

EFFECTIVE COMMUNICATION SKILLS FOR STUDENTS

M. ASHA

Assistant Professor, Department of English, Hosur Institute of Technology and Science,
Krishnagiri, Tamil Nadu, India

ABSTRACT

The study of this topic tries to enable the students to learn and practice effective communication skills (LSRW) – Listening, Speaking, Reading and Writing in English, as it is the international language of communication. Moreover to acquire the ability to speak effectively in English in day-to-day situations.

KEYWORDS: Communication, Positive Mindset, Determination, Practice

INTRODUCTION

Encouraging the students to participate actively in learning of English and to help them acquire communication skills. A student positive mind set is more important than any other practice. First of all the student should believe that he CAN. It is important to praise the process, not the talent or ability. Communication Skills are

- Listening
- Speaking
- Reading
- Writing

WHAT IS COMMUNICATION?

Communication is the transmission of information, ideas, emotions, skills, etc., by the use of symbols, words, pictures, figures, graphs, and other means.

Communication is a two way process so improving communication involves both how we send and receive messages.

TYPES OF COMMUNICATION

There are three major parts in human face to face communication. They are body language, voice and words. According to research,

- 55% by body language.
- 38% by tone of voice, and
- 7% by other words.
-

Verbal Communication

Face – to – face, telephone, radio or television and other media.

Non-Verbal Communication

Non-Verbal communication is the process of communication

Through sending and receiving wordless messages. Such messages can be communicated through gesture, body language or posture, facial expression and eye contact. Non verbal communication plays a key role in every person's day to day life, from employment to romantic engagements. It includes pictures, drawings, charts, signs, symbols, sounds and visuals.

CHANNELS OF COMMUNICATION

In any work place all forms of communication are routed through different types of channels according to the nature and purpose. They are the channels/directions of communication used in workplaces.

- Upward
- Downward
- Horizontal
- Diagonal

Upward Communication

It starts from the lower levels and goes up to the higher level.

Downward Communication

It follows the hierarchical order from the higher to the lower level.

Horizontal Communication

It takes place between employees of equal ranks and sometimes among the peer groups.

Diagonal Communication

It happens across all official cadres and no hierarchy is followed. This is the mode of informal, unofficial but effective way of communication.

According to the 7 Cs, communication needs to be:

- Clear
- Concise
- Concrete
- Correct
- Coherent

- Complete
- Courteous

Developing Effective Communication Skills

Effective communication skills are fundamental to success in many aspects of life. Many jobs require strong communication skills and socially people with improved communication skills usually enjoy better interpersonal relationships with friends and family.

LISTENING

Listening is an active process by which students receive, construct

Meaning from and respond to spoken or nonverbal messages and the students are not listening properly, we do not feel encouraged to continue the conversation anymore. So, it is very important to listen to the people who is speaking.

To be a Good listener

- Make a good eye contact with the person who speaks.
- Show facial expressions to the speaker.
- Show enthusiasm for whatever the speaker is saying.
- Ask for clarification.

The Different Types of Listening

Comprehensive Listening

Students listen for the content of the message.

Critical Listening

Students judge the message.

Appreciative Listening

Students listen for enjoyment.

Therapeutic Listening

Students listen to support others but not judge them.

SPEAKING SKILLS

Creativity is more important for the speaking skills.

- Speaking on Personal topics
- Speaking on one's place
- Speaking on one's hobbies
- Speaking on self-introduction

- Speaking on introducing our friends
- Role play
- Telephone Etiquette
- Group discussion
- Impromptu talks

READING SKILLS

Types of reading:

- Skimming a passage
- Scanning for information
- Note-making
- Critical Reading
- Making inference
- Predicting the reading passage
- E-mail communication
- Responding to the mail communications

Writing Skills

Strong writing skills in English come from practice and determination. No one is born as an excellent writer. Anyone can learn the writing skill only if they spend time in practice.

Types of Writing

- Writing on favourite place, hobbies and school life
- Sentence completion
- Process description
- Interpreting visual materials
- Writing different types of essays and paragraphs
- Creative writing

CONCLUSIONS

Language is never learnt. It is acquired. As a child, we 'listen to' the language spoken around us for 3 years. At the second stage, we 'speak' in broken words or sentences for a couple of years. Then at the third stage, we 'read' some pictures. It is only the last stage that we learn to 'write'. Thus, we say, L-S-R-W is the natural way of acquiring language.