

The Importance of Good Communication in the Working World

Introduction

It is fundamental to have good communication skills in a working environment. People must be able to convey important bits of information to one another to ensure that tasks are properly carried out and are up to scratch.

Communication is the essentially the exchanging of information and thoughts that will form an understanding between the parties involved. An idea is encoded in the brain before it is passed on via physical or verbal behaviour. The most common form of communication is done verbally. However, non-verbal communication can sometimes also be as important as verbal communication. Cues such as smiling, or eye contact can be very critical in maintaining a happy working environment. On top of this it is important that one can understand these non-verbal cues such as someone who is yawning could signify that they are tired, and you would want to address this((Navigation and Munodawafa, 2008).

Effective communication is comprised of active listening and assertiveness. When you are communicating with another person it is important to make sure you try to understand what the person is saying, and you are actively trying to interpret the meaning of their speech. Further description of any statements will help aid listeners to understand them more competently. Active listening is achieved through effort and discipline. Before a response is produced an accurate understanding of the initial statement said is needed.

In work environment a person's attire can give off a lot of information. A person must be dressed appropriately to make sure that they appear approachable. This all relates back to the need for self-enhancement which is needed to present one in a positive manner. This will further help build a community within the working environment and people will respect you more. It is important to not neglect authenticity and you must be true to yourself when communicating otherwise it could have a strain on you in future scenarios. A successful point is communicated if it is clear and concise and does not drag on for multiple sentences.

Body language is another key component in good communication skills. Good body language is important because it keeps the listener engaged and keeps them focussed. For instance, if someone speaks with their back straight and uses their hands as cues you are more likely to pay attention to them compared to someone who is slouched and has their hands in their pockets.

When communicating, it is important to be assertive. A worker must do this without appearing disrespectful or patronising. To complete a task to the highest quality contribution from everyone is needed. People must be willing to speak up to offer their input. The more contribution there is from different people the better the piece of work and the quicker the task is completed because key bits of information may have been missed out

and someone's contribution could be important. To offer effective input it is important to pay attention to the start of the conversation or discussion.

What is the importance of key workplace communication?

Good communication skills are key so that your co-workers can understand you. If you want to tell your co-worker to do something you have to pass on your information in a clear manner. If they do not understand your point this may impair their ability in the task you set so it is essential to make yourself understandable. As a result of this, it reinforces the need to make the effort to make sure you can communicate well.

Good communication is also significant in client relationships and team effectiveness. Colleagues would prefer to speak to someone who is attentive and communicates better than one who does not. People often work with clients. A client wants their advisor to be understandable and good at communicating bits of information. If this is not achieved, it will negatively affect the client and they will not get what they came seeking for. The same principle applies for working in a team. Teammates want to be able to understand their offer teammates and if good communication is not achieved it will impair the task

People will often struggle to articulate their ideas or say it aloud. To exchange information, they must be effective and verbal and non—verbal communication so everyone understands them and can proceed from there. Different people will come up with different ideas and to contribute with useful input.

A study done by Manning and Reece (1989) showed that an increase in sales was found with people who had good posture, handshake techniques and facial expressions. There was great success in sales with people who used these techniques over people who solely realised only on their verbal communication. This will impact their productivity. Another study showed that non-verbal communication influenced the experimental buyers' choice of item and the way they evaluated the sales presentation ((Leigh 2002).

People in the public eye must make use of verbal and non-verbal communication. They usually must tend to several thousands of people, and it is important that they use all these visual cues so that they can build rapport with the audience and keep them engaged. Arrogant body language can lead to low public respect for them ((Lehrer and Schauble, 1998).

People in public service workplaces such as libraries can appear to many as unhelpful or rude. If they make use of nonverbal communication, it can help to reduce the negative perception of them.

Hospitality environments greatly require positive communication between staff and guests/clients. The aim of the staff is to ensure that the clients have a comfortable stay and make the most out of their stay. Key communication is important because it will mean that the needs of the clients will be met, and this means that they will remain content and happy. Simple acts such as good posture and smiling will help improve client's perception on

someone and it will give them greater satisfaction. This will also help give better review of the service because their needs will have been met to a great standard.

In medical professions patients will often confide in their doctors and nurses (Moore et al., 2013). So, for them to be confident in sharing their information it is important that the doctor and nurse are polite and compassionate. Hill and Garner (1991) showed that the patients will often choose their physician based on that person's perceived image of the doctor which is dependent on their verbal and non-verbal communication.

