

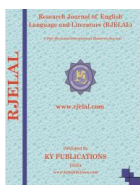


## INTERPERSONAL COMMUNICATION – A VITAL TOOL FOR THE ACQUISITION OF ABILITY TO ADAPT AND CHANGE

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Article Received: 10/02/2020

Article Accepted: 28/02/2020

Published online: 04/03/2020

DOI: [10.33329/rjelal.8.1.354](https://doi.org/10.33329/rjelal.8.1.354)

### Abstract

Communication is the sign of life for living beings as almost each one of the living creature communicate to each other in a certain form. When it comes to humans, communication is the soul of human society. In modern era, a society is not confined to a particular locality, culture or country; it is a global phenomenon as the world is growing as a global village in this era of digitization, internet and interdependence. This interdependency emphasizes on the need of an International way of communication which can be understood by everyone in its various forms. One of the several ways of international understanding is cross-cultural communication. In business world, cross-cultural communication plays a vital role as being helpful in enhancing soft skills, leadership, updation and upgradation. A witty communication helps the individual to adapt oneself into a particular surrounding and to bring the necessary changes as well, whenever it is required. There is no space for the inadaptability and giving up in this highly competitive world and communication plays the key role in the success of a person in professional as well as in personal life. This paper attempts to study about the various tools of effective communication such as body language, verbal and non-verbal communication, social media, emojis and many others which will help people globally in enhancing the ability to adapt and change in different situations.

Keywords- Global Phenomenon, Digitization, Interdependency, Cross- cultural, leadership, Soft Skills, Updation, Upgradation

“Communication is an art form that is crafted throughout our lives.” Asa Don Brown

Interpersonal communication is a process of sharing feelings, ideas and views through various ways. Interpersonal communication takes place when at least two or more than two persons are present at the same time and they are aware about the presence of each other. Interpersonal communication may take place in verbal communication, non-verbal communication, facial expression, body language and through some

certain signs as well. Besides this interpersonal communication may take place in form of general communication, group discussion about some topic, debate on different views, public speech, meetings etc. Interpersonal communication is all pervasive in all the aspects of human life whether it is personal, social, intellectual, religious, political, business and what not.

As discussed, the area of communication is so wide that it can not be confined to a particular form. Especially when it comes to a business organization.

As the title of this paper is 'Interpersonal Communication- A Vital Tool for the Acquisition of the Ability to Adapt and Change', a trial has been put to touch the maximum aspects of communication. The quality to adapt oneself in a beneficial way according to the situation and to change the particular circumstances in favorable mode for oneself is the requirement of time for a successful career and life.

In business world, communication plays a vital role for gaining certain goals through the qualities of adaptation and change as it includes soft skills as well in itself to the much extent which are actually the hard skills. In business world, a good communication promotes an image of self-confidence, intelligence and wittiness. It is a way of self-expression and interaction which helps to build credibility and trust for the individual.

In this age of digitization, communication also has changed its forms immensely. Still an effort has been to sum up these forms which differentiate communication in two parts that is verbal communication and non-verbal communication. It is often believed that thirty five percent of any communication is verbal and the rest sixty five percent is nonverbal. With this fact, it is clear that the most important part of the communication is to hear what is not being said.

**Verbal Communication-** Verbal communication can be comprised with four components among which the first is

**Language-** Language is the most important part of verbal communication. For an effective communication one should have the knowledge of two or more languages. It is always helpful to know some of the key phrases of some of the most commonly spoken language around the world. While using the language, the necessary thing is that the surrounding environment also should be kept in the mind.

**Vocabulary-** A rich vocabulary enables one to express oneself more effectively while communicating with others. A good vocabulary is like a tool box, the set of ingredients and as more

broad and diverse it is, as much the communication is convincing.

**Grammar-** Grammatical accuracy is must for the effective verbal communication. Until your words, then phrases and then sentences are not in a proper form, the best vocabulary of the world can not convey the right meaning in the right way. So the learning of the grammatical rules of a particular language is needed to be assured for the effective speaking.

**Speed-** Another important thing in verbal communication is the speed of speaking. Whereas the fast speaking can convey an excited or agitated feel, a slower speaking can convey a reliable feel and a very slow speaking may convey the feeling of boredom and tiredness. So, while speaking, one should always be very careful regarding the speed of verbal communication.

**Non-verbal Communication-** Non-verbal communication is a process of communication through sending and receiving wordless messages. Non-verbal communication covers a larger aspect of the communication. That is why it has various things in itself to be discussed about.

