



A study on effective communication

Pratyusha Biswas¹, Dr. Nidhi Goel²

¹ Research Scholar, Sri Satya Sai University of Technology & Medical Sciences, Sehore, Madhya Pradesh, India

² Supervisor, Sri Satya Sai University of Technology & Medical Sciences, Sehore, Madhya Pradesh, India

Abstract

A teacher has to work in partnership with students during teaching hours and involve in dynamic interpersonal communication. This skill is grossly neglected while assessing the competence and intelligence levels of teachers. Before inducting such teachers in the education system (schools and colleges), it is paramount that communication skills of teachers should be the foremost recruitment criterion. A gap between what you intend to teach and what the sequel is, can distort the content. Teachers have basically two kinds of teaching skills- Technical and Communicative teaching skill. It has been observed that these skills do not develop spontaneously during teaching process but evolve gradually with time and experience. The attitude of teachers at times creates an impasse. “If you decide you are going to teach something, you have got to think about how to make it effective”.

Keywords: effective, communication, teachers

Introduction

For a teacher to fulfill his or her professional function in a given domain, a synthesis of knowledge, attitudes and practical skills is needed (Falus, 2002) ^[5]. Communication skills include many things- effective use of language, the way we articulate pitch/tone of voice, kinesics, interpersonal skills etc. Thus teacher training program should be reinforced to meet this goal. Constructivist proponents contended that effective teaching and learning depends mainly on successful communication between the teacher and the learner. Effective communication skills are now required in every aspect of our life.

According to Dettmer, Thurston & Dyck (1996) ^[4] communication is among the most important skills for educators to possess. It is very important to develop effective communication skills and an appropriate attitude towards students during teacher training courses. The role of communication is emphasized by Lunenburg & Ornstein (1996, p-176) as “Communication is the life blood of the school; it is a process that links the individual, the group and the organization “Very few studies have been done to see the contribution of communication skills to the trainees in their teaching in India. This study aims to explore the necessity and practical utility of the communication skills course.

Review of Literature

MM Rahman (2010) during teaching any subject, a good communication is must. It fulfills the general and discipline-specific pedagogical functions. If the students are taught with better communication skills, then these skills are helpful for them lifelong. Oral communication is used to express views, for discussion and convey messages. A good communication skill affects all listeners. Each and every student can use these communication skills in his life in every sphere whether it is their workplace or society, Students need to speak well in their

personal lives, future workplaces, social interactions, and political endeavors. By learning good communication skills students can participate in various field of their life. The present paper deals with the approach to teach oral communication skill in the classroom. Oral communication skill is a subject which is taught in higher classes. The present study presented the possibility and feasibility of task-based approach to apply for the teaching of oral communication.

Sng Bee Bee (2012) discussed that better communication skill are required for effective teaching. Effective communication by teachers is essential for better teaching and to maintain the discipline in the classroom. It also helped a teacher to interact with its students. Singapore is a society where multiple languages (varieties of English) are used by the people. It is a challenging task for the teachers to deliver their lecture effectively. It all depends on their excellent communication skill and their English language proficiency. The present paper deals with the effective communication of a teacher with students in a multilingual multicultural Society.

Fathi M. Ihmeideh (2010) ^[7] studied the communication skills attitude scale (CSAS) in Jordanian public universities. It was found that students were showing both positive and negative attitudes towards their teacher’s communication skills from the study it was found that mean of positive attitude was more than mean of negative attitude. The mean of negative attitude scale score was 3.63. There were no significant differences between class teachers and childhood teachers students in their positive and negative attitudes toward communication skills. Students with grade point averages 2 and more have positive attitudes toward communication skills than students with grade point average less than 2. Senior students have high positive and less negative attitudes toward communication skills than sophomore and junior students.

Anne Syomwene (2013) discussed that language English is used as a communicating language in most of the schools of

Kenya. This language is very significantly language as it is used as a medium of instructions in upper primary schools. Further, English is the official language in Kenya. Oral communication skills which comprise listening and speaking skills form the backbone to the teaching of English. They facilitate the acquisition of other language skills: reading and writing. The present paper deals with the teaching of effective communication skills. It was studied in Nandi North district, Kenya in the year 2009. The present study was used to observe the two prospective. First prospective was that what teachers use different strategies for effective teaching. And the second prospective was that what are the strategies used by the teachers for their teaching.

Steve Johnson (2015) studied the various communication skills used for effective teaching and assessment at Murdoch University. The infrastructure of the study was based on multiple purposes including teachers and students both through an integrated set of services and resources. The teachers were provided online resources. Certain rules were made and workshops for professional development were also included in the study. Apart from these certain features were also designed for the students like diagnostic assessment and online modules for students. The present study was conducted to evaluate the teaching, learning and assessment of communication skills in higher education curricula. It also provides a perfect guideline of communication skills of teachers.