It can be argued that good communication is most significant in a teaching environment. They may have to deal with children and that means they must adapt the way they communicate so that children can understand them. The students may also come with impaired hearing or learning disabilities, so they must make use of visual cues and other non-verbal forms of communication to explain better.

One study showed that lawyers who were able to project their voices made a more favourable impression to the clients present. This was achieved through good eye contact and body posture ((Clarke, Ford and Saren, 1989).

Listening

As well as being able to convey information you must be an active listener. Barriers such as external noise can disrupt one's ability to listen. It is useful to ensure the external noise is kept at a minimum and in the working environment this can be achieved by making sure of simple things such as keeping phones turned off. Internal noise can also disrupt a person's ability to listen. Activities such as 'daydreaming' will put unnecessary thoughts into a person's head and will affect their ability to listen. This can be avoided by focussing and trying to listen by blocking out any distractive cues.

If at first, you are not able to listen to the information or miss bits out the prudent thing to do will be to ask for them to repeat themselves.

Improvement on communication

Communication can be improved in several ways. Tools such as zoom can help the communication experience ((Kashyap, 20.05.19). Helping people by encouraging them to voice their opinions will make them feel empowered and more confident. Motivating people by praising the work they are doing will also make them feel more encouraged to do work. Providing them with constructive criticism will better their work ethic and will make them feel inclined to improve so it will help increase productivity.

Another way to help improve communication on levels is by doing simple team building exercises. This will help build rapport and will make co-workers more confident when working with each other. Innovation helps employees communicate with one another without the fear of retribution so this will encourage them to offer their opinions on table.

How can organisation improve communication skills?

Defining goals and expectations, outlines what is required on a project so if staff are aware of this, they can specifically adapt the way they are working to help achieve those set objectives and goals. The message set by any managers should be clear and organised. This needs to be communicated politely so it helps avoid any offence and confusion. The way the message is communicated must be delivered in the best possible format. Face to face may not always be ideal because it is harder to keep track of all the communication and jot it all down so sometimes the most effective could be via email or a presentation. Keeping staff involved always helps keep them motivated constantly so simple options such as progress reports and updates will keep them going. A good manager is one who engages in other people's feelings. Empathy must be shown so that respect is conveyed and people who have any issues are confident enough to confide in them.

My communication skills

During this course, my communication skills have been enhanced. Many tasks set involve me working with my peers and this has forced me to learn how to communicate with different people and has made me more comfortable communicating with people whom I have not spoken to before. All in all, this course has given me a small insight on what it would be like to have to communicate with colleagues and other co-workers in a work environment. I have had to change the way I speak to different people depending on who it is I am talking to which shows how I am now able to adapt to suit certain scenarios. I have not only had to communicate in person, I have had to do it via social media and email to get a certain message across. This was done to complete group tasks set and I have had to communicate effectively with my peers, so we did not end up wasting time.

HELLO! My name is... AMINA

What's your name? YVONNE

Do you go to the Gym? NO YVONNE	Do you have a pet? NO YVONNE	Do you speak a language other than English? YES ARSSIN	Do you play a musical instrument? NO SKARLIN	Do you like sushi? NO SKARLIN
Have you got a sister? 2 SISTER FLORNTNA	Have you visited France? YES ISABELLA	Do you own a Samsung phone? NO ARTEOM	Do you read a British Newspaper? NO FADUNA	Do you go to the cinema? YES NICOLETTA
Do you have dangerous snakes in your country? NO GINA	Do you collect something as a hobby? NO MARIAN	Do you like poetry? NO CARLA	Can you drive a car? YES CAROL	Do you sing when you're having a shower? YES NICOLETTA
Do you play football? YES BLONC	Do you have a brother? YES DARIANA	Have you ever had a bad dream? 	Have you been to Birmingham? NO MARIAN	Can you swim?
Have you met a famous person? 	Are you a good cook? 	Do you have a bicycle? 	Do you like cricket? 	Have you visited the London Eye?

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Here is an example of when I had to showcase my communicative abilities. The task required us to approach people we have not met before and ask them questions to get to know each other. This was an ice-breaker task, but it required me to build up my courage to communicate with people who have I never spoken to.

Many tasks I have completed have displayed the importance of good communication skills in life and how it can influence productivity.

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