

Answer No 1:

Effective Communication:

Definition: Effective Communication is a process of exchanging ideas, thoughts, knowledge and information such that the purpose or intention is fulfilled in the best possible manner. In simple words, it is nothing but the presentation of views by the sender in a way best understood by the receiver.

Sender: The person who initiates the process of communication by sending a message;

Receiver: The one to whom the message is to be delivered.

Characteristics of Effective Communication:

Just delivering a message is not enough; it must meet the purpose of the sender. Keeping this in mind, let us discuss the elements which make communication effective.

- Clear Message: The message which the sender wants to convey must be simple, easy to understand and systematically framed to retain its meaningfulness.

Correct Message: The Information Communicated must not be vague or false in any sense; it must be free from errors and grammatical mistakes.

Complete Message: Communication is the base for decision making. If the Information is incomplete, it may lead to wrong decisions.

Precise Message: The message Sent must be short and Concise to facilitate straight forward Interpretation and take the desired steps.

Reliability: The Sender must be Sure from his end that whatever he is Conveying is right by his knowledge. Even the receiver must have trust on the Sender and can rely on the message Sent.

Consideration of the Recipient:

The medium of Communication and other Physical Settings must be planned, keeping in mind the attitude, language, knowledge, education level and position of the receiver.

Sender's Courtesy: The message so drafted must reflect the Sender's Courtesy, humbleness and respect towards the receiver.

Effectively is an art as well as a skill developed after Continuous Practice and experience. The Predetermined Set of Skills required for an Influential Communication Process are as follows:

Observance: A Person must Posses Sharp observing Skills to gain more and more knowledge and Information.

Clarity and Brevity: The message must be drafted in Simple words and it should be clear and precise to create the desired impact over the receiver.

Listening and Understanding: The most crucial Skill in a Person is he must be a good, alert and Patient listener. He must be able to understand and interpret the message well.

Emotional Intelligence: A Person must be emotionally aware and the ability to influence others from within.

Self-Efficacy: Also he/she must have faith in himself and his Capabilities to achieve the objectives of Communication.

Being one of the essential communication skills, Confidence enhances the worthiness of the message being delivered.

Respectfulness: Delivering a message with Courtesy and respecting the values, beliefs, opinions and ideas of the receiver is the essence of effective communication.

Non-verbal Communication: To connect with the receiver in a better way, the sender must involve the non-verbal means communication too. These include gestures, facial expressions, eye contact, postures, etc.

Selection of the Right Medium:

Choice of the correct medium for communication is also a skill. It is necessary to select an appropriate medium according to the situation, priority of the message, the receiver's point of view, etc.

Providing feedback: Effective communication is always a two way process. A person must take as well as give feedback to bring forward the other person's.

Significance of Effective Communication in Business:

You must be wondering, what is the role of effective communication in business.

Employee Management: Effective communication ensures self-discipline and efficient management and since the employees are heard by the top management and there is open communication in the organisation.

Team Building: People in the organisation work as a team to accomplish common goals, thus effective communication boosts the morale of the whole team.

Growth of organization: it ensures better decision making intensifies public relations and enhances problem solving ability all this leads to corporate growth and development

Build Strong Relationship: Interactions often simplify things; they positively motivate the employees to perform better and maintain long term relations with others in the organisation.

~~Develops Trust: Effective Communication is~~
Ascertain Transparency and Develops Trust:

Effective Communication is considered to be a base for building trust and assures sharing of complete information.

Barriers to Effective Communication:

Let us understand these in detail below:

Barriers Involving words: words play an essential

role in the process of communication. Any disturbance or distraction in the way a message is presented may lead to miscommunication.

Different types of communication barriers to words -

Language: It is a medium of communication.

If the sender is making excessive use of technical terms it will become difficult for the receiver to understand the message clearly.

Disorganised Message: when the words are not organised systematically to form a powerful message it loses its efficiency and meaning.

Information overload: The effectiveness of communication reduces when a person keeps on speaking for an extended period thus leading to the receiver's exhaustion who won't be able to keep track of everything that is conveyed.

Barriers Involving Peoples's Background:

People belong to different backgrounds i.e. culture, education, Jewel, gender etc. it involves the following related obstacles:

Attitudinal Differences: At times people are resistant to understand or change their mind when they have set their views about a particular topic their attitude obstructs meeting the purpose of the communication.

Demographic Differences: The difference in age, generation, gender, status, tradition etc. creates a lack of understanding among people and thus hinders the process of communication.

Jumping to Conclusions: Some people lack the patience of listening to others and often jump to conclusions thus neglecting the motive of the message.

Physical Barriers:

These Barriers Can be experienced directly but Challenging to overcome These Include.

Physical Distance: when People Communicate over long distances they miss out the non verbal aspect of Communication since the gestures and expressions of the receiver cannot be interpreted

Noise: The environment or the Communication System sometimes involve unwanted noise which interrupts the process of Communication making it .

Physiological Barriers:

one of the most common barriers to effective Communication is the physical disability of the people involved some of these are hearing impairment poor eyesight stammering etc

Answer No 2

Every human communication interaction, be it face-to-face, written, by telephone, or by other means, has three critical components: Sending communication, Receiving communication and feedback.

