



A STUDY ON PSYCHOLOGICAL BENEFITS OF HEALTHY COMMUNICATION

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Abstract:

Communication skills are the fundamental skills that are essential for an individual to be successful in every stage of life. Effective Communication skills have an important role in development of one's personality. Communication helps persons to express themselves in the most influential way. Effective communication skills helps to share information, thoughts, and ideas in the most advantageous way that helps to build relationships based on mutual respect. The aim of this paper is to analyze healthy and unhealthy communication process and also tries to investigate how life success gets affected through good or poor communication skills. The results of this study found that good communication skills are positively related to success in various fields. Workplace success is significantly affected by effective communication skills. Research studies show a positive relation between strong communication skill and self-confidence. Unhealthy communication leads to misunderstandings thereby creating conflicts and violence. Poor communication skills also lead to low self-esteem.

Keywords: healthy and unhealthy communication, good or poor communication skills, workplace success, self-esteem.

Introduction:

Communication is the process of transfer of information from one person to another in a manner which is understandable to the receiver. This transmission of message may be spoken

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or written or exchange of messages or information by talks or gestures etc. Communication needs a sender, a message, a recipient and a medium and can be over vast distance in time and space. Communication is meaningful exchange of information between two or more participants and involves some steps to make it complete. Components of the communication process include a sender, encoding of the message, selecting of a channel for communication, receipt of the message by the receiver and decoding of the message and ends with the feedback from the receiver. Before we study the effects of good communication skills on success in different domains of life, let us know about its steps and types.

A communication is said to be complete only when the recipient has understood the message. The first step is known as the planning stage in the communication process, where the sender develops or conceptualizes an idea and sends it. Here the communicator prepares the subject matter to be communicated and encodes it that is converts the idea into a form to communicate to others. After encoding the sender develops the message and transmits it to the receiver in oral, written, or nonverbal form like speaking, writing, signaling, gesturing etc. After encoding, the sender selects a suitable medium for conveying it to the receiver. The next step is to transmit the message through the selected medium. Once the senders communicate the message his task ends with the transmission of the message. The next stage involves receiving the message by receiver in the form of hearing, seeing, feeling and so on. The receiver then decodes the message and interprets the message received by the sender. At this point the receiver translates the message and tries to evaluate it. The last and final step of communication process is feedback. Effective communication occurs when both the receiver and the sender allocate the same understanding to the message. It makes the communication process effective and ensures that the receiver has correctly understood the message.

Types of communication:

Verbal communication:-Verbal communication is the use of sound and language to convey a message, desire, idea or concept. Two types of verbal communication are Interpersonal communication and public speaking. Interpersonal communication is a two way exchange of information involving talking and listening by both people, whereas public speaking is delivering of message by one or more people to a group. Verbal communication makes use of language and emotion to produce the desired effect and can be used to inform, inquire, argue and discuss. Verbal communication is important to learning and teaching as well as for building relationships with other people. Though oral communication is spoken verbal communication, it can also employ visual aids and non-verbal elements to convey the

meaning of the message being conveyed. This includes speeches, presentations, discussions etc and the lot of importance is given to language, tone, pitch etc to have a greater impact on the listener.

Non-verbal communication: It is the process of conveying a message without use of words. Such non-verbal communication includes body language, gestures, eye movement, facial expression etc. Body language is said to be more honest than the verbal communication and can have a greater impact on the listener than the oral or verbal communication. Non verbal communication is not only body language but also touch, voice, physical environment and appearance. Non verbal communication is classified into three areas which are environmental conditions where communication takes place, physical characteristics of the communicator and behavior of the communicators during the interaction. It involves the processes of encoding and decoding where encoding is generating the information, such as facial expressions, gestures and postures and decoding is interpreting the information based on earlier experiences.

Healthy communication: A healthy communication is that where the focus is on the two parties in the communication with the ability to listen to the other and also be vulnerable. When the two sides in the communication show empathy towards one another and have respect and not blame one another, then the communication is effective and healthy. It is necessary to listen actively and give priority to it. It is necessary to maintain eye contact and a posture which shows openness and non-threatening. A clear perspective of the past, present and future should be there and it is necessary to maintain an honest approach with no preconceived ideas or doubts. If communication is heading to a disastrous path, it is necessary to stop and come back later.

Unhealthy communication: Unhealthy communication lays more focus on topics and other issues. Emotionally the parties start to move away from each other and the number of issues to be discussed starts reducing. Unhealthy communication is resentful and inflexible. Discussions become arguments and important topics are ignored. Dishonesty enters into the communication. There is less of listening and more of interrupting and denials. Arguments and defensive talk now takes over the communication process.

Review of literature:

Healthy communication helps to maintain a balance between individual's growths and is the foundation for all relationships. Through Communication we convey our feelings, thoughts to each other and stay connected. Ability to listen actively is an important skill in

communication where we listen with our ears, eyes and heart. Conflicts in human relationships can be resolved through healthy communication where win-win solutions are created and everyone can express one's point of view and is heard. Healthy communication can be facilitated among family members by making time for family and have significant discussions on issues that impact the family. Such family meetings encourage important communication and promote discussion for problem solving, decision making, and cooperation. Maintaining healthy communication is an ongoing commitment and helps strengthen relationships and build self esteem. Effective communication abilities upgrade an individual's capacity to be heard and comprehended.

Effective communication reinforces our certainty and confidence by enabling us to speak out. When we put effort to support and practice communication skills, we're putting resources into ourselves. In addition, being an amazing communicator doesn't simply support us, it facilitate each one of those we endeavor to speak with. When we realize how to convey our message clearly, briefly, and legitimately, we're reducing the chances for miscommunication to arise (and fewer miscommunications imply fewer misconceptions).

