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## Research Article

### EFFECTIVE COMMUNICATION WITH INTERPERSONAL SKILLS TO SUSTAIN IN GLOBAL MILIEU: A SURVEY

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#### ABSTRACT

Since the advent of the concept globalization, the study of Interpersonal communication in an effective manner is gaining importance. In order to maintain interpersonal relationship, we need to have effective communication in the global milieu. The effective way of communication with better interpersonal skills, in turn, enable us to psychologically connect better with others, win people over, negotiate better and establish better alignment – both in our privately lives and, especially, professionally, where contact and new relationships need to be forged and maintained, under pressure of limited time and the attention that is available from the intended audience. The primary objective of the study is to find out the effective communication skills of secondary students to meet the global needs and challenges. This paper also makes an attempt to find out the effective communication skills of secondary school students with respect to Gender, locality, type of institution, medium of instruction.

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#### INTRODUCTION

*“When I have been listened to and when I have been heard, I am able to re-perceive my world in a new way and to go on,” said humanistic psychologist Carl Rogers.*

We often mind ourselves than what others feel and talk endlessly about our own interests. If there are signs of disinterest, confusion or frustration by the other person, it is the time to change the approach of our communication. This involves managing our stress to hear what other people are saying or defusing other people's emotional baggage to foster better interpersonal communication.

The communication skills affect everything we do, so it's essential that what we say and interpret doesn't get lost in translation. It's not the language alone that affects understanding but also emotional states, concentration and our determination to understand others and express ourselves clearly. Effective listening is the first step to increase verbal communication skills. We must pay attention to subtle intonations, nonverbal cues, and vocal tone which can change the meanings of words, or might be straightforward, sarcastic or simply confused. It is better to avoid interrupting others until

they have finished talking, and to repeat what was said in different words in order to clarify any confusing terms.

Mutual respect can be established through effective communication which in turn fosters healthy interpersonal relationships. The effective communicator is one who can make the other person feel comfortable in one-to-one interactions. Effective communication can be stated as, how we are able to express ourselves, both verbally and non-verbally, in ways that are appropriate to our cultures and situations. It is means that be able to express opinions and desires, and also needs and fears. It means being able to ask for advice and help in a time of need which can be achieved through interpersonal communication.

Interpersonal communication means an exchange of information between two or more people. The effective communication is the backbone of interpersonal relationship. The better interpersonal skills, in turn, enable us to psychologically connect better with others, win people over, negotiate better and establish better alignment – both in our privately lives and, especially, professionally, where contact and new relationships need to be forged and maintained, under pressure of limited time and the attention that is available from

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the intended audience. Some of these rules are very basic, but still, they are often overlooked or ignored.

### **Components of Effective Communication**

**Verbal Skills:** Analytic Ability, Synthetic Ability, and Expressive skills: These refer to the ability to present one's thoughts / ideas / feelings as effective as possible through the use of spoken or written language along with the use of gestures.

Every act of communication is an effort at presenting whatever we have in our minds to others. We use the language either in the written form or oral, we also make use of body movements to convey our intent. The success of communication depends on the mastery of the communicator over the expressive skills.

**Non – Verbal Skills:** Refers to the ability to express and understand thoughts / ideas / feelings through body postures, facial expressions and actions without the use of language. The components of Non-Verbal Communication are Postures, Gestures, Presentation, Assertiveness, Creativity, Objectivity, Sensitivity. Patient Listening, Imagin ability, Reacting on the Spur of the Moment.

### **Interpersonal communication skill**

Interpersonal Communication Skill is defined as the process we use to build relationships with others through communication by effectively doing the following:

- **Understanding others** – in order to build a relationship with someone, we need to be aware of where the other person is coming from.
- **Communicating well** – it's not just what we say that matters but also the tone we use and how we say it. In addition, by considering our understanding of the other person, we figure out how to best our intentions and ideas to that particular individual.
- **Influencing others** – People are more likely to listen to us when we listen first to them and make efforts to establish common grounds. When we communicate in a way to win others that is when we will maximize our influence on others and inspire them to action.

