

English Language

Unit: 1.4

Effective Communication

Dr. Manish C Parekh

Assistant Professor

SUG College of Education

What is Effective Communication

Meaning:

Communication is a way to know purpose, intention and answer the talk in a proper way. It is conversation between sender and receiver.

Sender is one who send the message.

Receiver is one whom the message is to be delivered.

Definition:

Communication is a process of exchanging ideas, thoughts, knowledge and information.

In short communication is nothing but presentation of views by sender in a way best understood by receiver.

How Effective Communication Works



Characteristics of Effective communication

(1) Clearness: Clearness means easy to understand the expression, thought or talk. It means well understood talk or exchange of ideas between two person.

- Communication may be in speaking or writing form from encoder.
- Speaking and writing must be clear so that receiver may answer properly.
- Transparency create clarity.
- Clearness provide confidence and self control to receiver.
- Message should be short and simple.
- Conveyed message should be convenient.
- Talk in 'to the point' manner.

(2) Conciseness:

Conciseness is communicating complete information about a topic or idea in a few words.

- It involves being mindful of word choice.
- Conciseness means use of limited but strongest words to illustrate points.
- It summarizes the talk in limited words.
- Avoid unnecessary words.
- Normally human attention span is just of few minutes so for speedy understanding talk should be in short.

Time is essential part of communication so one must present view using few words.

(3) Concreteness:

Concreteness is an aspect of communication that mean being specific. Concrete is unique and definite rather than general. A concrete communication uses specific facts and figures.

- Informed data and details creates concreteness.
- Well footed information always gives unique result.
- Language should be easy to understand.
- Argument of reply must be easy to understand.
- It strengthen the confidence and support specific facts and figures
- Concreteness uses clear words and information which can built reputation.

(4) Coherent:

Coherent refers the constant and smooth flow of ideas in a text. It organize ideas in logical order and connect effectively action by using words and phrase.

- Relevant topic, text and tone can make coherent communication.
- Coherent arrange the well plan sequence of events. It is an art of narration.
- It delivers the speech by clarity of time place and action.
- It always follows well beginning, well middle and well ending.
- It makes the presentation well knitted.
- Good, rational, reasonable, sensible consequent etc. are the related words of coherent.

(5) Courteous:

Courteous uses terms showing respect for the receiver of message. It implies consideration both view point and receiver of the message.

- Speaker must be respectful and polite for effective speech. It gives positive and focused attention to listener.
- Honesty and proper considerable attachment requires apart from speaker.
- It emphasis open-mindedness for both listener and receiver.
- It deliver message with proper kindness and care.
- Respect, clarity, empathy and appreciation are characteristics of courteous.

(6) Listening for Understanding:

Listening is ability to receive message and its interpretation accurately. Proper listening is key to effective communication. Without well listening the message can be miss understood.

- Listening ultimately leads to the better relationship with family, friends and co-workers.
- While classroom teaching listening must be full of understanding as there will be less speaker and more listener.
- While listening one should,
 - listen completely
 - filter message
 - capture maturity, tone statement object and emotion of speech and try to understand full message.

So proper listening is way to understand the message and it gives success to the

(7) Focus and Attention:

Focus attention is a type of attention helps to detect the relevant stimulus. It is a developmental stage plays a vital role in the process of acquiring language.

- In the world of multi tasking communication can be in message, mail or oral. Focus attention helps to understand the message properly.
- Suitable reply and response in our own words always require focus attention.
- It is associate with perception and memory. It helps in learning – reasoning and problem solving.
- Focus attention always ask for proper concentration. It teaches us decision making.

Language teacher can give support to young children's language development by giving variety of opportunities to focus their attention and listen carefully.

(8) Emotional Awareness and Control:

Emotional awareness is ability to understand feelings. It plays a crucial role in effective communication with others.

- Emotional awareness helps to succeed whole communication.
- It guide the situation and capture the intention.
- For emotional awareness and control there must be maturity, sincerity.
- Be accurate receiver and speaker while communicating others.
- Take care of state of emotions while speaking and listening.
- It helps to understand the speaker and proper understanding teaches us to reply properly.
- Intention, vision and purpose can be search by emotional awareness and control

Barriers of Effective Communication

(1) Linguistic Barriers:

Different language, different dialects and unfamiliar words create linguistic barriers. It causes inconveniency in the process of communication.