Low self-esteem has been identified as an important aspect of violent relationships, for both men and women involved. One way to avoid negative or violent relationships in your own life is by learning how to build your own self-esteem and improving your interpersonal skills. Self-esteem is the way people feel about themselves. We develop self-esteem during our childhoods through the way people, and especially our parents, treat us.

Children who get lots of love and attention when they are young, and have people telling them they are clever and attractive usually have more self-esteem than children who are often told they are stupid or ugly, or ignored. But self-esteem doesn't just stay the same. We can have our self-esteem improved or worsened by the messages we are given, and by what we decide those messages mean. Self-esteem can be improved by learning better communication skills, and achieving personal goals that make us feel good about ourselves.

We can also build other people's self-esteem by giving them compliments and encouragement in the things they are doing. The core of a person's identity is the self-concept that's like a picture you have of yourself. This self-concept is influenced by how old we are, the culture we grow up in, what we look like, our religion, personal achievements, how people react to us, and the messages we give ourselves about these things. Individuals having high self-esteem are likely to have good friendships and self-confidence, and will probably be successful in anything they decide to do. Even when things go wrong people with high

self-esteem are better able to cope.

In contrast, people with low self-esteem are likely to have a hard time in life. They're more likely to get into trouble, and they're more likely to end up in unsatisfying or violent relationships as adults. On the other hand, poor communication skills cause recurrent misunderstanding and dissatisfaction. In the United States a LinkedIn survey was conducted in 2016, the results revealed that communication is considered the topmost in the list of the most preferred soft skills amongst the employers.

Good communication skills are essential for making progress in any profession. Good communication skills can help you in getting selected for an interview process. Being able to communicate efficiently can give huge benefits. In workplace individuals having successful interaction skills can carry out their responsibility adequately and do their job effectively. Good communication skills nowadays these days is an unquestionable requirement for better profession execution, as individuals high in these ability can examine issues openly, demand data, cooperate with others, and can likewise build up great human connections. They help in being seen well and in understanding the necessities of people around them. Awful communications in the working environment have adverse effects on relations as well as on one's success. In this manner we can say that great communication is decidedly identified with working environment achievement in a critical manner.

In spite of the fact that the detriments of inadequate communication with others may not be clear in short time being, but it's crippling affects in the working environment are visible in the long term. A case of poor communication would be the RadioShack layoff notices in 2006. The electronics chain lay off 400 employees by informing employees by email. The organization confronted critical backfire following the move, with many astounded that it utilized email rather than face-to-face meetings. Poor communication strategy by Radioshack resulted from using the incorrect medium of communicating with its employees. The organization's representatives felt dehumanized and consequently got offended by the organization.

Effective communication is significant for administrators, business supervisors, colleagues, and even job applicants. It is essential for them to realize how to use communication technique to help serve their purpose and accomplish their goals. Effective communication is an essential component for organisation success, regardless of whether it is in the interpersonal intra group organisation or external levels. A recent newspaper report said that of every hundred interviews, only five qualified for employability as a result of absence of

communication skills.

Discussion:

Messages are given and received by a process called communication. These messages influence our own behaviour and self-concept, and also the behaviour and self-concept of others. The way we communicate with others is important because that's how we let people know who we are, what we believe in, what our values are, and how we feel. Most of our communication is expressed without speaking (nonverbally). In fact about 65% of the messages we send out to other people are nonverbal, so a person's body language tells you more about her than what she says. Sometimes body language is used to emphasize what is being said, like when you nod and smile while saying yes, or shrug when you say you don't know. Nonverbal messages can also be used instead of words, for example crying or raising an eyebrow.

Confusing messages can be given when our body language says one thing and our words another. If you're really upset about something and you just smile and try to pretend everything is okay, your body language will probably give you away. This is one way misunderstandings occur, because the other person isn't sure whether to read your body language, or believe what you say. To increase the power of your effective communication skills, you need to do more than increase your confidence and active listening. You'll also need to root out the bad habits. Everyone is guilty of a few conversation faux pas now and again. However, those who allow their relations with others to be dominated by bad communication habits may find themselves struggling to connect. Few signs of poor communication to be avoided are interrupting others, busy with your phone while others are speaking, confused without a clear point, avoiding eye contact and closed body language. All these express poor conversation behavior, which definitely harms a person's ability to make people convince with their ideas. Improving effective communication skills can help a person to have more confidence, become more skilled, and adaptive communicator and also helps to build good relations with others.

Being unforgettable, having people falling madly in love with you is to be willing to share your story. When you share your story, the listener becomes a part of your journey and then you tap into something in them. Having strong communication skills aids in all aspects of life – from professional life to personal life and everything that falls in between. With a business point of view, strong communication results in successful transactions. Information can more accurately and quickly be understood with good communication skills. Good communication

skills are necessary for a great career. To be an excellent communicator can facilitate heighten up your career.

Conclusion:

The research studies indicate improved relationships at home, work and in social settings by effective communication. It strengthens your associations with others and improves partnership, thereby empowers you to convey difficult negative messages without obliterate the other persons trust. It enhances self-esteem which assists in decision-making, and problem solving. Effective communication consist of number of skills that includes verbal, nonverbal communication, active listening, the ability to manage stress, and the and the ability to perceive and comprehend your own feelings and those of the individual you're speaking with. Developing all these skills helps in achieving success in different domains of life. Research studies have given understanding into the process communication that has led to the improvement of communication tools and procedures. These modifications are valuable in developing the effectiveness of communication.

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