

## Communications Skills Lead People to Success

Nusrat Sharmin

Clinical Psychologist (Trainee)

Good communication skill is the key to success in any discipline. Everyday we communicate within the family, friends, and society. To be successful in our personal life as well as professional, good communication skills are essential. Regardless of what business— we are in a large corporation, a small company, or even a home-based business— effective communication skills are essential for every success. On the other hand, lack of communication skills initiate relationship problem, marital conflicts and many more.

The purpose of communication is to get one's message across to others. This is a process that involves both the sender of the message and the receiver. This process leaves room for error, with messages often misinterpreted by one or more of the parties involved. This causes unnecessary confusion and counter productivity. In fact, a message is successful only when both the sender and the receiver perceive it in the same way.

This article will help us to understand effective communication, and then show us how to communicate our message in the best possible way. From this writing we should have a better understanding of how to communicate effectively— to individuals, and groups, via spoken communications and non-verbal communications.

### The Importance of Non-Verbal Communication

For instance, it's not fact always just what we say. It's also how we "say" it— taking into account our eyes, our posture, our overall body language, even our appearance at the time the communication is exchanged, and the voice in which we offer the exchange.

In verbal communication, an active dialogue is engaged with the use of words. At the same time, however, non-verbal communication takes place, relying on nonverbal cues, such as gestures, eye contact, facial expressions, even clothing and personal space.

Nonverbal cues are very powerful, making it crucial that one pay attention to other's actions, as well as the nonverbal cues of those around us. If, during meeting, participants begin to doodle or chat amongst themselves, they are no longer paying attention to it.: This message has become

boring or our delivery is no longer engaging.

Once again, we need to be mindful of cultural differences when using or interpreting nonverbal cues. For instance, the handshake that is so widely accepted in Western cultures as a greeting or confirmation of a business deal is not accepted in other cultures, and can cause confusion.

While eye contact, facial expressions, posture, gestures, clothing and space are obvious nonverbal communication cues; others strongly influence interpretation of messages, including how the message is delivered. This means paying close attention to our tone of voice, even our voice's overall loudness and its pitch. Understanding these non-verbal cues we can communicate with others very well which promotes our life style, can make us successful in life.

### Importance of Writing Skills

Writing skills are very much important in case of communication. The reason being it is used for documentation widely. Before write down anything like article, attending exam, assignment; the best way is to know the concepts before we trust writing. When writing, we have to be mindful of the fact that once something is in written form, it cannot be taken back. Communicating through words can be more concrete than verbal communications, with less room for error and even less room for mistakes. This presents written communicators with new challenges, including spelling, grammar, punctuation, even writing style and actual wording. Like other written communications, e-mail is becoming more and more popular which should be clear and concise; sentences should be kept short and to the point to make the language more powerful.

### Better Public Speaking & Presentation

During public speaking we need to ensure that our words are always understandable. Although somewhat obvious and deceptively simply, these include:

- \* Keep the message clear
- \* Be prepared
- \* Keep the message simple

- \* Be vivid when delivering the message
- \* Be natural
- \* Keep the message concise

To ensure our presentation, first we have to determine our objective. Then we have to ask ourselves:

- \* Why am I giving the presentation?
- \* What do I want the audience to take away from the presentation?

Second, determine our audience. Their familiarity with the presentation topic will determine the level at which we present our speech.

During speaking to an audience we have to communicate complex ideas successfully.

Sometimes, speaking to an audience can be fun and exciting. However, lack of preparation or not clearly defining the presentation's goals and its audience can make even the best-intended presentation a completed disaster.

### Running Effective Meetings

In professional setting running effective meeting is very important. A skilled coordinator of a meeting can make the meeting successful. So communication skills are essential here. While meetings are wonderful tools for generating ideas, expanding on thoughts and managing group activity, this face-to-face contact with team members and colleagues can easily fail without adequate preparation and leadership. So, we have to ensure everyone that they have involved got the opportunity to provide their input. We have to start our meeting off on the right foot by designating a meeting time that allows all participants the time needed to adequately prepare.

### Negotiation— Finding a Fair Compromise

Negotiation skills help us to resolve situations where we face conflicts with someone else. The aim of negotiation is to explore the situation to find a solution that is acceptable to both parties. There are different styles of negotiation, depending on circumstances. The best way to negotiate is to be assertive while communicating, which can be done only after learning how to be assertive, and developing an assertive communication style.

### Communicate Assertively

Assertive communication is very important in professional and personal life. Assertiveness helps us to resolve conflicts and problem. In assertiveness we express our ideas and feelings, both positive and negative, in an open, direct and

honest manner. Assertiveness is the ability to stand up for our rights while respecting the rights of others. It is the question of taking responsibility of our actions and events that happens on us without blaming others, unless that is case by true objective assessment. It is also the ability to find a compromise where conflict exists. By communicating assertively we can resolve relationship problem, conflict and other problems, which have a positive impact on our personal and professional life to success.

### Active Listening—Hear What People are Really Saying

It is obvious to say that if we have poor interpersonal communications skills (which include active listening), our productivity will suffer simply because we do have the tools needed to influence, persuade and negotiate— all necessary for workplace success. Lines of communications must be open between people who rely on one another to get work done.

Sometimes we listen face to face and sometimes behind. For example, whenever we talk over phone, we can not see the opposite person; in this case we have to be more careful about listening, as we are not watching body language.

More clearly active listening refers to the listening exactly what the speaker wanted to say, not judging or interpreting it through our own ideas or perception, i.e., maintaining objectivity in listening rather than being subjective and misinterpreting the words of the speaker, which people often do, due to lack of objectivity in listening. Such skills of active and accurate listening requires long training and practice to make it one's part of life style.

By successfully getting our message across, we convey our thoughts and ideas effectively. When not successful, the thoughts and ideas that we convey do not necessarily reflect our own, causing a communications breakdown and creating roadblocks that stand in the way of our goals—both personally and professionally. So, good communication skills can lead us to a successful life personally and professionally. Over years, Psychologists, Clinical Psychologists, Counselors are playing an important role to improve communications skills. So, to be successful in life we need good communication skills, which we should all try to learn accurately and practice them properly from the early years of our life.

### About writer

Nusrat Sharmin, student of M. Phil, Part-II, completed M.Sc in Clinical Psychology from Dhaka University.