The first component of communication is sending communications.

Communication scholars refers to this as "encoding" a message; i.e. constructing and transmitting an understandable message to the receiver. There are seven keys to sending effective communications:

Think Results:- As you create the message you need to transmit, ask yourself how this communication could potentially drive overall a company goals. For example, you might need to address a particular employee on how to improve their customer service. Rather than focus the your communication on their failures effective front-line leaders focus the conversation on results you would remind the employee how their action impact company goals, and how their action impact overall results.

Clear Purpose. Every message you send should have a clear purpose. For example,

You outcome could be reaching a specific goal, solving a customer issue, giving information, seeking information, relationship building, etc.

Think Before You speak You may find this a bit elementary, but you would be amazed at how many well-meaning leaders engage their mouths before their brains. But if you prefer to shoot from the hip and just say what's on your mind without thinking, you will open yourself and your company to potentially damaging lawsuits and employee turnover.

Structure the Message for the Receiver

Since mutual understanding is our goal, then front-line leaders must create messages that resonate with their receivers (employees, colleagues, customers, suppliers). They cannot create message that sound good to themselves. This may sound somewhat confusing, but consider that, too often we spend more time thinking about what we want to say rather than thinking about what others need to hear. That is the difference.

Read Reactions and Adjust.

Do you know someone who, when telling a story or relating some information, includes so much irrelevant detail that you want to scream? To send effective messages, remember to focus only on the relevant information data or contexts.

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Baseball Hall of Famer Yogi Berra is often credited for saying "you can observe a lot just by watching." The same is true in communication. As you create and transmit your communication, watch for the reaction of your employees. Be prepared to read the reactions of your employees and adjust communication to reach intended results.

Focus on Results

yes, I know this is a repeat, but this is the most important component of sending messages. Remember to always keep the results, the ultimate outcome of the communication, in your mind as you communicate with your employees, colleagues and senior managers.

Receiving Messages

Most leaders think they are great listeners yet in my 30-plus years of experience, be it in Fortune 500 boardrooms or at the front line Mom and Pop shops, the leaders I have encountered, worked with or coached are either average or it reality, poor listeners, without strong listening skills you are doomed to be a very mediocre supervisor of a team with low morale and low productivity.

Feedback.

After sending the message and receiving a response, it is time to offer feedback to complete the communication process interestingly. Feedback has two parts - giving and receiving. Sometime front-line leaders give feedback to employees, colleagues, vendors, customers and even bosses. Sometimes front-line leaders receive feedback from the same groups. Let's examine each part separately.

When giving feedback, consider these eight points.

1) Positive.

Studies indicate that we hear "No" 4-7 times more than we hear "Yes". Even with our children, it is so much easier to catch them doing it wrong than to catch them doing it right. The same is true with our employees. I suggest you attempt a 3:1 ratio of positive - to - negative feedback.

2) Constructive.

Destructive mean-spirited, intimidating, or demeaning feedback destroys morale, team spirit and productivity. Moreover, it destroys your ability to effectively lead your team to achieve great results. In all cases, phrase

Your feedback so as to help the person never to tear them down.

3) Focus on behavior - not Personality.

Even though you may think an employee is an unmitigated jerk, feedback should focus on their behaviors why? Because people can change behaviors - they can't change their personality.

4) Non-judgmental.

Suspend your internal judgment and focus only on the issue at hand. For example you may not prove of a particular employee's hobbies - choice of jewelry, style of music or even lifestyle of ~~music~~ ^{choice} or these issues, and dozen more like them, seldom have any direct consequence on performance, and they should not have any direct impact on your feedback to them at work.

5) Clear.

Frontline leaders need a crystal clear picture of what they are trying to accomplish with the feedback. Make sure you are clear on what you desire as the outcome of the feedback and be prepared to provide example and backup.

6) Concise

Get to the point. Avoid needless rambling, injecting irrelevant information, or "dancing on..."

the issue. Be professional courteous and concise in stating the feedback

3) Specific.

Avoid generalities like "Sam, you need to do a better job" Ask yourself what specifically Sam needs to improve. the more specific the feedback - supported with quality and quantity measures: the more effective the communication.



Answer 3Oral Communication:

Oral Communication mean sending message through spoken words it is also known as interpersonal communication it is a process which begins in childhood ways to make oral communication successful

Oral Communication can be made successful by following ways.

Plans what to say: Oral Communication should be planned carefully Determine the purpose close the language that is suitable the situation.

Think of the receiver: It is vital to know when you will think of their position education knowledge experience mental level etc it will help you alot in communication successfully.

Know the situation: Their may be different situation for speaking such as interview briefing inquiry meeting and report etc

Advantages of oral Communication:

- * It provides immediate feedback
- * It is easy to convey and understand
- * It may be relatively detailed
- * It can easily be changed according to situation.
- * It often does not need stationary or equipment

Written Communication:

Written Communication

means sending message through written words. Written communication has gained such an importance that today millions of written messages travel around the globe.
