

# **THE IMPACT OF EFFECTIVE COMMUNICATION TO ENHANCE MANAGEMENT SKILLS**

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## **ABSTRACT**

In general, communication skills play an important role all over the world, especially in the role of a management system. The present article gives a brief introduction to effective communication and its advantages in the workplace. The art of management cannot be understood and learned in just a day – it is a process that encompasses ones' lifetime some of the myriad leadership responsibilities of management are discussed in this paper. More particularly, it examines the pivotal communicative role of managers, who play a key part in maintaining effective information flow and promoting harmonious relationships within the peer group. Effective communication promotes good professional ties, increased productivity among the peer group, and helps the company accomplish its objectives.

The article mainly focuses on some of the effective management skills are communication skills, leadership skills, strategy planning, problem-solving, collaboration, delegation, and decision-making. The following are some of the benefits of communicating effectively in the workplace. It promotes motivation, teamwork, growth, innovation, positive mindset, company reputation, and transparency, and also it boosts efficiency and loyalty aids in resolving conflict.

When workplace communication is effective, it allows the management to come up with a clear vision for the company.

**Keywords:** Effective management, communication skills, leadership qualities.

## **A BRIEF INTRODUCTION ON EFFECTIVE COMMUNICATION**

In general, communication skills play a vital role worldwide, especially in the role of a management system. The present article gives a brief note on effective communication and its advantages in the workplace. Communication is merely the act of transforming information from one place, person, or group to another. First of all the goal is important for effective communication.

Effective communication depends on the richness of those ideas. Effective communication helps the manager to strengthen his relationships with his co-workers. It will also improve the ability to work within a group, to make a decision, and to solve problems. Effective communication skills will enable us to present all information, even the negative or difficult messages, without creating conflict or destroying trust. However, effective communication is a learned skill.

Effective communication starts with determining ones' life objectives. And that objectives become a key to break those goals down into shorter-term goals. Once a manager sets his goals, put them in order. This allows one to know who and in what order one needs to communicate.

Creativity is a fundamental skill for business managers. The art of management cannot be understood and learned in just a day – it is a process that encompasses ones' lifetime some of the myriad leadership responsibilities of management are discussed in this paper. A manager is a person to whom people look for actions and decisions. They are the vital link to the leadership team and essential to the organization's purpose the role of management skills consists of actions that lead to positive outcomes and it is interrelated with many skills. In particular, it examines the pivotal communicative part of managers, who take part in maintaining effective information flow and it encourages harmonious relationships within the peer group.

## **Advantages of effective communication at the workplace**

- Maintains workplace harmony
- Increases employee engagement

- Boosts productivity
- Encourages innovation
- Helps manage a diverse workplace
- Improves crisis management.
- Enhances team building.
- Increases inter-departmental cooperation.

The article mainly focuses on some of the effective management skills are communication skills, leadership skills, strategy planning, problem-solving, collaboration, delegation, and decision-making.

### Communication skills

Communication skills are the tools that we use to remove the barriers to effective communication. Communication is a specific aspect of the leadership and management of an educational organization. Communication is about much more than simply exchanging information. Everyone has to communicate in a variety of situations. Communication is essential and involved four stages such as planning, organizing, leading, motivation, and evaluating. But it plays a central role in the organizing and leading phases of the management process.



Managers have to communicate effectively in listening, speaking, reading, and writing, face-to-face and on the telephone, with superiors, subordinates, peers, and with people outside of the organization.

### Essential skills for communication

- An Understanding of Different Styles
- The clarity in Your Communication
- Ability to Identify and Overcome Barriers
- Accurate Questioning Skills
- Active Listening Abilities
- Rapport Building Techniques
- Difficult Conversation Navigation Tools



Communication takes on many different forms both verbal and non-verbal. It is important to understand both forms before one tries to communicate.

As humans, we need to sustain relationships with others to get what we think we need and want from life. To do this, we use a collection of behaviors described as communication skills. Although we use them every day in our lives, we are often unaware of how they develop and function.

Likewise, if ones' communication isn't coherent is likely to lose ones' attention. A coherent message is logical and all the points we're trying to make are connected and pertinent to the major topic of conversation while the tone and flow of the content are consistent. While being coherent, a complete message must contain all of the relevant information; think who, what, when, where, why, and how as necessary depending on the type of message being conveyed. The most needful point of your message should be the call to action. Tell your reader or listener exactly what you want them to do and why they need to do it.



**Leadership skills**

A leadership team of roles and responsibilities is someone who takes the helping of the organization and the people working in it serving the organization to grow successfully and prosper. On the other hand, effective leadership creates the ability and to sustain a selection for the organization and its employees in the marketplace to make sure that the

market and the competitors do not surpass this position. Not everyone is good at everything; however, everyone has leadership qualities.

