

Communication – Related Perceptions

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Abstract

The welfare of the group becomes an important parameter in the human transactions. Interactions between the individuals are a necessary step. Communication consists of clear understanding and successful motivators employ this tool to achieve success in their chosen careers. Messages have to be relevant and unnecessary detail should be avoided. Communicating face -to -face is the real need in a changing world. The policies and procedures of the management have to be effectively communicated to the work force. People have to relate to one another. Communication is an ongoing, ever changing continuous dynamic activity. People would like ideas to reach other people with clarity and without confusion. To motivate your juniors, communication becomes useful when applied methodically.

KEYWORDS: Communicating face -to –face, Welfare of the group ,Interpersonal interaction ,Psychological equilibrium, Possessing Communication Skills ,Relationships are forgotten, Asking, Telling, listening, understanding.

Introduction

Human beings always wish to find significance in their lives and there is a constant search for the humanity to identify their behavioral patterns with consistent and clear objectives required for their existence. Irrespective of the categorization on their richness, poverty, educated or uneducated; smart or foolish; there is a philosophical tradition that all accept and comply to find a balanced way of approach to lead lives fulfilling the desired criteria and while understanding the human nature, universe and the society. The philosophy of living constitutes a requirement where in the individual is stimulated to find the values that are worthwhile, to observe rational thinking in order to stay on the path of truth with adherence to reasoning and lead a life with cooperation for his own happiness as well as that of the society he lives in. The welfare of the group becomes an important parameter in all the transactions. Restricted outcomes do not contribute to the overall performance whether it is in the social, economic or educational fields. The results of the progress of one region need to be a model for implementation in other places and this is applicable to local, state, national and international areas. Communication plays an important role to accomplish this much needed task. Language, culture, tradition, economic condition, and geographical factors play a predominant role in the behavioral patterns of the people and to this extent the exchange of information finds a relative friction likely to distort the smooth functioning. To overcome these difficulties, finding the right tools of communication is necessary and equally significant is to understand the human behavior. When communications are proper the benefits can be vividly assessed and the society at large with integration will move towards progress. Everyone has to be kept informed about how things are happening and interactions help to create this opportunity. It is highly essential to work through methodic and planned training

modules in order to make it participative, and to ensure that the system caters to the requirements of everyone.

Communication Skills

Communication is interpersonal interaction and to obtain best results with proper communication techniques, one has to make sure to establish meaningful relationships and the emphasis is to create the sense of “willing to cooperate” attitude of those with whom the interactions become important. Where necessary innovative devices are to be maintained and thus one can achieve a high degree of perfection in the field of communication and it is possible to provide the communication process the best of intensity with utmost enthusiasm. Successful motivators are persuasive to think clearly and possess the ability of making themselves understood and this stimulation adds to the productivity. The art and science of communication includes the four way process, asking, telling, listening and understanding. “Every cultural pattern and every single act of social behavior involves communication in either an explicit or implicit sense” ⁽¹⁾. Conversation is the most direct and effective motivational tool to accomplish many targets in the human pursuits, trade or professions. The communication skills are achieved mostly from natural talent and practice, schools and colleges to a certain degree provide the requisite inputs, but the communicator has to develop the proficiency and the comprehension. The fact of the situation is that in human transaction there is need to communicate effectively, accurately to describe the feelings, emotions, and the basic purpose being to make ourselves understood. Face to face communication enables the persons to get to the factual information with context and content generating enthusiasm to understand each other’s perspectives. Psychological equilibrium and self confidence become prominent characteristics in these attempts where the aim is to impart the thoughts as envisaged and precise to the purpose. Conveying ideas or feelings, this could be talking or writing, and the essence is to be understood exactly the way the communicator intends. Understanding the process of communication and possessing the skills is essential in order to have wonderful relationships whether it is work or domestic environment. Every situation may not be ideal for proper communication, because of the presence of many factors which are likely to cause distractions and likely misinterpretation. Successful communications depend largely on the sender’s intent and the formation of the message with clarity keeping in mind the process of communication from the initiator to the receiver with the method selected. No two people ever grasp a “meaning” in exactly the same way. Messages have to be relevant and unnecessary detail should be avoided. The purpose of communication is important in the sense, if it is well planned with a firm necessity, the process will produce results, otherwise it might lead to a wasteful effort, not fulfilling, the original objective. The human beings relate to one another by exchanging messages, telephone calls, or electronic mails or verbal conversation, and the attempt is for creating understanding. This is a point of time in the world where technological development is on the rise and the ‘basics’ such as personal interactions and communicating face to face with other similar relationships being underutilized diminishing or neglected.

