

Communication Skill: The Backbone of Teaching Learning Process

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Abstract

The knowledge of the teacher and his /her mastery over the communication skill for the transfer of the knowledge are the main factors which affects all the teaching learning process in and outside of the class room. The one without the other is meaningless and not serve the purpose of teaching learning process. A teacher may be very knowledgeable, but his / her knowledge will not serve the purpose unless it is conveyed or transferred in way it is intended to. The effect of teacher's subject knowledge & his /her communication skill is on the student's mind is long lasting. It means teachers' communications skills & his /her knowledge play a very crucial role in educational and behavioral development of a student, it will have permanent imprint in the heart of students. Effective and better communication is considered a strong and essential tool for effectiveness in the teaching learning process. Without effective communication it is just like cooking delicious food and serving it absurdly. This paper highlights the importance of communication skill in teaching learning process.

Keywords: Communication skill, Teacher, Teacher Education.

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Teaching learning process involves sharing experiences, knowledge & information between the teacher and the learner. The effectiveness & success of teaching learning process depends on the various factors:

- The knowledge of the teacher about the content and subject matter
- Language used by the teacher during interaction
- Teachers teaching methodology
- Teaching learning material & teaching aids used during the teaching learning process
- Physical & social environment of the class room
- Timing
- Teachers' communication skills (gestures/ body language etc)
- Relation between teacher & students.
- Use of technology etc

If we observe all the above factors then we will find that the success of all these factors directly depend on teachers' communication skills, without having a good communication skill he/ she cannot interact positively with students.

Need & Importance of Communication Skill

A teacher is a person who imparts knowledge & information among the students & inspires them. Teacher facilitate student's overall development in the school. Various researches show that there are various teachers who have proper and accurate subject knowledge. They are well qualified but they are not able to communicate and transmit knowledge among the students. So that most of our students are unable to understand the subject matter. They feel inactive, passive in the classroom & never try to participate in teaching learning process or never interact with teachers & with their classmates. They always depend on books & rote memory. The success of imparting knowledge depends on teacher communication skills. Pandya and Bora (1997) reported that 40% of the students in India dropout because of disliking for teachers which may be associated with the punishment inflicted by the teachers or the lack of knowledge. The traumatic experiences might have made the child disliking the teachers and studies in general (Baruah & Goswami 2012) the reason also include

the lack of the ability of the teachers to transmit the information across to the learners owing to the poor knowledge and lack of communication skills.

Communication and teaching learning process, both are two way process. Communication can be defined as sharing of thoughts, ideas, information, message and intelligence etc. Communication is a process which a teacher adopt while sharing his / her views with students. Communication is a dynamic process. Teachers need to clear communication skills for the good understanding of students and for avoiding the problems of students during teaching learning process. Communication has a more significant role in teaching learning processes. A teacher must be a good communicator and should be aware of the importance of communication skill in teaching. Teacher's communication skills have an important influence on students' academic & non academic performance and other achievements. Both teaching & learning depends on teacher's knowledge and their ability to communicate the subject matter. For effective teaching a teacher need to be highly skilled in communication skills. Teacher with good communication skill always make the things easier, interesting, effective, meaningful and interesting. If he has a good communication skill he can pass out his word easily or precisely

Effective communication skills are helpful for a teacher to teach in accordance with the ability and capabilities of the students. It is also helpful in developing logical, critical thinking and decision making power among the students.

Teaching learning process is said to be successful only if a teacher is able to convince students for whatever he want to convey. A teacher, who is able to communicate well with students, can inspire them to learn and participate in class. Communication can make or break his connect with students. The lack of effective communication skills has a negative impact on the personal as well as professional life of a teacher.

Teacher's knowledge and his /her mastery over the communication skills are helpful for the educational & behavioral development of students as well as teacher's development

S.No.	Importance for teachers (self)	Important for students
1	Built confidence & develop personality	Helpful in development of three main domains
2	Develop Self respect	
3	Learn & impart knowledge and develop understanding about the subject matter	Cognitive Effective Psychomotor
4	Able to guide their students	
5	Achieve good academic result	
6	Improve the quality of teaching & learning , interact with students & resolving problems	Get proper & correct knowledge
7	Minimize the risk of absence among the students	Inspired by the teacher & learn effective communication skill
8	Inspire learning, effective classroom management & discipline & establishing a healthy work culture	Develop positive attitude towards teachers & subject
9	Develop teaching standards	Achieve good academic result
10	Able to solve the difficulties of the students	Develop positive attitude about learning
11	Develop curiosity among the students	Develop curiosity
12	Motivate & reinforce the students for further learning	Improvement in classroom presence
13	Helpful in establishing good relationship with students	Reduce dropout rate
14	Set an positive example in front of the students	Improvement in quality of learning
15	Minimize the dropout rates	Reduce rote memory
		Participate in teaching learning process

