

## Communication Skills-----a gateway to Employment and Empowerment

**Dr. Shashikant Konnur**

Assistant Professor,

Department of English, KLE Society's Lingaraj College, Belagavi

Email : konnurshashi@gmail.com

**Abstract:** This article is to discuss about the importance of communication skills in personal and professional life. Communicational skills are very essential to get the job and for growth in the career and status, to maintain social relationship, for business men's relationship with their customers, to get more opportunities in various fields and to explore one's ideas. Even to farmers in these days communication skills are very important. As food for physical strength for youths is essential to survive, equally communication skills are most essential to build their career. In this present paper as it is discussed that how the communication skills play a very important role in each and every field for youth. And it is also discussed as to how youth can develop communication skills and can uplift the nation.

**Key Words:** Importance of Communication Skills, Listening, Speaking, Reading, Writing and the role of communication.

### 1. INTRODUCTION:

Communication is the art of the sharing information and knowledge. It is the ability to express thoughts and ideas from one person to another person effectively. It has become very essential for children, youth, teachers, businessmen--- to maintain cordial relationship with their families, national and international bodies to convey their ideas and thoughts and share many knowledge aspects. Communication is very essential even for a petty shop keeper and to a farmer in these days. Communication involves listening, speaking, observing, writing and empathizing

**2. ANALYSIS:** Only human beings are capable of conducting communication which involves both, verbal and non-verbal i.e by signs, facial, utterances, gestures, sounds, noises which are the silent forms of languages. Human beings are capable of using them to convey their ideas and feelings.

**These are mainly three types of communication:**

- Verbal
- Non-Verbal
- Written

### Verbal Communication:

Verbal communication is the best and the most effective form of communication. The reason is that of anything is not communicated properly through words it may lead to misunderstanding and confusion which will make people to listen to the things which have not actually been communicated. Poor verbal communication does not serve any purpose.

### Non-Verbal:

Nonverbal communication means the use of body language, gestures and facial expressions to convey ideas and thoughts to others. It can be used both intentionally and unintentionally. For example, you might smile unintentionally when you hear a pleasing or enjoyable idea or piece of information. Non-verbal communication is helpful when trying to understand others' thoughts and feelings. If someone shows "closed" body language such as crossed arms or legs, or hunched shoulders, he might express anxiety, anger or nervousness. If they are displaying "open" body language with both feet on the floor and arms by their side or on the table, it is likely feeling that they are positive and open to information.

Along with Verbal communication, if non-verbal communication is also used properly then there will be effective communication.

### Written:

Written communication is the act of writing, typing or printing symbols like letters and numbers to convey information. It is helpful because it provides a record of information for reference. Writing is commonly used to share information through books, pamphlets, blogs, letters, memos and more. Emails, applications of the mobile phones and chats are a common form of written communication in the workplace. Written communication plays major role in

institutions and academicians, writers and diplomats use this communication. If one wants to improve their written communication, then one should have command on language and literary aspects.

#### **Listening:**

Listening is undoubtedly the most vital part of communication. But listening is not just hearing something. What it actually means is that whatever is spoken in front of you, you are totally involved in that and are grabbing the things in the best manner. When listening doesn't take place in the right way, the Communication Process fails. So, if you want to know as to how to develop communication skills, then you need to be a good listener.

#### **Emotional Awareness:**

Emotional awareness too plays a vital role in communication skills development that let you grab the speaker's tone in the right way. Emotional ability to understand the feeling of the speaker makes communication more meaningful by letting the speaker know that the listeners have understood clearly what has been communicated to them.

#### **Visual:**

Visual communication is the act of using photographs, art, drawings, sketches, charts and graphs to convey information. Visuals are often used as an aid during presentations to provide helpful context alongside written and/or verbal communication. Because people have different learning styles, visual communication might be more helpful for some to consume ideas and information.

For attaining proficiency in communication skills, set personal goals step by step to work through the things you want to accomplish. It might be helpful to consult trusted colleagues, managers or mentors to identify which areas would be best to focus on first. These all communication skills play a very important role in our social life as well as in professional life. Significance of communication skills in social and professional life explained below.

