



Importance of Communication and Methods to Improve Interpersonal Communication

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ABSTRACT:

Companies have to interact with persons from diverse backgrounds and speakers of different languages in the era of multinationals and globalization, which have intensified the value of diplomatic skills. Communication is derived from the Latin term *communico* or *communicare*, meaning 'to share'. Communication basically means the transition from one person to another of thoughts, emotions, plans, messages or knowledge. It is an act of conveying messages by the use of mutually recognized signals, symbols and language from one person or group to another. Only when it gets the desired action or reaction, the communication called successful. We need two parties, the sender and the recipient, to exchange information, without which communication does not take place. The whole inter-relationship between many inter-dependent components is the communication mechanism. It consists of a whole set of acts and responses linked to it that together contribute to the exchange of meaning. In order to explain how each part of these modules has to be represented in conversation and how each component part blends into the whole process. This shows us how the elements of the communication network of dependent entities are connected to each other. The following significant elements are included in the communication process. Not only in the life of man, but also in the lives of different living creatures, has communication always been essential. Man must communicate and articulate different desires; feelings and emotions. For the fulfillment of his emotional needs, he needs communication. The communication mechanism may be as ancient as the universe itself but the world's rapid technical and scientific growth has enhanced the value of an efficient communication system immensely. This article is an objective means of attracting readers' attention to the meaning of interpersonal communication.

Introduction:

According to Jhill and Bovce, „the informal communication network carries information along the organizations unofficial lines of activity and power“. Such a channel or disappear rapidly depending on the circumstances. It includes all the personal communication that occurs in an organization. The informal channel of communication depends on the grapevine. Grapevine means talking in an information way to other people. It involves rumors, gossips, discussions



among the employees, exchange of ideas among them all the functioning of the organization. It may be about their grievances, complaints etc.

Grapevine is a very important channel of communication in organizations. It is the result of common interests of the employee in an organization. If used properly, it can be proved very useful. This channel of communication has great merits. Through this channel people express their views and opinions frankly and independently. Employee from friendship and they take in gathering. Such channels are not percent authentic.

This informal channel of communication is very useful in some other cases like.

1. Addressing social gatherings.
2. When the managers are on their rounds of the workplace and interact with the work during the course of their visit.
3. The transmission is possible to all the directions in the organization.
4. Process of informal communication establishes an informal and friendly understanding between employees and employers.

Objectives:

The main objective of the present paper is to attract the attention of the readers towards the importance of interpersonal communication.

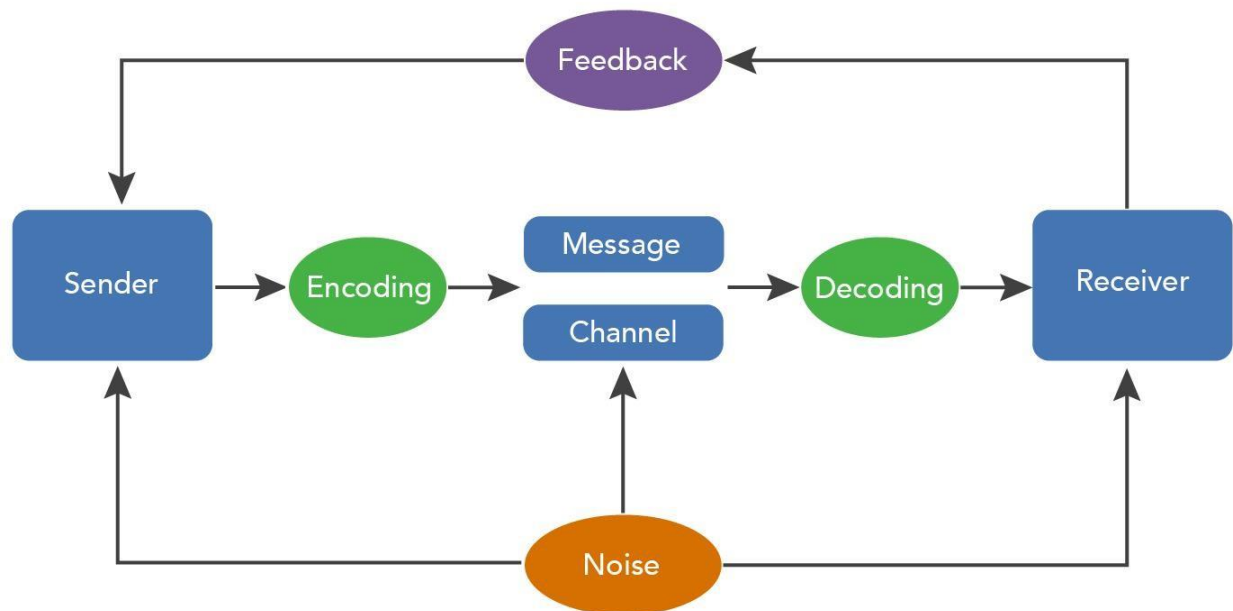
Importance of Communication:

Not only in the life of man, but also in the lives of different living creatures, has contact always been essential. To articulate different desires, thoughts and attitudes, man needs to talk. For his mental needs to be met, he needs touch. In man's personal life, the art of efficient communication is very significant. It has the potential to liberate itself from geological conditions. With the rise of multinationals, efficient communication has gained greater relevance with the automation of business methods. The communication mechanism can be as ancient as the universe itself but the world's accelerated technical and science growth has enormously enhanced the value of an effective communication method. Without an adequate and productive means of communication within the enterprise, no business operation can be profitable. The need for an integrated contact mechanism has been necessitated by the global market climate. With great success in the area of science and technology, company management has taken on greater significance, which has also necessitated the adaptation of the management style. A fundamental transition in the medium of communication is taking place. Mobile phones, e-mails, laptops, internet, fax are now the most preferred means of contact for business organizations that need especially skilled professionals in the area of productive communication strategies.

- **For Growth**- Well established communication between the head offices and the branch offices lead to growth and smooth running of the entire business. It is especially effective in case of the multinational companies.
- **To deal with complexities**- Even in a single organization, different activities (such as planning, production, sales, stores, advertising, financing, accounts, welfare, etc.) are handled by different departments. Better communication among departments avoids complexities. Thus, they go hand in hand to achieve the goals of the organization.
- **For competitiveness**- Salesmanship is primarily an art of communication. Thus, better salesmanship and advertisements help the companies to compete with each other and secure higher position in the market.
- **To maintain harmony**- Proper communication between the management and the Trade unions and workers ensures harmony in the organization.
- **Understanding and Cooperation**- Good communication between the management and employees bring about an atmosphere of mutual trusts and confidence. It leads to a sense of belongingness and satisfaction among the employees.

Communication Process:

The process of communication is illustrated below:



- 1) **Sender**- This is the first stage in the process of communication. The sender formulates the content of the message to be sent. It is the planning stage, because the communicator prepares the topic of communication at this stage.



- 2) **Message-** The content once formed is called Message. At this stage it is decided in which form communication will be carried out. The message can be verbal or non-verbal in nature, depending upon the purpose and need of the sender.
- 3) **Encoding-** Encoding implies conversion or translation of the idea or message into a perceivable form that can be communicated to others. The sender encodes the message using a tool, i.e. the language used- words, actions, signs, objects, or a combination of these.
- 4) **Channel-** Once the message is encoded using a proper language; it is ready to be delivered. This delivery happens through a medium or a channel. It can be face-to-face, on paper, or through electronic or digital media such as phones and internet.
- 5) **Receiver-** This stage simply involves the reception of sender's message by the receiver. The message can be received in the form of hearing, seeing, reading, and feeling and so on.
- 6) **Decoding-** Decoding is the receiver's interpretation of the sender's message. The recipient here translates the message into thoughts and attempts to analyze and comprehend it.
- 7) **Feedback-** The final step of communication process is feedback. Feedback means receiver's response to sender's message. It increases the effectiveness of communication. It assures that the recipient has interpreted the message correctly.
- 8) **Noise-** Noise can also be taken to be a part of the communication process. Noise can be defined as the unplanned interference in the communication process that causes hindrance in the transmission of the message. It may occur due to disturbance in the channel/ medium or some kind of error in the encoding of the message.

