

# EFFECTIVE COMMUNICATION

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## Objective:-

The participant will be able to---

1. Strengthen their effective communication skill
2. Strengthen their communicating skill in official duties
3. Regulates flow of work and coordinate effort to get the job done effectively.
4. Develop their personality.

Communication is an inter actional process where by one person makes his thought, hopes , desired plans , emotions , skill , knowledge known to others. It is the transfer of information and understanding from one person to another person.

## CHARACTERISTICS:--

1. An art
2. Express right things at right moment
3. Nervous system of Public Administration.
4. Invisible factor for higher production.
5. Meaning in people , not in words alone.

## FOUR FUNDAMENTALS OF COMMUNICATION:---

1. Perception
2. Expectation
3. Communication makes demand  
Communication differs from information
4. Both ways transactions.

## BASIC PRINCIPLES:--

3 ways Communication : Downward, Lateral, Upward.

## ESSENTIAL ELEMENTS OF EFFECTIVE COMMUNICATION:---

1. Decide what to say
2. State it clearly and interestingly
3. Get receipt of appreciation
4. Get pledge of loyalty.

"Life is a  
dream for the  
wise, a game  
for the fool, a  
comedy for the  
rich, a tragedy  
for the poor."

*Sholem Aleichem*

## UNDERSTANDING OF BASIC REQUIREMENT:----

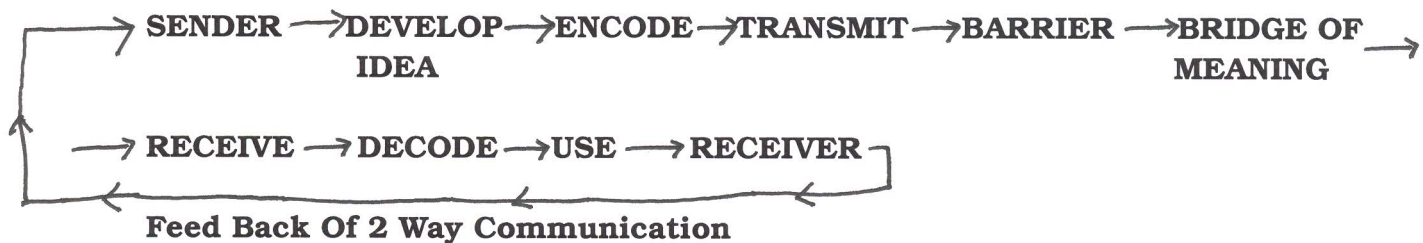
1. What, Why, How
2. Communication must be continuous
3. Effective Listening

## CLASSIFICATION OF COMMUNICATION:---

1. Verbal
2. Non Verbal (Kinesics)
3. Blend of Verbal & Non-verbal.

## COMMUNICATION PROCESS:--

A method by which a sender reaches a receiver with message.



## SYMBOLIC INTERACTION:-----

Symbolic interaction defines communication process as the process by which one individual or group transmits hearing to others. It includes non-verbal communication.

Two way process of filtering can lead to distortions  
Concept to be accepted by both sides  
Care to be taken for maximum effectiveness.

## VERBAL COMMUNICATION:--

It is direct and it tends to evoke an immediate response.

1. Questioning
2. Confronting
3. Expressing
4. Offering
5. Acknowledging

## NON-VERBAL COMMUNICATION:-

Body language, Eye contact, Posture, Gesture, Appearance, Touching, Facial expression, Voice.

## **BARRIERS TO COMMUNICATION:---**

### **Internal & External**

#### **Internal Barrier:-**

**Illness, Absence of Mind, Pre-conceived Idea, Language.**

#### **External Barrier:-**

**Environment , Noise**

## **BARRIERS TO DOWNWARD COMMUNICATION:--**

- 1. Difference in values & perceptions**
- 2. Mistrust**
- 3. Psychic conflicts of leadership**
- 4. One way communication**

## **BARRIERS TO UPWARD COMMUNICATION:---**

- 1. Attitude of Subordinates.**

## **BARRIERS TO LATERAL COMMUNICATION:--**

- 1. Different goal and view points**
- 2. Misunderstanding**
- 3. Destructive Conflicts.**

## **HOW TO MINIMISE THE BARRIERS**

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### **DOWNWARD:-**

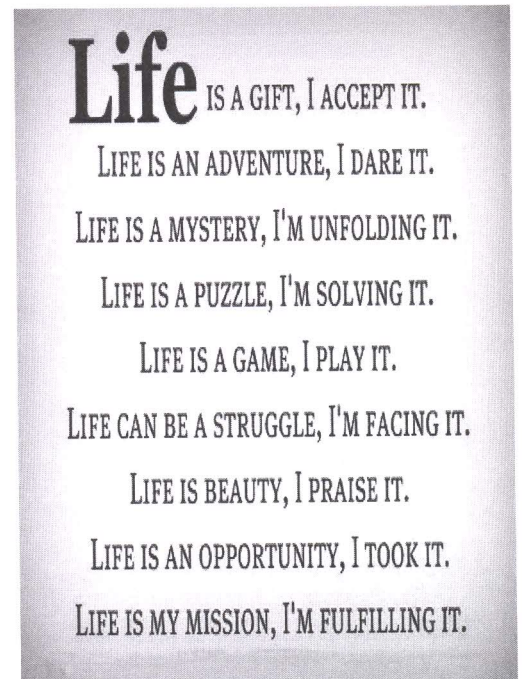
- 1. To maintain adequate contact with subordinates**
- 2. Face to face conversation**
- 3. Sharing personal points of view**
- 4. Building trust in subordinates**
- 5. Involving them in decision making**
- 6. Follow up & Feed back.**

### **UPWARD:---**

- 1. Subordinates can build relationships with their superiors**
- 2. Superiors can develop skill in sensitive listening of subordinates.**

### **LATERAL:---**

- 1. Expand members awareness. 3. Encourage constructive confrontation.**
- 2. Inter-departmental coordination task force.**



## DISTORTIONS IN COMMUNICATION:---

1. Attributes of receiver
2. Selected Perception
3. Semantic problems:-(a) Varying Interpretation  
(b) Different group different technical language.
4. Time pressure.

## SCOPE OF IMPROVEMENT:---

1. Follow up & Feed back
2. Parallel channels & Repetation
3. Exchange of views
4. Writing Skills
5. Listening

## ACTIVE LISTENING:----

1. Pay complete attention.
2. Don't think ahead
3. Don't interrupt
4. Read body language
5. Keep open mind , don't judge immediately
6. Encourage speaker to continue.

*A wise old bird sat on a oak*

*The more he saw the less he spoke*

*The less he spoke to more he heard*

*Why aren't we like that wise bird.*

**"I destroy my  
enemies when  
I make them  
my friends."**

~Abraham Lincoln



**coins**  
always make  
**sounds...**  
but paper moneys  
are always silent.  
so, when your value increases,  
keep **yourself**  
**silent and humble.**

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