Face- to- face to Communication – Human Element

Face-to-face communication establishes the requisite atmosphere for interacting to locate the identical interests and contributes for the development of the organization or in the other areas whether they belong to the family or the society.

The importance of human element in the field of communication for developing strong bonds needs emphasis. In order to stay in tune with the ever changing complexity it is necessary to sharpen the skills for communicating in the desired manner to make sure that the 'human element' is kept in mind and the information is spread in a proper manner. Utilizing trained personnel, with thorough understanding of the context, recognizing the delicacy, with concern and affection of the people involved, the information system should work in the intended manner. With the spread of knowledge and exposure to many on the global scene for employment, trade, business, or diplomatic missions, the importance of electronic communications is well understood, and in a way tests one's skills in writing emails etc, but to a large extent it is to be accepted, that the relationships are not so conducive because of absence of face- to-face communications and merely positioning speed on the top of the list ignoring other facets. Face to face communication brings to surface, the politeness, friendliness and the sincere motive of the people we interact. Improving one's personality and deliberately conveying the honest purpose in the telling and listening process of communication contributes to positive results .The human element of communication is of significance, as always has been, in the process of understanding people and the human resource department of each industry recognizes this vital aspect and believes in the everyday communication system to create a productive environment for reaching the corporate goals. The policies and procedures of the management have to be effectively communicated to the workforce for results. Person's oral communication ability is dependent largely on his/her psychological condition and self confidence. "Zig Ziglar says". The inspiring talker produces zeal, said Aldous Huxley, "whose intensity depends not on the rationality of what is said or the goodness of the cause that is being advocated, but solely on the propagandist's skill in using words in an exciting way" ⁽²⁾ Right use of words and if the message can be communicated well, the people will respond. Effort is needed to make sure that you are understood. Large scale organization in its several tiers of management structure has to be much more methodic in communication because of the basic fact that whatever is intended as a policy at the top for implementation has to percolate through the layers and reach the workforce level who actually translates these intents into actions. Thus the perfection, accuracy, above all the sincerity of the persons, all this play a significant role and in particular the recognition that the human element plays a role has to be decisively understood. When the process of communication is thoroughly outlined, better understanding results. The loving behavior of the human beings always works positively and enriches the approach.

Decision Making – Gathering information

Skill and persistence are essential ingredients to shape one's life and many a good decision flow towards this objective. Plenty of thinking with a procedure and methods utilizing the alternatives, the decision is arrived at all the same the process may not be so simple if the problem is a complex one. The intent is not to go into the details of decision making process, Suffice it would be to know the basic thought and to say that gathering information is an important task in the decision making process. Information to be gathered and to make it available to the source of decision making, involves the different methods and expertise of communication. After the information sources are located, the care and judgment in gathering the messages properly and channeling the same effectively by using the various types of communication is important. Whatever method is employed, the content, clarity and getting the information across as intended, these aspects matter and become significant.

Irrespective of the profession one chooses, everyone wants a successful life with happiness and purpose. Thus the basic urge of the individual to be a part of the community, society and ultimately the Nation makes the path to gain prominence for acquiring good communication techniques. The pursuit of knowledge is of paramount importance. Creativity, achievement and freedom are essential for a life of fulfillment. Anything to be grasped, learned and to be utilized for enhancement are dependent on the process of communication consisting of the four way process (i) asking (ii) telling (iii) listening and (iv) understanding. Buck Rodgers says “We need courses in listening – not hearing, but listening for meaning. Poor listening skills must cost business and industry millions of dollars annually, not to mention its cost in terms of damaged and shattered interpersonal relationship”⁽³⁾.