Advantages of effective communication for the business world:

For the progress of any business enterprise, the capacity to communicate efficiently is critical. Effective and reliable communication networks are required to progress quickly and technologically in today's world. An organization's effectiveness relies on its officials' ability to communicate successfully within the organization as well as with other organizations. Good communication skills help to create stronger ties at both the personal and official level. Company businesses have to deal with people from diverse backgrounds and speakers of multiple languages in the era of multinationals and globalization, which have intensified the value of communication skills.

Interpersonal communication means communication between two persons and builds better relationship. Interpersonal skills of communication refer to mental abilities and communication skills which are applied during social conversation and interaction. These are used to achieve certain results. We can say that interpersonal skills are the abilities of individual to get along well in an organization or within a social group. It also involves the



ability to understand the perceptions, aspirations etc., of human beings. All living creatures communicate but only human beings use language as a medium of communication. It is through the medium of language that human beings build relationship. These relationships make them feel safe, secure and comfortable. As a social animal a man cannot live alone. He needs the society of human beings to survive. He can feel happy and comfortable only when he has good relationship with his fellow human beings. His biological, social and materialistic needs compel him to seek the company of other human beings. He feels happy and easy in the company of fellow human beings. The primary need of human beings is to build and maintain relationships and build bridges of mutual trust and understanding.

Methods to Improve Interpersonal Communication:

To develop our interpersonal communication skills, there are thousands of steps that can be taken. Otherwise these talents are referred to as people's abilities and they make a big difference in the number and quality of friends we have. The distinction between establishing lifetime friendships and only possessing an overabundance of acquaintances can mean enhancing our interpersonal communication.

- 1) **Be Honest-** Someone who is a liar or someone who appears to be false doesn't like by people. Being honest is ability for individuals that true friends consider as a quality that should be valued.
- 2) **Never Criticize-** To criticize another is to behave as if we were inherently between him and the person.
- 3) **Listen to People-** For interpersonal communication, this ability is rather important. Listening to others means not simply hearing what they say, but actually considering what they say and seeking something where they would resonate with you.
- 4) **Ask Questions-** Asking questions is a non-verbal technique of communicating that can be recognized by all. This technique is helpful for other people.
- 5) **Admission-** Confess when you're wrong! If you're wrong and you know it's been proved, so admit it graciously, don't make a big deal about it at some stage in our life, we're all wrong.

Summing Up:

To conclude, the researcher comes to the point that communication refers to the exchange of knowledge among individuals at this stage. To compare it with other forms of communication, such as interpersonal, organizational, etc. we need to examine how many people are involved, how class they are to one another physically, how many sensory channels, are used, and the feedback. The distinction between building lifetime friendships and only getting an overabundance of acquaintances can mean enhancing our interpersonal communication. Healthy



conversation can be a source of happiness. The sender must be reflective and appreciative of the other points of view to accomplish this goal. He/she needs to show the sender sincere concern and appreciation. Someone who is a liar or someone who appears to be false, people don't like them. Being honest is ability for individuals that true friends consider as a quality that should be valued. To criticize another is to behave as if we were inherently between him and the person. This capacity is very important for progress in interpersonal communication. Listening to others means not simply hearing what they say, but actually considering what they say and seeking something where they would identify with you.

Asking questions is a non-verbal technique of communicating that can be acknowledged by all. This approach is helpful for us and it makes other people feel like they really care for us. Confess when we are incorrect! If we're wrong and we know it's been proved, so admit it gracefully, don't make a big deal of it at some stage in our life, we're all wrong. The researcher attempts to explore in this paper that interpersonal communication is very important in the organization of business. It is also necessary for readers because without English, nothing is possible in this rapidly evolving modern technological era. We should still work hard, since hard work is an essential key to success. We need not be dissatisfied by our shortcomings. **The Bible tells:**

*“Race is not always to the swift;
Battle is not always to the brave;
Success is not always to the meritorious;
Much depends on fate and chance”.*

Acknowledgements

I consider it is my moral duty to pay my regards and thanks to the authors, librarians and publishers of all the books and papers which I have consulted during the preparation of the present Research paper. I shall remain grateful to them.



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