

Communication skills

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ABSTRACT

This article is about communication skills. Communication skills are abilities you use when giving and receiving different kinds of information. Some examples include communicating ideas, feelings or what's happening around you. Communication skills involve listening, speaking, observing and empathizing. It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications, like email and social media. Communication is a two-way
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process that involves sharing information. For communication to occur someone must give information-and someone must receive and understand it. Communication is essential for getting along with other and getting things done. Communication skills are important if we are to build meaningful relationships with services users, careers and others. It is especially important that we are able to build these relationships as social practice moves towards more market-based and managerial list policies and practices.

INTRODUCTION

Communication is the act of conveying meanings from one entity or group to another through the use of mutually understood signs, symbols, and semiotic rules. Communication skills are abilities you use when giving and receiving different kinds of information. Some examples include communicating ideas, feelings or what's happening around you [1] [2]. Communication skills involve listening, speaking, observing and empathizing. It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications, like email and social media.

The essence of communication

Communication is a two-way process that involves sharing information. For communication to occur someone must give information-and someone must receive and understand it. Communication is essential for getting along with other and getting things done [3].

Your role as Communicator

To be an effective team leader, you need good Communication skills. Your duties may include sharing ideas, concerns,

suggestions and other information with those on your team, your superiors and, in some cases, people outside your organization. For example, you may need to:

There are many ways to communicate

Communication may be written (for example, letters, reports or memos) or spoken (for example, face-to-face, over the phone, one to-one or in groups) When speaking, you also communicate by your gestures, facial expressions, posture and tone of voice-your" body language" Each method of communication has its own unique advantages and disadvantages-and skills to be learned [4].

Essence of effective communication skill

Listed below are the most essential skills one should master in order to become a skilled communicator and use it to climb up the ladder of personal and professional success:

Listening skills: This skill ranks topmost in the list like the ability to listen, understand and reciprocate to other's views, and is considered to be quite essential in the corporate world [5] [6]. Listening proves that the other person's opinion is important and that you are

willing to consider their thoughts while being open to new concepts and ideas. Even while speaking, an active listener will always pause for the audience's response, repeat it and also ask questions that confirm their involvement in the ongoing conversation.

Verbal Skills: This is one skill that can help you to navigate your way through daily meetings, one to one discussions and brainstorming sessions. Since people have lesser time to listen and attention spans are becoming shorter, it is a good idea to put one's thoughts in a clear and concise manner, focusing on the most vital segments of the conversation. While undergoing training on communication skills, a lot of emphases is given to the development of verbal skills that involve others and help to reach a mutual consensus [7].

Written Skills: Modern businesses are primarily dependent on communication through emails, presentations, and social media. Writing clear and accurate emails is a great skill to acquire, irrespective of the business function one is associated with. You should be able to focus on the significant points without rambling and using irrelevant words or repeating them. It is also necessary to use an appropriate tone without getting too casual as this could destroy a perfectly good business association with any client [8].

Interpersonal Communication skills: Victory at maintaining a strong interpersonal relationship through effective communication is an immensely valuable asset for a person aspiring to make it to the top. Interpersonal skills help an individual to communicate not only at a business level but at a personal level too, thus taking the relationship a notch higher.

Presentation skills: A busy corporate executive's day is filled with meetings, video conferences, and presentations. It can be a presentation of ideas, information or product details. A good presenter uses anecdotes, stories, and references to make a presentation impactful and expressive [9]. The complete focus is on getting the desired outcome by impacting the audience in a positive way and is a part of effective

communication skills. Important ingredients of a memorable presentation include eye contact with the audience, a relaxed attitude and a dash of humor.

But remember that no great communicator in the corporate world is born with these skills. Acquiring and learning these skills by attending training in communication skills and practicing them in real life scenarios is the key to mastering them [10].

Communication skills examples

There are different types of communication skills you can learn and practice to help you become an effective communicator. Many of these skills work together, making it important to practice communication skills in different contexts whenever possible [11].

Active listening

Active listening means paying close attention to the person who is speaking to you. People who are active listeners are well-regarded by their coworkers because of the attention and respect they offer others [12]. While it seems simple, this is a skill that can be hard to develop and improve. You can be an active listener by focusing on the speaker, avoiding distractions like cell phones, laptops or other projects, and by preparing questions, comments or ideas to thoughtfully respond.

Adapting your communication style to your audience

Different styles of communication are appropriate in different situations. To make the best use of your communication skills, it's important to consider your audience and the most effective format to communicate with them in [13]. For example, if you are communicating with a potential employer, it's better to send a formal email or call them on the phone. Depending on the situation, you may even need to send a formal, typed letter over other forms of communication. In the workplace, you may find it's easier to communicate complex information in person or via a video conference than in a long, dense email.

Friendliness

In friendships, characteristics such as honesty and kindness often foster trust and understanding [14]. The same

characteristics are important in workplace relationships. When you're working with others, approach your interactions with a positive attitude, keep an open mind and ask questions to help you understand where they're coming from. Small gestures such as asking someone how they're doing, smiling as they speak or offering praise for work well done can help you foster productive relationships with both colleagues and managers [15].

