



Communication

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ABSTRACT:- The paper is an attempt to study the importance of communication skills and its challenges faced by the students. It tries to focus on the various problems of communication. Communication is one of the most talked about subject today. It is one of the most important behaviors of human being which has the ability to communication. Effective Communication is a much sought after subject among the students and other people beginning their professional career. Communication has become a must for a successful career in today's world and to show one's worth. It is a medium that surrounds us all the time for interview, presentation, job performance, and for career opportunities. Convey opinions, information, ideas, feelings, through spoken body language and gesture. The thrust of the paper is from the classroom experiences and feedback from the students itself.

Keywords:- Communication, Soft Skills, Message and Personality.

I. INTRODUCTION

In order to survive we need to talk. We need to talk more in order fit ourselves in this cutting edge competitive world. More than talking we need to talk smart. Thus comes in the role of communication skills in our daily work of life especially students. Communication is the most vital ingredient of an organization. When one become part of an organization one need to communicate, and not only communicate but efficiently. The basic definition of communication is that it is a two ways process which needs a sender and a receiver. Communication is fully effective only when one gets the desired response from the receiver. Thus, we need to work on how efficiently we are sending our messages so that the other party gets the best of whatever we are sending.

Soft skills class especially for the technical student, the trainer aim to develop the skills as a means for ensuring that success which one is striving for i.e., job. A trainer should help the students to learn the art of communication. Learning does not simply mean knowing, but about knowing the subject, understanding and practicing it. Communication is not only with the outside world, it is also within one's inner self to identify where our mistakes and weakness are, to prove it and to nurture the qualities from within, so that each individuals shaped up their own unique personality.

Communication is the complex process of language and understanding human behavior and its responses. It can also be defined as the act or process of exchanging ideas, views, messages and information by verbal, signals or written. It also requires more than one person. The steps below shows the process of communication is a two ways process between the sender and receiver of a message.

STEP I: Signals the sender wants to say or share.

STEP II: Listening and understanding the message by the receiver.

STEP III: Getting a signal from the receiver by some form of response as feedback.

These three steps are the basic unit of communication process. In our daily life we communicate hundreds of times. But we mostly find easy to communicate in our mother tongue or with people we know and within a comfortable environment. Communication becomes difficult when one has to communicate in an unknown environment or on a subject that requires rational and intelligent expressions. This is the typical problem with all the students in the soft skills classes when they come for the first time. This complex can be easily overcome with the help of the trainer, helping them to know their weakness and shyness and carefully

practice them to develop self-confidence which definitely helps them to improve their communication skills though it's easier said than done.

The important functions of communication are many but it can be broadly divided into three steps:

- I. Information Sharing:** The main purpose of communication is to transmit information to the receiver.
- II. Feedback:** The receiver in turn response a feedback to show that communication is accomplished.
- III. Influence:** The third important function is to influence people so that a relationship is developed between the sender and the receiver.

This basic objective of communication is to convey information. The objective of communication can be divided into

I. To Give And Receive Information:

Communication requires two participants a sender and a receiver. The information can be given or received orally or writing. The job of a trainer in soft skills class is to provide information through oral or written medium. The trainers much try to involve maximum participation from the students and minimum contribution from the trainer. As far as applicable the trainer should make the class as interactive as possible and student's friendly.

ii. To Provide Information And Suggestion:

The trainer should also possess the power to advice students; give information of things that is happening around. Advice is subjective, more welcoming than preaching and should able to connect with each individual students. The right advice at the right time can really motivate students and shape his/her career. Advice is an effective measure to win student's confidence and to establish an understanding between a trainer and the students.

iii. To Offer Counseling:

Counseling requires a professional expert to get required result. This is more applicable with business organization, but students also undergoes stress and strain, a trainer can really have counseling sessions in order to study them properly which helps to handle the students with extra care and attention. Through counseling a better understanding of each student can be established. Many a times out of every 50 students it is found that around 30 students are emotionally very weak. Each student should be tackle in different ways as far as applicable.

iv. To Issue Orders And Instructions:

In order to get things done from students a trainer should issues orders and instructions. It can be both in oral or writing. This helps the students to stay alert and active throughout the whole sessions. The challenge is on the trainer to make the students to stay alert the whole semester, engaging in certain activities all the time. A trainer should have the quality to persuade students to participate in class-room activities. It is one of the main objectives of soft skills class. The trainer should impart the habit to cultivate the quality to speak and write effectively. This method of communication is very effective. It demands urgency in their assignments and work allotted to them. It always works out well in improving their behavior but one should be careful not to insult or humiliate them.

v. To Impart Education And Training:

A formal education means communication over a long period of time to widen one's horizon of knowledge and skills. So a trainer should impart education as well as train the students to face reality outside academic scenario. More of the sessions should be of practical like more of oral presentation, mock interview, interactive session, play acting, if possible work on a play.

vi. To Receive Suggestions:

This is where I consider the important X factor in any communication class. Feedback plays a very important role in understanding what they have received through the whole session and what they will recommend for further improvement. The trainer also should be able to give feedback for each individual student. Communication not only gives instruction or order but it should open up avenue for receiving suggestions from students.

vi. To Improve Morale:

A trainer should be able to invoke moral qualities in the student. High morale is necessary to improve efficiency and performance, and this will help them to guard their discipline. Today generation students think that they are more informed and more technical in their outlook. The trainer should monitor that the students

are motivating each other and not trying to outsmart the other in negative sense. There should be a healthy competition and trainer should be careful enough to handle various students from different background coming from Regional medium and English medium students.

As a soft skills trainer for under graduate and post-graduation students, I come across different type of students. In the beginning I had problems winning their confidence in me. My students were a mixture of both Regional and English medium background. I found out that the best mantra to make a productive class was to win their heart as a friend. Once that is done everything falls into its place. In the first two sessions I didn't give any lectures. I gave them a paper, made them write their mind out, what comes to their mind on a given topic and made them come out and shared with the class. This is the best session where my students enjoyed a lot, pulling each other legs and trying ourselves to know each other which I call "The power to win session". I have also learnt that sessions should be practical oriented rather than lecture oriented. And I never fail to surprise them with new activities. The ultimate goal I set is to make them communicate. The ultimate goal is to convey ideas effectively. Communication can be really tiring yet challenging especially for technical students and I as a trainer loved every session with my students till date.

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