COMMUNICATION SKILL AS A TOOL FOR PROFESSIONAL GROWTH

[1]NIMISHA BERI, [2]MANJINDER KAUR

Associate Professor, Lovely Professional University, Phagwara and Research Scholar, Lovely Professional University, Phagwara

Abstract - Effective communication is the glue that holds relationships together. It's a process with myriad parts, all of which are important. English communication skills are important in accounting field like any other profession. Good communication skills of verbal and written can open many doors to success including professional development for the employees. Strong communication skills also enable the professionals to express themselves clearly. Being able to communicate effectively is the most important of all life skills. Communication is simply the act of transferring information from one place to another, whether this be vocally (using voice), written (using printed or digital media such as books, magazines, websites or emails), visually (using logos, maps, charts or graphs) or non-verbally (using body language, gestures and the tone and pitch of voice). How well this information can be transmitted and received is a measure of how good our communication skills are. English communication skills are important in accounting field like any other profession. English communication skills is the basic requirement to handle a job of accountant effectively and efficiently, because, in addition to performing regular tasks pertaining to accounting, accounting professionals need to draft letters, sendemails, prepare reports, interpretations and foot notes for management review, perusal and decisions. They are also required to coordinate with various parties, such as, debtors, creditors, clients, banks or affiliatecompanies. Hence, improving skills of both verbal and written communication is very much important for accounting professionals.This paper highlights how communication skill helps in the professional development of an individual.

Keywords - Communication Skills, Professional Development, Accounting Professionals,

I. INTRODUCTION

Good communication skills of verbal and written can open many doors to success including professional development for the employees. Besides, it's a great help to prepare a strong resume to get a desirable job for job seekers. Strong communication skills also enable the professionals to express themselves clearly. Some people seem to have this opinion that they do not need to improve English communication skills, as the major part of their job involves dealing with numbers. While it is true that accounting entails working with numbers and they must be good at using numbers in number of different ways as required by the profession, they need to pay enough attention to the importance of developingcommunication skills. It must be noted that accounting also involves looking beyond the numbers, gathering and preparing reliable information for the intended parties. There are times when the accounting professionals need to communicate better about the changes, results and the information pertaining to the financial statements or they need to provide accurate information in the form of variousnotes and interpretations. In order to manage such situations successfully, they need to develop their effective communication skills both in verbal and written. Lack of communication skills creates various problems leaving a bad impression on superiors and colleagues. Hence, if required, it is advisable to take courses in Business English communication skills and knowledge of English that may be of great use at the work place. Being able to communicate effectively is the most important of all lifeskills.Communication is simply the act of transferring information from oneplace to another, whether this be vocally (using voice), written (usingprinted or digital media such as books, magazines, websites oremails), visually (using logos, maps, charts or graphs) or nonverbally(using body language, gestures and the tone and pitch of voice).How well this information can be transmitted and received is a measure of howgood our communication skills are.

Developing your communication skills can help all aspects of your life, from yourprofessional life to social gatherings and everything in between. The ability tocommunicate information accurately, clearly and as intended, is a vital life skill andsomething that should not be overlooked. It's never too late to work on your Communication skill and by improve your quality of life. Professionally, if you are applying for jobs or looking for a promotion with your current employer, youwill almost certainly need to demonstrate good communication skills. For example, the ability to:speak appropriately with a wide variety of people whilst maintaining good eye contact, demonstrate avaried vocabulary and tailor your language to your audience, listen effectively, present your ideasappropriately, write clearly and concisely and work well in a group all require good communicationskills. As your career progresses, the importance of communication skills increases; the ability to speak,listen, question and write with clarity and conciseness are essential for most managers and leaders.

It is no mystery why good communication regularly topsthe list of skills required by employers, but there's muchmore to communication than simply talking.

