

Communication Skills

Submitted by :

Vasilena Kotaranska2114740

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Section 1

Introduction

The current workforce is extremely demanding, but it is critical that communication considered as carried out effectively. Understanding the many techniques connected to good communication can benefit a people's career and family. In this study, we shall look at significance of effective communication, situations of improper communication in organizations, different forms of interaction and the techniques during which the interaction may be done.

The Importance of Communication Skills

The communications considered as the most significant talents which may aid an individual in many of the domains of their lives. Effective communication skills are beneficial in both personal and professional lives. Students that have strong communication abilities will benefit immensely in their educational career (Groene et al., 2022). The following are some of the most essential factors for having strong communication:

Good Listening

There are many basic requirements of exchanging ideas is the opportunity to listen thoroughly and pay attention to someone else (Wattanawongwan et al., 2022).

Concise Message

Effective communication is essential because it allows an individual to communicate their ideas to everyone in a clear way (Wattanawongwan et al., 2022). This is a crucial feature of human communication since it leads to the use of fewer words. As such, more succinct communication improves the listener's knowledge.

Higher Confidence Level

Effective communication skills instil assurance in a human's body. It is critical to comprehend this. Confidence increases a people's power to engage, and the desire to speak more effectively results in more confidence (Mansori and Reishaan, 2022). This enhances

the individual's individuality. The more comfortable individual can now get their ideas over in a stronger way. Having better degree of confidence has been the most needed abilities in expertise.

Better Body Language

The importance of a people's body language cannot be overstated since it plays a crucial role in the whole effective communication (Mansori and Reishaan, 2022). The communication that takes place within non-verbal method is higher than the spoken communication. Furthermore, Body language considered as the very significant part of the non-verbal communications. Effective communication skills inevitably imply that a people can better control their body language. This implies the person can converse and interact with others more effectively.

Examples of Poor Communication Skills

The following are some of the best examples of bad communication process:

Intimidating Others

The use of threatening language and nonverbal cues is a highly poor manner of connecting with people (Dahlstrom et al., 2022). This is a regular occurrence among seniors or supervisors that use this unfavourable technique to intimidate their employees.

Passive Aggressive Behaviour

Throughout this scenario, the individual keeps their speech about themselves and maintains a restrained demeanour at all situations, but suddenly loses power and outbursts with derogatory slurs, screams, and swear words, among other things (Dahlstrom et al., 2022). At task, such actions are both negligible and disgraceful.

Blaming Others

Placing blame on another is a prevalent kind of workplace incivility communication. This really is not a common practice and gives the impression that the individual is untrustworthy (Dahlstrom et al., 2022)

Improving communication Skills

A person's general communication abilities can be improved in a variety of ways. The following are among the most common techniques to do this:

- Its most critical part is to acquire and practise effective communication strategies. This will support the victim to acquire suitable skills of communicating and enhance them throughout time (Oza, 2022).
- Individuals can also seek their co-workers and acquaintances for critical feedback and comments. The information may be utilised to enhance communication in general.
- A further method to accomplish this is to consider opening and initiate conversation with people. Better practises result from more interaction.

Section 2

Communication Models

Researchers and scientists have proposed a range of different methods for communication. They could be used to improve communication with those around (Oza, 2022).

Shannon and Weaver's Model

This itself is an excellent paradigm for explaining the entire communication process. According to this concept, the message sender communicates information using actions and statements (Oza, 2022). The message is then sent to a medium then received by the intended recipient. The communication is then understood by the receiver. Disturbance inside the transmission has the potential to degrade message transmission

Interactional Model

As the name implies, this model depicts communication as an engaged connection between two individuals (Oza, 2022). The message is transmitted by the sender through route that is retrieved. The receiver then delivers feedback to the sender regarding the message sent. This contact is the way communication takes place.

Transactional Model

People associated with the process are referred to as communicators in this approach. They all engage with each other and engage in a type of transaction (Deveci and Wyatt, 2022). The text ways of transmitting include the attributing of meaning from both sides which is starting to happen instantaneously.

Case studies and examples of Communication at the Workplace

There really are various scenarios wherein communication can occur in an extremely effective way at work. As just an instance let us assume the circumstance where a colleague arrives late to the office (Deveci and Wyatt, 2022) . The manager expects to contact the workers but is unable to do so. So, when the colleague arrives the supervisor begins yelling in front of everyone that you are late and that your phone is turned off, and so on. When the individual responds that he was involved in a collision and that their phone is shattered. The supervisor withdraws and returns to his office. Screaming and not apologizing are both horrible things to do, therefore this is a clear case of improper communication.

Section 3

Methods of Communication

There are numerous ways wherein the communication occurs including such communicating (Deveci and Wyatt, 2022). For a deeper understanding, both are described below.

Verbal Communication

The use of words for the purpose of communication is referred to as verbal communication. This might take two forms: verbal or printed. Verbal communication occurs when people communicate with one another while speaking. Oral communication includes mouth-to-mouth communication (Uzun and Lok, 2022). Written communication is just a sort of vocal process in which people interact with each other using written language. This can be done via text message, email, or letters for example. Verbal communication necessitates a strong

command of the language and terminology. They will be able to communicate considerably more effectively because of this.

Non-verbal Communication

Nonverbal communication refers to communication that occurs without using speech. The large bulk of communication in the world is nonverbal. Nonverbal communication includes body language, hand signals, facial expression, and posture, among other things (Uzun and Lok, 2022). There are still no words engaged in the communication in any way, all these aspects play a significant role in transmitting the information to others. A person can considerably enhance their communication with others by understanding nonverbal communication.

Conclusion

One of the most crucial skills that any human must acquire is the capacity to communicate effectively with others. This aids them towards becoming effective learners, improving their body language, and properly communicating with each other. Some workplace behaviours, such as pressuring others or engaging in covert hostile behaviour, are examples of bad communication. Different communication models examine communication from various perspectives. Both verbal and nonverbal communication are used. Words are used in verbal communication, which can be spoken or written. Gestures, posture, and facial expressions are examples of nonverbal communication.

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