacher who speak their students’ home languages and those who do not, teachers with special training and those without, teachers have years of experience and those who have taught for only weeks are in front of class rooms with English language students. Teachers are both on the front line and responsible for the bottom line when it comes to providing these students with the skills and knowledge they will need to survive and thrive. Often teachers are invited to share their experiences and their concerns with those who shape education policy, education standard, students’ future and teacher’s level with their experience. It is critical to ascertain the perspectives of teachers who have to play a central role and such a large stake in these issues for instruction for English language student is to significantly improve. This Study sets out to ask teachers about their greatest challenges with regard to educating English learners, communicate with students in English language in Tripura.to analyse how these challenges vary according to factors such as teachers’ experience, training and student’s need by discovering the kinds of support they have and they need for doing the jobs effectively.

Teachers’ who have extensive skills in teaching the mechanics of English language and how it is used in different contexts and for different purposes. Good English language teachers’ have a sense of self-confidence regarding their ability to teach English language effectively.

High quality and effective teaching for English language learners

1. Knowledge and skills that contribute to successful English language teaching
2. Ability to communicate with Student
3. Ability to engage student’s family
4. Knowledge of language user forms mechanics and how to teach
5. A feeling of efficacy with regard to teaching English language learners

Factors That Contribute Effective Instruction



1. Knowledge of effective teaching and learning process
2. Deep content knowledge
3. Experience of teaching and understanding tri domain
4. Full certification in the field

Teachers who discuss the lack of assistance from home most often did show in the context of work, language and cultural barriers that put parents of English language students at a disadvantage with regard to supporting their children's education. An open ended question is posed to learn what teachers found to be the most challenging aspects of working with English language learners. The range of challenges was wide, reflecting, teachers; differing circumstances, background, preparation and grade level.

Student develop with the help of gaining information from his/her teacher he/she gets information which becomes his thought and act accordingly, his actions or performance decides his attitude positive and negative and that shapes his personality on the basis of that personality only his luck is made. Thus, teachers must come forward to give authentic information to the students following five principles of writing ABCRL which means deliver information accurately, brevity, being clear with relevance having logic in the lecture which must be prepared in the CODER system of preparation. They must be enabled to collect, organise, draft, edit and redraft their ideas for better presentation.

We develop our students' skills with the help of syllabus, newspaper, lectures, reference books, co-curricular activities etc. Parents must take care of proper food in quantity and quality and particular time which is not found between parents and children. All students must participate in all activities.

But the question is how many parents look after the daily activities of their children? Student's diary is never checked by parents which is very precious. Further, Bloom's Taxonomy is not adhered in objective oriented teaching learning process.

Cognitive domain: - How many teachers teach keeping in mind KUCCA. Knowledge, understanding, competence, comprehension and application

Affective domain: - Interest, attitude and values

Psychomotor domain: - Judgment etc.

The success of every organization and its departments depends on the communication skills of its faculty members. No organization can develop without communication. In a department every member has to communicate with each other to obtain the optimum goal if its organization. Therefore, one must develop the communication skills of its subordinates,



employees and workers like a teacher in students but it has been always a bone of contention for effective communication among the departments and its faculty members. In Tripura, most of the colleges are communicating in their regional languages where the students even after scoring good marks are in capable of competing exams at national level. It has been realized by the authorities that the communicative skills are must in one an all to develop the state.

Communication is a two-way process of reaching mutual understanding, in which participants not only exchange (encode-decode) information, news, ideas and feelings but also create and share meaning. In general, communication is a means of connecting people or places. In business, it is a key function of management--an organization cannot operate without communication between levels, departments and employees.

Communication can be defined as the combination of the processes we implement to share and convey information. However, effective communication only happens if the sender is aware of specific elements which cater for an effective transfer of the message to the recipient.

TYPES OF COMMUNICATION

Verbal Communication

Verbal communication is simply sending a message through a spoken language that is understood by both the sender and receiver of the message. Examples of verbal communications include face-to-face talking, listening to a lecture or seminar, and listening to a television programme.

