



## COMMUNICATION FOR PROFESSIONAL PURPOSES

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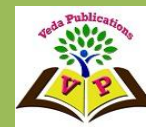
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### ABSTRACT



This paper throws the light on communication and its implications at professional levels. 'Communication' is the word which came from Latin 'communicare', meaning "to share". It is the act of intended meaning to another unit through the use of mutually understood signs and semiotic rules. Although it is a simple definition, when we assume about how we may perhaps correspond the subject becomes a lot more intricate. There are two different categories of communication. They are verbal and nonverbal. According to psychologists, nonverbal communication constructs about two-thirds of all communications. We set our body language first before we articulate. According to experts, eighty percent of what we are aware of in a conversation is read through the body, not the words. The organizations deal with various means of communications at different professional purposes. This paper also emphasises on how communication promotes motivation by enlightening and elucidating the employees about the tasks to be done. Kinesics also plays an indispensable role in the organisations apart from oculistics. Apart from these, one should also know proxemics which is one of the studies of assessable spaces between people as they intermingle. The ideal space should be at least between eighteen inches to four feet whiles, the personal space required when speaking to a mass of people should be roughly 10-12 feet. Members of the organisations need to communicate with one another which we call it Para linguistics, deals with the variations in tone, speed, intonation, and pauses to convey meanings. Thus, we can say that "effective communication is a builder of successful organizations". In other words, communication simulates as organizational gizmo for professional purposes.

**Keywords:** Communication and Communication Types, Process of Communication, Importance Of Communication, Kinesics, Oculistics, Proxemics, Haptics.



## COMMUNICATION FOR PROFESSIONAL PURPOSES

### DEFINITION

Communication is the word which came from Latin from the word 'communico' or "communicare" which means "to share". There are many words which came and existed in English language from the word of communication like community, communion, and communism, communication etc. Community entails a group of people living at one place. Communication has been described by experts as a process among human beings that varies their affective or behavioural states. There are scores of prior restrained ways that we avail to communicate (perhaps even unknowingly) with others, for an allusion the tone of our voice could give inklings to our mood or poignant condition, whilst hand indications or gestures can adjoin to a spoken message.

#### TYPES OF COMMUNICATIONS:

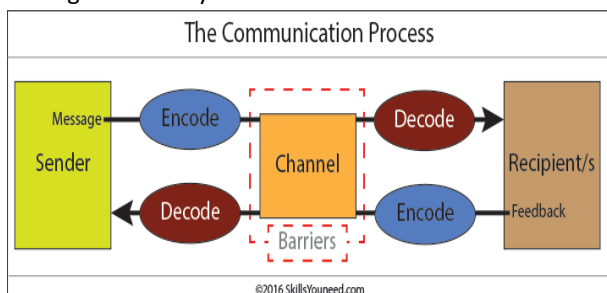
1. Verbal
2. Non Verbal
3. Written
4. Visual

#### PROCESS OF COMMUNICATION:

There are seven indispensable constituents for the communication. They are:

1. Dispatcher
2. Ideas
3. Encoding
4. Communication conduit
5. Recipient
6. Decoding
7. Feedback.

Communication process as such must be considered an incessant and dynamic. It can be affected and being involved by numerous differences.



**1. SENDER:** A sender is the one who plans to communicate the message with an objective of passing information and ideas to a person or to a group is known sender or communicator.

**2. IDEAS:** This is a discourse matter of communication. The intention can be sender's opinion, feelings, views, suggestions etc.

**3. ENCODING:** Discourse matter may be conjectural and elusive, conversion of subject matter may be transformed into words, actions or pictures etc. This particular process may be called Encoding.

**3. COMMUNICATION CHANNEL:** This is chosen by the person who wants to send the required information or ideas etc. The receiver would receive the message which may be formal and informal. Based on the information's significance either formal or informal will be heard out. There are abundant communication channels which are available today those are face to face conversation, telephone calls, emails television letters, reports etc.

**4. RECEIEVR:** Receiver is the person who receives the messages or for whom the message is meant. It is the receiver who tries to comprehend the message in the best feasible manner in achieving the yearning objectives

**5. DECODING:** The person who accepts the messages or pictograms from the communicator strives to transfer the equivalent in such a way that he might extract its implications to his comprehensive understanding

**6. FEEDBACK:** A person who receives the messages will give the feedback. There will be two types of feedbacks i.e. direct and indirect.