Confidence

In the workplace, people are more likely to respond to ideas that are presented with confidence. There are many ways to appear confident, including by making eye contact when you're addressing someone, sitting up straight with your shoulders open and preparing ahead of time so your thoughts are polished. You'll find confident communication comes in handy not just on the job but during the job interview process as well [16].

Giving and receiving feedback

Strong communicators are able to accept critical feedback and provide constructive input to others [17]. Feedback should answer questions, provide solutions or help strengthen the project or topic at hand.

Volume and clarity

When you're speaking, it's important to be clear and audible. Adjusting your speaking voice so you can be heard in a variety of settings is a skill, and it's critical to communicating effectively. Speaking too loudly may be disrespectful or awkward in certain settings [18]. If you're unsure, read the room to see how others are communicating.

Empathy

Having empathy means that you can understand and share the emotions of others. This communication skill is important in both team and one-on-one settings. In both cases, you will need to understand other people's emotions and select an appropriate response [19]. For example, if someone is expressing anger or frustration, empathy can help you acknowledge and diffuse their emotion. At the same time, being able to understand when someone is feeling positive and enthusiastic can help you get support for your ideas and projects.

Respect

A key aspect of respect is knowing when to initiate communication and respond. In a team or group setting, allowing others to speak without interruption is seen as a necessary communication skill tied to respectfulness.

Respectfully communicating also means using your time with someone else wisely staying on topic, asking clear questions and responding fully to any questions you've been asked.

Understanding nonverbal cues

A great deal of communication happens through nonverbal cues such as body language, facial expressions and eye contact. When you're listening to someone, you should be paying attention to what they're saying as well as their nonverbal language [20]. By the same measure, you should be conscious of your own body language when you're communicating to ensure you're sending appropriate cues to others.

Responsiveness

Whether you're returning a phone call or sending a reply to an email, fast communicators are viewed as more effective than those who are slow to respond. One method is to consider how long your response will take: is this a request or question you can answer in the next five minutes? If so, it may be a good idea to address it as soon as you see it. If it's a more complex request or question, you can still acknowledge that you've received the message and let the other person know you will respond in full later.

How Professionals Benefit From Communication Skills Training Courses

Communication plays a key role in all facets of a business. Effective communication in the workplace starts with not just finding your own voice, but the right tone of voice to deliver your message. Business letters, memos and letters you write can benefit from an expert and authoritative style. When you communicate well with your clients and within your industry, your professional peers will take notice and you will begin to climb through the ranks.

Effective Speaking Can Help You To Accomplish More

Workplace productivity is greatly improved through effective communication. In the business world, time is money [21]. So, when it is about explaining details to your team members, your communication skills will pay off. The ability to speak and communicate clearly will save you a lot of time. Moreover, excellent communication skills save you the trouble of having misunderstood communications with your team or clients that could potentially upset your work.

Opportunities Are Limitless For Individuals Who Can Talk Clearly

Whether you are trying to get your dream job or vying for a promotion, training on effective communication skills will help you to achieve your goals. Employers and managers are constantly on the lookout for individuals who can articulately express themselves. Believe it or not, the way you communicate influences your performance at work and makes you seem like the ideal candidate.

Good Communication Skills Help in Solving Problems Quickly

Irrespective of the industry, every professional run into problems in their workplace. In fact, there are some jobs that are all about problem-solving. Communication plays a pivotal role in many challenges and problems in the workplace. It is often said that many problems are solved through effective communication

As we have shown, communication skills are important if we are to build meaningful relationships with services users, carers and others. It is especially important that we are able to build these relationships as social practice moves towards more market-based and managerialist policies and practices. Communication skills, both written and verbal, are invaluable. Good communication involves not only being

How to improve your communication skills

With experience and practice, you can learn and improve on communication skills. Start by identifying your strengths and then practice and develop those areas. Ask a close friend or colleague for constructive criticism. It can be hard to know how you are perceived as a communicator. To get an objective opinion, ask a trusted friend for their honest feedback. Understanding your areas of improvement for communication can help you identify what to focus on. Practice improving communication habits. Many communication skills are habits you have developed over time. You can improve those skills by practicing new habits that make you a better communicator. That might include being more responsive to communications when they are sent, reminding yourself to give eye contact, practicing giving positive feedback and asking questions in conversations.

Attend communication skills workshops or classes. There are several online and offline seminars, workshops and classes that can help you be a better communicator. These classes may include instruction, role play, written assignments and open discussions.

Seek opportunities to communicate. Seek out opportunities both on and off the job that require you to use communication skills. This will help you keep good skills fresh while also allowing you the opportunity to practice new skills.

CONCLUSION

careful to communicate clearly and completely, but also respecting others and listening carefully to what they are communicating. Miscommunications can have serious consequences, but most misunderstandings and disagreements can be resolved if everyone remains professional and respectful. Those who are conscious of practising good communication skills, and are receptive to feedback, will continually improve.

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