

See discussions, stats, and author profiles for this publication at: <https://www.researchgate.net/publication/359800003>

The Role of Effective Communication Skills in Professional Life

Article in *World Journal of English Language* · April 2022

DOI: 10.5430/wjel.v12n3p134

CITATIONS

8

READS

13,228

4 authors, including:



Bushra Sumaiya
Integral University

15 PUBLICATIONS 20 CITATIONS

[SEE PROFILE](#)



Vipin Jain
Teerthanker Mahaveer University

224 PUBLICATIONS 2,201 CITATIONS

[SEE PROFILE](#)

The Role of Effective Communication Skills in Professional Life

Dr. Bushra Sumaiya¹, Subodh Srivastava², Vipin Jain³, & Dr. Ved Prakash⁴

¹ Department of Education, SGT University, Gurugram, Haryana, India

² Department of Physics, Vivekananda Global University, Jaipur

³ Department of Management, Teerthanker Mahaveer Institute of Management and Technology, Teerthanker Mahaveer University, Moradabad, Uttar Pradesh, India

⁴ School of Education, Sanskriti University, Mathura, Uttar Pradesh, India

Correspondence: Dr. Bushra Sumaiya, Department of Education, SGT University, Gurugram, Haryana, India. E-mail: bushrasumaiya_fedu@sgtuniversity.org

Received: February 14, 2022

Accepted: March 22, 2022

Online Published: April 7, 2022

doi:10.5430/wjel.v12n3p134

URL: <https://doi.org/10.5430/wjel.v12n3p134>

Abstract

Every young person in the world aspires to be efficacious in their chosen field. Today's business environment is very competitive. If an individual wish to survive in this period, he or she must have an adequate understanding of procedures and field-related abilities. Communication skills are extremely important in the business world. Engineers' roles are expanding as a result of growing demands and professional hurdles. Professional authorities in multinational corporations demand their staff to have excellent communication skills in addition to technical proficiency. The efficiency with which employees absorb and disseminate knowledge determines their performance. The relevance of communication skills in a person's profession and technological field is highlighted in this study. Whether it's with your bosses and co-workers, or with clients and customers, every profession necessitates human connection. Effective communication skills may help you facilitate these interactions with others, which will allow you to operate more efficiently and successfully.

Keywords: communication, communication skills, effective communication, listening, professional life

1. Introduction

Good communication needs more than just transferring information. It all comes down to finding out what feelings and motivations lay underneath the numbers. You should be able to successfully transmit a letter while also listening to ensure that you fully comprehend what has been said and that the other people do as well. It indicates that effective communication is a natural propensity (R. Mahajan 2015). But, all too often, when authors try to communicate with others, somewhat goes askew. When the article writes one thing and the further people hears something, miscommunications, disappointments, and disagreements occur. This might process the issues in your personal, school and business connections. To speak more easily and effectively, many will need to acquire insufficient key skills. Whether you choose to communicate better with your husband, kids, co-workers or employers learning may help you make stronger relationships, develop greater trust, respect, problem-solving, improve collaboration, and your complete social and emotional health (A. A. Adu-Oppong and E. Agyin-Birikorang 2014).

1.1 Common Barricades for Effective Communications

1.1.1 Stress and the Out-of-control Emotions

When stressed or emotionally overcome, you're further likely to misjudge others, give off unclear or off-putting nonverbal indications, and engage in dangerous knee-jerk comportment. You may learn how to swiftly cool yourself before beginning a discussion to prevent hostility and misconceptions.

1.1.2 Lack of Emphasis

They can't communicate efficiently once you're juggling. If you are monitoring your phones, calculating what you're intending to tell next, or inattentive throughout a conversation, you're nearly certain to fail nonverbal prompts. To communicate efficiently, you must stay focused and away from distractions.

1.1.3 Inconsistent Body Language

Nonverbal should complement, not dispute, what has been spoken. Your listeners will most probably think you're dishonest if you say and your body language says something else.

1.1.4 Negative Body Language

If someone does not even agree with and like what the other person says, you could refuse it with bad body language such as folding your hands, turning away, or drumming your foot.

Good communication is the key tool for getting the desired result. Every day, no difference where we are, people require everyday communication, either verbal or nonverbal, to express our ideas, thoughts, emotions, and so on. It's a lifetime process that starts in the womb and lasts till death. Neither individuals nor an organisation can live without strong communication skills (T. S. Rachmawati 2020). Communication channels have a role in determining the fate of every company. Business communication refers to any form of communication that strengthens bonds, promotes products or services, or communicates information within a company. As a consequence, clear, fast, and exact communication are crucial, as they can have a considerable impact on brand success and trust, and also reveal a lot as to its degree of professionalism.

