

Role of Communication Skills: A Review

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Abstract

The word “Communication” may be defined as the data by which anyone could share their views, data, emotions of any other person, place, etc. Nowadays, in many organizations, people are facing problems communicating (cannot share their views with others due to lack of communication skills.). In any field, one should be expressive so that they can share their views, data, emotions, etc., with others. This study was carried out to find out the elements that contribute to students' low performance and find solutions to improve teaching and learning of communications at the University of Education in Winneba. The purpose of the review was to highlight suggestions and recommendations on how the communication skills training might be improved. To this end, the investigator has employed interviews, observations, and documents to collect information to answer questions to be answered by this research. The study focused on all the students of the second year and communications professionals as their entire population but used the objectives. In this paper, the author discussed communication as many people cannot share their views with others due to lack of communication. The future scope of communication is wide as it is used for making others understand. It is effective, flexible anyone can understand and it is important for the functioning of any organization.

Keywords: channel, communication, data, information, message

1. Introduction

Communication may be defined as the act of sharing the data, information, views from one person, place, and group to another. While communication there is two-person, the first one is who is sending the data, and the other one is who is receiving the data. Every communication includes two-way communication. The message can include emotions, views, discussion, etc. Communication consists of three parts: the sender, the message, the receiver. The sender sends the message also known as the encoder.

The message is the view of what you want to send, and the receiver receives the message, as it is also known as a decoder because it will decode the message that the sender has sent (Mahajan, R. 2015). Nowadays everyone is facing virtual communication, what is that? Virtual communication may be defined as the interaction of people who are not in the same room or place. As everyone is facing the virtual interviews to the job process so that is known as virtual communication. These can be video calls, messaging, e-mails, phone calls, etc (Zainurrahman, & Kofau, M. 2020).

This study was carried out to find out the elements that contribute to students' low performance and find solutions to improve teaching and learning of communications at the University of Education in Winneba (Dr.Rupa Rathee & Ms. Pallavi Rajain 2018). The purpose of the research was to highlight suggestions and recommendations on how the communicationskills training might be improved. To this end, the investigator has employed interviews, observations, and documents to collect information to answer questions to be answered by this research shown in Figure 1.

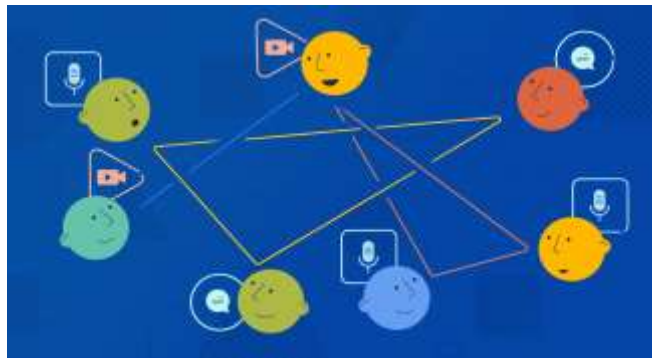


Figure 1. The above figure describes the communication as everyone is sharing views, ideas with others [nextiva]

Give employees knowledge, update and encourage good teamwork and better communication at every stage, and enhance the plans (Asemanyi, A. A. 2015). This is important as favorable reforms attitudes are essential for effective transition attempts, as opposition to transition is one of the major challenges to overcome. Effective coordination entails an understanding of and acceptance of the purpose reform and the degree of cognitive organization re-orientation (Mittal, K. 2010). During the transitional behavior, researchers interviewed managers and personnel. Researchers have argued that the efficiency of the execution and adaption of organizational growth depends on all levels of insightful abilities.

