



KEYS TO SUCCESSFUL COMMUNICATION

Miss. Apurva Rajendra Patil

Student,

Department of English,

Savitribai Phule Mahila Mahavidyalaya, Satara.

ABSTRACT:

'Communication' is one of the most important words in the English language 'Good Communication' causes different benefits on the other hand lack of communication or the inability to communicate effectively cause a large amount of stress, anger, frustration, misunderstanding and disappointment. Good communication skills are absolutely vital in any successful workplace. 'Skill' has to be achieved without efforts one cannot achieve communicative skill or ability. There are several principles/secrets one has to achieve for successful communication such as: information/ knowledge command on language, knowledge of technical sources (as computer, information technology, media etc.) effective oratory, helping and dealing capacity, positive approach, optimism and many more. 'Practice Makes man perfect' has to be the principle of each person who wants to be successful.

Keywords: Communication skill, effective oratory, optimism, updates knowledge and information.

More change has taken place in the past-four decades than in the whole history of humankind. This change has included ever-increasing technological advances to enable us to communicate faster, more efficiently and more effectively. We have e-mail, text-messaging, fax machines, telephone conferencing, Video conferencing, pages and so on but still there is a question are we communicating more effectively? And the answer might be to Information Technology and 'The World Wide Web' has great value and use. The majority of people use these sources which saves time and money. Everything that we do throughout each day involves communication at work, at home, in education Politics, industries, corporate world, commerce, entertainment and the financial world. Communication touches every sphere of our lives. And yet communication

is a largely undervalued untaught asset in the present world, often with disasters one need to acquire the skill of proper communication. There are several strategies which can be used to communicate confidently. These strategies are the secrets of successful communication.

In the modern world there is a more urgent need than ever for people at the top to be able to communicate with others. It would be impossible for anyone to hold his or her job successfully without mastering the skills of how to communicate with employees, handle the media or speak in public. Poor Communication will inevitably lead to a negative outcome; on the other hand, effective communication will undoubtedly lead to a positive one. To win communication skill one has to learn some secrets of its success, as following.

INTERPERSONAL COMMUNICATION:

Interpersonal Communication Skills are crucial soft skills. They basically require during social communication. Johnson defines interpersonal skills as the “sum total of your ability to interact with other People”. The establishment and development of good relationship can happen only through admirable interpersonal skills. In modern civilization three skills are essential because no one can claim to accomplish all his/her goals on his/her own. Getting work done is often a team work. Those who are able to get along with people at different strata and get work done with a team spirit, creative approach and with a problem solving ability are always appreciated. More specifically interpersonal communication skills refer to appositive mental calculation and communicative process applied in personal and social interactions in order to accomplish certain goals.

Positive character traits such as: trustworthiness, mutual faith, personal integrities, moral courage, competency, etc. are useful to achieve results in the given period of time. For successful interpersonal communication one has to banish negativity. Negative thoughts and negative reactions are the biggest destroyers of success and happiness. Negative communication prevents us from having positive relationships and creating greater success.

HELPING AND FRIENDLY NATURE:

‘Friendliness like good manners, costs nothing. In order to be an effective communicator it is an advantage to be liked rather than disliked. But one has to remember, one cannot please all of the people all of the time. It is better to be as

natural as possible. Friendly behavior is a true solution in such situations. Always Make the other person feel important, is a very important law of human conduct. One has to ask a lot and listen and encourage other people to talk about themselves being friendly means: be interested in other people

- Ask questions
- Listen Carefully
- Be observant
- Find the Common ground to develop the communication
- Praise good in other, accept own mistakes

If you make a mistake, put your hand up, It will help to increase faithful relations with others. If you are a manager or teacher, when people make a mistake ask them what they learnt from it and what they'd do next time. The is approach lets people use their mistake to develop into more successful individuals and as a key person if you have made a mistake you must be able to apologies. Being able to apologies will build the relationship, build the communication style and above all help other people to like you. Effective leaders always know to motivate, own to manipulate.

EMOTIONAL INTELLIGENCE:

In order to motivate effectively one has to have good communication with an individual, and one also need to be aware of emotional intelligence (EQ). EQ involves not only understanding and managing your own emotions, but also recognizing emotions in other people and also to be self-aware so that you are able to be sensitive to others. Self-awareness, self regulation, motivation, Empathy and social skill are five main characteristics of Emotional intelligence. The most important aspect of effective communication is the ability to stimulate enthusiasm in others. It is like a magnet. Appreciation for good work or job done by staff helps to maintain their enthusiasm and constant performance in the workplace so praise where praise is due without doubt, giving praise appreciation and encouragement is a sure way to get the best out of people and at the same time to become a better communicator yourself.

DEVELOP GOOD HABITS:

By developing some good habits, one can keep the people on own side. The first good habit is careful use of the crucial words 'I', 'We', 'You' and 'They' word 'I'

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should be used sparingly. It is best used when referring to your own past experience or mistakes. It is better not to use it in the context of building your own importance or how clever you have been. The greatest people use 'I' very rarely. The words 'We', 'us' are good news words and they communicate extremely well.

The second good habit is being totally professional in sticking to allotted time. Being punctual and disciplined is a first step towards the success.

The final good habit is to keep all your speeches. Always rewrite the text for each occasion. It will help to improve the presentation skill.

DITCH THE BAD HABITS:

Some bad habits as following can bore the people /audience:

- Self – importance – Don't talk about your own achievements
- Apologizing – One should not begin speech with an apology
- Giving Too many facts and figures
- Jargon – Avoid flowery words or terminology
- Jokes – Be realistic, not funny.
- Shied Comments – Comment about a race, religion or a political party is a bad mistake.

Along with above explained secrets the best communicator has to be knowledgeable person he has to be expert in using web sources. Success in life from both a personal and a professional stand point will depend to a great extent on ability to communicate.

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