An effective manager requires good leadership skills to interact with his employees. However, effective leaders can convey the message and can motivate their team, manipulate, delegate responsibilities, listening to feedback, and have the flexibility time to solve problems in an ever-changing workplace.

Hoyle suggests that the leadership strategies used to include:

- ✓ Dividing and ruling: so that power groups are minimized.
- ✓ Co-opting and displacing: so that additional forces are brought into play.
- ✓ Controlling information: so that groups cannot develop response strategies.
- ✓ Controlling meetings: so that group representatives are not allowed to dominate.

### **Strategy planning:**

Visions become an effective means of motivation and a leadership tool that is a requirement for strategic planning. This improves and provides self-correction for the use of internal resources and creates a platform for entrepreneurial thought and action.

### **Stern and Stewart show four fields of application for the strategic planning of an effective management system**

1. **Management (planning and budgeting):** Managers should be used for the conception of strategies such as an evaluation and measurement that could be used as a basis for decisions on the objective of value orientation when committing resources
2. **Measurement (reporting):** Managers should be the object of both internal and external reporting since it shows all three of the basic options for increasing the business value.
3. **Motivation (compensation for managers):** Managers should conduct themselves as entrepreneurs and base their decisions on the same criteria that investors would make use of. The compensation system for managers should, therefore, be coupled to the, and the corresponding levers the managers can influence within the drivers' tree should be addressed
4. **Mindset (cultural change):** Management variable should effect a change in the business culture toward more entrepreneurial behavior and value orientation and also support decentralized decision-making processes.

### **Collaboration:**

Collaboration is a working practice whereby individuals work together for a common purpose to achieve business benefits. It enables individuals to work together to achieve a defined and common business purpose.

Collaboration enables employees to share knowledge, work more efficiently, and effectively. Successful collaboration requires a cooperative spirit and mutual respect.

### **Using collaboration skills within a team may include:**

- Keeping communication open and never withholding information necessary to carry out tasks
- Reaching a consensus about goals and methods for completing projects or tasks
- Offering recognition of the contributions of others on your team, giving credit where credit is due
- Identifying obstacles and addressing problems cooperatively as they occur
- Placing group goals above personal satisfaction and/or recognition, especially if you're the leader
- Apologizing for missteps and forgiving others for mistakes; holding a grudge or sabotaging the efforts of other team members destroys collaboration

Management goals should encourage everyone involved to work together. Even if you are a team of one, you still have your support system to cheer you on to the finish line. A manager should ask for suggestions on how the supporters or co-workers, would frame the goals on the list but make sure to make the final decisions on what those goals will be. In this way, a manager can support his/her system or other team members will know exactly what will be accomplished.

### **Decision-making:**

Decision-making and decision-making are integral to leadership and management. The taking of decisions and how they are taken are at the very heart of the leadership and management of an organization and indicate the management style adopted.

In most organizations, there will be a sharing of decision-making based on the formal or informal distribution of power and authority. Rarely, decisions may be taken through consensus, but some combination of collaboration and decisiveness on the part of leaders seems to be a compromise reached in many educational organizations.

Wildy (2004) have developed an instrument to investigate decision-making in the following three competing demands that relate to decision-making:

1. Accountability to education authorities, including being finally accountable for all the decisions that are made in the school.
2. Making decisions collaboratively while holding strong views themselves.
3. Making decisions collaboratively in groups even though this may not be the most efficient way of decision-making, 'wasting' the time of those involved.

### **Delegation**

One of the most notable ways in which colleagues can be given self-deal is through delegation of responsibility. Self-actualization may well be promoted by the enhanced self-esteem that comes with a changed role, and with the understanding that others have of this. Hierarchic responsibility structures create the environment within which others perceive downward delegation to operate – strengthened by management structures.

### **Skills that make a better delegator that involves such as:**

- Receiving feedback from employees
- Allotting resources for workers
- Evaluating employees ups & downs
- Defining expectations
- Evaluating employee performance
- Identifying measurable outcomes
- Matching the task to the right employee
- Prioritizing tasks
- Setting expectations
- Teamwork
- Time management
- Training
- Trust in employee

### **Conclusion:**

It is clear that communication is central to organizational life, and that ineffective communication leads literally to disorganization. It is for this reason that 'Organizational communication is one of the main elements of communication that have been identified and are amenable to measurement and evaluation. Indeed, communication is now a recognized social science discipline in which a voluminous amount of literature has been published. A great deal of research and study has been carried out in the interpersonal and organizational domains and the main skills, techniques, and strategies that contribute to effective social encounters have been charted.

. The following are some of the benefits of communicating effectively in the workplace. It promotes motivation, teamwork, growth, innovation, a positive mindset, company reputation, and transparency. It also boosts efficiency and loyalty aids in resolving conflict.

When workplace communication is effective, it allows the management to come up with a clear vision for the company. Whatever the nature of the team and the interrelationships between colleagues, successful management depends upon motivation at all levels – as leaders, as followers, and as learners.

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