

Interpersonal Skills
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Lecture-07
Effective Communication-I

Hello friends, today I am going to discuss the effective communication as part of interpersonal skill, and in this discussion, I will share with you some of the important tips that can make you an excellent speaker.

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- Communication skills are vital in all areas of life. It plays vital role in success.
- Take requisite steps to improve communication skills.
- **Right technology for effective communication:**
 - E-mails.
 - Direct messaging.
 - Video conversation.
 - Human conversation and so on.

Communication skills are more important than ever for all fields of endeavor whether you are an engineer or a communication scholar having a firm grasp of communication skill undoubtedly play a key role in your success, sometimes people with great technical skills reach a point in their careers where they are no longer promoted because of their inability to communicate effectively. Professors often tell anecdotal stories about students that have been hugely successful in gaining jobs right out of college.

However, then struggle to get promoted into management and leadership roles beyond their technical duties. This is because they lacked one fundamental skill that would have helped them

shine above all their competition, that is communication. In fact, according to a job outlook 2011 survey conducted by the National Association of Colleges and employment that is that verbal communication is the most shot after skill by the employers.

Excellent and effective communication is an essential tool in achieving productivity and maintaining a healthy and lasting working relationship at all levels of an organization. Employers who invest time and energy into delivering clean lines of communication will rapidly build trust amongst employees leading to increases in productivity output and morale in general.

Poor communication in the workplace due to personal regions or a lack of sufficient technology will inevitably lead to unmotivated ill-informed staff that may begin to question confidence in their abilities and eventually, the organization as a whole. Now there are certain stages to improve communication as I said that in the present era, communication has become very very important.

There are certain steps which people in business can use to make their communication skill strong within the offices such as supplying the correct technology to staff needs so they might be able to communicate swiftly and coherently both in and out of the office or to encouraging managers to communicate effectively with their teams.

There are several tools that people in business can use to promote effective communication in the office when sitting down in a room together is not possible email, that is also a way to communicate, email communicating through email is a great way to track communications and keep relevant people in the loop. Even though many businesses operate through email, it is essential to teach I mean oneself or yourself the value of this tool, especially in this globalization period.

Email applications often act as the tool that ties businesses together with comprehensive meeting

calendars, address books, and organizational function at the fingertips of your team members. Direct messaging email can be a great way to discuss broader projects but to make it easier for your employees to have a fast conversation throughout the day give them access to direct messaging tools such as same time or a skype.

These tools give them the ability to have real-time conversations without waiting for email replies. Video conversation is also an essential part of communication; it allows having face-to-face conversations with teams from other offices and even overseas. Video conversations encourage effective collaboration and allow your staff to get to know each other better rather than being a voice at the end of the phone.

Human conversation is an equally important part of communication, and this may seem obvious but with the tools ever being so readily available in the workforce today people can sometimes forget to have a normal conversation with each other and prefer to send an email instead. Encourage your team to get up and speak to one another when they can the email confirmation can always come afterward if it is needed.

So this is the time to know what is communication, what is the suitable definition of communication. So it is nearly impossible to go through a day without the use of communication. Communication is sending and receiving information between two or more or people. A person sending a message is a sender while the person who is receiving the information is a receiver.

The information conveyed can include facts, ideas, concepts, opinion, beliefs, attitude, instructions, and even emotions. Effective communication skills are fundamental to success in many aspects of life; many jobs require strong communication skills; people with good communication skills also usually enjoy a better interpersonal relationship with friends and family. Effective communication is, therefore, a key factor in interpersonal skill.

Also, learning how to improve your communication has many benefits; however, many people find it difficult to know where to start. Now here we can discuss the most common problem areas while we discuss communication and we may come out certain attention that may give you some idea for better communication, well-identifying problems if you are not an excellent communicator it is equally important to identify the problems.

Many people appreciate that they have a problem with communication skills, but a struggle to know where to start to improve. There are several ways that you can identify particular problem areas, including asking your friends, family, colleagues to advise you regarding your communication. Most people will be happy to help you with your journey towards self-improvement.

They may even have been waiting for just this opportunity for some time, use a self-assessment tool like interpersonal skills self-assessment such kind of consideration will help you to identify the most important areas for improvement. You could instead work to improve the most common problem areas and see what happens. Now according to me, there are four key areas for improvement when we talk of communication.

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Four Key Areas for Improvement:

- Listening.
 - Use techniques of clarification.
 - Ability to reflect words and feelings clarifies that you have understood.
- Non-verbal communication.
 - Non-verbal communication is not merely a body language, but it covers far more.
 - your words and body language should be consistent.

