

Significance of Communication Skills: A Conceptual Overview

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Abstract

Communication is often considered a fundamental human process that facilitates the mutual transfer and exchange of information, thoughts, and emotions among individuals, shaping interactions in personal, educational, and professional contexts. It serves as the backbone of social relationships and organizational structures, enabling the establishment of meaningful connections. This study delves into the intricate constituents of communication to provide an exhaustive understanding of communication. The paper also examines important processes of encoding and decoding, which transform thoughts into messages and allow receivers to interpret them correctly. This paper discusses the significance of effective communication, emphasizing the need for clarity and coherence to foster successful interactions and accentuate various forms of communication. The role of communication in conflict resolution is discussed, highlighting how effective negotiation and mediation strategies can prevent misunderstanding and enhance workplace harmony. The study also examines the influence of corporate communication on employee engagement and organizational success, outlining the significance of transparent communication from leadership in building trust and motivation among employees. Furthermore, this study explores barriers to effective communication, such as noise, and provides a framework for overcoming these obstacles through mindful communication practices, emotional intelligence, and adaptability. The Study underscores the importance of continuous improvements in communication skills, advocating training programs and self-awareness exercises that enhance interpersonal interactions.

Keywords: Channel, Communication, Data, Information, Message

Introduction

The process of communication involves the transfer of thoughts, emotions, messages, and data from one person to another. The process could be considered profound when two people were involved. The first person is the one who sends the information, and the other person receives the information. Communication is a two-directional process. Messages sent by the speaker may include feelings, thoughts, and information. The entire communication process includes three basic aspects: the source, message, and receiver. The source conveys the ideas or information in one's mind through language, uses it as a medium of expression. The process through which the source converts the messages and ideas into words is called encoding; therefore a source acts as an encoder, who, using his language skills, is capable of converting his emotions and ideas into words by encoding them. The message must be encoded by the source in a language that is understandable to the receiver. The message, thus sent by the source, is received by the receiver and then the message is deciphered. Decoding is the process of deciphering a message. The receiver is able to decode the message only if he/she is comfortable with the language used as the medium of expression by the source.

Because of its capability to decode the message, the receiver is known as the decoder (Mahajan, R. 2015). Growing advancements in science and technology have led to drastic changes in the modes of communication. Virtual Communication has now become the most accessible and affordable form of communication. Virtual Communication facilitates the interaction between people who are at distant locations, but still have the required equipment, which makes communication possible. This form of communication includes texts, snaps, tweeting, mobile conversations etc.

Communication has carved a special place for itself as an indispensable skill for employees in any institution. Everyone in the workplace is interdependent and must coordinate with each other to accomplish their tasks. Coordinating the work with everyone in the team is essential and fosters the growth of relationships. The most challenging aspect of any institution is to concentrate essentially on getting work done through coordination, which cannot be achieved through Effective Communication.

Any message or thought is generally transmitted to a single or a greater number of recipients through a medium. To understand the significance, comprehension, and pertinence of the information sent in the form of the message by the speaker, the message should be properly encoded in an appropriate form that will be compatible with the medium. Discrepancies during communication at any given time and context may lead to misunderstandings and unnecessary mayhem. Organizations and business firms struggle to meet the demands of Effective Communication. Having the capability to express ideas, messages, emotions, views, and data effectively with others is the sought-after feature of any individual.

Definitions of Communication

The term “communication” originates from the Latin word “communicare”, which refers to information sharing. Communication is the process of comprehending and transferring information and meaning.

G. G. Brown defines Communication as ‘the transfer of information from one person to another, whether or not it elicits confidence, but the

information transferred must be understandable to the receiver’ and Fred. G. Meyer as ‘the intercourse by words, letters or messages.’

Process of Communication

Communication involves information transfer from one person to another. This begins with the source’s intention to convey the message by encoding the information. The listener or receiver then acquires the encoded information or messages and attempts to decode the message meaningfully to understand the information in the message sent by the source. The communication process is illustrated in Fig.00201.

