

21BDS0340

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Technical English Communication Lab

Digital Assignment 2 / Assessment 2

The Art of Effective Communication Summary

Communication is much like any other art form, one must know where to start, adjust and improvise as a conversation flows. Effective communication is important to not make your audience feel like they are being held hostage. Ineffective communication wastes time, emotions and creates misunderstandings.

Listening to someone who does not make a point for too long becomes a burden to the listener. People become drained just listening to others ramble too much. The fact that the population nowadays has a smaller attention span does not help. A common problem, “diarrhoea of the mouth”, makes people “use just about every word in the English language and make no point”. This problem occurs mostly when the person speaking just wants to be heard rather than making others listen to what they have to say, speaking just for the sake of holding a conversation and no true purpose.

An example of ineffective communication the speaker gives is of when we get angry. Instead of directly resolving the conflict, we take an indirect route to express our anger around the target. This expression of anger wastes time and the message may not even be sent by the end; the target may not understand why we are acting in this manner.

Humility is an important part of effective communication. We must understand that we can be wrong and that the people affected by our mistake is not ourselves, but the people who are listening to us.

Trust, a major factor if people are to believe or listen to you, is something that must be built upon. A good way to gain trust in a certain field is to have a good reputation. If your reputation is not up to par, none of your words will have any impact on your audience. Your audience will not listen to someone whose past actions have shown an opposite message, “your actions will either promote or nullify your words”.