The ineffectiveness of teacher's communication in classroom would be responsible for-

- Low interaction
- The poor performance of the students
- Unable to understand the things.
- Improve in the rote memory
- Let down the respect of teachers
- Boring classroom teaching learning process
- Lack of Confidence among the students
- Increase in dropout rates
- Low achievement in academics
- Not able to learn & implement communication skills

Effective communications serve both functional and psychological purposes. In functional purpose it satisfies & try to fulfill the aims and objectives of teaching learning in the classroom while in psychological purpose it enhance the interpersonal skills and interaction of each and every student of the classroom. In teaching learning process a teacher should now the amount of knowledge and skills, experiences, attitudes, aptitudes, competences in language etc. that the student posses. Mainly four type of communication is used by the teacher in classroom communication

(1) **Verbal or oral communication** - Verbal communication involves the use of language. It involves face to face interaction between teacher and student. It is most common & effective means of knowledge acquisition. In verbal communication one of the most important skills is modulation of voice variation. This skill has three main dimensions:

(1) **Speed:** refers to the rate of vibration of voice cords during speech

(2) **Volume:** refers to the degree of loudness of the speech

(3) **Intonation:** refers to the rise and falls of voice

(2) **Non verbal communication-** During non verbal communication a teacher shows her/ his intention through body gestures, eye contacts, facial expressions etc. Non verbal communication can be used for effective verbal communication.

(3) **Written communication** -This is the formal method of communication. Teacher presents his / her facts, views and figures on the black board while explain things to students.

(4) **Visual communication**– visual communication is the conveyance of ideas and information in forms that can be seen. It involves the use of relevant teaching aids such as pictures, drawings, graphic, charts, electronic images etc.

Verbal or oral communication

Most common, most significant means of communication

Involves use of language Face to face interaction

Allows immediate feed back

Verbal communication could be more effective

Modulation of voice ,Skill of explaining, Skill of illustrating with example

Precautions:Clarity of voice Completeness of message, Language ,Effective Facial expression

Written communication

Formal method of communication

Facts & figures presents on the chalkboard when explaining the things to students.

Easy & effective way of presentation of complex & difficult matter

Control the activities in organized way

Systematic & accurate presentation of facts

Precautions: Meaningful and important points should be written in a simple and clear language Hand writing must be legible

Non Verbal communication

Communication is shown through the gestures, eye contacts, facial expression, postures, physical setting in the class room. Touching or patting the students at the back

Teacher ensures that learning is effectively imparted.

Improve the effectiveness of oral communication

Precautions: Body language must be effective

Visual communication

Involves the use of relevant teaching aids such as pictures, charts, posters overhead projectors etc.,

Helpful in maintaining the attention of the students

Helpful in remember the information

Enhanced the oral communication

Precautions:Should be relevant to the content

Pictures & content should be meaningful, bold and legible

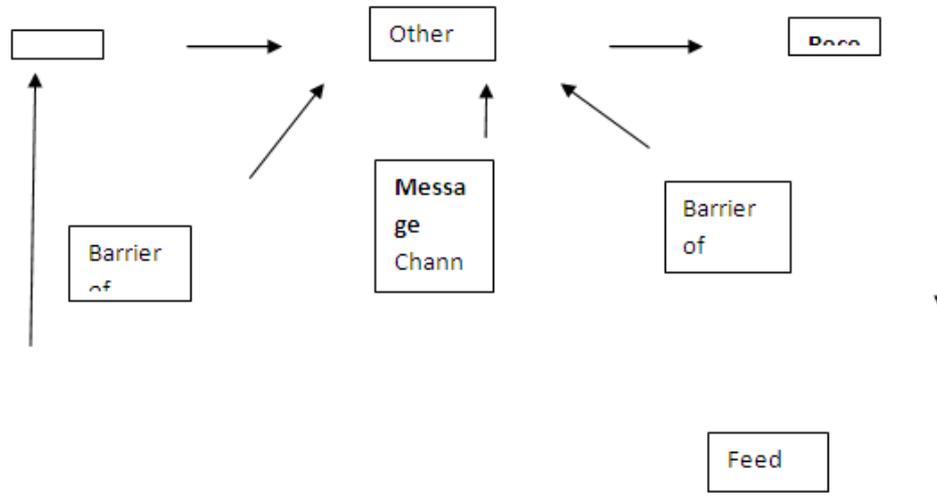
Painting or colour must be well appropriate

All the types of communication are extremely important for complete and effective transfer of the knowledge in teaching learning process.