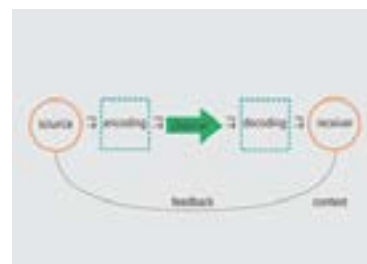


Figure 1 The Figure Explains the Transfer of Communication between the Source and the Receiver [tutorial point]

Elements of the process of communication

Source

Any device that speaks out and shares data can be considered a source. Source plays an important role in communication by initiating the entire process. The source sends a message, which may be an idea, picture, thought, request, or obligation. Therefore, the source can be considered as the initiator of communication by sending the message. The message or information is encoded in such that the thought is easily understood by the receiver.

Message

Messages are thoughts, emotions, ideas or data encoded and sent. Messages are encoded information conveyed through writing or lectures to the audience. Message is the most significant element of the communication process. The message from the source must have a receptor to make the process of communication profound and this message could be either in the form of written or oral.

Encoding

The encoding process encompasses the channelling or arranging of the desired information in the best possible form. The chosen medium depends on the situation, time, and complexity of the data either in oral or written form. The process of encoding should occur in a medium that is comprehensible to the receiver. Encoding is pivotal because of its capability to ruin the entire message if misconstrued.

Channel

Channels are identified as mediums through which the source can convey the desired information to the receiver. The channel acts as a connector between the source and the receiver. The encoded message being sent through the channel can be either oral or written. Channels have their strengths and weaknesses; it is imperative for the source to choose a proper channel to ensure effective communication as shown in Figure 2.



Figure 2 The Figure shows the Channel, which Relates to the flow of Messages [tutorials point]

Receiver

The receiver is the individual or group to whom the message is intended. The receiver may be anyone to whom the message is intended. Communication proves unsuccessful and futile in the absence of a receiver. The message sent by a source should have a receiver to make the communication process meaningful and effective. The delivered message should be in a language that the receiver can understand. The process of decoding the message completely depends on the receiver's understanding of the topic, experience, trust, and connection with the recipient.

Decoding

Decoding is the process employed by the receiver, who upon receiving the message is entrusted with the work of deciphering the message received from the source. The receiver must understand the channel used to convey the message and break down the information to understand the ideas, feelings, data, or emotions behind the message. The receiver must be able to understand the information to fulfil the purpose of communication. This process of deciphering the encoded data to understand the message is decoding.

Feedback

The communication process ends when feedback is received. The encoded message delivered by the source through an effective channel is optimally decoded by the receiver, who is responsible for acknowledging the message sent by the source. The acknowledgement of the source is given in the form of a feedback response. Feedback is required to properly encode, send, decode, and understand the message. It is the final phase in the communication process and it determines, in its text and spirit, that the recipient receives the message. Feedback is the most significant factor that helps in make communication successful and profound.

Categories of Communication

There are several forms of communication, which include

Verbal Communication

Verbal communication refers to any communication that uses words to share information with others. These words can be both spoken and written. Verbal communication may be defined as face-to-face talks, telephonic conversations, radio, television, etc. Verbal communication frequently relies on immediate responses, assuming it is carried out in a two-way loop. Having the competence and tenacity to express thoughts to others enhance relationships between individuals. This will help in the growth of key skills including problem-solving, decision making and mutual trust. Appropriate eye contact, gestures, and facial expressions also influence verbal communication.

The receiver's listening and understanding skills allow one to comprehend and retrieve the information. Linguistic competence, standards and the mode in which the information is articulated will have an impact on the recipient of a communication.

Non-Verbal Communication

Non-verbal communication is the transmission of messages through nonverbal cues such as facial expressions, body movements, gestures, posture, and eye contact. It includes the use of cues such as kinesics, proxemics, appearance, paralanguage and haptics. It also includes chronemics and eye contact. Visuals diligently delineate messages. An individual can communicate efficiently using pictures, objects, and artefacts. An individual's haircut and clothes provide information about his temperament, mood, and purpose. People show their interests and preferences on home and office surfaces by using architecture, colours, and textures.

Written Communication

Written communication encompasses handwritten or typed letters, electronic mail, social media clips, newspapers, and details available on the Internet. This form of communication is affected by the competence of an individual. The Audience perspectives vary among individuals. Different kinds of messages require different modes of understanding.

Virtualization

Virtualization may be defined as a way of communication in which messages are conveyed by showing graphs, pictures, tables, etc.

