

# A Study on Effective Communication in Management

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## Abstract

*We often complain others like How can I work if he is not in a position to understand what I say? This is happening exactly in the team work .This clearly indicates lack of effective communication. Communication in Management, therefore, covers two main groups in activity. The first group is the individual's ability to articulate based on his personality, clear thinking, and skill in expression. The second group is the whole system of organizational communication through verbal, written, committee system and so on. Both groups are vital and interrelated. The success of any person basically depends on Human Relations +Personal Relations = Improvement in life. The study contributes How communication vital for the growth of the organization, what are the benefits derived from the effective communication , How non verbal communication is important during interviews and finally the role of Body language.*

**Keywords:** Communication, Human Relations. Body Language, Interview, Personal Relations

## Introduction

Communication is the heart of every organisation. Everything you do in the workplace results from communication. Therefore good reading, writing, speaking and listening skills are essential if you want to achieve the goal. As you develop your career you will find various reasons why successful communication skills are important to you, for example:

### 1. To secure an interview

When you write a covering letter or Resume there should not be any mistake and that makes the HR personnel to call for an interview .Even though good grades and marks, mistakes in the letter causes for rejection to call interview.

### 2. To get the job

You have to communicate well during your interview and sell yourself and get the job you want.

### 3. To do your job well

You will need to request information, discuss

problems, give instructions, work in teams, interact with colleagues and clients. If you want to achieve your goal in the work place , co-operation and effective teamwork, good human relations skills are essential. As the workplace is becoming more global, there are many factors to consider and communication is vital in such a diverse environment.

### 4. To advance in your career

Employers want staff who can think for themselves, take initiatives and solve problems, staff who are interested in the long-term success of the company. If you are to be seen as a valued member of the organisation, it is important not just to do your job well, but also to communicate your thoughts well on how the processes and products or services can be improved.

### Benefits of effective communication

The most successful organisations understand that if they are to be successful in today's business world, good communication at all levels is essential. Here is a useful mnemonic to remember

the benefits you and your organisation can achieve from effective communication:

**S**tronger decision-making and problem-solving

**U**pturn in productivity

**C**onvincing and compelling corporate materials

**C**learer, more streamlined work flow

**E**nhanced professional image

**S**ound business relationships

**S**uccessful response ensured

Remember: Today's workplace is constantly changing, so learn more about effective communication that will help us to adapt to our changing environment.

### **Why Nonverbal Communication Is Important During Interviews?**

When most people go to a job interview, they are under the impression that their verbal communication is the most important factor for hiring. In reality, your verbal communication will only make up about 7% your body language makes up about 55% while nonverbal communication makes up about 38%.

Based on these figures, it is easy to see that body language and nonverbal communication is much more important than verbal communication. Even if you are good at answering questions, you won't get the job if you fail to pay attention to these two factors.

It will start the moment you walk into the room. If you smell like cigarette smoke, or your appearance is less than impressive, you will automatically have two strikes against you. If you have on too much perfume, this can also be a problem. If you are using your cell phone while you are waiting to start your interview, this will also hurt your chances of being hired. When you go to a job interview, you want to have a professional appearance, and your mind should be on the interview. While there are some items you will want to bring to a job interview, there are others that you should not bring.

An example of things you should bring are notepads, a portfolio, and breathe mints. Things you will not want to bring to an interview include cell phones, MP3 players, cigarettes, soda, or clothes which are dirty. It should be obvious why bringing a cell phone is a bad idea. If it rings during your interview, the chances of you getting a job are extremely low. Having an MP3 player will make you look unprofessional, and if you spill soda on your clothes, you will make the employer think you're both incompetent and accident prone.

Having cigarettes or clothes which are dirty will also convey a bad signal. What you choose to do while sitting in the lobby waiting to be interviewed will play an important part in whether or not you will get the job. You should greet the secretary when you arrive, and you should also wait quietly until you are called. When you are called into the room for the interview, shake hands with the person interviewing you. Make sure the handshake is firm. It is also important to make sure your hands are not wet or sweaty. Wash and dry you hands before the interview begins.

Once the interview has started, make eye contact with the person who is interviewing you. This only has to be done every few seconds. You should smile, but only when it is appropriate. Never laugh unless the person interviewing you laughs first. You will want to make sure the tone of your voice is even at all times. If you are too loud, this may be annoying. If you are too quiet, the interviewer may have to ask you to speak up, and this will send a signal that you are not assertive. Always look forward to make sure they know that you are interested in what they have to say. Always listen to what is being said, and never interrupt the person interviewing you. when you speak to an employer, make sure your hands are resting in your lap. Waving your hands around while you speak is unprofessional. If you are talking about previous jobs you've had, refrain from frowning (displeased expression) even if talking about it makes you angry.

