EFFECTIVE COMMUNICATION AND INTERPERSONAL RELATIONS

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ABSTRACT

Successful people moving about the crowd are usually excellent in their interpersonal skills. It has taming of emotions which remain the strongest side in preserving one's own balance in odd situations. An individual needs to qualify the state of being an effective communicator among the members in which he/she lives in personal or professional life events. An individual after acquiring basic communicative skills ultimately turns to practice on interpersonal skills and qualifies later to the state of a leader. The leader makes use of mental, social and linguistic skills to impress group members. There are a few directives and solid necessities in retaining ones part in the routine of a healthy group. There are few methods and strategies which very well design the direction of a self- help or co - help group to form interpersonal relations. There are favourable and odd situations where communication succeeds as well as blocks. However, there are numerous opportunities to build a healthy approach of participating and performing through the art of communication.

Key-words: interpersonal, communicator, personal, professional, mental, social, linguistic

INTRODUCTION

Man is a social being and communication happens to be the most important requisite to identify his unique state. Almost 90% of his/her success and happiness in this world depend on how effectively he/she is able to relate with people around. The successful people who move about the crowd are usually excellent in their interpersonal skills. While updating and upgrading the qualities several personality traits do certainly need to be inculcated and imbibed. Effective communication, as one of the most essential skills naturally turns to be an asset to keep a person redouble his/her potentials in finding the breakthrough in every walk of life. Taming emotions is the strongest side in preserving ones own balance in odd situations. It is the most balanced and resourceful skill that qualifies the image of the person. As Aristotle says,

"Anyone can become angry that is easy but to be angry with the right person to the right degree at the right time for the right purpose and in the right way - that is not easy."

It is therefore essential that everyone's personal effectiveness is the result of the person's individual ability gained through several value based and ethical principles. Personal effectiveness raises individual state in groups and circles wherever he/she interacts. Individual effectiveness naturally leads one to obtain a qualified unique state in the group behaviour.

An individual needs to qualify the state of being an effective communicator among the members in which he/she lives in personal or professional life events. It is the communicative approach of the personality and its various impressive traits that affect the person's social and professional relationship. Therefore, personality is an outcome of individual perceptions and apprehensions of the objects around. As is well said, "as you sow, so shall you reap" , and Lord Buddha states, "You become what you think." Hence, the entire process of building personality undergoes several choices, opportunities and compromises. It is well found that the choices are many, but the chances are few and the opportunities fewer. Therefore, the best opportunity is 'be reflective than reactive' and the choices surely bring home the consequences. An individual throughout his/her life faces several occasions where he/she learns through the situations interpersonal skills and many other effective skills to groom his/her personality and lead further to the development of a leader. The process ultimately imbibes in that person the skills and strategies of a leader. This process puts before him/her a choice to seek effective leadership. It is again seen that the choice of building good relations can easily be sought through the leader effectiveness principles, enormous amount of attitude and effective and influencing communicative strategies. The effectiveness in establishing relations appears on three separate but formally integrated principles. An individual successfully applies his/her personal, social, professional skills to influence people.

Following are the roles of a person which prove applicable at several situations.

1. Personal (quality and potential in an individual)
2. Leader (Ability to impress and also to get influenced)
3. Resource (Supplementary conditions favouring to one's ability and using of personal potentials)

The first role offers an individual various responsibilities being a balanced person possessing basic humane skills. It includes the knowledge and its application, perception, attitude and aptitude of the person along with several other interpersonal skills. Similarly, a person as an individual possesses communicative ability to impress others and also to get influenced by others in certain situations. This stage systematically evaluates the person by his/her

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interpersonal skills and also by the judgment of people around him/her. Resource is the innovative strategy adopted and practiced by every resourceful leader. It is the supplementary and an additional tool to influence and mobilize the situations. However, through this formation of establishing the interpersonal relationship, it has the inevitable role of the three specific skills, viz. mind, social and language.

Approaches to Build Interpersonal Skills/Relations

Building interpersonal skills- the preparations made at personal level as a leader with several available resources tie up healthy relations. The leader makes use of mind, social and linguistic skills to impress group members. As Jesus Christ said, "Do unto others as you would have others do unto you." It shows that merely the clear and defined approaches can build a stabilized attitude. Similarly, apart from the rules and principles of binding human relations, understanding values, ethics, interests, sharing status, single aim, need of security, assurance etc. stand efficient enough in casual bindings. Along with the said principles, following approaches in respect to the communicative strategies make a firm footing in erecting the towers of the stabilized human principles.