### HOW DO COMMUNICATION SKILLS HELP US?

1. Increases one's credence which is fundamental for anybody at any status
2. Makes us to learn the life skills, such as crucial assuming, problem solving, valuable writing and public speaking. A person who has high-quality of communication skills will be like a moon among the stars.
3. A sophisticated communication skill brings an understanding of diverse cultures of heterogeneous ethos.

### IMPORTANCE OF COMMUNICATION SKILLS

Strong communication skills are quintessential in all characteristics of life. As a citizen, leaders, co-workers, panel members, and in numerous roles we take part in both professionally and personally. Successful communication is magnificent for all the members of any sort of



organisations. It is an indispensable mode of the guide. It is the universal truth that this is a basic function of management, i.e., Preparation, Planning' Organizing, Guiding and Controlling etc.

**1. VERBAL COMMUNICATION**

It can be segregated into two dissimilar classifications, those can be written and spoken communication. Written strategies comprise boulevards such as an e-mail, text, and chat etc .For the spoken category examples consists of phone calls, video chats, and face-to-face conversation seminars etc. Non verbal communication is crucial when dealing with the commerce world, it's principally vital that you're aware of your body language. Your verbal prompts and shrugs can make or split affiliations, and may have a significant collision on your success.

**2. NON-VERBAL COMMUNICATION**

Excellent nonverbal communication skills make your audience that you're fortitude, vigorous, engaged, and truthful, says Tonya Reiman. Non verbal communication is the procedure of transmitting and retrieving messages without availing words either oral or written. The term non verbal communication was commenced by psychiatrist Jorgen Ruesch author Weldon Kees in 1956. Non verbal communication purely consists of visual prompts such as body language, facial expressions, and physical distance among the communicators. Even sometimes it can be your range of your tone also determines. It is said that a person's character is estimated within five to ten seconds by seeing his or her demonstrated body language .Non verbal communication plays a momentous role in maintaining social relations.

For instance the smile plays a tremendous part in maintaining healthy relations. Smiles encompass a dominant effect on society. A hurtful smile brings a cluster of friends. Usually every human being prefers happy and smiley faces and according to psychologists a person's brain can spot a smiled person at 300 feet -the length of distance. A healthy smile stimulates not only good relations, but also gives a good impression that you are trustworthy. According to Duke University facial expressions elicit subsequent feelings; the smile you get back actually

changes the person's personality in an affirmative manner.

We can also implicate another important nonverbal communication cue that is a handshake. As touch is the most powerful nonverbal indication and it can reveal a person's buoyancy and self confidence .The right handshake can give you instant credibility and at the same time wrong one can cost you unexpected results. Ideally, your handshake should be stiff, but not domineering. According to Wood a good handshake should have palm-to-palm contact should lock thumbs and apply an equal amount of pressure which demonstrates confidence.

**COMMUNICATION FOR PROFESSIONAL PURPOSE**

Communication aids employers and employees to fulfill their tasks at different levels in organizations. All the accomplishments should be had with the help of central and profound communication. Communication in organizations is blood for professionals. If an organization has to be run successfully, it needs an elucidation of communication. The bosses should have effective communication to implement the heterogeneous fulfillments to be achieved. To achieve the team goals, there should be prudent enough in communication without any barriers. All the efficient managers would spend their majority of their time with written communication forms, reports or memos or other forms of communications.

**KINESICS**

Verbal communication skills play an indispensable role at professional levels, for instance kinesics which talks about facial expressions, postures & gestures which should be apt for the organizational atmosphere. The face is the best evidence of what a person experiences. We can easily understand if a person is bliss, gloomy, fretful, cantankerous, or enlivened. It is very essential that in professional circumstances a person must control his / her facial expressions. For e.g. If a presenter feels that his presentation is not going on very well, he / she should not show the precursor of losing of anticipation and instead try for a greater involvement from the participants.

Based on facial expressions, postures and gestures the person's mood can be interpreted.