Blaming other people for the miscommunication is a common occurrence, but introspection can reveal that communicators themselves probably are in the wrong too by not communicating correctly. Listening is an important communication skill and individuals must put in the requisite effort to pay attention and comprehend the information that is being communicated to them. Many underestimate the function of listening on the assumption that listening is easy.

What is involved in Communication

People have to relate to one another in order to get along in the society and the world, and particularly with the changes in cultures, languages, this task is not that simple as envisaged but requires an effort to understand the divergence and the concepts in a willing manner. The persons involved in the process of communication, irrespective of the method chosen, have to be open and supportive. The responses increase the engaging capacity and bring out the potential for establishing good relationships generating an understanding between the persons, they in turn forming their own set of rules for strengthening. Strategies include associations, withdrawals, avoiding or showing affectionate concern towards one another.

This communicative process can be understood by learning the interactions with the belief that there is significance attached to people and events. Communication is an ongoing, ever changing continuous dynamic activity affecting one and all. Body language is relevant to communication because it displays the attitude of the person. The various moods such as attentiveness, relaxation, pleasure, can be the clues of body language. Appearance, posture, gestures, eye contact, facial expressions and voice; all these are a part of the behavioral patterns. Verbal communication needs the help of body language to indicate the attentiveness of listening. Nodding head is the most commonly used as a signal of understanding the other person’s communication: Non verbal communication includes expressions of pointing, waving and benefits the person using them and correspondingly eases the effort of the communicator. Body language should come into use in a restricted sense, primarily to avoid misunderstanding and secondly to give importance to spoken communication.

Communication encompasses human behavior

Most important element in the communication process is “people”. In the interpersonal communication different patterns of relationships emerge depending upon the number of persons involved. The essence of effective communication means responding with meaning and the degree of relationships varies depending upon the

understanding, comprehending, and how best one can cope with anxiety and sensitivity of the information at hand. Lee Thayer has said “that communication occurs whenever some” raw data input” has been meaningfully related to some portion of a person’s total psychological system so that he or she can use it immediately or later in thought and action”⁽⁴⁾. Message that originates has to be the same at the receiving end and if a misunderstanding develops, the receiver tends to view the fault as his by not allowing the message to come in properly due to disturbances, and the sender treats it as his fault with the feeling that he failed to send the correct message. All these aspects have to be taken into consideration for making sure that the messages are transmitted in a proper manner. Communication is not only moving the information but comprises of human behavior and associated complexities. Humans respond to stimuli selectively and look for meaningful information. People would like ideas to reach other people with clarity and without confusion. The words that are used must have accuracy and always must relate to the reference. R. Wayne Pace says “When an object is physically present, we can point to it without having a name for it. When the object is not present, we need the ability to point to it verbally, symbolically. Either way, pointing is the process of referring to something”.⁽⁵⁾

Interpersonal Communication

This type of communication facilitates exchange of information between two or more people and the success of this communication is dependent on the success of understanding of the message by the senders and receivers equally well. Interpersonal communication is used with words verbal as well as written to maintain relationships. Communication events when analyzed consist of component elements and all these in combination comprise the act of communication. R. Wayne pace and Robert R. Boren say that the process is dynamic and requires comprehension of continuing change in the relationships among each of the many aspects and looking at these eleven elements, they are:

(i) Source (ii) Interpreter (iii) Symbols (iv) Interpretation (v) Referents (vi) Intent (vii) Medium (viii) method (ix) context (x) channel (xi) response.⁽⁶⁾

Source – Communicative experience usually involves someone or something which serves as the place from which stimuli come.

Interpreter – Assigns meaning to the stimuli.

Symbols – Stimuli consist of signs, signals.

Interpretation – Act of interpretation involves (a) interpreter’s referential response referring to things, events, and people. (b) Emotive response referring to feelings, and emotions.

Intent – State of a person’s mind which directs his actions towards a specific objective.

Medium – In human communication, media are auditory, visual.

Method – Method of technology of communication.

Context – Refers to the specific social system in which the communicating takes place.

Channel – Refers to the direction in which information moves and through whom.

Response – Whether verbal or non verbal, response is the test of the quality of the message from the source.

There are benefits of on online interaction such as one can improve learning skills, one can express thoughts and improve upon thinking abilities. This interpersonal communication through social network is on the one hand beneficial, on the other it is insulating the ability of persons talking in real life.

