



COMMUNICATION SKILLS – A STUDY

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ABSTRACT

Skills are of two kinds: Soft Skills and Hard Skills. For overall developments, Soft Skills play a vital role. Hard Skills are generally related to marks obtained as certificates. To be a social creature, achieving soft skills is must. Communication is an art by which we convey any message to others, but the message we want to convey should be reached in the same manner as we want to send. To achieve this quality, we have to keep in mind a number of things as clarity of message, silent environment from where the message is being delivered, proper volume of the delivery of the message and the most thing the attention of the recipient of the message. In the process of communication, minimum two persons are indulged besides the medium. Any message can be conveyed well if both have attention to the message delivered. Lack of proper indulgence of any of the two can disrupt in the process of the communication. However, media also plays a vital role in the delivery of the message. In the process of communication, language also plays a vital role. Both should be familiar to the language by which any message is to be delivered.

One who is the centre figure in the process of communication should be aware of certain things before delivery of the message as the person with whom the message is being delivered should know the language well in which the process of communication is being made. Besides, the person should be aware of the terms used in the process. Both the sender and the recipient in the process of communication are equally important. The present paper deals with how to achieve communication skills.

Key Words: *Soft Skills, Hard Skills, Communication, recipient, sender, process, message, term, media*

INTRODUCTION

In the present competitive era, achieving soft skills like communication skills is the need hour. By gaining the mastery over Communication Skills, one can impress other and be a

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figure to be discussed. Communication is a two way process in which passing information from one person to another. In the process of communication, sending and receiving the message is equally important. Communication is of two kinds: Verbal or Non-verbal.

Verbal Communication: Verbal Communication includes both written and spoken words in the share of information in the form of words. It requires the indulgence of the both: the receiver and the sender. It involves body language, tone of voice, along with facial expression. In Verbal Communication, the sender gives the words to his ideas, opinions, thoughts and expression. Effectiveness of Verbal Communication depends upon volume, speed of delivery, clarity of message, body language, and effectiveness of words used.

None-Verbal Communication: None-Verbal Communication is the process without the use of words either written or spoken. It involves the communication between two or more than two with body gesture, facial expression and hands movement. It maintains interpersonal relationships. It maintains the distance between the communicators and the process of communication completes in signals.

To make the Verbal Communication process effective, some important points are worth remembering:

- (i) **Language:** Language plays an important role in making a communication process effective. Both involve in the process of communication should be well known to the language used. Language is of two kinds: Formal Language and Informal Language. The process of communication can be effective, if the both are aware of the language they should adopt. It depends upon what kind relationship are between the both. If both have department relationship, they should use formal language. If they are fellows, they can use informal language.

To have a good command in communication skills, one should develop the habit of reading, writing and speaking. Francis Bacon says, “Reading maketh a full man; conference a ready man, and writing an exact man; and therefore, if a man write little, he had need have a great memory; if he confer little, he had need have a present wit; and if he read little, he had need have much cunning, to seem to know that he doth not”.

- (ii) **Media:** In your communication, media plays a vital role. Media means here channel. It should be working well. Suppose you are making with someone conversation through mobile and the speaker of mobile is faulty or there is connectivity problem. There may be hamper in the process of communication. Channel from the both side should be clear. Sometime, in face to face communication, both the

sender and receiver are at some distance, there may be blow of wind, or some noise coming from any side that can interrupt the way of communication.

(iii)Encoding: In the process of communication, Encoding and Decoding play a vital role in making the process effective. Encoding is a process of turning the thoughts into communication. Process of encoding is furnished by the sender. He is said to be encoder. What and how the sender wants to send his thoughts, before delivery, he realize, then he lets it come out. Before delivery of the message, what he realize to come out of the message, there may be some barriers that may hamper in the process of Encoding and so the receiver may not decode the message properly. There may be barriers in encoding as the sender may have trouble choosing the precise words, arranging the words, making them clear to the receiver. He may use the Jargons.

Encoding Barriers: There may be a number of Encoding Barriers that may effect the process of Decoding.

- (a) **Load of Work:** If the sender faces load of work, he may not encode the message properly. His mind does not properly work. Load of work distracts the attention of encoder. Communication done under the load of work cannot bring good fruits. So a person should talk to another person in comfortable mind.
- (b) **Emotionally Disturbance:** A person emotionally disturbed cannot make effective communication to the others. Every moment, his state of mind changes. What he wants to say, does not come out in the same way as he wants to express. Emotionally disturbance is a great barrier in the process of encoding.
- (c) **Lack of knowledge of the subject matter:** The process of encoding in communication can be well done, if the encoder has sufficient knowledge of the subject matter of which he is going to discuss, otherwise he cannot make good impression to the person with whom he is going to communicate. Command on subject matter gives confidence to the person and thus, he can deliver his message more appropriately.
- (d) **Lack of knowledge of Communication Skills:** To make effective communication, a person should learn Communication Skills to impress others like how to start and how to end. There are two sayings should be kept in mind: 'First impression is the last impression', 'All is well that ends well'. In spoken English, there are some words used to greet other and some used while ending the discussion that make the conversation effective. A person should be fluent what he wants to say. If someone



expressing the things in jerks, he may ruin the beauty of communication. Hence, a good communicator first learns Communication Skills to make his talks impressive.

(iv)Decoding: Decoding is also term used in Communication. Decoding is a process involves receiving, interpreting and understanding the encoded message. Decoding is all about understanding the message someone has sent or expressed. In other words, we can say at what degree someone receives the message delivered by someone. If someone receives the message as was delivered to him, receiver's decoding process is said to be perfect.

Decoding Barriers: Sometime the receiver may misunderstand the message, then process of communication fails. The reasons behind misunderstand or not properly understood the message are Decoding Barriers:

- (a) Negative Attitude of Receiver:** The process of communication can be furnished well if there is good relationship between the sender and the receiver. The both should have positive feelings towards each others. Then the communication can be well done.
- (b) Emotional Disturbance:** Emotional Disturbance of the receiver can be barrier in decoding process. At the time of conversation, an emotionally disturbed person cannot understand well the sender what he wants to say and so emotionally disturbance is a great barrier in decoding process.
- (c) Less knowledge of matter being discussed:** Lack of knowledge of the matter being discussed by the sender to the receiver can be a barrier in decoding process. To this point of view, the sender should keep attention at the level of the receiver.

To gain high Communication Skills, one should keep in mind the barriers arise in Decoding and Encoding while making communication process. One should learn the techniques how to make effective communication. Besides, a sender should have full command over the subject matter of the communication. Knowledge develops confidence and the confidence makes the communication effective.

Communication Skills are the part of extra co-curricular activities that are developed out of the class. By joining NSS and NCC, students can develop in themselves the great quality like communication skills. One does not need extra effort to learn communication skills, but by joining NSS or NCC, the quality can easily be achieved.



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