

Effective Communication Dire Need of The Hour

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Man is a social being and he is always keen to communicate with others. He always wants to exchange his ideas and experiences, feelings and emotions with others. Surely for the process of communication to take place, there is need of two persons as communicator and receiver. The person good at communication without any misunderstanding improves his relations with another human. Communication plays an effective and essential role for running the show of any formal and informal interaction in the class. Communication is absolutely necessary for our daily activities and transactions from dawn to dusk. No society can function without it. An enlightened society is that in which people

freely communicate with each other. Thus communication is an essential component of a dynamic and empowered society. Communication simply means sharing of ideas, interaction that encourages give and take, passing of information and feelings. It's quite obvious that sharing of ideas and interaction is otherwise an expression of an individual. If a person has to express well, there are four basic language skills, which every user must master as Listening (L), Speaking (S), Reading (R) and Writing (W) - (L.S.R.W.)

The term communication is derived from a Latin word 'Communis' which means common. When we communicate, we try to establish commonness with other person. Hence communication is defined as the sharing of ideas and feelings in mood of mutuality. Communication as interpersonal process in which verbal symbols (e.g. Words and sentences) and nonverbal symbols (gestures, postures etc.) are shared and understood by two or more people.

Different kinds of persons like businessman, lawyers, scientists, teachers, students etc. find it necessary to communicate in speech and writing. The teachers and students have to equip themselves with the skills of speaking and writing. An art of speaking and ability to talk in social advantage and a step towards - advancements. Success favours those who can speak and write well. Although oral and written communication should be considered essential in every field of activity, it is sad to find the students not receiving adequate training in these skills. The New Education Commission Document has commented on the sad state of affairs thus - "Today, a preponderant percentage of students

who leave the schools, colleges and universities are lacking communication skills. They can neither speak nor write frequently." Schools and colleges have neglected this vital area of Education and they produce ill equipped products. Therefore, the teachers who are powerful instruments should bring about reforms in the field of education and mould the future citizens based on needs. In other words, the students need to be trained to speak and write well.

Teaching is considered as process of communication between the teacher and taught. Communication is of unique importance in the classroom situation. Motivation of the students or good classroom climate are possible through the effective communication of the teacher. Communication in teaching may be one way communication as well as two-way communication. Basically, there are three forms of communication :-1. Oral 2. Symbolic 3. Graphic. Oral communication includes spoken and listening. Symbolic includes symbols or signs while Graphic includes written and art. Classroom communication is an indispensable part of the teaching-learning process. It develops teacher and taught relationship.

Teacher tries to motivate, inspire and guide the students to accomplish their goals. His effectiveness depends upon his ability to communicate well. In the words of R.E. De Kieffer and Lee W. Cochran, "Effective teaching and communication are synonymous. Good teachers are clear communicators and good communicators can be effective teachers." It is through communication the students become aware of their duties. Proper communication eliminates confusions and distortions and improves coordination and control. It is helpful in planning and decision making and most effective means of cooperation and coordination among the individuals. Obviously, Communication is the art of transmitting messages, ideas and attitudes from one person to another. It is a part and partial of human life. Communication is a need for survival in modern civilization and a base of development. Today due to development and advancement of knowledge the curricula stand enriched in content. This makes it imperative for the teacher to remain abreast of developments.

Communication, an inter-disciplinary science, is a dynamic process, which incorporates both the

situational factors and the changing processes in the environment. An understanding of the various models, principles and rules of communication is imperative, if one is to succeed as an effective communicator. Communication is the process of interaction between the teacher and students in teaching-learning process. Communication is both oral & written. In classrooms concepts, knowledge, information, feelings and objects are communicated in large groups. Smaller groups are easy to handle because here a variety of communication techniques can be adopted. For instance, symposia, panel discussions, simulation approach, role playing, seminar, gaming, buzz group technique etc. can be better organized in smaller groups. One should however avoid certain drawbacks inherent in the system that create barriers in communication. To sustain the interest of the students teachers can easily adopt the well-known non-verbal techniques such as eye contact, use of gestures etc.