While leaders appear to be aware of the tremendous transformation within an organization, expressing this transition is tough. Researches discover that it is often vital to transmit knowledge is real contact on the need for improvement and on the priorities of changing the business organization alongside managements position in contributing personnel to the eventual transition (de Courville, M., Xueming Lin, Duhamel, P., & Akansu, A. N. 1998)

Communication is of particular importance as a common resource for managers in each organization. Each person in the organization runs constantly dependent on connectedness. Co-ordinating the work without coordination is hard to believe and one of its successful management can think even more of it (Palos, R., & Petrovici, M. C.2014). A specific position takes as its central factor the element and its inalienable function within this multidimensional perspective of the relevance of the contact within the organization, contribution to the efficient execution of the organization's plan.

A message or communication is transmitted to one or more recipients via a communications channel (Sanina, A., Balashov, A., Rubtcova, M., & Satinsky, D. M.2017). To grasp the meaning and relevance of the message, the sender must encode the message (the information being transmitted) into a form that corresponds to the channel. At any level in the communication process, misunderstandings may occur.

Nowadays, many organizations, people, etc are facing problems communicating. In any field, one should be expressive so that they can share their views, data, emotions, etc, with others. This study was carried out to find out the elements that contribute to students' low performance and find solutions to improve teaching and learning of communications at the University of Education (Iksan, Z. H.2012). The purpose of the research was to highlight suggestions and recommendations on how the communication skills training might be improved. To the end, the investigation has employed interviews, observations, and documents to collect information to answer the questions to be answered by this research. The study focused on all the students and communications professionals as their entire population but used the objective.

1.1 Process of Communication

The process of communication refers to the transfer of data from one person to another (Wyer, R. S., & Shrum, L. J. 2015). The process includes the sender will decide to send the messages to the receiver and then the sender will encode the data with an appropriate channel then the receiver will receive the encoded version of data after that receiver will decode that data to get the meaningful data so that receiver can understand what sender has sent. These are the steps of the process of communication as shown in Figure 2.

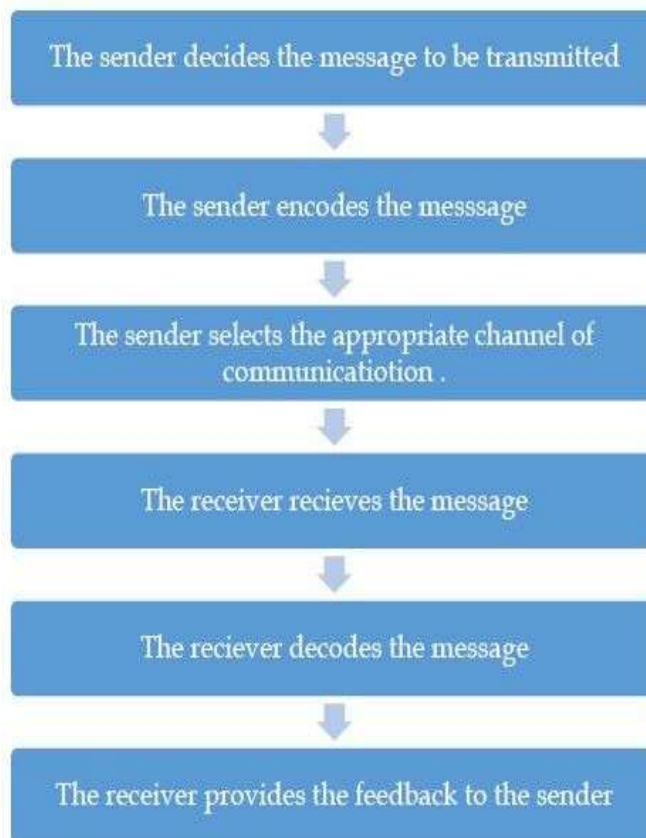


Figure 2. The above flowchart shows the process of communication between sender and receiver [tutorialspoint]

1.1.1 Elements of the process of communication are (Nordquist, R. 2019)

1.1.1.1 Sender

The individual who transmits or sends the message lays the groundwork for the communication process. The message is sent, which may be a concept, an idea, an image, a symbol, a report, a command, or even an instant grin. Consequently, the sender is the starter of the message. The transmitter encodes it in such a way that it is understood by the recipient after the idea, information, etc. has been formed.