There are generally four main areas of communication skills that most of us would do well to improve; these are listening to nonverbal communication, emotional awareness and management, and questioning. Well, these are the four areas where you can make a certain improvement to be a better communicator. The first is to learn to listen to a vital part. One of the most common areas to need improvement is listening.

We all tend to forget that communication is a two-way process, we fall into the trap of broadcasting where we issue a message and fail to listen to the response, quite a lot of the time we are not listening to others in conversation but thinking about what we plan to say next. Improving your listening skills will be beneficial for you in your relationship both at work and at home.

What however is listening that is also a very important question, listening is not the same as hearing, learning to listen means not only paying attention to the words being a spoken but also how they are being spoken, and the nonverbal messages sent with them which means giving your full attention to the person is speaking and genuinely concentrating on what they are saying and what they are not saying.

Good listeners use the techniques of clarification and reflection to confirm what the other person has said and avoided any confusion. These techniques also demonstrate very clearly that you are listening just like active listening. Then the next is clarifying and clarification because when you are listening very minutely, you need to show that you want specific clarification. In communication, clarification involves offering back to the speaker the essential meaning as understood by the listeners of what they have just said.

Thereby checking that the listeners understanding is correct and resolving any areas of confusion or misunderstanding, that is clarification. Clarification is important in many situations especially when what is being communicated is difficult in some way; communication can be difficult for many reasons perhaps sensitive emotions are being discussed, or you are listening to some complex information or some instructions.

Certain instruction like as an extension of reflecting clarifying reassures they speaker that the listener is attempting to understand the messages they are expressing, what is reflection then, however good you think your listening skills are the only person who can tell you if you have understood correctly or not is the speaker. Therefore as an extension of good listening skills, you need to develop the ability to reflect words and feelings and to clarify that you have understood them correctly.

It is often important that you and the speaker agree that what you understand is an accurate representation of what was meant to be said as well as understanding and reflecting the verbal messages of the speaker it is important to try to understand the emotions, well here I will try to explain how to use reflection effectively to help you to build greater understanding of not only what is being said but they connect feeling and meaning of messages.

Reflecting is the process of paraphrasing and restating both the feelings and the words of the

speaker. The purposes of reflecting are to allow the speaker to hear their own thoughts and to focus on what they say and feel, to show the speaker that you are trying to perceive the world as they see it and you are doing your best to understand their messages.

To encourage them to continue talking, reflecting does not involve your asking questions introducing a new topic or leading the conversation in another direction. Speakers are held through reflecting as it not only allows them to feel understood, but it also gives them the opportunity to focus their ideas. This, in turn, helps them to direct their thoughts and further encourages them to continue speaking.

When there are some examples of non directive clarifications seeking questions like I am not quite sure I understand what you are saying, then I do not feel clear about the main issue here, then when you said what did you mean, when you said dot, dot, dot what did you mean, next could you repeat. So these are all clarification non-direct clarification clarifying involves non-judgmental questioning summarizing and seeking feedback as to its accuracy.

When you are the listener in a sensitive environment, the right sort of non-directive questioning can enable the speaker to describe their viewpoint more fully, asking the right question at the right time can be crucial and comes with practice. The best questions are open-ended as they give the speaker choice in how to respond, whereas closed question allows only very limited responses.

Now what is an open question, if your role is to assist a speaker in talking about an issue often the most effective questioning starts with when, where, how, or why? These questions encourage speakers to be open and expand on their thought like when did you first start feeling like this or why do you feel this way and the closed questions usually elicit a yes or no response and do not encourage the speakers to be open.

Also, expand on their thoughts such questions often begin with did you or where you like did you always feel like this, well you aware of feeling this way. Now when we discuss all these things regarding communication, it is also very important to understand nonverbal communication. Because as we are saying that nonverbal communication and communication are something that gives meaning to your word.

Much of any message is communicated non-verbally, some estimates suggest that this may be as much as 80% of communication, it is therefore important to consider and understand nonverbal communication particularly when it is absent or reduced such as when you are communicating in writing or by telephone. Nonverbal communication is often thought of as body language, but it covers far more.

It includes, for example, tone and pitch of the voice body movement, eye contact, posture, facial expression, and even physiological changes such as sweating, panting, etc. You can, therefore, understand other people better by paying close attention to their nonverbal communication. One can also ensure that once a message is conveyed more clearly by ensuring that one's words and body language are consistent.

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- Emotional awareness and management.
 - Awareness of emotions and manage those emotions.
 - Divided into personal skills and social skills.
- Questioning.
 - It ensures that you have understood someone's message correctly.
 - Those with good questioning skills are often seen as very good listeners.

Well, emotional awareness and management these two aspects are important, and I have already given on a lecture on emotional awareness or emotional intelligence while discussing interpersonal skill.

