

Importance of Teachers' Communication Skills in Higher Education: A Qualitative Study

Prof. Meshramkar S. P.

Asst. Prof. in English
J.A.T. Arts, Science and Commerce College
(for Women), Malegaon, India

ABSTRACT

Classroom is quite a complex space for communication. The processes of communication includes verbal, non-verbal as well as para-verbal components. They are designed for mediating the behaviour of the teacher and the students. The extent of impact that the partners exercise over other mainly depends on depth as well as quality of interaction. It used to be thought that the work style of teachers, way they manage things is important for efficiency of a business. But now the focus is slowly moving towards the way partners choose mutual interaction with the participants. For developing the skills of communication in terms of the process of teaching, it is important to identify the next needs. That's why the paper intends to establish the importance of the process and the implications of the action. Efficient communication, significantly in the field of education depends on an ability of expressing your views as well as ideas clearly and with confidence.

Keywords: communication, communication skills, communication for education, communication of teachers, types of communication.

INTRODUCTION:

The skills of communication may be defined as transmission of messages which includes sharing the understanding between contexts wherein communication happens. Also, the communication skills of teachers are considered to be important for teachers. They help the teachers in delivering education to the students. These skills include speaking and listening, writing and reading. For efficient teaching, the teacher should be expected to be extremely skilled in different areas. A teacher who has good skills of communication makes things easy as well as understandable. Efficient skills of communication are extremely important for the teachers to transmit education, manage classroom and to facilitate interaction with the students in a classroom. Teacher needs to teach students to have different approaches of thinking. For teaching according to the capability as well as ability of students, the teacher should adopt these kind of communication skills that motivate students towards the process of learning. Efficient skills of communication of a teacher are basic needs for the success of academics and also for the professional's success. A teacher communicates the instructions verbally in the class. A teacher who does not have proper communication skills might not be able to make the students learn the subject. The students should understand what's right and what's wrong. And all of this depends completely on the skills of communication of the teachers that they adopt in the classroom (Judith et. al., 2018).

Effective communication skills help in minimising the potential of an unkind feeling while the process of learning and teaching happens. For learning, a learner should pay attention to the teacher. It has been recommended by teachers that they should communicate with their students in an understandable and a clear manner. Communication is considered to be a very dynamic process that demands courage and presence of mind for facing others and for conveying your message effectively. The process of communication is considered to be successful when the teacher is able to deliver his or her message clearly in an understandable manner.

LITERATURE REVIEW:

The entire concept of competitive communication has evolved extensively since past few years. It encompasses the different segments of knowledge. The Europe Council considers that there're mainly 6 components in terms of skills of communicating. These include socio-linguistic competence, language skills, socio-cultural competence, discourse competence, social competence as well as strategic competence. The communicative competence has been considered to be a matter of global capability. It comprises of communication capacities of the individuals that are acquired during the course of life. They may also be improved with the application of special methodology which would help in developing the communicative competence. The entire concept of communication competence depends on a number of approaches depending on areas it evoke. The educational domain suggests some particular approaches in this regard. In scientific education there're a number of definitions of concept of communicative competence. Competence is related to the situation of the set of different situations and even with the experience of an individual or a group of individuals. The development of skills depends on coordination as well as mobilisation by an individual or group of individuals who have the wealth of useful resources. These resources could be personal or resources for certain particular circumstances of situations and their context. Competence is mainly built where the complete and societal acceptable processing of situation happens. The competence which results from processing of constructive and dynamic situation. Also, competence shouldn't be confused with process. The process comprises of situation by an individual or group of individuals. An individual or a group of individuals are considered to be competent only after the situation is processed. Competence is never predictable and thus it can't even be defined. It depends mainly on an individual or group of individuals, with their level of knowledge as well as understanding of the situation. What they are capable of imagining about a particular situation, the resources available, the obstacles and the constraints which come during that situation depend on their level of expertise (Baram-Tsabari and Lewenstein, 2017).