The emphasis continues to echo the earlier observation that ‘people’ are the most important element in the field of communication. There are four different types of interpersonal communication namely (i) the Dyad (ii) The serial channel (iii) The small group network and (iv) The collective audience.

The ‘Dyadic’ involves two individuals who engage in interaction. They make one another the main source of stimuli and respond to the innumerable number of sensory outputs. Example of this is conversation and interviews. The ‘Serial channel’ involves number of individuals who relay the message in succession using dyadic method, interpreting and then as source; producing a net work of channels.

The ‘Small group network’ involves three to fifteen persons, alternatively interacting with one another, and holding on to group involvement, all towards the common aim. Thus they become interpreters, sources and observers. The participants are motivated and members achieve their goals with interaction. Examples are conferences, seminars. Interpersonal communication over a period of time facilitates an opportunity to strengthen personal relationships becoming intimate.

The ‘Collective audience source’ is single and the speaker heads the communication event. Audience pays attention to the source with a question answer session for clarification. The response may be an applause if they appreciate or disapproval if they are not in tune with the message. Examples are public speaking, training sessions and teaching.

Knowledge of other aspects of communication

Expressing oneself in an effective manner in meetings by not being in a hurry and letting the others talk first. The key words and phrases are to be noted on a paper for amplification later. Mental and physical relaxation and good control on gestures is essential. At the time of speaking, making the points firm and clear and keeping track of the timing are distinct needs. The fundamental courtesy at the time of speaking over the telephone, writing and reading skills equip the person for further achievement. The computer knowledge has revolutionized the communication system. The speaker has to steer the meeting in an effective manner particularly when visual aids are employed for presenting new ideas associated with illustration techniques. Knowledge of teleconferencing and video conferencing is necessary since these link people for effective communication. People’s resistance to change will probably be an obstacle, and in this case emotions have to be under control in order to present yourself and create the impression. Clothing and the way one dresses also aids the communication process and provide meaning to the purpose. Electronic technologies

such as television and computer net works which came into existence in the recent decades added a distinct speed to the communication process, at the same time, the books, newspapers and magazines continue to exhibit their importance. The print media works constantly to keep abreast of the developments in the modernity of the happenings of the globe particularly in the field of education, culture, industrialization and a constant effort to keep the world community together. Communication is a helpful process and apprehensions or negative impressions will only hamper the warm and friendly atmosphere which is very much required for the growth of a healthy society. Ideas, feelings and actions of people are influenced by groups and positive compliance with correct attitudes makes it conducive for competence and trustworthiness. Cultures too affect our thinking, behavior, and communication can be meaningful when cultural identities exist. Corporations utilize the services of professionals for advertising and public relations and the communication messages thus achieved reach the audiences and serve the purpose. Organizations design management strategies and their skilled leaders are equipped with human relations back ground with proficiency to carry out communication between management and workers. In such a net work the members possess the qualities of skill, dependence, a unique culture to support the organization and above all a bond to follow the rules of communication involving messages from lower management to upper management and vice versa. Conflicts arise due to misunderstandings or miscommunications. Each situation is rectified depending upon the type of conflict and the magnitude.

Summing Up

Human behavior, attitudes and their grasp become significant in the well-being of the society and advancement is possible only when the persons understand each other which is possible by understanding the methods of communication. How one relates to the other is an important factor. Miscommunication, poor communication or no communication will create problems. Speaking, listening and other modes of communication listed earlier are all great assets to protect the human civilization learning new experiences to help the pursuits. Communication involves perceiving stimuli and assigning meaning. Remy C. Kwant says “We must be strongly aware of the fact that in our speaking we should be faithful to reality⁽⁷⁾. Man orients himself to the environment and puts in creative effort to understand the communication principles for satisfying his needs. Communication being an important and potential skill in all walks of life, it is necessary that relevant principles are taught in schools at an early age and in the universities subsequently to reinforce this vital technique. Motivation encompasses listening, conversations and ability to write clearly to convey thoughts. Career development demands this skill and one should aim to be a good communicator in order to fulfill the work commitments that arise in assignments of their choice.

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