Non-Verbal Communication

Body language is a form of nonverbal communication that can be used to send a message. You can often tell if your boss is pleased or upset simply by looking at his facial expressions, posture and gestures. For example, a flushed face may mean embarrassment; a clinched fist may indicate anger; and the rolling of one's eyes may signal disbelief or annoyance

Written Communication

Written communication is sending a message by the use of symbols that are understood by both the sender and receiver of the message. If you are reading the transcript of this lecture, you are engaged in written communication. It guarantees that everyone concerned has the same information. It provides a long-lasting record of communication for future. Written instructions are essential when the action called for is crucial and complex. To be effectual,

written communication should be understandable, brief, truthful and comprehensive. The main advantages and disadvantages of written communication are as follows: -

Advantages of written communication

1. It ensures transmission of information in uniform manner.
2. It provides a permanent record of communication for future reference.
3. It is an idealistic way of conveying long messages.
4. It ensures little risk of unauthorized alteration in the message.
5. It tends to be comprehensive, obvious and accurate.
6. It is well suited to express messages to a large number of persons at the same time.
7. It can be quoted as legal evidence in case of any disputes.

Disadvantages of written communication

1. It is costly and time consuming.
2. It becomes difficult to maintain privacy about written communication.
3. It is rigid and doesn't provide any scope for making changes for inaccuracies that might have crept in.
4. It is very formal and lacks personal touch.
5. It boosts red-tapism and involves so many formalities.
6. It may be represented in a different way by different people

GUIDING PRINCIPLES OF EFFECTIVE COMMUNICATION:

Effective communication, on the other hand, is about delivering all the contents of the message clearly and unambiguously, so that the recipient can evaluate and react to them properly.

A:	Accuracy
B:	Brevity
C:	Clarity
R:	Relevance
L:	Logic
Also	
C:	Collect your ideas
O:	Organise your ideas
D:	Draft your ideas
E:	Edit your ideas
R:	Re -Draft Your Ideas

Communication skills enable the learner to focus his mind in the problems in academic reading, to understand and practise the SQ3R method skill in reading. This technique of reading was evolved by Robinson in his book, effective study (1970). SQ3Rⁱⁱⁱ stands for the initial letters of the five steps-

S:	Survey
Q:	Question
R:	Read
R:	Recall
R:	Review

COMPLETENESS

Effective communication should include all the information the recipient needs to evaluate its content, solve a problem or make a decision. Complete communication reduces the need for follow-up questions and answers, and improves the quality of the overall communication process.

CONCISENESS

Brevity is not about keeping the message short, but rather about keeping it to a point. Conciseness in communication happens when the message does not include any redundant or irrelevant information. Concise communication prompts a better understanding of the message, because the recipient can focus on the key points and does not get distracted by a wealth of minor details.

CONSIDERATION

When engaging in communication, a sender should always consider and value the recipient's needs, moods and points of view. Tailoring the contents and style of your messages based on their target audience strengthens the key points delivered within, as the sender can use argumentations and examples relevant to the recipient's experience, thus catering for a more thorough understanding of the message.

CONCRETENESS

Effective communication happens when the message is supported by facts and figures. Concreteness in communication is also about answering to questions timely and consistently, and developing your argumentations based on real-life examples and situations rather than on general scenarios or theories. Concreteness fosters effectiveness in communication, as the



recipient gets a more comprehensive overview of the message and its implications.

COURTESY

Politeness in communication implies being respectful of the recipient's culture, values and beliefs. Also, it involves the need to adopt a unique style so that your audience can easily relate to and understand. Courteous communication has a positive impact on the overall communication, as it prompts a more positive and constructive approach to the conversation.

CLEARNESS

To be effective, communication has also to be clear and specific. To achieve clearness, the message should focus on a single objective, thus emphasising its importance and catering for a prompt understanding of its contents. Clear communication also requires the adoption of the relevant terminology, thus reducing ambiguities and confusion in the communication process.

CORRECTNESS

Using grammar and syntax correctly vouches for increased effectiveness and credibility of the message. In fact, grammar and syntax mistakes make it harder for the recipient to decode the message and understand its contents. Also, they have a negative impact on the overall communication, as they show that the sender hasn't taken his time to craft his messages more carefully.

CHARACTERISTICS OF EFFECTIVE COMMUNICATION

1. Clearness and integrity of message to be conveyed.
2. Adequate briefing of the recipient.
3. Accurate plan of objectives.
4. Reliability and uniformity of the message.
5. To know the main purpose of the message.
6. Proper response or feedback.
7. Correct timing.
8. Use of proper medium to convey the message properly.
9. Use of informal communication.
10. Try to simplify your thoughts before communicating your message.
11. You must analyse the intent of each and every message.
12. Consider the overall physical setting whenever you communicate.
13. You must discuss with others, where appropriate, in planning communication.
14. Be careful while communicating, of the overtone as well as basic content of your message.