A sort of corporate communication is interpersonal communication. Managers and personnel, as well as vendors and consumers, must communicate effectively to enhance the company. Even a little vendor or salesperson with his persuasive skills may attract more customers and make even more money. To get favourable results, a theoretical and technical mastery of the issue is essential, but it must be paired with outstanding communication. Professionals should have the knowledge and abilities to make the most of every opportunity to communicate with colleagues, superiors, customers, and clients [4]. Understanding how to employ communications tools and methods to fulfil their function and accomplish their aims is vital for company leaders, management consultants, members of the team, and even job hopefuls. Good communication, either at the personal, group dynamics or extrapolations, is vital to the success of any organisation. As shown in recent newspaper research, due to a lack of effective communication, just five of every hundred interviewees qualify for work (C. W. H. Chan, N. H. Y. Ng, H. Y. L. Chan, M. M. H. Wong, and K. M. Chow 2020).

1.2 *Effective Communications for the Professionals*

1.2.1 Motivation

Employee motivation is a significant asset to any organisation. Communication involves the use of words, the tempo at which they are given, pitch modification, and body language. A catastrophe may be averted and people are inspired to strive for success if the proper instruments are utilised to communicate the clear messages at the right moment. Employee motivation enables a firm's seamless and successful operation, as well as increased productivity, sales, and profits without the need for constant supervision.

1.2.2 Impress the Clients

To impress a customer through oral communication, one must have strong communication abilities. An oral presentation is now best characterised as a person giving a speech to a group of people. The oral presentation is a typical business tool that is frequently used in company meetings. An oral presentation has the potential to have a big influence on the audience if the goal is to persuade the audience and oral presentation is employed.

1.2.3 Raising Morale

A collection of people's capacity to work collectively persistently and regularly toward a shared objective is how morale is described. It is the outcome of a strong willingness to act as a consequence of motivation. Morale among employees fluctuates from time - to - time. As a consequence, authorities must communicate effectively to preserve high morale.

1.2.4 Business Proposal

Anybody who needs to raise cash for their firm must prepare a business proposal. Most Venture Capitalists and Angel Investors will refuse to speak with you unless you have a well-written business plan. Many company concepts need a substantial sum of money, which can only be acquired from one of three sources. This can be done using loans, your own money, or by enlisting the help of an investor.

1.2.5 Facilitate Business Meetings

The art or talent of conducting business meetings is known as facilitation.

1.2.6 Managerial Efficiency

Communication aids in the smooth running of management. Management can only carry out their responsibilities if they have a very well communication network.

1.2.7 Better Decision

Better decisions might be used to assess the performance of the company. Decision-making is affected when information, data, and other facts are not appropriately delivered. As a consequence, the information is forwarded to the relevant department, business, and person. It's simple to make snap decisions.

1.2.8 Unity

A firm that strives to improve its internal communication is unified. In this example, everyone on the team has the same goals, and everyone understands what their co-workers are working on.

1.2.9 Removing Controversies

Effective communication provides for seamless operation, allowing conflicts, disputes, and disagreements to be readily handled.

1.3 Channels to Make Communication Effective at the Workplace

The term channel refers to the movement of anything. As a result, whether we talk about communications within or outdoor of an organisation, we're talking about the directions or path that communication takes. Professionals devote the majority of their time at work to communication, which includes listening, reading, speaking, and writing (K. R. Grauerholz, M. Fredenburg, P. T. Jones, and K. N. Jenkins 2020). A two-way cycle of messaging and feedback is used in effective corporate communication to elicit a certain reaction. Businesses cannot succeed without good relationships and proper information and idea transmission, as shown in Figure 1.



Figure 1. This will represent the communication skill that helps in business

A corporate organization's primary concern is the effective and seamless operation of communication channels. The quantity of information that may be conveyed from one person to another during any particular conversation is referred to as channel richness (R. Aggarwal 2010). Figure 2 depicts three components of communication that have an impact on its richness. These are the ones (Pontika, N., & Rozenberga, D 2015).

- Whether it can manage a variety of stimuli at the same time. A face-to-face interaction, for example, provides for linguistic clues, as well as tone-of-voice and posture-based cues.
- Whether rapid feedback in both directions is possible. In this regard, an email, for example, is more valuable than a traditional letter since it may be responded to more rapidly.