Basically there are five different kinds of kinesics; emblems which deals with signs to refer to the words. The next type of kinesics is a regulator which is used to modulate or maintain the flux of oration such as nodding head and eye jiffies .The third important kinesics is an illustrator that which deals with illustration what is being said. These illustrations may be distinct from one ethos to another. The fourth one is affective display, which we can easily connect, those are facial expressions such anger, joy frustration etc .The final one is adaptors which speaks about postures e.g. crossed legs and hands purely signify unwillingness to listen where as uncrossed arms and legs demonstrates that you are approachable with readiness. So it is one's duty to possess refulgent qualities of facial expressions when he/she works in any organizations as a professional. There are several poor postures which are depicted by the employees in the organizations. Even the thoughts in the mind also reflect standing posture. In order to give a confident skill, you should stand tall, with ready stretched neck, ears and shoulders aligned, chest slender obtruding, and legs slightly spaced out.

According to experts it accomplishes numerous things. It constructs us a feel of sturdy and more self-assured, and it also bestows the outward appearance of integrity, vigor, and vivacity."Often the presenters droop their shoulders during presentations due to dire backs, exhaustion, poise, or general disregard. These kinds of things will give the impressions of diffidence, sloth. Thus, one should know the importance of kinesics which plays a vital role in observing healthy relations among the employees.

Oculesics is the sub category of kinesics .It deals with eye moments and eye related moments as the eyes are the windows of the sprit.. Eye contact should be maintained in organizations. One needs to maintain a healthy eye contact in societal relations. According to studies conducted on eye contact show the first impression on anybody can be seen with the help of oculusics. Many studies show that people who have higher levels of eye contact are perceived the following....

- Abundant leadership qualities
- More fortitude and mentally stability

- More trustworthy ,honest, and sincere
- More clarity with his mind
- Possess good face to face interactions
- Helps to maintain good network

Even during public speaking and presentations, one should have proper eye contact. When a person does not uphold good eye contact it gives that the person will look less impudence, less believable and less authoritative. An effective eye contact also provides to transform the passive receivers to active participants apart from making them to alert with your look. In public speaking, it is the eye contact which connects presenters and the audience.

#### **PROXEMICS**

Another important skill to be observed in the organization is proxemics which talks about denotative and communicative role in spatial arrangements and variations in the distance which shows the intimacy among the individuals when they converse with each others.

In simple form the ideal interpersonal distance among individuals is called proxemics. There are four types proxemics according to Dr Albert.

1. Intimate space (from 6 to 18 inches) It is also person's private property. This kind of space is allowed only for romantic partners, close friends, and relatives .The best allusion that we can give is parents with their children.
2. Personal space (from 18 to 48 inches) This particular zone can be availed during friendly interaction, different other gatherings and celebrations.
3. Public space (from 4 to 12 feet) This is maintained when a person talks with strangers and with the persons with whom we have a little acquaintance.
4. Social space :( above 12 feet) This is a comfortable zone while we interact or address a large gathering.

#### **HAPTICS**

It studies the ways in which people communicate with sense of touch. Sometimes we don't believe unless we touch something. Some people call it emotional dynamite because it is the strongest communication tool. There are different types of haptics. They are like hugs, kissing, holding hands. Among all these holding hands or shaking hands is more important at organizational levels. The



first one among them is Hand hugs: In this is a kind of hand shake people choose to cover with the other hand. These kinds of handshakes could be seen with close relations or worm friendly with trustworthy persons. The next one is Dominator: In this kind of hand shake the person displays his palm downwards shows the authority or superiority. The third one is Crusher: Since the person thinks that another one is more dominant and aggressive ,he gives this kind of hand shake where his knuckles grind your hand and leaves that in pain. As we have already discussed above, your handshake should be stiff, but not domineering. According to Wood a good handshake should have palm-to-palm contact should lock thumbs and apply an equal amount of pressure which demonstrates confidence.

### CONCLUSION

Finally communication is the blood for all sorts of organisations. Communication promotes the motivation in different aspects of the tasks. It also plays indispensable role in moulding individuals' attitude if they avail organizational magazines, journals, summits and various other varieties of oral and written communications. It is said that one can't live without communication. Communication is the controlling process since there are assorted levels of the pecking order .Employees who want to be profound in their career should maintain proper nonverbal communication skills like kinesics, haptics, oculesics and proxemics.It is everybody's primary responsibility to maintain effective communication in the organisations for professional purpose.

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