

**Pasko N.**

## **GOOD COMMUNICATION SKILLS**

Good communication skills are a necessity in your personal and business life. Some people are naturally good communicators. For everyone else, communication is a skill that must be nurtured. With a little time and effort, no one will ever know you weren't born with the gift of gab. Follow these steps to improve your communication skills. Today, effective communication skills has become a predominant factor even while recruiting employees. While interviewing candidates, most interviewers judge them on the basis of the way they communicate. They believe that skills can be improvised on the job; but ability to communicate well is important, as every employee becomes the representing face of the company. There are trainers, who specialize in delivering custom-made programs on the subject. Through the session they not only facilitate better skills in the department of communications, but also look into the problems that come in the way of being able to convey messages effectively. They discuss these issues with the management and then sought to design programs accordingly. *Think before you speak.* Plan your presentations and other addresses to groups whenever possible, especially in business. Even if you don't know everything you want to say, you should have a general idea. In more private conversations, take the time to be clear about the points you want to make before talking. Always be honest in your communication. *Be an active listener.* Listening is often more important than speaking. To improve your communication skills, pay attention to what others are saying without getting distracted. *Make good eye contact.* Shifty eyes make you seem less than trustworthy in business and personal life. If you are looking everywhere but in the eyes of your audience, it will arouse suspicion. This doesn't mean you should initiate a staring contest. Just make sure to put your audience at ease by holding the gaze at times. *Take it slow.* Don't slur your words together or mumble. Enunciate. If you speak too fast, then you'll lose your audience. Use words only if you are sure of their meaning. Make yourself easily understood. *Use appropriate volume and tone.* Of course, you should speak louder when addressing a group than you would in private conversations. Reflect emotion in your voice. A monotone approach is never appropriate in any setting. *Practice;* it's the best way to improve your communication skills. The more you do it, the easier it will get. Decide what kinds of communication need to be improved first. Verbal, non-verbal and writing communication are the three to consider in the workplace. Each is important to a company's overall well-being, but one usually takes precedence in the productivity of the organization. Implement meetings that encourage different employee levels to share thoughts. Managers and subordinates alike must feel safe stating their ideas and issues. *Be direct regarding the organization's correspondence.* Too many words may confuse the intent of the message. Use action words and be concise. Seek expert support from a consultant or academic resource to fill weaknesses in the communication process. This solution may provide a template for every employee to follow in emails, conversation and more. *Practice role playing activities* within the organization for verbal and non-verbal communication improvements. This will enlighten employees at all levels how to

better interact. Use the human resources department when possible to direct the exercise. The department's expertise should be well utilized in developing communication skills.