15. Take the opportunity to suggest something of help or value of the receiver.
16. Follow-up your communication.
17. Prepare yourself for transmitting the message in a proper way.
18. Be sure your actions support your communication.
19. Seek not only to be understood but understand.

COMMUNICATION BARRIERS

It is very important to be familiar with the 'audience' for whom the message is meant. The message to be communicated must be clear in the mind of the communicator because if you don't comprehend an idea, you can never convey it to other person. The message should be adequate and apposite towards the communication purposes.

In order to avert semantic barriers, the message should be conveyed in easy, concise and understandable language. The expressions or signs chosen for communicating the message must be suitable to the reference and understanding of the recipient^{iv}.

To make business communication effective, the structure of the organization must be sound and suitable to the requirements of the organization. The management should make efforts to make communication process more effective and understandable.

To avoid credibility gap, management must guarantee that their procedures and activities are in accordance with the communication. Communication is not complete unless the reply or response of the receiver of the message is received by the sender or communicator. The success of communication can be evaluated from the reaction. Therefore, feedback must be bucked up and examined. Communication through words may be in writing or oral. Written communication entails transmission of message in black and white. It mainly consists of diagrams, pictures, graphs, etc. Reports, policies, rules, orders, instructions, agreements, etc have to be conveyed in written form for proper functioning of the organization.

FINDINGS:

Politicians, Students and Development: - The feeling of being attached with politics also come in the world of education. And education is slave to politics they get services in the organisation even if they are not competent enough and they do the same with future generation. Partybazi, organising of students group on the name of symbols in elections, destruction of money, fake lectures, fighting make our students to go to marshy land. Power and politics play prominent part in participating for perishing of pupils.

Erosion of values: - Reading, brooding, meditating and earning education is aim of students who are disciplined, faithful, sincere, devoted, ethical, cultural, philosophical to bring out



change in society but five enemies like anger, greediness, gluttony and drugs make our students to forget values and fight with teachers and parents.

Peer Group Role: - Students must avoid politicians, smugglers, terrorist and financially strong people. They must come forward to take up against. Today's student is tomorrow's socialist, economist, politician, scientist, industrialist, builder etc. Their construction will be for building the nation provided they have faith, sincerity and devotion. He has the right to vote and decide his Chief and Prime Ministers so he must have foresightedness to develop.

Every Nation has values; the values are backbone of the nation. One must know the penances of ones for further to develop the spirit, belief, secularism, faith, love for all religion, race, caste, creed and human values. The catchall love for these values is the essence of development of the nation. Among the violence, revolution, selfishness, injustice it is very difficult but even the students only have to come forward forgetting the warmth of thin blood to agitate the must devote to dedicate in nation building.

SUGGESTIONS:

Keep away education from politics, no shadow should touch the interest in study discipline enforcement. Though student and politics are brother and sister but one day for new growth sister has to leave her brothers home.

SOLUTION:

Communication skills for students and their families is of utmost importance to teachers. The inability to connect with parents, inform them of standards expectations and ways to help. The most commonly named challenge for those teaching factors of all kinds that limit families' ability to support their children's education while teacher's acknowledge the value of family and community in the education of these students, many feel unable to call on this critical resource.

Conclusion:

Communication is the base of nations overall progress and development. We must remember that ignorance leads to greater expectations and lack of empowerment leads to perpetuation of poverty and hunger. The English language is an advanced and flexible one and its teaching should not be disregarded altogether. Indians/Tripura should not afford to ignore this language. It is thus undisputed that learning English as language is very important as it is not only necessary for higher scientific and Technical Education but also a linking language spoken throughout a large part of the world. It is one of the most popular international language for all diplomatic, political conferences, treatises and scientific discourses. One



cannot imagine to arrange effectively any international conferences, scientific discourses without help of the English language as medium for communication among the members. English language is very much necessary to introduce us into the fast developing world. Dr Ballard has said, “To speak any language whether native or foreign entirely by rule is quite impossible^v.” If India has to keep pace with the developed states and nations. In the present scenario of globalisation and liberalization we must give due importance to learning of English language if we have to keep abreast with other fast growing nations of the world, in the field of art and literature, science, space, computer, economics effectively we must not ignore the importance of learning English language and its communication skills. Thus, at last I would like to conclude that communication enable a perfect communicator to be attentive, competitive, leader, calm, bright, quick witted, sharp, intellectual, humorous, responsible, passionate, co-operative, team player, flexible, intelligent, focused, goal oriented, smart, accurate, conscientious and dependable.

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