- Whether it enables the development of a personal emphasis in communication. Even though they provide the same information, a phone conversation is considerably more personal than a formal report.



Figure 2. This will show the communication effects with four different factors: i) Speaking, ii) Reading, iii) Listening and vi) Writing

Listening is the capacity to properly interpret and comprehend the sender's message. Listen with your intellect rather than your ears. The message may be misconstrued and communication may fail if you don't listen well (M. Cassella and M. Morando 2012). Many reputable businesses hold listening skills training courses for their personnel since good listening skills may lead to improved customer satisfaction, increased productivity, and creativity.

Regardless of where you work or what job you have, you will be required to deliver an oral presentation or speech from time to time. You may be requested to speak with your co-workers, clients, suppliers, or the general public. Meetings, group discussions, seminars, workshops, and presentations all require efficiency. To get various advantages, it is critical to be able to talk effectively and strongly in public.

Having good reading skills might help us understand the main concept and material more quickly. It saves time while delivering excellent results. Reading abilities such as skimming and scanning are necessary at various levels. Every day, professionals must read a range of texts, e-mails, books, and reports to make informed judgments (J. Tay 2021). Effective writing abilities are required for all professionals to produce business reports, letters, notifications, e-mails, proposals, and research papers, among other things. Right language, linguistically correctness, accuracy, right construction, clarity, sentence coherence, logicity, thoroughness, and thoughtfulness are all crucial things to consider while crafting any excellent work.

2. Discussion

The author usually focuses on what he or she should say while communicating with others. The communication process, on the other hand, is about hearing rather than talking. Understanding not only the language or knowledge being provided but also the sentiments the speaker is seeking to express is part of listening well. There's a big difference between attentive learning and merely hearing (M. Pfeifer and B. A. Head 2018). You may catch up on subtle intonations in somebody's voice that show how they're thinking and the feelings they're seeking to portray if you pay close attention to what they're saying. You'll gain a better knowledge of another person if you listen attentively, but you'll also help them feel heard, which might also assist you to make a stronger, deeper link (M. A. Hossain, R. A. Tarmizi, and A. F. M. Ayub 2012).

By interacting in these ways, you'll also benefit from a procedure that relieves stress and enhances physical and mental well-being. So, if the human you're conversing with calms, for example, paying attention to what they're saying will help you relax. Correspondingly, if the humans are unhappy, you may help them relax by actively listening and helping them feel understood (T. Chidume, M. C. Jones, A. W. Lambert, and M. Yordy 2020). The more you use them, the much satisfying and delightful your interpersonal connections will be.

- *Fully focus on the speaker:* You won't be able to listen carefully if you're always examining your phone or thinking about something else. Staying attentive to the current moment allows you to catch up on nuances and important nonverbal cues in a conversation. If you're having difficulties concentrating on some presenters, please repeat their phrases in your head to reinforce their argument and keep you focused.
- *Favour your right ear:* The major processing areas for speech perception and emotions lie on the left hemisphere, which may seem strange. So because the left half of the mind is connected to the right side, listening with your right ear may help you select upon the emotive overtones about what someone says (I. E. Sukovataia, Y. I. Cherkasova, E. V. Dvinskikh, and L. K. Vitkovskaya 2020).
- *Provide feedback:* If you think there's been a misunderstanding, rephrase what was stated. "What I'm hearing" or "Sound like what you're saying" are good responses. If you just repeat what the speaker has said verbatim, you will come to seem untrustworthy or uninformed. Instead, describe how the speaker's words influenced you.

The thing you look, hear, move, and respond to someone else may reveal a lot more about how you're thinking than word alone. The communication process, or body language, contains facial expressions, bodily motion and motions, eye contact, voice tone, attitude, and even tense muscles and respiration. Understanding and retaining nonverbal signals may enable you to connect with others, explain yourself more efficiently, handle challenging situations and build profound connections at the workplace and homeplace (S. H. Jenkins, K. S. Astroth, and W. M. Woith 2015).

- Using non-verbal communication keeping eye contact you're talking to while keeping your arms upright posture, sitting with an open attitude or perched on the edge of your seat will help you to communicate more successfully.
- Using body language to accentuate or improve your vocal message, for example, slapping a buddy on the back while applauding him on his accomplishment or slamming your fistfuls to underscore your messages is another option.

2.1 Stress Respite for Effective's Communication

When the conversation becomes heated, you'll need approximately quick and instant to defuse the situation. You may safely take stocks of whatever powerful emotions you're suffering, manage your sentiments, and behave correctly if you learn to swiftly reduce stress in the present.

