



INTERPERSONAL COMMUNICATION-THE WAY OF SUCCESS

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Abstract

Communication is the process of meaningful interaction among human being. Communication is often defined as transmission of human thoughts from one person to another. To be more accurate it can be defined as the passing of information and understanding by one to someone else. It is an exchange of fact, ideas, opinion, or emotions by two or more persons. The way of communication is very important now a days. Everywhere we can see its effect in business as well as in relationship and in social networking. Infact it is most appropriate to business environment because an organization earns its reputation not because of its buildings or other material possessions but because of its people behaviour. The organizational workforce is continuously facing challenges from pressure of workload working with groups, teams, stakeholders and changing workplace environment. Individuals with excellent interpersonal skills rise to the top and ensure their personal growth as well as organizational growth.

Introduction

The role of interpersonal communication in an organization and in social life can never be ignored. Even the success of business depends on the behavior of their people with the customers. Interpersonal communication is the process by which people exchange information, feelings and meaning through verbal and non verbal message. Conversations, meetings, project discussions, sales visits, interviews, etc., are some forms by which the interpersonal communication assumes in an organization. Interpersonal communication competence includes a set of skills, knowledge about communication and self evaluation. Communication skill can develop or improved with increasing knowledge and practice. Social networking is a current phenomenon that consists of both web-based communication with Internet users through websites and interaction with others via cellular phones. Especially it is popular among adolescent and young adults. So a good interpersonal skill and face to face interaction is very much required to perform the function of their daily lives and to face the challenges of life.

Keywords: Meaning, Forms And Process of Communication, Kinds of Body Language.

Channels of communication

Basically there are two forms or channels of communication on which whole communication process based.

1. Verbal communication.
2. Non verbal communication.

Verbal communication involves use of symbol and voice that has the universal meaning for all but it may differ in different countries and in different culture. It includes oral and written form.

Oral communication

When message emanates from mouth or expressed through the word of mouth, it is called oral communication. It may take place either through face to face conversation or any electronic media like telephone etc. In telephonic mode there is absence of body language but it provides some vocal hints an opportunity of immediate feedback. Major form of oral communication is group discussion, speech, lectures, meetings etc.

Written communication

When information is exchange through written or printed media called written communication. With the advancement of technology, the scope of written communication increase. Now it covers electronic means like E-mails and Fax. Basically it includes letters, memos brochures, manuals etc. Here is absence of body language.

Non verbal communication

Non verbal communication means all communication that occurs without words. It includes apparent behaviors such as facial expressions, eyes expression, touching, and tone of voice, as well as less obvious messages such as dress, posture and spatial distance between two or more people. Everything Scommunicates, including material objects, physical space, and time systems. Although verbal output can be turned off, nonverbal cannot. Even silence speaks. Nonverbal signs are used to express emotions like love, anger, happiness, sadness etc which can not communicate through hundreds of words. The scientific name of non verbal communication is 'KINESICS'. Basically kinesics is a study of body movements and gestures. It is estimated that not more 35-40% of social meaning of communication is carried by words and remaining by non words. Body language includes a number of ways or action for conversation which are called types of body language.



Types of Body language: Body language may be classified in the following ways.

Gestures

Gestures are physical movements of our arms ,legs,hands and head nods.By using these actions we can reinforce our verbal message.like arm gestures are used to point,to emphasize,to reject or to describe the things.Every gesture may have the same meaning or entirely different meaning in the different countries.

Facial Expression

It is expressed by the face which is most important feature of body language.Happiness,sadness,fear,danger,surprise are express by the face.Basically emotions are represented by facial expression.For example raising the eyebrows shows surprise.Mostly people are enable to conceal their facial expression.

Postures

Physical structure of human being is called postures.postures movements show self confidence,interest,and status of human being.Every human being have different postures but it can be improved by the yoga or regular exercise.

Eye contact

Eye contacts are basically movements of eyes.We consider eyes as window of soul.Eyes shows interest of human being ,confidence ,hesitation,frustration and negative mood.it is said that while communicating others try to look them in to the eyes it will tell you their real feelings.Infact eye contact speaks about your attitude or situation in which you are communicating others.

Bodily contact

Bodily contact includes hitting,pushing,shaking hands,holding,touching and embracing etc.Touch is the earliest form of communication.Bodily contact convey the message by touching various parts of body.It represents love,care,sexual interest,punishment, fear,control etc.

Appearance

Appearance includes clothing,hair style,neatness,postures,cosmetic and jewellery etc.They convey impression regarding age, education,status,social and economic level and occupation etc.First impression can be made by appearance.It represent your whole character so it should be according to the ambience.

Silence

Silence is fundamental aspect of communication.Silence are not absence of communication.They are integral part of interpersonal communication.For example:Silence when we are in some problem are totally different when we are listening to a speaker.Thus silence has different meaning in different situations.Silence reflects our actions
All these things are very much important in organisational life as well as in social life.

Major element of communication process

The sharing of meaningful information between two or more people with the goal of the receiver understanding the sender's intended message.In business,the effectiveness of a company's internal and external communication process is often very important to its overall successs.Main components of communication process are as under.

1. **Sender:** This is the first step of communication process.The person who intends to convey the message with the intention of passing information and ideas to others is known as sender or communicator.
2. **Ideas:** This is the subject matter of the communication. This may be an opinion, attitude, feelings, views, orders, or suggestions.
3. **Encoding:** Since the subject matter of communication is theoretical and intangible, its further passing requires use of certain symbols such as words, actions or pictures etc. Conversion of subject matter into these symbols or words is the process of encoding.
4. **Communication Channel:** The person who is interested in communicating has to choose the channel for sending the required information, ideas etc. This information is transmitted to the receiver through certain channels which may be either formal or informal.
5. **Receiver:** Receiver is the person who receives the message or for whom the message is meant for. It is the receiver who tries to understand the message in the best possible manner in achieving the desired objectives.
6. **Decoding:** The person who receives the message or symbol from the communicator tries to convert the same in such a way so that he may extract its meaning to his complete understanding.
7. **Feedback:**Feedback is the process of ensuring that the receiver has received the message and understood in the same sense as sender meant it.It also includes the receiver's opinion towards the sender's message.



Tips For Effective Interpersonal Communication

1. The first step in improving communication in the workplace is to listen carefully and avoid judgment. This helps to make understanding easier and communication more efficient.
2. Don't show your negative body language. It gives the negative impression to the audience.
3. Always be confident on your ideas. It increases the trust and flow of conversation.
4. Adapt your message to your listeners. In other words, consider their background before you present your message.
5. Refer to your audience by name in order to make them feel that you are specifically addressing them to communicate your point.
6. Interpersonal communication is mainly aimed to develop and sustain human relationships. Your audience will be receptive to even difficult tasks if they are communicated in a friendly manner.
7. Remember to include all necessary details in your message so that there is no ambiguity and your audience can understand completely.
8. As far as possible avoid using "I" "me" frequently during interpersonal communication with your subordinates, peers or superiors.
9. Try to understand the feelings hidden behind your audience's words. Similarly learn to express your feelings of sincerity, enthusiasm, etc., while communicating.

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