The Process of Communication

Social Communication

Humans are social animals, which makes them rely on other creatures for several reasons. Therefore, individuals must communicate with each other. There is no robust reason for people to communicate with each other. With the rise in technological advancements and several social networking apps, communication with people across the globe has become accessible and indispensable, making people expand their contours. Social

communication is a general enterprise that enables people to communicate with each other and express their emotions, feelings and messages clearly for intellectual purposes or enjoyment in verbal or non-verbal forms. This process of socialization through communication may also include chatting on apps such as Instagram, and WhatsApp, or browsing the internet sources.

Formal Communication

Formal communication fosters robust business and corporate relationships. Organizations and businesses use formal communication to engage with their target customers and employees more effectively. Meetings and interviews are components of formal communication. Communication that employs specialized language is often referred to as formal communication.

Benefits of Communication

Trust Building

Effective communication creates trust with others. Others can trust you to make the best judgments for everyone in the group because of your ability to listen carefully and welcome diverse viewpoints. This trust will spread to your team as you act as a role model, and they will feel confident in their teammates' ability to carry out their tasks and obligations.

Clarity

The primary purpose of communication is to enable the message to reach the listener. Therefore, the messages should be conveyed lucidly, and the receiver should be able to understand the message. Any sort of discrepancy may lead the receiver to misunderstand the message being shared, which would also foil the relationships between individuals. To give feedback, the receiver must understand the message properly, which entails pointing out the most constructive ways to dent at things that are not in the desired order by amply providing the necessary feedback to retain and manoeuvre the same pace. They will be aware of their own and their teammates' unique roles and responsibilities, which may lessen differences.

Better Relationships

Having good communication will result in the development of relationships by building trust and faith among all the employees. Employees working in teams will find a sense of understanding and a feeling of being heard and comprehended. This could only happen when listeners listened to the messages clearly and consciously and gave the speaker constructive feedback. This will help in enhancing relationships and creating an ambience where employees can feel better and see themselves grow to newer heights.

Team Betterment

The employees working in an organization in teams rely mostly on one another and that can be attained only through proper communication. Mutual sharing of thoughts, emotions, and messages will enhance relationships among team members fostering trust and better performance between team members. The mutual delegation of work among employees in a team will enhance the soothing pleasures and relationships among the employees in the team, which will enhance morale and a feasible work environment.

The Challenges of Communication

Absence of Feedback

The primary purpose of communication can be fulfilled only after the speaker effectively receives feedback from the receiver. If communication is one-sided, that is, if the speaker sends the message and does not receive the feedback, then the purpose of communication fails. Therefore, feedback plays an important role in communication and the lack of this feedback results in unnecessary confusion and mayhem. This feedback helps in understanding and fostering relations better, both personally and professionally.

Linguistic Barriers

Language is an important medium that enables individuals to communicate with one another effectively. Several institutions often keep bragging about their cultural diversity and worldwide reach, but several language lapses make communication difficult in companies. Slow, poor and occasionally

non-existent multi-language communication can occur. It is also imperative to encourage cross-cultural education, to prevent misunderstanding. The presence of diverse cultural features poses issues that challenge internal communication, besides barriers to language speaking. These barriers hinder people from expressing themselves freely and in a lucid manner, which makes communication difficult and troublesome.

Conclusion

Communication is all about expressing the data, fuelling to figure out one's emotions. It typically occurs in two or more individuals. However, regardless of the number of participants, communication always follows a two-way process: a speaker and a receiver. The speaker sends the data, and the receiver or listener receives the data. Communication is a structured process that ensures the effective exchange of information. It involves five key steps. First, the source initiates the communication by formulating and encoding the messages. Once the message is encoded, it is transmitted through a channel; that serves as the communication medium. These could be verbal speech, written text, digital messages, or even non-verbal gestures. Then, the receiver receives the message, begins the decoding process, and interprets its meaning. Finally, the receiver understands and responds, completing the communication cycle.

By following these steps, communication becomes more effective, reducing misunderstandings and ensuring clarity in personal and professional interactions. The paper focused on the mantle of communication in the day-to-day cadence, socialising is very important, according to their circumstances, and the utility one should share their feelings. Communication means expressing thoughts and that can be done in three types, verbal, non-verbal and written form, which have been ventilated in the above paper. This makes employees enhance their knowledge, boost updates, and make masters and communicate in the best way. Resistance to change is a common challenge, but strong communication skills can facilitate smoother transitions and foster positive attitudes toward adaptation.

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