### **Importance of effective and interpersonal communication skills**

Usually we keep communicating with people around us in our day-to-day life. While communicating we share the information we have and get information from others. Such 'give and take' relationship will be successful and effective if we know how to convey our thoughts to others. However, in every communication, there is some loss of information. Hence effective communication implies two things: first, the clarity with which we organize our ideas for presentation and second, the force with which we put across to others. So, effective communication simply means the reduction of loss of information in transmission of the message. For an instance, you want to convey something to a friend. If you are able to convey all the information and get the expected response, your communication could be said to be successful. But that is not always the case. Here, the listener may miss some aspects and still feel that he/she has got all. You alone will come to know

the missing links, only when you get the response. Similarly, for example, assume that we entrust our ward with ten tasks for the day. At the end of the day, the child completes only six and still feels happy that all the tasks are attended to. That the four tasks are yet to be completed do not become important for the child at all. Perhaps it reflects on our own communication skills. We have not been able to convey the idea that all the ten tasks needed to be completed before the end of the day. Mere uttering of the message does not mean comprehension on the other end. We cannot assume that our responsibility is over once we utter the message. It is also our duty to ensure that they are understood the way we want them to understand. Similarly, unless we say it in a kind gesture, the other person might mistake us and due to which communication may break down.

### **Effective communication leads to intimate relationship**

Dr. Bourq Carter is one of the psychologists, who suggests the importance of effective face-to-face communication for better relationships and interpersonal fulfilment. It is suggested that communication depends on "skill sets" or "talk habits" in one's conversational repertoire.

**In The Talk Book: The Intimate Science of Communicating in Close Relationships**, author Dr. Gerald Goodman purports that changing six talking habits will transform all facets of one's life. They are discussed as follows:

1. **Disclosures:** Disclosure is said to be the heart of good relationships and transforming communications. Disclosures yield greater intimacy when done properly.
2. **Reflections:** It's accomplished through reiterating the speaker's essential feelings and thoughts back to them. It's irreplaceable and effective.
3. **Interpretations:** It's too soon, too quick and too ineffective. When effective, they bring new meaning. But when unsuccessful, they happen to be insulting assumptions. Infact it would be better to avoid conversational interpretations that "interpret" the very self-image or personhood of another.
4. **Advisements:** In any conversation, advisements boost the self-determination of the "other". When used in a proper way, they are respectful suggestions that honor the autonomy of the other person.
5. **Questions:** They are the fundamental building blocks of all conversations and relationships. While using questions in relationships, check the motives. Make sure they are not to gather information; and not covertly giving advice, interpreting, or disclosing things about yourself too-soon.
6. **Silences:** It is by far the easiest talking tool, habit and skill in communication – and by far the most underused. Otherwise it is well noted that while "conversational allowing," silences pave the way, regulating the all powerful thinking and feeling mechanisms through the pauses allowed in the listening and talking components of the conversation.

### **Importance of effective communication skills in global milieu**

In this global village, effective communication is an essential tool. When we meet with friends, relatives, and colleagues and others it is also necessary to reach all corners of the world,

where we see the importance of global communications in the world today.

Goodman has drafted several strategies to develop cross-cultural competence:

- **Be concise.** Though office communication is translated into several different languages, it is better to keep the message to the point to preserve its meaning.
- **Avoid jargon, slang and localized expressions.** Other than people of United States, many employees would be baffled by sports analogies such as "hitting a home run" and "making a slam dunk." So, better to use clear, simple language and expressions that "travel well."
- **Be respectful of cultural and religious differences.** Corporate communications should be edited in such a way that they do not reflect a particular religious bias. Humour should be used judiciously because what one culture finds amusing, another might find offensive.

