



PROCESS AND C'S OF COMMUNICATION IN ENGLISH LANGUAGE COMMUNICATION

Dr. Javed Khan

Assistant Professor, Department of English, Government Post Graduate (Lead) College,
 District, Sheopur. Madhya Pradesh

Abstract:

It's good to know that the verbal communication comes after and non verbal communication. It plays an important role when it comes to communication in any language whether it is a Hindi, Urdu or English. Around 75 percent of the communication is a non verbal communication and in technical terms it is called kinesics. Shrugging of our shoulders, nodding of our head, blinking of eyes and waving of hands are the parts of non verbal communication or body language. Whenever a person communicates his/ her 75 percent of the communication is through body language. People can change the words while speaking and writing but cannot change the expression or body language during communication process. If a person can understand the signals and signs which the body passes during communication then he/she can easily understand what's going on in the brain of the speaker. Like if a person is making an eye contact during the process of communication, it shows that a person is confident and correct while speaking. But if he/she looks here and there and is not making an eye contact during the process of communication, it shows that whatever he is speaking is not correct and he/she is not confident about it. So it can be said easily that the significance of kinesics cannot be ignored when people communicate. That's the reason organizations are conducting group discussion, interviews and meetings to understand the people that what they actually want to say and what their brain wants to convey. During the meetings, interviews and formal discussion if people fumble for words and they are not able to express what they want to say. So their body language will not be positive and they will look here and there and finally their communication will not be effective and they will fail to get a positive response from the listeners. What to say about the role of body language in English language communication, it has significance in every language. Whenever if people want to communicate in any language like Hindi, Urdu and English. Body language plays an effective role during the process of communication. Let's take an example of two people are communicating with each other and if they are not maintain eye contact with each other it means that, they are not interested to understand and listen each other, resulting their communication process will not be effective and will not get a desired result. And on the other hand if people are maintaining eye contact and nodding their head and continuously looking to each other, then their communication will get a desired goal and they will be able to understand easily and completely.

Introduction:

As far as English Language Communication is concerned, there are certain body parts which send a signal when people talk with each other. Like head, it plays a vital role when people communicate, so it can be understood easily when people nod their head in the process of communication means they are listening each other attentively. When people appearing in interviews, meeting and in conferences if people are holding their head positively it means speaker and listener both are paying attention to each other and are interested with each other, another part for non verbal communication is face, it is said that face is the index of mind and it is the another part of body language. So it can be said that facial expression, gestures and postures are an essential part of non verbal communication. If the communication is interesting and people are taking interest in conversation then, the facial expression and gestures of the face will be positive and face expression like smiling and laughing will be the sign of effective communication. Every face expression is an important sign during the process of non verbal communication. Facial expression like lining on the forehead, smiling on our lips and the movement of our eyebrows can be read easily and these expressions will be louder than words. So it is very necessary for us to have positive facial expressions while attending meetings, group discussion and interviews. We need to control our negative feelings, emotions, gestures and postures while having communication.



Meaning of communication:

Communication is a way by which we exchange our views, facts, and opinion with another person. Communication is need of every human being and with the help of communication we share our thoughts and feeling and it is the common activity of day to day life. Communication is word has been derived from a Latin word “communicare” which means to exchange. Man is considered a social animal and it is very necessary for human being to share and exchange our feelings, emotions and facts and information to another man. We not only communicate with our tongue but also to our facial expression and the gesture and posture.

In the business organization people communicate with each other and they conduct meetings and presentations for the promotions of their sales products and meetings are also conducted to resolve the problems and conflicts in the current scenario of the organization .most of the time a formal interviews are also conducted to recruit a person in the organizations.. in the business schools of India like , IIMs and other institutes of national importance business communication is taught as a integral part of the curriculum in the course of masters of business communication. it can be said undoubtedly, that communication is a backbone of any business organization and that’s way sales and marketing department of any business organization are advised to improve their communication skills.