### **3. IMPORTANCE OF COMMUNICATION SKILLS:**

Every relationship you have is impacted by your ability — or inability — to communicate well. Whether at work, in your love life, or with friends and family, good communication fosters better understanding, helps us resolve differences, promotes mutual trust and respect, and allows creative ideas to flourish.

Although communication seems legitimately simple and straightforward, much of our communication is misunderstood or misinterpreted. Of course, this can cause conflict and wounded feelings in individual and professional relationships.

Think about the times you've said something to your spouse or a friend, and your meaning was exclusively misconstrued. Or consider an occasion when someone said something that hurt your feelings, only to learn later they had no idea how their words wounded you. In my own life, I've seen how the power of words can sow the seeds of trust and love — and how they can be conflict-ridden, wounding, or misunderstood.

Learning effective communication is a skill set that should be part of every school curriculum, commencement in elementary school. Knowing these skills can make the difference in the quality of your personal relationships, your potential career success, and your own self-esteem and social confidence.

### **4. IMPORTANCE OF LEARNING COMMUNICATION SKILLS IN STUDENTS LIFE:**

Most of the pupils today everywhere are to rise question in common, "How to improve my communication skills"? That shows they are more motivated to learn better communication skills that enhances their prospects in social and vocational life. These days, students need to recognize the importance of communication skills and should try to improve these skills so that they can make others understand deliberately for better communication with their friends or to take part in discussions and conducted in educational institutions. Hence, the importance of students' communication skills can never be underestimated. As soon as the students learn these skills, the more successful they will become in their life. Following are the some important aspects of learning communication skills:

#### **4.1. To get the job:**

Students really need to be better communicators. Given the fact that it is a striking personality that wins others over, communication is said to be the primary element in enhancing a person's personality. If a student is better communicator, he will do well in job and interviews thereby getting a good job than others who lack good communication skills and also while in service for promotions and rewards.

#### **4.2. Future Career Growth:**

Outstanding communicators often progress more than the ones who lack communication skills. Yes, this is true. In the jobs, the one who have excellent communication can show progress more in their area of operation and can be elevated to higher post. It is their communication which helps them get this position as they have a great ability to manage the people. The students who have better Communication can see themselves elevated high in their field for sure as many jobs.

#### **4.3. Personal Development:**

Communication skills are not only important considered essential for a successful professional career but also for success in personal life. One should understand the feelings, thoughts and opinions of others. Even students too, should be able to communicate and they should express their ideas. And if you are not a good communicator you won't be able to impress them. So, communication is really important to develop your personality as a whole.

Not all the youth have better communication! So, what should be done to improve communication skills in them? Well, to fulfill above three desires youth must develop effective communication skills and upgrade those skills from time to time. The essential features of effective communication are:

#### **4.4. Body language:**

Your body language speaks volumes before you ever open your mouth. Your standing posture, your facial expression, and your eyes contact create the very first impression others have of you. It doesn't matter how powerful your words, if you don't look confident and friendly, people will not listen to you or reject you as a poor communicator. Become aware of your body language, and begin to make changes. Look others in the eye when you speak. Smile frequently. Offer a firm handshake or a warm hug (with friends and family). Stand up straight and hold your head high with your shoulders back. Don't cross your arms or legs in a defensive posture.

#### **4.5. Active listening:**

A good listener can certainly be a good speaker! Yes! Teachers can let students develop communications skill by reading aloud a text and then letting them have a discussion with each other on a particular topic. Good communication isn't just about talking or using body language. It's about listening well to others. By becoming a better listener, you can improve your relationships and social interactions, as well as your ability to influence, persuade and negotiate. Active listening involves consciously hearing beyond just the words spoken. It's keenly paying attention to the complete message being conveyed. Focus intently on the speaker, and try not to get distracted. Notice the speaker's body language. Use your own body language to show you're listening by nodding and smiling appropriately. Offer feedback and thoughtful comments.

