

A BRIEF STUDY ON COMMUNICATION SKILLS AND SPOKEN ENGLISH

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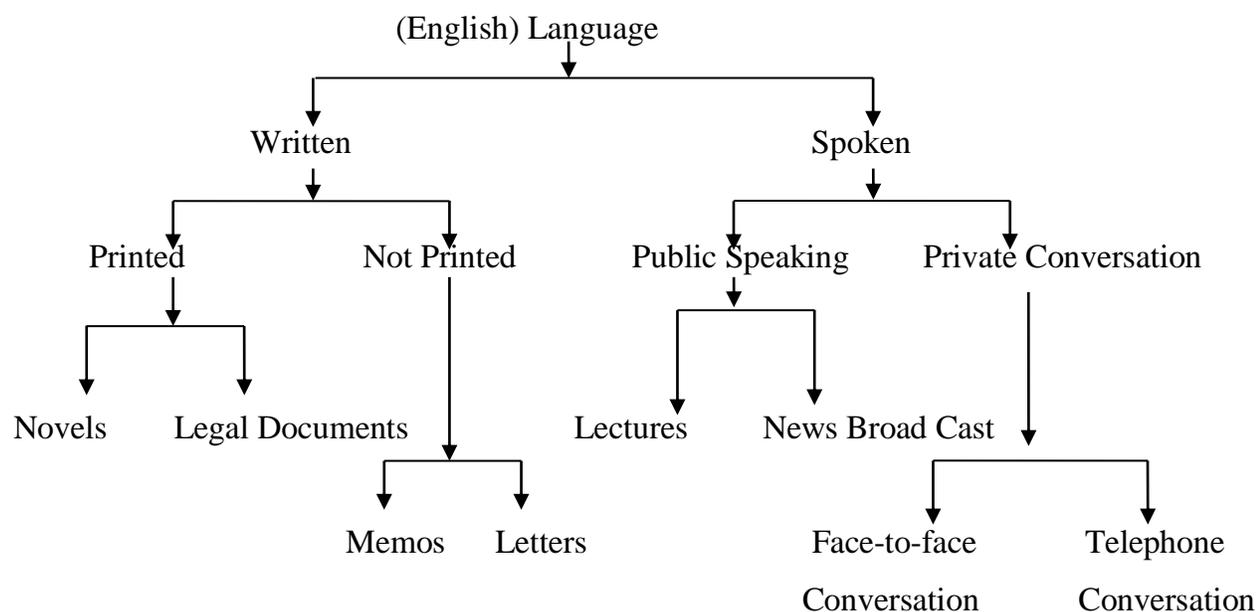
Abstract -

The motive behind this article is to enable a person to know the importance of English Communication Skills and Spoken English and providing one with the various forms of a language to enrich one's competence in English. Even after the end of the British rule in India, the importance of English has only gone up – not gone down. Spoken **language** is the most widely used form of language. **Spoken language** is the most widely used form of language. Spoken form of language is the first form of communication in the history of every language. Some may not know the written form, but everyone usually knows the spoken form. It came centuries before the written form. This article also answers the questions; What is communication? How should be the communication? And Where do you find the roots of communication? etc...

Key words :-- Communication - Communication Skills - Spoken English - associate official language - International link language - second language - Globalization - Information Technology - index of educatedness.

Introduction:--

Spoken language is the most widely used form of language. The **spoken form** of language is the first form of communication in the history of every language. It came centuries before the **written form**. It is used much more than the **written form**. Some may not know the written form, but everyone usually knows the spoken form. Even the modern developments in technology like **Telephone, Radio, Tape-recorder** and, **Television** and so on are concerned primarily with **speech**. **Written language is secondary** that is **merely a record of sounds spoken or used by marks or symbols on paper**, Let's observe the various forms of a language.



Today wherever we go, whom ever we meet, we have been witnessing the prominence of “**Communication Skills**” around us. **Communication Skills** in the sense, **Communication Skills** in English. We are aware of the importance of English in the everyday affairs of the modern world. In countries like India English is used only as a **Second Language**. However, even in such Countries, it is extensively used in the fields of **Trade and Commerce; Travel and Tourism; Banking; Administration; Aviation; Law** and above all; **Education**. Now, with the advent of **GLOBALIZATION** and revolution in **INFORMATION TECHNOLOGY**, the importance of this language has further increased.

Even after the end of the British rule in India, the importance of English has only gone up – not gone down. The mushrooming of English medium schools everywhere may be exemplified in this regard. Even a poor parent desires to send his/her child to those English medium schools. Of course, such desire to learn English is not an isolated phenomenon, it is the world-wide trend.