- Two people of different language can't communicate because of linguistic barriers.
- Wrong meaning of right words, accent and dialects create disability in communication.
- It can be seen in grammar and spelling mistake in written form.

Reading and speaking ability can develop linguistic sense.

(2) Psychological Barriers:

Psychological barriers are related with the limitation of human body and mind. Perception, personality, conformity, commitment and homeostasis are the main psychological barrier.

- It results from individuals personal discomfort. Mainly it caused by ill health, poor eye sight or hearing difficulties.
- It create obstacle for effective communication.
- It results in mental disturbance.
- Some time it disturbs out relation with family members, staff members and relatives.

(3) Emotional Barriers:

Emotional barriers relates mind and heart both. It focus our emotional intelligence. Emotional barrier reflect mood and mind of speaker.

- It focus on stress and frustration of person.
- Depression and anxiety can be seen easily with emotional barrier.
- It can also be seen in pride, proud and self respect of individuals.
- It also reflects individual anger,

For example: Anger can affect the way of brain process.
Anger can be seen easily in behavior of person.

(4) Physical Barriers:

Environmental and natural condition create obstacle is called physical barrier in the process of communication. It develop stagnation in sending message from sender to receiver.

- When physical barrier become disturbance in communication it is called physical barrier.
- It may be found in form of different object.
For example, door, wall, noise etc.
- Some time unexpected loud noise create obstacle.
- Device problem and machinery may cause physical barrier.
- Shortage of staff (teaching-non teaching) is also responsible for such obstacle.

(5) Cultural Barriers:

Different people from different culture uses vivid language which create cultural barrier. It challenges to cross cultural communication.

- People of different culture uses different symbols to communicate as they have different cultural belief which forms cultural barriers.
- Their cultural different might become barrier to work place and at the social gathering of cross culture people.
- Different people of different culture have different social value and belief which expose their language source and language code.
- Cultural difference says many more about their body language.

Way to overcome Cultural barrier :

Use of simple words and short sentence.

Avoid slang words, phrase

Learn about different language and culture.

Ask question in doubt. Use mutual language and share knowledge and training

(6) Organizational Barriers:

Mostly it can be seen at working place or an organization. It refers to the hindrance in the flow of information among the employees.

- It results in a commercial failure of an organization.
- Unknown rules and regulation forms organizational barrier.
- Unfamiliar facilities of working place, school, office result in inconvenient communication.

(7) Attitude Barriers:

Attitude barriers are behavior or perception that present people from effective communication. It may result from personality conflict, poor management, resistance to change or a lack of motivation.

- Attitude are commonly formed by an individual's opinions.
- It is part of personal feelings on a subject.
- It create difficulty for a person to engage with group and productivity.
- It is very difficult to change.

Way to overcome Attitude barrier

Use short and simple language.

Immense politeness and gentleness can help to reduce attitude barriers.

(8) Perception Barriers:

It is an internal barrier that occur within a persons mind. It can be found in debate or elocution. Perception barrier causes from the different opinion of people.

- The varied perception of every individual give rise to a need for effective communication.
- Everybody have their own value, attitude, origins and experience of life.
- Their experience, value and attitude filter their life and information they have.

(9) Technological Barriers:

Stagnation in communication because of techno tools is called technological barrier. Our fear and distance about unknown resources can be cause of technological barrier.

- It can be cause from our doubt about innovative tools.
- Ignorance of digital resource can form technological barrier in communication.
- In the era of technology we largely use technical tools, some time hardware and software tools can create disturbance in communication.

One should be well familiar about innovative tools, digital resources to overcome technological barrier.

(10) Socio-religious Barriers:

We faces some social-religious barrier as a student or individual in our daily life. It affect across gender and religion. It is an obstacle in the flow of communication.

- Social- religious barrier are encounter by a person or people of varied society or religion.
- In order to achieve regularity in communication they feces limitation in communication.
- They try to understand person or group of people though they faces many limitation.

It is visible that, without system of supportive accountability, purpose and vision social religious culture create barrier in the path of communication.

Some more barriers of effective communication

Some time communication may disturb because of following reason.

- Lack of attention or interest
- Distraction or irrelevance
- Emotional feelings
- Different perception or view point
- Language different
- Dialect different
- Regionalism while using language
- Difficulty in understanding typical words
- Expectation and prejudice
- Cultural difference