So the third understanding area of communication is awareness of our own and other people's emotions and an ability to manage those emotions, at work it is easy to fall into the trap of thinking that everything should be logical and that emotion has no place. However, we are human and therefore messy and emotional, none of us can leave our emotions at home and nor should we try to do so.

That is not to say that we should let it all hang out, however, and awareness of emotions, both positive and negative can definitely improve communication. This understanding of our own and others emotion is known as emotional intelligence. There is considerable evidence that it is far from important to success in life then what we might call intellectual intelligence. Emotional intelligence covers a wide range of skills usually divided into personal skills and social skills.

Personal skills include self-awareness, self-regulation, and motivation. Social skills include empathy and social skills. Each one of these is broken down into more skills as example self-awareness consists of emotional awareness, accurate self-assessment, and self-confidence, empathy is the ability to feel with others to share their emotions and understanding them.

It includes understanding others, developing them, having a service orientation, valuing and leveraging diversity, and political awareness. Fundamentally the principle behind the different skills that make up emotional intelligence is that one has to be aware of and understand one's own emotions and be able to master them in order to understand and work well with others. Next is question skills to be a good communicator you need to have these skills.

Moreover, this is the fourth area where many people are in a struggle, and this is questioning.

Questioning is a crucial skill to ensure that you have understood someone's message correctly, it is also a perfect way of obtaining more information about a particular topic or only starting a conversation and keeping it going those with good questioning skills are often also seen as very good listeners because they tend to spend far more time drawing information out from others than broadcasting their own opinions.

Well these 4 key areas of communication all share one common characteristic they are all are mostly about receiving messages, there are however also important things that one can do to improve the likelihood of being able to transmit a message effectively, and these are like you do not simply say the first thing that comes into your head instead take a moment and pay close attention to what you say and how you say it.

Focus on the meaning of what you want to communicate, consider how the other person might receive your message and tailor your communication to fit, by communicating clearly you can help to avoid misunderstandings and potential conflict with others.

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Other Aspects That Can Affect Communication

- Using humor.
- The way that you treat people.
- Your own attitude.
- Attempt to resolve conflict.
- Maintain a Positive Attitude and Smile.

You can for example check that they have understood by asking them to reflect or summarize what they have heard and understood, it can also be helpful to pay particular attention to

differences in culture, past experiences, attitudes and abilities when conveying your message, avoid jargon and over-complicated language and explain things as simple as possible. Always avoid racist and sexist terms or any language that may cause offense.

Well, other aspects can affect communication, and these are like they include the use of humor the way that you treat people more generally and your attitude both to life generally and to the other person and communicating. Now using humor laughing releases endorphins that can help relieve stress and anxiety most people like to laugh and will feel drawn to somebody who can make them laugh.

Do not be afraid to be funny or clever but do ensure your humor is appropriate to the situation, use your sense of humor to break the ice, to lower barriers and gain the affection of others by using appropriate humor you will be perceived as more charismatic, treat people equally, always aim to communicate on an equal basis and avoid patronizing people.

Do not talk about others behind their backs and try not to develop favorites, by treating people as your equal and also equal to each other you will build trust and respect if confidentiality is an issue make sure its boundaries are known and ensure its maintenance. Attempt to resolve conflict; it is almost always helpful to resolve problems and conflicts as they arise rather than letting them fester.

The most effective communicators are also good mediators and negotiators; they are not biased or judgmental but instead is the way for conflict resolution. Maintain a positive attitude and a smile; few people want to be around someone miserable, do your best to be friendly upbeat and positive with other people, maintain a positive, cheerful attitude to life when things do not go to plan stay optimistic and learn from your mistakes.

If you smile often and they stay cheerful people are more likely to respond positively to you.

Similarly, if something makes you angry or upset, wait for a few hours and calm down before taking any action. This is very important if you do complain so calmly, try to find some positive aspects to the situation and avoid giving unnecessary criticism, minimize the stress, some communication scenarios are by their nature is stressful.

Stress can, however, be a measure barrier to effective communication, all parties should, therefore, try to remain calm and focus, well friends these are some of the important points that you can take care of whenever you go for the effective communication as we discuss that effective communications focus on certain aspects like to be a good listener, trying to know the emotion, trying to be a good pacifier and know yourself.

These are the things that can be learned yourself also, so my suggestions are that open your eyes, feel the world, know the people and feel the experience only then you can be a good communicator, it is not the only word that does matter it is your gesture, posture and other activities that do also matter. So till this, thank you. Goodbye, in the next lecture, we are going to discuss some other aspects of communication and effective communication, thank you very much.