2.1.1 Identify When You're Flattering Stressed

As you communicate, your body will let you know whether you're stressed. Do you have tense muscles or a tense stomach? Is your fist clenched? Is your breath short and shallow? Do you find yourself "forgetting" to breathe?

2.1.2 Take a Moment to Tranquil Down

Before determining whether to continue or postpone a discussion.

2.1.3 Bring Your Sanities to the Salvage

The easiest approach to reduce stress quickly and consistently is to use your senses: hearing, touch, sight, taste, smell, or movement. Suck a peppermint, compress a bouncy ball in your wallet, breathe deeply, tighten and release your muscles, or recall a soothing, reflex scene, for example. You'll have to discover a coping strategy that works for you just because everyone responds to visual input differently.

2.1.4 Look for Funniness in the Situations

Humour can be an excellent method to ease the tension when speaking when handled correctly. Find a method to lighten the atmosphere by sharing a joke or an entertaining anecdote when you or people around you are taking things too seriously.

2.1.5 Willing to Negotiate

If you're both willing to bend a slight, you might be able to find the happy medium that lowers tension for everybody involved. If you understand the other man cares significantly so much about a subject than you do, compromising may be simple for you and a wise choice for the longevity of the partnership.

If necessary, agree to disagree and take a break from the situations so that everyone may relax. If feasible, take a walk outside or meditate for a few transcriptions. Physical activity or finding a quiet spot to recover your equilibrium might help relieve stress immediately. Becoming assertive means being honest and open about your thoughts, feelings, and goals, as well as standing up with yourself and treating people with respect. It does not indicate that you

are impolite, confrontational, or demanding.

2.2 Developing Assertive Communication Techniques

- An empathetic statement demonstrates concern for the other human. Recognize the further person's position or sentiments before expressing your demands or opinions. "I understand you've had a lot on your plate at work, but I'd like you to make time for us as well."
- If your first attempts are unsuccessful, you can use escalating assertion. As time passes, you grow more firm, which may involve laying out the repercussions if your requirements are not satisfied. "If you don't follow the deal, I'll be obliged to take legal action against you," for example.
- To boost your confidence, practise assertiveness in low-risk circumstances. Alternatively, see if you can practise assertiveness methods on friends or family members first.

Communication is one of the most important components of our lives. It influences how people connect in both their personal and professional lives. Good communication is the foundation for building respect and trust. It also assists in a person comprehension and the environment of a discussion. Even though communication seems to be straightforward, the majority of what twofold people say is misread, leading to battles and pain. To communicate effectively, you must understand the emotional basis of what you're saying. Significant how to transfer effectively at home, at work, and in social circumstances may allow one's relationships to become stronger. Communication skills such as listening, nonverbal signals, and managing stress may all help you in improving your relationships with people.

One of the most fundamental areas of language is listening. A good listener is one who not only understands how the characters feel, but what they are expressing. Establishing a deep connection between both the speaker and the audience is among the first elements in being a good listener. Speakers should first build this relationship by being in an environment with open-minded listening, which helps them to prompt their opinions, feeling and thoughts more freely. Listeners need to refrain from casting judgement. People need not agree with the speaker's ideas, beliefs, or attitudes; instead, they must lay aside their criticisms to fully appreciate them. The speech will think they can trust the audience with their expertise if they feel they would not be judged.

3. Conclusion

Improving communication skills may assist you in several contexts, such as at work, at social gatherings, and in your personal life. Communication skills cannot be taught; nevertheless, with adequate training, commitment, and hard effort, they may be developed. At the graduate level, students must have the chance to further enhance their communication abilities. The syllabus committee or university officials should consider the situation carefully and make any necessary revisions to the programme. Communication skills faculty members should accept the difficulties and concentrate on practice and execution. The business world is continuously on the lookout for the highly competitive applicant who can meet their requirements. Students should strive to acquire all of the abilities and skills necessary for success in the business sector. If the author overlooks the value of communication skills, our pupils will never meet the demands of the corporate world. Being able to communicate effectively can help you grow in your career. To do your job properly, you'll need to deal with problems, gather information, engage with people, and have strong interpersonal skills, all of which are elements of exchanging ideas that will aid you in the future.