### **Global Communication Skills**

#### **Embrace Global English**

The English we learned in school is 'not' at all the English that is being used in global business. Non-native English speakers outnumber native speakers for 5 to 1. An "error" that is viewed by us is not necessarily an error in other parts of the English-speaking world. It is nothing worse than the American who corrects someone who uses perfect British English (or vice versa). Similarly, there are other varieties of English spoken in India, Singapore, Hong Kong and the Philippines etc., that have their own rules and acceptable norms. This is true of both grammar and vocabulary as well. The successful global leader needs to accept and be tolerant of differences in our common language.

#### **Be patient**

Clear communication can't be rushed. A little moment is involved in clarifying than to lead oneself to misunderstandings that cost more. While speaking, slow down your pace, use shorter sentences, add more pauses, check for understanding regularly. This helps not only in improving your clarity, but also in helping listeners with lower levels of English for better understanding.

#### **Speak simply**

It is more essential for the listeners understand than be impressed. This can be achieved by using common words and avoiding slang, jargon and idioms, that make your listeners feel more comfortable and ultimately build stronger relationships faster.

#### **Speak clearly**

Articulating with clarity is given utmost priority. "Going" ends in '-ing', not '-nna'. "Want to" is two words. The letter 's' at the end of a word is there for a reason. It is a good idea to articulate all the time, but in global settings, where we often communicate over the phone without visual cues, clear speech is a must.

Infact non-native speakers try to listen to the sounds of each letter you speak. Here, if you drop endings and speak in a sloppy, colloquial fashion, you may be unintelligible to them.

#### **Develop your cultural competence**

Cultural differences may badly impact our business dealings. Simple actions and messages that are never questioned, can suddenly cause offense or be misunderstood.

At the same time, cultural differences can greatly impact the communication. There are a few things to think about before interacting with other cultures:

1. How do people address one another? Are there any norms for showing respect based on level in the company, age, gender or other criteria?
2. How formal should your written communication ought to be? In what ways does this differ from spoken communication?
3. What are the basic norms for group interactions? Can we expect people to speak up in groups or do we need to take a more individual approach?

#### **Effective communication skills of secondary school students**

The current scenario of advancement in technology has been enhanced largely by education, as individuals are able to apply the skills acquired in real life leading to innovations. In a to have a better employment in the contemporary world, education is the essential as employees must possess the required skills that correspond with the current technology to perform their tasks. Potential employees must be equipped with skill for them to cope with ever advancing technology in all industrial and agricultural sectors. Hence, education has become a basic principal to measure the labour market on the basis of essential skills and the ability to appropriate them through suitable communication.

Education plays a major role in the modern life to all individuals in the society. It has enabled societies to proper both socially and economically by enabling them to develop common culture and values. Through education technological advancement has been realized enabling communication and production of cost-effective products and services to the society at large.

#### **Studies on effective communication skills**

Krapels and Davis (2000), Rees and Garrud (2001), Bilen (2004), North and Worth (2004), Cleland, Foster and Moffat (2005), Azizi Yahaya and Jamaludin Ramli (2009), Fathi M. Ihmeideh, Aieman Ahmad Al-Omari and Kholoud A. Al-Dababneh (2010), Rachel Steckler (2012), Susikaran, R.S.A (2012), Zanaton Haji Iksan, Effendi Zakaria, Tamby Subahan Mohd Meerah, Kamisah Osman, Denise Koh Choon Lian, Siti Nur Diyana Mahmud and Pramela Krish (2012), Atilgan Erozkhan (2013), Qutbi Alam and Ayesha Bashir Uddin (2013), Shankar, P.R., Dubey, A.K., Balasubramaniam, R and Dwivedi, N.R. Shashi Sharma and Neetu Chawla (2013), Seyed Mohammad Kalantarkousheh, Maryam Rasouli, Robabeh, Abolfathi and Neda Nouri (2014), Shobha Jadhav and Sunil Kalekar (2015).

**Objective of the study** 1.To find out the effective communication skills of secondary students 2. To find out

effective communication skills of secondary school students with respect to Gender, locality, type of institution, medium of instruction.