Thus communication is a process through which a person reaches other person with knowledge, ideas, facts, thoughts and values. Thus, communication is considered to be an effort on the part of a person or persons to influence other person or persons in bringing about a change in their knowledge, attitudes' beliefs or behavior. With the advancement in the means of communication and that of technology, educators coined new terms.

Essentials of Effective Communication

To make teaching learning process effective, it is essential to have training in communication. A national research project on communication competencies in United States identified 5 dimensions of communication -

- I. Controlling :** Designing the message to control the behavior of other.
- II. Feeling :** Expressing effect and attitudes.
- III. Informing :** Giving and seeking information.
- IV. Ritualising :** Designing messages that primarily maintain social relationship and facilitate social interaction.
- V. Imagining :** Designing messages that are creative or deal with imagining contents.

Modes Of Communication

1. Verbal or Oral Communication :

It employs speaking and teaching communication. The oral or verbal communication is based upon audio-lingual method. The teacher has to speak orally and students have to listen the oral communication. It requires content first and expression on the part of teacher and the students listen the expression first than the content or theme.

2. Nonverbal or Written Communication :

The verbal or oral communication strategy does not ensure the solution of the problem but written communication ensures about the correct solution of problem. This type of communication is based upon the cognitive-code of method of teaching. An integration between teacher and students takes place through reading and writing activities. In writing, content comes first than expression and sequence is reverse in reading activities.

Thus, the teachers and administrators today need to think more and improve the classroom communication by using the latest techniques and strategies. Better ways of communication have to be thought of or evolved with the cooperation of research scholars. Naturally, there are two distinct types of communication that take place in the classroom - Verbal Communication includes Teacher talk, Pupil talk, Questioning, Answering, Explaining, Clarifying, Giving information, giving directions, criticizing, initiating, discussion, raising doubts, praising, discouraging, comment, argue etc. while nonverbal communication involves nodding, patting, frowning, smiling, supervising, experimenting, writing, drawing, gestures etc.

Obviously, the process of communication takes place in some social set up of life. It can't take place in the vacuum. Thus there are 4 major components of the communication process - Communicator (Speaker), Receiver (Listener), Media or Channel of Communication and Message or content. Classroom communication is an activity which goes on between the two parties- Receiver and Communicator. Here the communicator is a teacher, who is more matured person with more experiences in life.

The receiver may be an individual, a small group or a big group. Further classroom communication may be Formal and Informal. Formal communication in the class proceeds under certain rules and regulations, formalities as well as objectives of teaching-learning. Informal communication involves less formalities. It may be unintentional, unplanned and even incidental. By chance the teacher and students meet and discuss certain things, in this way certain queries of the students are clarified. Thus informal communication equally helps the students. In communication we find certain media like as :-

Audio media - (Radio, Tape recorder etc.)

Visual Media - (Graphic material, books, magazines, S.P., O.H.P., newspaper, chalkboard, maps etc.)

Audio Visual Media - T.V., Films, Documentary films etc.

Multisensory Media - Our 5 sense orgs - eyes, ears, nose, skin and tongue separately or untidily may work as well as an effective media.

Mass Media - Radio, T.V., Cinemas, Films, E-mails, as internet communication, tele conferencing, satellite communication, transmission etc.

Multimedia - By using multimedia approach, most of the well organized programmes of the reputed open education or distance education like as IGNOU programmes are run through the multimedia approach adopted for the interaction with learners. Actually, the term Mass media stands for dissemination of communication media. In our country, the Ministry of information and Broadcasting has a large set up of mass communication, with the regional and branch offices as well as mobile units spread all over country.

Now a days, teaching in schools and colleges has acquired a new and exciting dimensions. Teaching can no longer be confined to the traditional text book and to the classroom. Classrooms are set up for the purpose of communicating ideas and not to impose our ideas on young and developing brains. The teachers need to plan and innovate teaching schedule with the great deal of care and attention to make classes dynamic and interactive. The present day teachers should be open-minded, innovative and alert in the approach to teaching. The teacher's have to organize certain competitive activities in the class to develop communication skills amongst students.

The teachers should try their best to motivate the students for participating in creative and analytical exercises. They should consolidate the learner's developing conception of the language, rather than be a matter of memory and repetition alone. Materials could also include a number of enrichment sources as optional extras such as songs, poems, maps, puzzles, riddles, language-games and so on.

