

Communication Skills

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Abstract- Communication Skills is an important thing. One can express view according to subject matter. Different types of communication are there. Communication is a process and this process is interwoven with different elements such as sender, message, encoding, channel, receiver, decoding, feedback. Communication has a particular form. With the help of understanding communication process, levels, communication types, communication barrier, we can be a good communicator. We can express in different types of communication. Verbal and non-verbal communication makes sense, we use both types of communication, we use formal, informal language for the fulfillment of purpose. If one does not think about it probably to miss the chance of improving communication skills.

Keywords- Communication Skills, Communication Process, Sender, Message, Encoding, Channel, Receiver, Decoding, Feedback, Types of Communication, Verbal Communication, Non-Verbal Communication, Formal Communication, Informal Communication, Communication Barriers, Levels of Communication, Effective Communication, Communication Improvement.

I. INTRODUCTION

Communication is an important thing of life, it gives confidence, opportunities, respect, happiness, relief it definitely makes sense. We use different techniques in our day to day life, but somewhere we forget importance of communication, and we neglect techniques and meet to failure. Common elements are there, like being attentive, being responsive, greet one another, respect each other, using nice words, listening carefully, being energetic, taking care. Communication skills are nothing more than using sense, behaving in order.

Objectives

To understand communication skills. To recall our ability of expression.

To know about different techniques of communication. To brush up our behaviour.

To know about different types of communication. To know the importance of communication.

To keep away from poor communication.

Questions

- 1) What is communication?
- 2) What is the importance of communication?
- 3) What are the different types of communication?
- 4) What are the threats of poor communication?
- 5) How should we communicate?

- 6) How to learn communication skills?

II. DISCUSSION

There are different types of communication.

- 1) Verbal communication
- 2) Non-verbal communication

In verbal communication we use words. It could be in the form of:

- 1) Oral
- 2) Written

In oral form we utter words. We speak intentionally, we express ourselves. We interact with the help of using utterance of words.

It includes interactions, discussions, meetings.

In written form we take help of written script of language. There is no any sound creation. We use different forms of writings according to writing tone would be there.

It includes letters, different kinds of writings.

Non-verbal communication which engages without using any word it could be oral or written. It is very interesting that without using any word we can communicate intensely.

It includes facial expressions, gestures, body language, eye contact.

There is a process of communication First of all sender is there
Then birth of message Afterwards encoding Next to that
medium Then Receiver
Later on decoding Last is feedback

There is flow of communication

- Upward
Lower to upper hierarchy of communication.
- Downward
Higher to lower hierarchy of communication.
- Diagonal
Cross communication.
- Lateral
Communication happen between same position of hierarchy.

Level of communication

- Intra personal communication Listener and speaker is same.
- Interpersonal communication
Communication happens between person to person
- Extra personal
Communication happens between person to other than person.
It could be object, animals, supernatural elements.

Communication barriers

- Language Unfamiliar language
- Physical disability

Disability of expression, making connection

- Noise
Sound pollution
- Faulty channels

Unfair utility of communication

- Uncomfortable environment Unhealthy surrounding
- Psychological barrier
Anger, being too emotional

Solutions for the barrier

- Language barrier
- Using understanding language and Physical disabilities
- Using tools like hearing machine, or other way of communication

Noise barrier

- Going away from the place to communicate
Uncomfortable environment

- Get comfortable environment, change place

How to communicate

We should be a good listener.
Being respectful is an important thing.
We should not react impulsively.
Politeness is important.
Carrying appropriate speaking language is an important thing.
Never interrupt.

Common manners should be followed.

- Never shout.
- Harsh words must be kept out.
- Never carry superior or inferior complex.
- Speak slowly, silently with a natural smile.
- Never make arguments.
- Use greetings every time.
- Skip out hesitation.
- Be thoughtful.
- Don't hurt people.
- We should not carry grudges.
- Never carry a revenge mind.
- Be positive every time.
- Be a good reader.
- Carry sympathy, empathy.
- Be confident.
- Keep aside prejudice.

III. CONCLUSION

Communication skills are important. Wherever or at any part of our lives it works, matters the most. As we have discussed, different types of communication skills and use. And if we use it would be really fruitful. Communication skills can be a remedy of disease of poor communication. It could be a magic to hypnotise purposefully for ethical happenings.

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