

What is communication

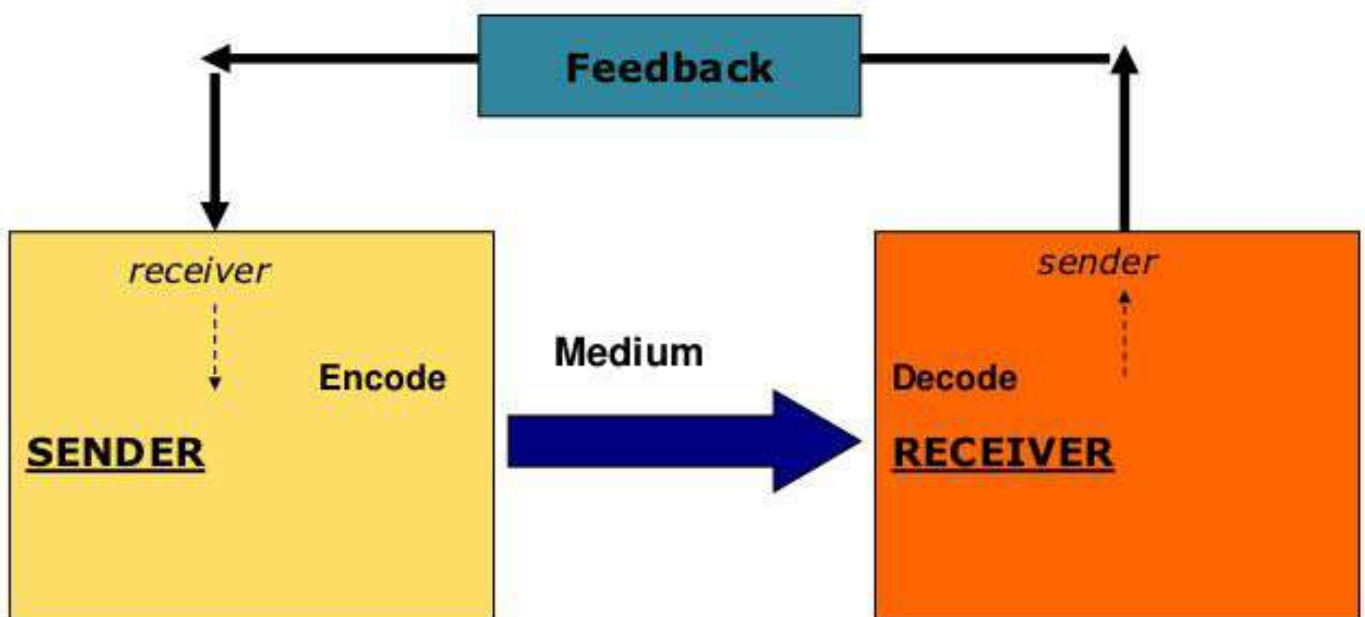
The process of communication is what allows us to interact with other people; without it, we would be unable to share knowledge or experiences with anything outside of ourselves. Common forms of communication include speaking, writing, gestures, touch and broadcasting.

- [Wikipedia definition](#)



Process of communication

- Communication is the process of sending and receiving information among people...



Effective communication

- Meaning and Definition
- Uses of Effective Communication
- The 7C's of Effective Communication
- Facts about Effective communication

Meaning and definition

Meaning-

Effective Communication is a two way process – sending the right message and to the right person.

It is important to know the psychology of the people you are interacting with for communication to be effective.

For communication to be effective it is necessary to know the circumstances of the counter entity.

Effective communication includes all the aspects of visual, auditory and kinaesthetic language to appeal the listener.

Definition-

“Effective communication is the communication which produces intended or desired result”

Importance of effective communication

- Effective communication helps to understand a person or situation in a better way.
- It enables us to solve the differences, build trust and respect in the organization.
- Sometimes our message is misunderstood or we misunderstand the received message. Effective communication helps us to resolve problems from both points of view.
- Effective communication helps us to connect well with colleagues, teachers, parents, etc.
- It helps us in decision making.

Uses of effective communication

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- Effective communication helps us to connect well with kids, spouse, boss, colleagues, etc.
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The 7c's of effective communication

1. **Completeness**
2. **Conciseness**
3. **Consideration**
4. **Clarity**
5. **Concreteness**
6. **Courtesy**
7. **Correctness.**

Conciseness

- Conciseness means communicating what you want to convey in least possible words.
- Conciseness is a necessity for effective communication.
- Concise communication provides short and essential message in limited words.
- Concise message is more appealing and comprehensive to the audience.
- Concise messages are non repetitive in nature.

Concreteness

- Concrete communication implies being particular and clear rather being fuzzy and general.
- Concrete communication shows good level of confidence.
- Concrete information helps to strengthen the reputation of the organization.
- Concrete information cannot be misinterpreted.

Courtesy

- Courtesy means being polite, kind, judicious, enthusiastic and convincing.
- Courtesy is an important element of effective communication.
- Courtesy reflects the nature and character of the sender of the message.
- It is the same as give respect and then expect the same.
- Courtesy is not at all bias in nature.

Correctness

- Correctness in the communication implies that the correct information is conveyed through message.
- Correct communication boosts up the confidence level of the sender.
- Correct information has greater impact on the audience.
- Free from grammatical errors and use of appropriate and correct language.
- Correct information includes the precision and accurateness of facts and figures used in the message.

Clarity

- Clarity implies emphasizing on a specific goal or objective at a time, rather than trying to move away from track.
- Clarity helps to understand the message easily.
- Complete clarity of thoughts and ideas enhances the meaning of message.
- Clarity comes with the use of exact, appropriate and concrete words.

Consideration

- Effective communication must take audience into consideration by knowing the viewpoints, back ground, mindset, educational level, etc.
- Consideration implies ‘stepping into the shoes of others’.
- Consideration ensures that the self respect of the audience is maintained and their emotions are not harmed.
- Consider the needs and requirements of the audience to achieve effective communication.



BARRIERS TO EFFECTIVE COMMUNICATION

- Lack of Sensitivity to Receiver
- Lack of Basic Communication Skills
- Insufficient Knowledge of the Subject
- Emotional Interference
- Lacking confidence

Encoding Barriers

- Physical Distractions
- Channel Barriers.
- Long Communication Chain.

Transmitting Barriers

- Lack of Interest.
- Lack of Knowledge.
- Lack of Communication Skills
- Emotional Distractions
- Information overload
- Conflicting Messages

Decoding Barriers.

- No Provision for Feedback
- Inadequate Feedback.

Responding Barriers

Over coming the barriers of effective communication