#### **4.6. Conflict Resolution:**

Conflict is inevitable in any relationship, and learning how to handle conflict in healthy ways is essential to making a relationship work. Many people choose to avoid conflict altogether because they don't want to deal with the discomfort and pain. These causes resentment and misunderstanding. When conflict triggers strong emotions, often felt unmet need is at the root of the problem. The needs and feelings of both the parties must be respected and considered. The ability to resolve conflict amicably requires you to respond in a calm, non-defensive, and respectful manner. When you're in control of your emotions, you can communicate your opinions and needs without threatening, wounding, or punishing others. Conflict resolution also means you can forgive and forget quickly, and that you have the ability to compromise for the sake of the relationship.

#### **4.7. Emotional intelligence:**

Emotional intelligence is our ability to understand, interpret, and respond to the emotions of others. This is essential for effective communication, which should be a give and take between two people. The key to emotional intelligence is responding appropriately to the emotions of others through communication.

#### **4.8. Articulation and tone of voice:**

One of the most basic elements of good communication is how you sound to others. If you mumble, speak too softly or loudly, slur your words, or use lots of filler words like "ah," "like," and "um," then your message will get lost as your listener struggles to follow you. Poor speaking skills also reflect a lack of confidence and knowledge.

#### **4.9. Small talk**

There are occasions where lighter conversation is appropriate. Small talk is the polite and sometimes meaningless conversation you have at parties and other social gatherings. It's a casual discussion that creates a friendly environment and establishes common rapport between you and the other person.

#### **4.10. Clarity and Knowledge:**

When you are communicating ideas and information to a group or even in casual conversation, it's important to be prepared and clear in your presentation. Know exactly what you are trying to communicate. Conduct necessary research in advance, and have your ideas organized logically. Be sure you tailor your message to the audience, using language and concepts they will understand. Avoid unnecessary jargon or fluff, and keep your message precise. The

more knowledgeable and clear you are on your subject, the more confident you will feel. And your listeners will be more engaged and interested in what you have to say.

#### **4.11. Use of Technology:**

Technology is changing day by day and it has contributed effectively in enhancing the efficiency of communication. Today, anyone can learn the best communication strategies through a variety of available technological resources. These technological resources can effectively be used to improve communication skills desired by any student. Audiobooks, one of the best Communication Technological Resources can contribute effectively in making the student learn best communication skills. With the help of these audiobooks, students can know a variety of phrases or words that can really help them grabbing good communication skill.

#### **4.12. Use activities to grab better communication:**

Another proven method to improve Communication Skills is critical thinking exercises. This is possible through verbal or written assignments that let the students get an opportunity to reply to the questions in a more creative manner by using their own expressions and words. Becoming an effective communicator requires practice. One should review these skills and then they can decide where they have strength and where they are the weakest. Determine some specific occasions in the coming weeks where you can practice these skills. It will feel uncomfortable at first, but in time you'll grow more confident in your ability to communicate well.

You'll also notice the positive effects of your efforts in the responses of your spouse, friends, and business associates. As thought leader Brian Tracy reminds, "Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life."

Modern education concept lays much emphasis on preparing a student for being a better professional in a particular field and effective communication is, no doubt, an integral part of a professional life no matter in what field you are. Increasing advancement in changing career landscapes, cutthroat competition in workplace and college demands efficient communication skill from today's students. Cramming is the thing of the past and every student, today, needs to have a great deal of knowledge which he is required at the time of interviews. If a student does not know how to communicate in a better way, he certainly feels low-key as today's age is all about presenting yourself perfectly before everyone. A job interview demands Good Communication Skills on the part of the youth which can fetch them a job. Indispensable communication skill can provide today's youths with a better stage to open up their ideology in front of the world. Youth of today's generation must know as to how to develop Communication Skills so as to make a great impact on others.

**5. FINDINGS:** Communication is essential for overall development of the human being

#### **6. CONCLUSION:**

Thus Communication Skills play a very important role both in our personal and professional life. Some of you may be very good in your chosen fields of study or workplace and may possess extremely better skills in doing your job. However if you do not have effective communication skills it would be difficult to convey others your skills ideas and thoughts. In nutshell those who have good communication skills attain success in their area of operation.

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