**Paralanguage-** "In the domain of public speaking, paralanguage becomes a strong instrument that enables you to engage charm and motivate your audience to concentrate. Speaker's confidence and attitude are reflected in the tone of voice" (Paralanguage 607)

Paralanguage is an integral part of non verbal communication. The meaning of paralanguage is 'like language'. Paralanguage includes the clarity of voice, high or low pitch, tone (harsh, soft, gentle, comforting, pleasing), variation in volume, articulation, pauses, fluency, fillers, stress on words and rhythm etc. Paralanguage depicts the manner in which the words are spoken to make the speech influential.

**Chronemics:** Chronemics is the study of time during non-verbal communication. In non-verbal communication, time is an important cue which affects it deeply, particularly in business world. The study of time in communication can be understood by pauses, punctuality, waiting and response time

etc. The time which has been taken by the receiver to understand the message of the speaker, also comes under the chronemics.

**Haptics:** In non-verbal communication, the term haptics refers to the study of touch during communication. Touch is the most effective means to communicate the feelings and emotions without using words. At the same time, haptics may vary from culture to culture as in Japan people don't like to touch or to be touched unnecessarily. In Indian culture Namaste is the way of greetings and in American culture people greet each other by shaking hands. Haptics is the way to move from impersonal to personal. In business world, hand shake is the best example of haptics.

**Proxemics:** The literal meaning of Proxemics is the bubble of the individual. The personal space which the individual wants to maintain between himself and the others, while communicating, is called the bubble of individual or the proxemics.

"Proxemics forms an integral part of our environmental settings through its element of space, distance and territory, thus affecting our behavior" (From Workplace 467)

Proxemics is the hidden component of non-verbal communication and it is influenced strongly by the cultures of different countries.

**Kinesics or the Body Language:** Kinesics, which is known as body language also includes various elements in itself like facial expression, gestures, body postures, eye contact and attire etc. There are more than 2,50,000 facial expressions which play a vital role in the non-verbal communication. Gestures indicate to the use of hands in communication and body postures include the head position, leg position, angle of body, body relaxation and tension etc. Another element of kinesics is eye contact which is used to build the credibility. The important thing is that in any situation the duration of eye contact should not be more than ten seconds. In kinesics, attire stands for the appearance, the look of the individual and it includes the dressing, hair-style, smile etc. Thus, with all the above mentioned elements, kinesics play a very important role in non-verbal communication.

**Emojis or Emoticons:** "Non-verbal communication is present in most interpersonal conversations, including cyberspace communication with the use of emoticons" (Communication Skills 4-4)

Emojis or emoticons can be regarded as the latest way of non-verbal communication. In fact, this new way of non-verbal communication has changed the entire form of communication in the modern digitized way of life, especially among the youngsters. According to the latest study, there are more than 18000 emojis which are used to express various kinds of emotions like happiness, request, forgiveness, sadness, joy, good wishes, congratulations, love, affection etc. These emojis include smileys, people, families, players, animals, hand gestures, clothing accessories etc. Smiley with grinning face, grinning face with big eyes, beaming face and many more are the expressions of various human feelings. These emojis have replaced the words in the language to the much extent for the young generation as well as for kids and school goers.

**GIF:** At the same time, with the contribution of the emojis in non-verbal communication, the GIFs can also not be ignored as the emerging medium of non verbal communication. GIF or the Graphic Interchange Format are short looping animated images without sound. These are used on internet to convey a reaction for something. GIF was invented by Steve Wilhite in 1987 and since then GIFs have been the excellent medium to convey the overflowing feelings more or less.

**Soft Skills:** Soft skills may be defined as the personality traits and behavior of the individual. Soft skills are actually the hard skills which are very difficult to acquire. Though the soft skills are not required directly for any job at the time of interview but they are the most sought after skills which give strength to resume and increase the possibilities of getting job. Actually soft skills are the cluster of various skills which include effective communication, problem-solving attitude, creativity, adaptability, team-work, leadership, work-ethics, conflict-resolution etc. All these soft skills are highly useful at work place, for the HR persons particularly, in business world as they have

face various problems on daily basis which can be handled only by use of soft skills and an effective interpersonal communication. The entire job of HR persons is about dealing with the people. Thus, the soft skills and human resources go side by side. The HR persons need to deal the people with their problems and queries regarding salary, benefits, promotions, provident fund, survival in the job and the most important work is to get the right person for the right job in favor of the organization. All these works can be done successfully only with the effective command over the interpersonal communication skills, whether it is on verbal communication front or non-verbal communication front.

Therefore, it is clear that in today's highly competitive world, one needs to highlight oneself in various aspects including effective interpersonal communication skills. It enables people to solve the issues with a positive attitude. It enhances the person with the ability to adapt himself or herself according to the situation in a positive way or to change the circumstances according to his or her own requirements in a fruitful way. Through the good communication skills one can get success in one's professional life as well as in personal and social life also. In today's scenario, it is not just a skill rather it is an art which makes us learn to live with peace, harmony, calmness, positivity and success.

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