1.1.1.2 Message

The message is referred to as the information transmitted by works such as speeches and articles, signs, photos, or symbols based on the situations and on the nature and significance of the data to be sent. Communication is the core of the message. The sender's material is intended for the recipient. It may be written, uttered verbally as well or non-verbally i.e. pictures, or symbolic.

1.1.1.3 Encoder

Encoding is the placement of the target message in an appropriate medium that can depend on the context, space, nature of the message to be transmitted orally or non-verbal. The sender sends the message to the intended recipient as a series of symbols, photographs, or text. Encoding is a significant step in the communication process because the genuine purpose of the communication process cannot be overcome by erroneous, inadequate encoding.

1.1.1.4 Channel

Channels relate to the flow or transmission method of the communication channels. The message is sent across a channel connecting the sender to the recipient. The message can be either vocal or written and can be sent via a notepad, computer, telephone, cell phone, applications, or TV (Television). Since each channel has its pros and weaknesses, effective communication needs to choose the channel properly shown in Figure 3.

1.2.3 Written Communication

written communication includes handwritten or typed letters, electronic mail, social media posts, magazines, or other materials present on the internet. Written communication is influenced by an individual's ability to write and represent. During the audience, the written message is developed. Various audiences have various levels of perception. Various types of messages demand various authoring methods. Like an analysis report, this report is very distinct from a curriculum vitae or essay.

1.2.4 Virtualization

Virtualization may be defined as the way of communication in a manner of showing graphs, maps, logos, charts, etc.

1.3 Communication Process

1.3.1 Social Communication

A strong cause for communicating with others is not necessary. As the internet evolves, communication was taken as a means of expanding the social circle. Social communication is purely undertaken for enjoyment or to create an oral, written, or non-verbal relationship with people. Web browsing, internet chatting, and mobile texting are included (Khorin, A., & Voronova, E. (2021).

1.3.2 Formal Communication

Formal communication is designed to create strong corporate or business partnerships. Enterprises and companies utilize formal communication to connect with their desired customers and staff more efficiently. Meetings and interviews are included. Communication with coded language is often called formal communication. The coded information between the defense workers or the engineers is included.

1.4 Benefits of Communication

1.4.1 Trust Building

Effective communication creates trust with others. Others can trust you to make the best judgments for everyone in the group because of your ability to listen carefully and welcome diverse points of view. This trust will spread to your team as you act as a role model, and they will feel confident in their teammates' ability to carry out their tasks and obligations (Mittal, K. 2010).

1.4.2 Clarity

You can set clear expectations and objectives for your team if you have good communication skills. This entails identifying constructive ways to point out when something isn't working and providing constructive feedback to help people get back on track. They will be aware of their own and their teammates' unique roles and responsibilities, which will reduce conflict.

1.4.3 Better Relationships

Relationships develop with good communication, both with coworkers and with friends and family members in your personal life. People might feel heard and understood when you listen carefully and provide helpful comments. As a result, mutual respect grows.

1.4.4 Team Betterment

Team members will be able to rely on each other more with improved communication. They won't have someone on your squad feel like they have to carry the entire group. This enhanced division of labor will foster pleasant sentiments and relationships among team members, resulting in higher morale and better work experiences.

1.5 Challenges of Communication (Lachmann, M., & Bergstrom, C. T. 2004):

1.5.1 Lack of Feedback

If communication flows in only one direction, speech becomes ineffective rapidly. There are numerous stages where feedback is necessary. It helps us not just to see how successful your employees have achieved their goals, but also to illustrate how they work with their teams, colleagues, and bosses.

1.5.2 E-mail Overload

Average people can receive up to 120 email messages every single day in addition to telephone conversations, SMS messages, group chats, social networks, and internal meetings. It is an easy technique to simplify the task if you combine your existing channels to reduce your email overload. A staff base employee app allows firms to avoid sending mass emails and prompting confused or irrelevant cc talk threads.