- Participation in a team.
- Ability to teach and learn, speak and listen.
- Competency to interact
- Leading a team and negotiating
- Uniting a team amidst cultural differences
- Decision making and problem solving skills
- Concept clarification
- Shift of mind.
- Presentations

These are a few directives and solid necessities in retaining ones part in the routine of a healthy group. It's again true that life is all about growth, hence building good relations, preserving them by capitalizing on the external learned principles is the least demand in life. There are practices, methods and strategies for interpersonal relations one needs for effective leadership in a group. The practices, methods and strategies need to be a part of the individual's interest. The relationships are well-built with the systematic application and efficient practices of these following concepts.

- Participatory conceptualization
- Development interventions
- Consultancy and workshops
- Evaluation and opinions

- Experimental learning
- Situational learning
- Group discussions
- Demonstrations and presentations
- Innovative methods
- Case studies

The methods and strategies can very well design the direction of a self- help or co - help group. They are all compulsorily sought and reflected out through an individual in a group or the whole group itself. Besides, all the above discussed concepts of interpersonal relations, an action plan can again be chalked out with some questions to an individual or a group. Therefore, whenever one starts a new venture one has to ask himself/herself –

i.   Does an individual have a clearly defined purpose to speak or interact?
ii.   Does a person have a well prepared plan in mind?
iii. What efforts does one take for preparation?
iv.   Does one maintain patience to withstand the speaker around?
v.   Does one wish to practice towards excellence?
vi.   Does the practitioner think it can change his/her life style?
vii. Does he/she have pride in his/her performance?
viii. Does the person have the 'I can do it' attitude?

There are numerous such doubts which occur at the very first instance before one starts an action plan. These are few foothills which play a dominant role to the cause of a necessary action.

What Forms and Breaks Human Relationships

The proverb 'As you sow so shall you reap' obviously clarifies what you are and how others are. It's the job of an opportunist not to lose a bit chance and hence can manage things better than the one paying excuses for everything. As Vince Lombardi rightly says-

"Everyone has a will to win but few have the will to prepare to win." The same way relations are but the ongoing records of one's behavioral concepts. Similarly, in group activities communication succeeds and it also blocks sometimes when the personal intervention seeks an undesired credit.

Forming of Relationships

Following are some of important approaches such as- positive attitude, understanding for others, basic communication, reliability (Gives predictability and comes from commitment), consistency, fairness towards justice and integrity, openness, congruence, competence (comes from a person who has ability and attitude to serve), acceptance of each other, promoting members, character, enthusiasm and encouragement, honest and sincere appreciation. Similarly a good rapport of interaction is formed within a group with some useful tips as: situation engineering, active listening, agreements, door openers, confirming contents etc.

Communication succeeds when a person is in understanding of existing situation by the other person. It's therefore necessary to create a mental condition where the person can understand various aspects of the issues involved.

Hurdles in Formation of Relationships

It is naturally either the 'I know all attitude' or 'the world is not fair approach' that obviously does make one an excuse seeker. An individual chooses quite securely a way of escapism and avoids direct intrusion into several social affairs. In this regard there are many hurdles either created by an individual or by his/her negative comrades. The usual problems and weaknesses are- Inconsiderate behavior, lack of integrity and honesty, self-centredness, negative attitude and suspicious nature, lack of respect for values, lack of compassion, anger, fear, impatience, manipulative behavior, unwilling and Escapist nature.

Alike many such self-cared and excessively tamed sides of personal approach discredits one for openness. Besides this, strong emotions and additional self possession also do cause harm in maintaining relations. White communicating a person or a group, persuading him/her or them rationally becomes tougher when the person or the group is preoccupied with emotions.

The communication blocks completely when following strategies are brought into interactions. They are- advice, solutions, criticism, praise, sympathy, questions etc.

Applications of Interpersonal Skills among Homogeneous Groups:

The communicative competence, being the most inventive resource of the interpersonal skill is practised and can consistently be carried out through several occasions especially in students groups, pairs and personal presentation activities. There are numerous opportunities to build the healthy approach of participating and performing arts. Following are some strategic activities concerning students' communicative competence

- Ice breakers and warmers
- Peer interview and group discussions

- Mock press and Language Games
- Pantomime and Impromptu speeches
- Drills and job sheets
- Interview and Debate

The strategic can efficiently workout in students groups while developing communicative competence and interpersonal skills. The activities like ice-breakers and warmers initiate every sort of interactions and lead the student to seek more successive opportunities in exchanging views. Similarly, peer-interview, group discussions, mock-press and language games remove fear factor and provide students a scope to apply individual potentials and resources to form effective communicative competence. Besides, extempore or impromptu speech, drills, etc invite participants to come forward and interact with familiar groups. These activities and resourceful planning might derive expected results in initiating interpersonal skills.

In this way, interpersonal skills retain the individual's identity and qualify him/her as a leader. Here, the communicative competence does equally credit at large to make the individual a healthy person maintains personal, social, professional and corporal status.

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