## METHODOLOGY

A descriptive research design used to study the objectives that examine Effective communicative skill among secondary school students and selected variables gender, locality, type of institution, medium of instruction influence on the Effective Communicative Skills.

Simple random technique used for selecting sample. Sample consists of 400 Intermediate students enrolled in English medium colleges affiliated to Haryana Board and CBSE during the study period in Mewat district of Haryana.

### Hypothesis

There would be a significant influence of the variable Gender, locality, type of institution, medium of instruction on effective communication skills of secondary students.

**Table 1** Effective communicative skill among secondary school students

S.No	Statement	Mean	Rank
1.	Clarity of thoughts	6.45	6
2.	Clarity of message	8.33	3
3.	Command over the language	5.20	9
4.	Use of body postures	9.78	1
5.	Use of gestures	5.67	7
6.	Listening to others	6.53	5
7.	Respect for others he/she is communicating to	5.41	8
8.	Understanding the point of view of others	7.55	4
9.	Command over the language.	5.12	10
10.	Use of suitable alternatives to make communication more effective	9.65	2

The above table represents the communicative skills among secondary school students. Majority of the having the communicative skill Use of body postures with the mean score of (9.78), The second Rank for the Use of suitable alternatives to make communication more effective with the mean score of (9.65), The third Rank for the Clarity of message the mean score of (8.33), The remaining are the variables codes followed with the ranks of fourth, fifth, sixth seventh, eighth, ninth and tenth ranks are Understanding the point of view of others, Listening to others, Clarity of thoughts, Use of gestures, Respect for others he/she is communicating to, Command over the language and Command over the language.

**Table 2** Comparison of Skill of Effective Communication of Secondary School Students with respect to Gender, Locality, Type of Institution, Medium of Instruction

Skill	Variable	Sub Variables	N	Means	S.D	t-value/F-test
Gender		Male	200	38.29	7.69	3.16**
		Female	200	40.03	6.28	(Sig)
Locality		Rural	220	39.25	7.01	3.41**
		Urban	180	42.08	6.94	(Sig)
Type of Institution		Residential	150	39.21	6.08	1.59**
		Non-Residential	250	41.40	6.92	(NS)
Medium of Instruction		English	140	44.42	5.62	20.61**
		Telugu	260	35.50	7.31	(Sig)

### Interpretation

There is a significant difference between Male and Female Secondary School Students with respect to skill of Effective Communication. Female (40.13) Secondary School Students are slightly good at skill of Effective Communication when compared to male (38.29) students. Hence hypothesis is accepted. The variable gender influencing the effective communication of secondary school students.

There is a significant difference between Rural & Urban Secondary school students with respect to skill of Effective Communication. Urban (42.08) secondary school students are good at Effective Communication skill when compared to Rural (39.25) Students. Hence hypothesis is accepted. The variable locality influencing the effective communication of secondary school students.

There is no significant difference between Residential & Non-Residential Secondary School Students with respect to skill of Effective Communication. Non-Residential (41.40) are having high Effective Communication skill when compared to Residential (39.21) secondary school students. Hence hypothesis is rejected. The variable type of institution not influencing the effective communication of secondary school students.

There is a significant difference between English & Telugu medium Secondary School Students with regard skill of Effective Communication. English medium (44.42) secondary school students are having high Effective Communication skills when compared to Telugu medium (35.50) secondary school students. Hence hypothesis is accepted. The variable medium is influencing the effective communication of secondary school students.

## CONCLUSION

Communication is the heart of every organization. All that is done in the workplace results from communication. Hence, good Listening, Speaking, Reading and Writing (LSRW) skills are essential if tasks are going to be completed and goals achieved.

Effective communication affects over every conversation in the workplace, at home and in social one-on-one and group situations. Learning verbal communication skills improve our written and digital communications because we develop a better understanding of what people are trying to convey even in short messages. The most successful organizations understand that if they are to be successful in today's business world, good communication at all levels is essential to secure an interview, to get the job, to do your job well, to advance in student career.

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