References

- Adu-Oppong, A. A., & Agyin-Birikorang, E. (2014) [Online]. Communication in the workplace: Guidelines for improving effectiveness. *Glob. J. Commer. Manag. Perspect*, 3(5), 1-6. Retrieved from <https://www.longdom.org/articles/communication-in-the-workplace-guidelines-for-improving-effectiveness.pdf>
- Aggarwal, R., Mytton, O. T., Derbrew, M., Hananel, D., Heydenburg, M., Issenberg, B., MacAulay, C., Mancini, M. E., Morimoto, T., Soper, N., Ziv, A., & Reznick, R. (2010). Training and simulation for patient safety. *Quality and Safety in Health Care*, 19 Suppl. 2, i34-i43. <https://doi.org/10.1136/qshc.2009.038562>
- Cassella, M., & Morando, M. (2012). Fostering new roles for librarians: Skills set for repository managers—Results of a Survey in Italy. *LIBER Quarterly*, 21(3-4), 407-428. <https://doi.org/10.18352/lq.8033>
- Chan, C. W. H., Ng, N. H. Y., Chan, H. Y. L., Wong, M. M. H., & Chow, K. M. (2019). A systematic review of the effects of advance care planning facilitators training programs. *BMC Health Services Research*, 19(1), 362. <https://doi.org/10.1186/s12913-019-4192-0>
- Chidume, T., Jones, M. C., Lambert, A. W., & Yordy, M. (2020). Preparing students for difficult conversations with patients and families. *Clinical Simulation in Nursing*, 46, 62-65. <https://doi.org/10.1016/j.ecns.2020.03.009>

- Grauerholz, K. R., Fredenburg, M., Jones, P. T., & Jenkins, K. N. (2020). Fostering vicarious resilience for perinatal palliative care professionals. *Frontiers in Pediatrics*, 8, 572933. <https://doi.org/10.3389/fped.2020.572933>
- Jenkins, S. H., Astroth, K. S., & Woith, W. M. (2015). Non-critical-care nurses' perceptions of facilitators and barriers to rapid response team activation. *Journal for Nurses in Professional Development*, 31(5), 264-270. <https://doi.org/10.1097/NND.0000000000000168>
- Mahajan, R. (2015). The key role of communication skills in the life of professionals. *Journal of Humanities and Social Sciences*, 20(12), 36-39. <https://doi.org/10.9790/0837-201223639>
- Pfeifer, M., & Head, B. A. (2018). Which critical communication skills are essential for interdisciplinary end-of-life discussions? *AMA Journal of Ethics*, 20(8), E724-E731. <https://doi.org/10.1001/amajethics.2018.724>
- Pontika, N., & Rozenberga, D. (2015). Developing strategies to ensure compliance with funders' open access policies. *Insights the UKSG Journal*, 28(1), 32-36. <https://doi.org/10.1629/uksg.168>
- Rachmawati, T. S. (2020). Peran tenaga kesehatan puskesmas sebagai komunikator dalam program indonesia sehat dengan pendekatan keluarga. *Jurnal Komunikasi Profesional*, 4(1). <https://doi.org/10.25139/jkp.v4i1.2370>
- Sukovataia, I. E., Cherkasova, Y. I., Dvinskikh, E. V., & Mitkovskaya, L. K. (2020). New approaches to the development of additional professional competences for the purposes of new economy. *Sib. Fed. Univ. - Humanit. Journal of Siberian Federal University. Humanities and Social Sciences*, 1781-1782. <https://doi.org/10.17516/1997-1370-0684>
- Tarmizi, R. A., & Mohd Ayub, A. F. (2012). Collaborative and cooperative learning in Malaysian mathematics education. *Journal on Mathematics Education*, 3(2). <https://doi.org/10.22342/jme.3.2.569.103-114>
- Tay, J., Compton, S., Phua, G., Zhuang, Q., Neo, S., Lee, G., Wijaya, L., Chiam, M., Woong, N., & Krishna, L. (2021). Perceptions of healthcare professionals towards palliative care in internal medicine wards: A cross-sectional survey. *BMC Palliative Care*, 20(1), 101. <https://doi.org/10.1186/s12904-021-00787-2>
- Zakirova, D. Y., Haydarov, I. T., Hamrayeva, S. S., Shadmanbekova, K. A., & Tulaganova, D. A. (2020). The use of ICT in foreign language learning and teaching. *Journal of Critical Reviews*, 7(5). <https://doi.org/10.31838/jcr.07.05.156>

Copyrights

Copyright for this article is retained by the author(s), with first publication rights granted to the journal.

This is an open-access article distributed under the terms and conditions of the Creative Commons Attribution license (<http://creativecommons.org/licenses/by/4.0/>).