Communication is a life blood of the professions like, journalism and lectureship and movie making. That is the reason with the help of good command over communication skills people of the aforesaid profession perform well and get the best results. If the growth of an organization is improving day by day it means that communication among the employees of that organization is sound and effective. Communication in the personal and professional life also plays a vital role and if a person is having a good command over communication skills then he/she can have a successful an effective relations not only in their personal and professional life. In the case of conflicts and disputes only effective communication can be help full and those who can communicate well they get success in their desired goal.

Process of communication:

The process of communication requires a few elements to transmit the message sent by sender and received by receiver.

Sender: without the sender a process of communication will not take place. Sender means which creates and generates the message and sends it to the next step If we take an example of one to one communication then, first person will send a message to convey to the next person and if it is received properly, then the process of communication will take place.

Message: it is an important element of the process of communication. If the message is not prepared properly then the process of communication will not take place, any message can be understood like if it is verbal or non verbal. And written letters, emails and nonverbal messages like signals are sent.

Encoding: it is the process to form a message into any language like English, Hindi and Urdu. Whether the message is verbal or nonverbal and it has to be encoded and if it is encoded properly then receiver will decode the message and the required meaning will be created.

Channel: it is the essential part of the process of communication, it is like a medium by which the message can be sent with the with the help of medium, we have many channels to send a message like on paper, message can be written and by electronic way emails can be sent to any corner of the world. And for voice messages telephone can be used to convey the message.

Receiver: it receives the messages and the process of communication is not possible without the receiver, because receiver is the end which decodes the message and creates the meaning to the message. If a receiver is not able to create the message then the desired goal of process of communication will not take place and only receiver can decode the messages.



Decoding: it is the process to understand the message properly, but if the message is encoded in English and the if the receiver is only understands Russian language then, Communication will not take place, so it is necessary for the sender and the receiver to know the language which is common to both the person.

Feedback: it is the last element of process of communication and it can be understood like a response which is sent by receiver to the sender and if without interruptions it is sent to sender then the process of communication will be completed.

The C'S of good communication:

Clarity: This is the first and foremost condition of the process of communication; it lies on both the sides at the receiver end and the sender end. The means of clarity is in the clarity of thoughts and clarity of ideas, if the sender has a clear perception and idea then if he sends a clear message to the receiver then receiver will be able to understand the message clearly and then after receiver will send a clear feedback after receiving the message. If the idea is clear and has a clear picture then the expression will also be clear.

If a sender wants to have successful communication, then he/she will have to follow the following steps:

- a) Simple and know words should be used.
- b) Technical jargons should be avoided, because they are known by only a few people.

Completeness: for continuation of the process of communication a sender should have a complete message and if it is not complete then it will not be understood by the receiver and for the process of communication it will be very harmful. If the message has a grammatical errors and it has a incompleteness of the sentences then it will not create a sense and if it happens then the required process of communication will not take place.

Conciseness: it is a necessary step to convey the of the message with limited use of words and if the words will be used to create a effective meaning and if a sender has an art to use the selected words to convey his message to the receiver then it will definitely be effective and will generate the proper sense.

Consideration if a sender wishes to have a proper communication then, He/she should know the economical, social and linguistic background of the receiver, suppose if sender understands the emotions and feelings of the receiver then, it will create a effective process of communication.

Correctness: the message should be correct and authentic and if the message is correct and sent to the receiver then the process of communication will not be effective and reliable but if it is incorrect then the receiver will trust on the sender and the further process of communication will not take place.

Courtesy: the sender should have a courtesy and have a friendly behavior towards the receiver; polite communication is very effective and creates a healthy and effective between the sender and the receiver.

Use of body language: with the help of proper use of body language the message can be conveyed properly and if a sender is maintain a eye contact and nodding head during the communication then it will be an effective communication.

Conclusions:

- 1) The first and foremost purpose of communication is to convey message from sender to receiver. That is the reason it is a two way process. If the receiver could not understand the message then the process of communication process will not take place.
- 2) With the help of good communication skills the people can get a better human relationship.
- 3) Another purpose of communication is to seek information and it is need for all types of organizations.



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- 4) With the help of better communication skill, facts emotions and ideas can be exchanged from one person to another person.
- 5) Without the sender and receiver the process of communication process will not take place.

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