Effective Communication

In the information age, we have to send, receive, and process huge numbers of messages every day. But effective communication is about more than just exchanging information; it also about understands the emotion behind the information. Effective communication can improve relationships at home, work, and in social situations by deepening your connections to others and improving teamwork, decision-making, and problem solving. It enables you to communicate even negative or difficult messages without creating conflict or destroying trust. Effective communication combines a set of skills including nonverbal communication, attentive listening, the ability to manage stress in the moment, and the capacity to recognize and understand your own emotions and those of the person you're communicating with.

Effective Communication Skills Listening

Listening is one of the most important aspects of effective communication. Successful listening means not just understanding the words or the information being communicated, but also understanding how the speaker feels about what they're communicating.

Effective listening can:

- Make the speaker feel heard and understood which can help build a stronger, deeper connection between you.
- Create an environment where everyone feels safe to express ideas, opinions, and feelings, or plan and problem solve in creative ways.
- Save time by helping clarify information, avoid conflicts and misunderstandings.
- Relieve negative emotions. When emotions are running

high, if the speaker feels that he or she has been truly heard, it can help to calm them down, relieve negative feelings, and allow for real understanding or problem solving to begin.

Nonverbal Communication

When we communicate things that we care about, we do so mainly using nonverbal signals. Wordless communication, or body language, includes facial expressions, body movement and gestures, eye contact, posture, the tone of your voice, and even your muscle tension and breathing. The way you look, listen, move, and react to another person tells them more about how you're feeling than words alone ever can. Developing the ability to understand and use nonverbal communication can help you connect with others, express what you really mean, navigate challenging situations, and build better relationships at home and work.

- You can enhance effective communication by using open body language—arms uncrossed, standing with an open stance or sitting on the edge of your seat, and maintaining eye contact with the person you're talking to.
- You can also use body language to emphasize or enhance your verbal message—patting a friend on the back while complimenting him on his success, for example, or pounding your fists to underline your message.

In all our communications we want to send consistent messages. When our messages are inconsistent the listener may become disinterested and confused. Effective communication is clear, concise, easy and free of stress. Communication for a teacher is the key to feeling listened to and understood by the students. It helps to build self-confidence and self-esteem. Communication is a skill and like any skill they have to be worked and developed. A good communication can influence, inspire, motivate and encourage students.

The teacher can convey ideas and concepts more clearly and interestingly. For a teacher as their knowledge of the particular subject is important so is their communication skills to teach that subject. Teachers should be aware of the importance of communication skills in teaching. They must also realize that all the students have different levels of strengths and weakness. It is only through communication skills that a teacher can introduce creative and effective solutions to the problems of the students.

Thus a teacher can enhance the learning process. For trainee teachers to become effective communicators, teacher educators must consciously and continuously work to enhance their classroom interactions. Successful communication skills involve the following: writing, reading, editing, speaking, listening, software applications, computer graphics, and internet research.

The trainee teacher has to be trained about the body language, verbal skills, rhythmic tone with effective clarity and volume. Also the trainees must learn about the motivational and interactive skill so that desired success of teaching can be acquired. All in all they must become knowledgeable about the importance of communication skills in the teaching learning process.

References

1. Amir R, Badwah J. Communication skills among trainee teachers enrolled in Malaysian Public Universities, 3rd International Conference of Education, Research & Innovation in Madrid, Spain, 2010, pp-1803-1807, 15-17th Nov.2010 (ICERI 2010, Proceedings).
2. Barber M, Mourshed M. How the World's Best Performing School Systems come Out on Top, McKinsey & Company, 2007.
3. Cruess SR, Cruess RL, Steinert Y. Role modeling making the most of a powerful teaching strategy, *BMJ*. 2008; 336(7646):718-721.
4. Dettmer PA, Thurston LP, Dyck T. Consultation, Collaboration and Team Work for Students with Special Needs, Needham Heights MA, Allyn & Bacon. Holt, 1996.
5. Falus Ivan. New Ways of Teaching and Educating Teachers, Budapest: Gondolat, 2002.
6. Hedges I, Greenwald M. The Social Heritage, the Impact of Family, Ability and School Resources. www.grad-inprowe.dk/Economics/kap6-socia-heritage.htm, 1996.
7. Ihmeideh Fathi M, Al-Omari, Aieman Ahmad, Al Dababneh Kohoud A. Attitudes towards Communication Skills among Students'-Teachers' in Jordonian Public Universities, *Australian Journal of Teacher Education*. 2010; 35(4):1.