The desire to learn English is not very new. But the urge to acquire the ability to speak it is relatively new, and is constantly growing day by day. Of late, people go on **International Tours** and participate in **International Seminars** and **Conferences** than ever before. *The spoken word* has assumed a far greater role, than it did ever before. The **T.V** and the **Telephone** became instrumental in every **business** and **non-business** transaction.

In Countries like India, if a mere knowledge of English is regarded as an **index of educatedness**, then certainly a **fair degree of proficiency** in speaking the language is considered as a mark of **good education** and **prestige**. So, even the common people wish to have such proficiency in speaking the language. As a result, a large number of '**Teaching shops**' emerged offering courses in "**Spoken English**".

Now let's examine some questions like

- **What is communication?**
- **How should be the communication?** and
- **What is the history of communication?**

Definition and Features of Communication:--

Communication means expressing feelings in polite language – ‘Saying with flowers’. It means pleasant talk, never speaking harsh words.

“Collins English Dictionary” defines Communication as “**the ability to convey information and ideas effectively**”.

Communication is the process by which information is exchanged between individuals. It requires a shared understanding of symbol systems, such as language and mathematics. Communication is much more than words going from one person's mouth to another's ear. In addition to the words, messages are transferred by the tone and quality of voice, eye contact, physical closeness, visual cues, and overall body language.

If it is said, “**Sticks and stones will break our bones, but words will never hurt us**”, it's just not true. **Words can hurt. Words can cut.** In fact, at the root of our word, *sarcasm* is the notion of cutting flesh. Anyone who has ever been on the receiving end of sarcastic speech knows the accuracy of that idea.

Words can hurt or they can encourage, they can teach or they can tear down, but no matter what they are very powerful. They are also a huge **reflection of what is in one's heart**.

Communication Skills in the Scriptures:--

The Bible is very clear that communication is as much an issue of character as it is a skill. It says “No one can tame the tongue. It will speak out of what fills the heart”.

- **“Let your speech always be gracious, seasoned with salt so that you may know how you ought to answer each person”. (Colossians 4:6 ESV)**
- **“A soft answer turns away wrath. A harsh word stirs up anger”. (Proverbs 15 :1 ESV).**
- **“A word fitly spoken is like apples of gold in a setting of silver”. (Proverbs 25:11 ESV)**

In the “**Maha Bharata**”, **Vidura** says, **“the Tree which is cut with the axe may come to life but the heart which is hurt with harsh words cannot recover. We can pluck the sharp arrows from the body but the offensive words cannot be taken back”**.

- ❖ Communication is a synthesis and judicious combination of language and psychology. Word and meaning should be closely blended in communication.

The Ramayana gives a **brief statement of the fundamentals and essentials of how communication / speech should be.**

Human meets **Rama** for the first time as **Sugreeva’s** messenger. Then Rama was charmed by his Communication style or Art of speaking and tells his brother, **Lakshmana** ’-- **“See how excellently Hanuman has spoken. He did not utter a single word without relevance and significance. He has not wasted a single word. Nor did he omit an appropriate word. He has not taken more time than it was strictly necessary to express what he wanted to say. Every word that he spoke can never be forgotten”**.

So, as per **Francis T.Bergin**, a well-known expert in communication: **“Communication should be correct, clear, complete, concise, concrete, candid and courteous” (7 Cs).**

India has a long oral communicative tradition. As **Mark Twain**, the American writer, says, **“India is the cradle of the human race and the birth place of human speech”**.

- ❖ Speech is considered to be an index of social acceptability and cultural refinement. It is necessary to say or write what exactly we mean. Communication is the key to human resource development, a recipe for social success, an effective tool of public relations and lifeline of modern management.
- ❖ **Communication Skills** are essential along with **Soft-Skills** and **Computer knowledge** for modern intellectuals whose domain is discussed earlier.

Of all the skills, the **Communication Skills** are the most required but the most difficult ones. When our forefathers lived in jungles and painted themselves blue, Communication prevailed. As long as the mountains and rivers continue to exist upon the earth so long the Communication Skills are given prominence.

Conclusion:--

The **Kothari Commission** on education has commented that “**a preponderant number of students who leave the portals of colleges or universities are lacking in Communication Skills. They cannot speak. They cannot write**”. Yes, they are Nayagaras of marks but, **Saharas of speech**. Though their certificates are brimming with ninety plus percent of marks in their concern subjects, they cannot even open their mouths to speak.

Even for a **teacher (guru)** our ancient educationists proclaimed 9 qualifications: **Suchir** (cleanliness); **Vachasvi** (articulation or effective expression); **Varchasvi** (bright countenance or personality); **Dhrutiman** (courage); **Smrutiman** (good memory); **Kriti** (good hand writing); **Namratah** (humility); **Utsahi** (enthusiasm) and **Jijnasu** (desire to learn more and more) among which **Vachasvi (articulation or effective expression)** and **Kriti (good hand writing)** are important.

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