Communication basically comprises of an art to interact and share your thoughts and emotions with others. It's one of the best ways of receiving, providing and exchanging information. It is used widely in professional and the business sector. It is also one of the most sought after traits that each and every employer is looking for in candidates during the process of hiring. This skill not just helps in working but it is required in each and every phase of your life. When you have proper skills of communication, even biggest problems may be easily sorted out (Mercer-Mapstone and Kuchel, 2017). The skills of communication are of three main types. These are:

- Verbal communication skills
- Non-verbal communication skills
- Visual communication skills

Verbal communication uses words for expressing ideas and thoughts. It's one on one type of an interaction and sometimes with more than one individual.

Non-verbal communication uses gestures for sharing the information such as hand gestures, facial expression, body language, etc. The best thing about this form of communication is that it speaks loud.

Visual communication uses drawings, signages, designs, etc. for conveying and sharing the information (Mahajan, 2015).

Then there are different forms of communication also which you need to master being a teacher. These forms include reading, listening, body language and speaking. It is very important to keep patience and concentrate on listening and registering what your colleagues are saying. It is also important to develop reading habits for staying updated and improving the vocabulary. You should also have efficient skills of speaking which would help you in presenting your ideas and thoughts effectively and efficiently (Rathee and Rajain, 2018)

It is important to show proper body language along with hiding your nervousness. You need to confidently speak in front of your students. The job of good communication is to give you confidence while communicating with your students. It is also important to understand that others have properly understood your expectations. Effective communication causes high level of confidence and thus helps an individual in performing better in whatever he or she is doing. When you excel in communication, it becomes very easy to express yourself in a better way and to climb the ladder of success. It's a fact that each and every individual who is successful knows the right way of each and every individual who is successful knows the right way of communicating in a clear and a precise manner. Everyone looks for a crisp communication which is a good way of attracting and getting the job done (Hedman and Valo, 2015).

Most of the times communication is misunderstood with exchange of fixed facial expressions. In terms of communication in language class, the experts mostly present the generic pattern for communication amongst the

students as an important part of the classroom interaction. They follow the cycle of initiation, response and feedback. During the stage of initiation, the instructor asks the polar question whose answer is expected to be either a yes or a no. It's at the stage of response that the students are supposed to give a fix answer. The stage of feedback concludes with an approval from the teacher when the right response is given. If not, teacher just gives the right answer. A lot of observers of class might understand the cycle as a way of communication between the learner and the educator, still it's just an illusion of process of communication (McBain et. al., 2016).

The process of communication is way more than just speaking or giving information. Communication happens when a person sends messages and other one receives it. In this case particularly, the conversation between a teacher and a student can't be considered to be efficient amongst two. The communication between the learners has an important role to play in the classroom too. The students understand the statements of their peer as personal allegations. In person communication with one another helps in accepting the feedback as normal and an important part of the process of learning (Masithoh, Fauziati and Supriyadi, 2018).

For making sure that the process of learning and teaching represents 2 sides of one coin or 2 sides of a given class and has always been, the primary objective of education. The probability of organising the method of teaching in a way so as to boost better learning is one of the primary basis of education. However, while dealing with organisation as well as execution of this type of teaching in the classrooms, it is often seen that the teachers who might have or might not have the required skills for communicating with the students, these skills may help in facilitating or precluding the fulfilment of proposal of teaching. Today, it can be understood very clearly that any innovation in the curriculum should be accompanied by proper research. The research should mainly focus on the development of that innovation in a classroom and that describes not just the activities which are proposed to introduce the innovation but skills of communication also that the teachers should develop. It would help in ensuring that the students attain the objectives intended. Teaching Science has established in the past few years as the segment of research or theoretic systematisation which focuses on different facts characterising science teaching. The amalgamation of knowledge lends support for planning of the courses whose proposal is to lead the students to develop knowledge regarding content of particular scientific discipline and also the development of science subject itself (Shannon and Marlow, 2018).

CONCLUSION :

Communication in different forms and phases of lives of individuals define what they are. It's considered to be a constant process which includes the process of being educated and mastering the skill. You need to learn from previous mistakes, make a note of where you were wrong and what would be the right way of correcting it. You should never take communication lightly as it might hamper your and your student's future. It's very important to acquire communication skills as they would help you in expressing yourself efficiently and effectively.

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