1.5.3 Language Barrier

While many firms are actively seeking and priding on having a diversified and global workforce, the accompanying language gaps can be difficult both inside teams and between companies. Slow, poor and occasionally non-existent multi-language communication can occur. It is also essential that we endeavor, through news in several languages, easily translate and encourage cross-cultural education, to prevent misunderstandings. Cultural differences may pose internal communication issues in addition to language barriers. Even simple tasks such as meetings can prove problematic, particularly in international companies.

2. Literature Review

Zanaton Haji Iksan has communicated about the information exchange process in verbal or in non-verbal form of communication. Communication is the exchange of data, ideas, etc. They have found that communication has a positive impact if opportunities are provided. They have discussed the processes of communication, which include the sender, the receiver, the channel, the feedback. In 2010, Rodiah Idris proposed that as non-verbal skills, giving feedback, ideas presentation, etc, to achieve the goals (Iksan, Z. H.2012).

Dr. Rupa Rathee. had discussed the development of writing skills and understanding the importance of business communication skills in the management section. Aly and Islam have provided empirical evidence in the year 2003. In two groups, the study was conducted. They have a professional skill to apply for critical analysis in deciding on a specific approach. Students have a positive attitude towards whose grade point is above two in communication skills (Dr. Rupa Rathee1 & Ms. Pallavi Rajain. 2018).

Yuliani Nurani. has discussed effective communication for childhood education students, which is based on teaching skills. They aim to develop a series of effective comm. at the early stage of the children. The review has been conducted on teaching skills for teachers and effective communication. As communication is important in sharing views so they are making children well educated so that they can share their views effectively (Nurani, Y., Hartati, S., Utami, A. D., Hapidin, H., & Pratiwi, N.2020).

3. Discussion

The author has discussed Communication may be defined as the act of sharing the data, information, views from one person, place, and group to another. While communication there are two people, the first one is who is sending the data, and the other one is who is receiving the data. Every communication includes two-way communication. The message can include emotions, views, discussion, etc. Communication consists of three parts: the sender, the message, the receiver. The sender sends the message also known as the encoder. The message is the views what you want to send, and the receiver receives the message, as it is also known as decoder because it will decode the message that the sender has sent from one person to another so that they can understand what is conveyed to them and also discussed about the types of communication and the process of communication.

The process includes the sender will decide to send the messages to the receiver and then the sender will encode the data with an appropriate channel then the receiver will receive the encoded version of data after that receiver will decide that data to get the meaningful data so that receiver can understand what sender has sent. Nowadays, many organizations, people, etc. are facing problems communicating. In any field, one should be expressive so that they can share their views, data, emotions, etc., with others. This study was carried out to find out the elements that contribute to students' low performance and find solutions to improve teaching and learning of communications at the University of Education. The purpose of the research was to highlight suggestions and recommendations on how the communication skills training might be improved. To the end, the investigation has employed interviews, observations, and documents to collect information to answer the questions to be answered by this research. The study focused on all the students and communications.

4. Conclusion

In this paper, the author has discussed the role of communication in everyone's life. Communication is used to communicate or transfer your views, data, ideas, etc. from one person to another. Communication is very important as it is to express what you want to convey to others. It is a basic thing one should know how to communicate. To communicate there is a process called the process of communication which tells you the actual process there are 5 steps which are first the sender will send the message and encode it then the message will go through the channel and after that receiver will receive the message then it will decode it to read what sender has sent. There are many types of communication like verbal communication, non-verbal communication, written communication, oral communication, etc. which have been discussed above. Give employees knowledge, update and encourage good teamwork and better communication at every stage, and enhance the plans. This is important as favorable reforms

attitudes are essential for effective transition attempts, as opposition to transition is one of the major challenges to overcome. Effective coordination entails an understanding of and acceptance of the purpose reform and the degree of cognitive organization re-orientation. The future scope of the communication is wide as it is used for making others understand. It is effective, flexible anyone can understand and it is important for the functioning of any organization.

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