Learners should be involved at each stage of language tasks, so that they learn by doing-by speaking, by reading and by writing. The learner's communicative ability involves mainly-knowledge of linguistic structures, knowledge of communicative system, skills and strategies for using language to communicate meaning in concrete situations and an ability to use different language forms according to different social circumstances. If we experience and visualize some situations of classroom communication, the following obstacles or barriers may occur in the way of communication process :-

- i. Criticism
- ii. Ridiculing behavior
- iii. Sarcastic remarks by the teacher
- iv. Noise
- v. Complicated language
- vi. Emotional factors creating abnormal behavior
- vii. Distance between teacher and class

- viii. Continuous evaluation through out period in a class
- ix. Overloaded communication
- x. Improper seating arrangement
- xi. Unfavorable physical environment
- xii. Ineffective voice of the teacher
- xiii. Negative attitude
- xiv. Rigidity on the part of a teacher
- xv. Vested interest.

Teacher's dominance of classroom via verbal interaction is most apparent in the type of questions they ask, the type of answers they accept, and the general direction that their inquiries take. Empirical evidences indicate that there are at least three distinct patterns of organizing interaction during question-answer activities :

1. Question-Response-Evaluation :

The typical pattern in most classroom is for the teacher to initiate a question and then sanction or evaluate student's response.

2. Question-Response-Feedback :

Teacher initiates question, the student responds, followed by teacher-facilitated negotiation of meaning or feedback.

3. Student-organized interaction :

This way is to organize verbal interaction characterized by students having control of participant and facilitator as needed. Group discussions, case study analysis etc. are classic examples of these techniques. A sincere attention is required on the growing awareness among students about the expressions commonly used by their teachers at primary as well as higher educational level. The way teacher asks, apologies, accept, agree, accuse, acknowledge, affirm, contrast and so on and their language makes a life-long impression over the mind and hearts of the students.

Thus teacher-student relationship gets networked with an invisible thread of communication style for a long time. Thus a conscious communication by teachers inside the classroom substantially helps the young to face future with confidence, purpose and responsibility.

For effective communication process in the class, some selective principles should be kept in mind like as - Principle of motivation, Principle of readiness, Principle of clarity of concepts, Democratic approach, Mastery over language, Sympathy and kindness, Selection and gradation of materials, Focus, Less distance gap, Strategy and tactics, Teacher's classroom behavior, Mutual understanding, Proper or congenial environment, Problem solving attitude, Organization of seminars-workshops also help in better classroom communication, team teaching, tutorial systems, gaming in the classrooms etc. are good for effective com-

munication. In the words of Shri A.N. Maheshwari, "Communication skill Is one of the vital skills a student should learn right from schooling. Such skills should be consciously developed in listening and speaking, ability to inspire and respond appropriately to enquiries about self and world, ability to speak clearly and appropriately with respect and affection, correct vocabulary, creative expression, social awareness, analytical ability, aesthetic expression, interpersonal skill, writing abilities and attitudes".

Further he states that at primary stage, child should be able to follow, comprehend and respond to instruction and question; and at secondary level he should be able to apply all basic principles of effective communication whether at college, home or organization. NCTE lays emphasis on use of modern technology of communication in a day-to-day teaching environment more absorbing and up-to-date.

A radical change in thinking is needed by academic institutions and teachers. Greater emphasis

has to be made on developing communication and interpersonal skills. This is critical in multi-cultured world. Art of conversation and rules the world of Internet surfing, science and technologies. Effective communication skill truly leads to development of shared understanding based on mutual interests. Such emphasis on communicative skills in classroom will create enthusiasm and effectiveness in teaching.

Communication is of paramount importance for human beings. It links together different persons, different social groups and different nations of the world. In a classroom situation, the teacher is expected to be a model communicator and in return there to, he should help the learners in becoming equally good type of communicator. An effective and meaningful communication in the class helps in the over all improvement of teaching-learning process -

***"A Good Communicator,
not only knows,
How to speak, when and where,
But also when to keep shut."***

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