Barrier in communication

The main components of Communication system are:

- The sender, the one who sends the message (could be a teacher or student)
- The receiver who receive the message
- The transmitter or channel through which the message is sent or received
- Other environmental factors e.g. other participants, classroom physical environment which may facilitate or hinder communication. Is the message sent by a teacher always received by the student in the way expected by the teacher? Does it get distorted? If so why?



For example we can play the game of relaying a message. In this game one student gives a message to another student softly in his ear and then, this is passed on to the second student and then to the third student, and so forth. Why that is the tenth student in the chain usually gets an entirely different message? This is because of the various distortions which take place in between. But then why do these distortions occur? Some of these are:

- The sender him/ herself (e.g. he / she may not use the right words or gestures to present the message)
- The receiver (e.g. he /she may be daydreaming or not able to under the language and may not have heard the message completely and so have passed on something entirely different)
- The channel / transmitter and the environment around the sender and receiver (e.g. the noise) may have caused misunderstanding

The communication lays a lot of emphasis on the feedback process, wherein the receiver inform the sender back about the message he/ she received.

The communication could be more effective when the teacher lays proper stress on various points:

- Appropriate planning
- Clarity of message
- Completeness of message
- Language of message
- Appropriate vocabulary
- Selection of ways of communication
- Relevant and detailed statements
- Continuity of the communication
- Timing
- Use of effective, meaningful and interesting illustration with examples
- Formulation of simple, interesting and relevant examples& teaching aids
- Effective Facial expression (Eye contact, body posture etc.)
- Stress on words
- Modulation of voice
- Effective use of stimulus variation
- Clarity about medium

- Use of appropriate media for communication
- Listening
- Give & receive feedback

The effectiveness of classroom communication depends:

Listening & understanding of the message: One of the most important aspects of effective communication is listening & understanding of the message. Effective communication requires active listening & understanding. Active listening means hearing and understanding what a person or students is say to you. Unless a teacher understands clearly what a student is telling him/ her. He/ she can't respond appropriately. It means communication process is failed.

Giving & receiving feedback: Giving & receiving appropriate feedback is an essential for good communication. Providing constructive feedback increase and build communications. Always listen to feedback and act positively on it.

The weakness found in Communication skill during teaching learning process

Verbal communication

- Poor command on the subject
- Not establish eye to eye contact
- Difference in language used by the teacher & student
- Providing too many facts without linking them properly
- Use of ambiguous words
- Lack of logical and psychological sequence in during Teaching learning process
- Use of monotonous voice
- Badly expressed message
- Poorly chosen words
- Poor organization of ideas
- Inadequate verbal communication
- Lack of listening and speaking skill.
- Message overloading
- Wrong timing
- Noise in the environment

Nonverbal communication: Not coordination in movements & timing

- Hand & head movements
- Sounds, smile
- Closeness
- Posture etc.

Written communication:

- late feed back
- time consuming
- lack of flexibility
- delayed feed back
- lack of expression & efficiency

Visual communication

- Poorly designed visual aids
- Wrong images distracting and impede the understanding the concept.

Conclusion

To Learn & to teach both have different meaning. Learn means to get or acquire knowledge whereas to teach means to give somebody lessons or instruction so that he / she knows how to do something. In other words, we can say that teaching is comparatively more difficult than self-learning because effective teaching not only depends upon knowledge of the teacher about the subject but also it is related with methods and style of teachers communication skills & the students abilities, their interest, attitude, language, capabilities and level (according to the specific age group) of learning etc. Teaching is not only linked with teachers teaching abilities it is also linked with students learning abilities. These abilities could be increased by the teachers. Performance of the teachers in classroom totally depends upon the communication skills. Communication skills of a teacher having significant role in the academic success & behavioral development of the students. Therefore, it is necessary for a teacher to adopt good & effective communication skills while teaching to the students. So communication skills need to be focused upon in the pre service and in the in service training programme.

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