

**IS COMMUNICATION BEDROCK OF ALL HUMAN
RELATIONSHIPS ?**

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Abstract

Communication means sharing of knowledge or intelligence to others. It also means sending or receiving a message or information from one person to others. It is a skill, how we communicate with others, what we want to say & then obtain a desired answer. In today's fast changing world, the importance of communication skills is increasing in all our spheres of life. As the civilizations of early advanced, an important step was taken in the development of the skills to communicate. There is no field or situation where communication is not needed. Communication may make or mar a relationship. There is no denying the fact that communication is the holy grail of a relationship. This paper attempts to highlight & to focus on the significance of communication in human relationships.

When we speak, pout, wink or shout we communicate. But this communication may take place without us having a well-defined purpose. Resulting in us not getting what we want, or getting something different, or worse still, ending up with the opposite of what we aimed for !

How communication is effective in situations -

In life in general or in any professional field, the one skill that will ensure our success is communication...In every human being's life there arise certain situations where the complex & difficult matters can be solved through proper communication. To communicate, one should be well-versed & well informed about the concerned matter. Communication is very important aspect of life to maintain one's social integrity & dignity. A person who has got great communication skill manages to win the Goodwill of the communicator, he gets a good respect & holds a good impression in everyone's eyes.

Whether we choose to be an actor, artist, manager, homemaker, teacher or housing society secretary. No matter what our current status is, we have got there by being good at communication and to move Further up, we have to be better.

The higher we rise in a field, the less we end up using the core competencies of that field

and the more we end up having to rely on communication to get ahead. For example, if we start off as an interior designer (intern), initially we learn the ropes from a senior. At this time, we have to be great listeners (major part of communication) to get the concept right from the senior. Then as we move up, we have to be able to send our views and receive others' views — this is probably when the core skills of a designer and communicator are honed. And then maybe as the owner of a design firm, we have to convince clients to give us work, understand their ideas, explain our concepts... Once approved, we have to transfer these ideas to our team of designers. The emphasis now is very communication heavy.

Great communicators could, if required, get people to work for free and even stake life and limb for a cause. Great personalities, and history bears testimony to this, have all been amazing communicators. Mahatma Gandhi, Winston Churchill, Napoleon, General Sam Manekshaw... knew that in order to achieve their goals, they had to mobilize a great number of supporters; a

team of dedicated and loyal Followers who were willing to devote and even lay down their lives For a cause.

They realized that communication is an art and a science. They realized that man is an emotional being and if we are capable of arousing the desired emotion - anger, love, loyalty, honor - we can get what we want.

An officer in charge of a section during the India-Pakistan conflict was asked to recapture a mountain point. The officer explained why he needed reinforcement. General Manekshaw understood his point of view but realized that they just could not wait as the Pakistanis were causing a lot of mayhem from that vantage position. He sent the officer a box of ‘bangles’ with a note saying this was for the officer and his men. The ‘slap’ had the desired effect; the officer recaptured the position and sent the box of bangles back to the General with a note saying: it wasn’t needed’.

The General was creative in his communication and got what he wanted. The emphasis on ‘getting what you want’ may mislead us into believing that this encourages selfishness or manipulation. But selfishness and manipulation are too short-term — people will see through us alter a point and we will flounder. What we must learn is mastery — not only must we ensure that the other person benefits, but we must help him see the benefit. This ensures the persons enthusiastic participation in assisting you to get what you want. The officer obviously realised the enormity of the situation and that if the General (who himself led from the front) had to resort to this tactic, he had good reason.

Tips for effective communication:

1. Keep a pleasant approach to a situation.
2. Keep your morale high
3. Have a good self-esteem

4. Have self-confidence.
5. Look at a situation from other's point of view by putting yourself in other's shoes.
6. Do not belittle others.
7. Do not make any snide and snarky comments about someone's vulnerability
8. Be creative and attentive listener.
9. Be soft spoken
10. Cultivate effortless grace & naturalness.
11. Avoid hackneyed phrases
12. Keep yourself grounded.
13. Expressing anger or resentment is not the wisest course of action.
14. Enhance your word power as much as possible.
15. Sometimes,decorative and flowery language can be used to impress others.
16. It is to remembered that humbleness and chivalry are calling cards of a good person ,cultivate these traits.
17. Don't be flamboyant.people do not respect the person who always toots his horn.
18. Be vocal and expressive but do not become loquacious or garrulous.
19. Be a little secretive or discreet
20. Selection of words should be proper.
21. Be eager to learn new things
22. Introspect yourself and if you have any flaws or weaknesses,try to overcome them.
23. Think before you speak
24. Admitting your mistakes will make you a better person
25. Appreciate traits and qualities of others generously,try to emulate these traits.
26. Keep a mental check on your non verbal clues.
27. Make people feel comfortable by your appealing demeanor
28. Do not be biased or pre-conceived things about something, be open and broad minded.
29. Do not be argumentative and judgmental..
30. Do not be credulous but trust people to receive their favor.

Conclusion

Many of us who are stagnating or floundering in our field or going through bad marriages haven't realized that the major cause of the issue is caused by bad communication. Besides being creative to improve our communication, we should also take on the onus of the communication... Blaming others, even if we have sufficient reason to do so, for the breakdown is not going to improve the situation. Take the onus on yourself to streamline or package your message better. Show the person how he will get what he wants when he does what you want. We have to learn to think win-win..., all parties must benefit from the transaction.

We often argue over nonsensical issues or create ugly situations out of trivial issues — was that what we wanted? We get people hurt and upset by venting our anger at their behavior — was that what we wanted? We walk out of a relationship or job in a fit of rage — was that what we wanted?

In order to 'get what you want', you have to be consciously aware of what exactly you want at the end of the communication. Then you have to plan the communication according to the person, situation, resources — use creativity, not excuses. Make sure there is a long-term or short-term direct or indirect benefit to all involved — help them see this benefit. Once you have this in order, it can't be long before your life — professional and personal — is a rocking success!

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