### **18 ways to improve your Body Language**

**1. Don't cross your arms or legs** - You have

probably already heard you shouldn't cross your arms as it might make you seem defensive or guarded. This goes for your legs too. Keep your arms and legs open.

**2. Have eye contact, but don't stare** - If there are several people you are talking to, give them all some eye contact to create a better connection and see if they are listening. Keeping too much eye-contact might creep people out. Giving no eye-contact might make you seem insecure. If you are not used to keeping eye-contact it might feel a little hard or scary in the beginning but keep working on it and you'll get used to it.

**3. Don't be afraid to take up some space** - Taking up space by for example sitting or standing with your legs apart a bit signals self-confidence and that you are comfortable in your own skin.

**4. Relax your shoulders** - When you feel tense it's easily winds up as tension in your shoulders. They might move up and forward a bit. Try to relax. Try to loosen up by shaking the shoulders a bit and move them back slightly.

**5. Nod when they are talking** - nod once in a while to signal that you are listening. But don't overdo it and peck like Woody Woodpecker.

**6. Don't slouch, sit up straight** - but in a relaxed way, not in a too tense manner.

**7. Lean, but not too much** - If you want to show that you are interested in what someone is saying, lean toward the person talking. If you want to show that you're confident in yourself and relaxed lean back a bit. But don't lean in too much or you might seem needy and desperate for some approval. Or lean back too much or you might seem arrogant and distant.

**8. Smile and laugh** - lighten up, don't take yourself too seriously. Relax a bit, smile and laugh when someone says something funny. People will be a lot more inclined to listen to you if you seem to be a positive person. But don't be the first to laugh at your own jokes, it makes you seem nervous and needy. Smile when you are introduced to someone but don't keep a smile plastered on your face, you'll seem insincere.

**9. Don't touch your face** - it might make you seem nervous and can be distracting for the listeners or the people in the conversation.

**10. Keep you head up** - Don't keep your eyes on the ground, it might make you seem insecure and a bit lost. Keep your head up straight and your eyes towards the horizon.

**11. Slow down a bit** - this goes for many things. Walking slower not only makes you seem more calm and confident, it will also make you feel less stressed. If someone addresses you, don't snap you're neck in their direction, turn it a bit more slowly instead.

**12. Don't fidget** - try to avoid, phase out or transform fidgety movement and nervous ticks such as shaking your leg or tapping your fingers against the table rapidly. You'll seem nervous and fidgeting can be a distracting when you try to get something across. Declutter your movements if you are all over the place. Try to relax, slow down and focus your movements.

**13. Use your hands more confidently** - instead of fidgeting with your hands and scratching your face use them to communicate what you are trying to say. Use your hands to describe something or to add weight to a point you are trying to make. But don't use them too much or it might become distracting. And don't let your hands flail around, use them with some control.

**14. Lower your drink** - don't hold your drink in front of your chest. In fact, don't hold anything in front of your heart as it will make you seem guarded and distant. Lower it and hold it beside your leg instead.

**15. Realise where your spine ends** - many people (including me until recently) might sit or stand with a straight back in a good posture. However, they might think that the spine ends where the neck begins and therefore crane the neck forward in a Montgomery Burns-pose. Your spine ends in the back of your head. Keep your whole spine straight and aligned for better posture.

**16. Don't stand too close** - one of the things we learned from Seinfeld is that everybody gets

weirded out by a close-talker. Let people have their personal space, don't invade it.

**17. Mirror** - Often when you get along with a person, when the two of you get a good connection, you will start to mirror each other unconsciously. That means that you mirror the other person's body language a bit. To make the connection better you can try a bit of proactive mirroring. If he leans forward, you might lean forward. If she holds her hands on her thighs, you might do the same. But don't react instantly and don't mirror every change in body language. Then weirdness will ensue.

**18. Keep a good attitude** - last but not least, keep a positive, open and relaxed attitude. How you feel will come through in your body language and can make a major difference. You can change your body language but as all new habits it takes a while. Especially things like keeping you head up might take time to correct if you have spent thousands of days looking at your feet. And if you try and change to many things at once it might become confusing and feel overwhelming.

Take a couple of these body language bits to work on every day for three to four weeks. By then they should have developed into new habits and something you'll do without even thinking about it. If not, keep on until it sticks. Then take another couple of things you'd like to change and work on them.

### Conclusion

Communication is seldom perfect and many barriers while communicating in any forms. However shortcomings are there communications, the Management should try to avoid and minimise and impart effective communication in the organisation at all levels. No "Chain of command" or "Line of Communication" will ever be completely successful in passing on information. The Body Language plays a predominant role in the communication. The success of an individual depends on effective communication at all times, on all occasions, at the relevant places with

appropriate persons.

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