Developing yourcommunication skills canbenefit you in all aspectsof your life, from yourprofessional life to socialgatherings, in businesscommunicating effectivelywith clients andcolleagues is one of themost essential skills acandidate can have. However, it is not just a matter of being able toexpress yourself. It involves broader issues, such as considering theoverall impression being conveyed and being aware of the emotionbehind the information being expressed.

II. INTERPERSONAL COMMUNICATION SKILLS

Interpersonal Skills are the skills we use when engaged in facetofacecommunication with one or more other people.What we say is an important way of getting our message across see

Verbal Communication andEffective Speaking butusing our voice is only the tip of the iceberg. We actually communicatemore information using nonverbalsignals, gestures, facial expression, body language even our appearance.

Listening is a vital interpersonal communication skill. When we communicate we spend 45% ofour time listening. Most people take listening for granted but it is not the same as hearing andshould be thought of as a skill.Reflection and clarification are both common techniques used to ensure that what you have heard and understood is what was intended Good interpersonal communication skills enable us to work more effectively in groups andteams, which may be either formal, like at work, or informally insocial situations. Building Rapport help in understanding how to develop interpersonalrelationships and to find out how you can take these principles further anddevelop empathy for others. Interpersonal communication skills are essential to developing other key life skills. Being ableto communicate well with others is often essential to solving problems that inevitably occur both inour private and professional lives. Our section on Problem Solving provides information and adviceto aid constructive and effective problem solving. Decision making is another area which can benefitfrom good communication skills as it often requires communicating complex information so that themost appropriate decision can be made.

III. PRESENTATION SKILLS

Although, for many of us, presentation skills are used infrequently, there willprobably be times in your life when you need to present information to a group ofpeople, either in a formal or informal setting.The thought of giving a presentation or talk to a group of people can be very alarming to the novice;Even hardened professionals can feel nervous. Good planning and practise, however, can help to alleviate these fears and enable you to present information clearly and effectively.

IV. WRITING SKILLS

Communication skills are not limited to direct interaction with other people and thespoken word.The ability to be able to write clearly and effectively is key to communication, this set of skills shouldnot be limited to journalists or professional authors. Poor written communication can be frustratingfor the reader and potentially damaging for the author

V. PERSONAL SKILLS

Personal Skills are the skills that we use to maintain a healthy body and mind theycan enhance communication.Developing your personal skills can help with communication processes. Building Confidence can help you to feel more positive about yourselfand your abilities includingyour ability to communicate.Personal Appearanceand Personal Presentation describe how you look and how youbehave can have a bearing on other people's perception of you, which in turn affectscommunication.By having a deeper understanding of yourself and a more relaxed and positive outlook on life youare more likely to be charismatic atrait that can further aid the communication process.

VI. LOOKING FOR A NEW ROLE?

If you are looking for a new role, the application process is an idealopportunity to demonstrate your communication skills. Make a goodimpression here and you will be well on your way to securing the position. Your initial application should be well written, easy to follow andput together with the audience in mind.When you have completed your application, check it again and again,then ask someone else to check it (preferably someone who knowstheir spelling and grammar). When you attend the interview, shakehands, smile and make eye contact. Remember people's names andshow interest in what they have to say. This all indicates that you are serious about wanting the position and you are pleased to be at theinterview.

VII. MAKE A GOOD IMPRESSION

Good communication is the oil that keeps the workplace machinerunning smoothly. Having the ability to listen carefully, speak clearly andput others at ease is valuable in any organisation and can involve a widerange of skills:Listening attentively to others and showing interest in everythingthey say.

Dealing with telephone conversations in an appropriate mannerEncouraging interest and interaction from others in your teamExpressing an opinion or asking a question clearly and concisely Being able to persuade others of your line of reasoning

VIII. NONVERBAL COMMUNICATION

Your body posture, hand gestures and eye contact all express ameaning, often saying much more than the words you speak. Forinstance, standing or sitting with your arms and legs relaxed and open
will convey a friendly impression that will invite others to interact withyou. If you look a person in the eye it indicates that you are focused onwhat they have to say (though you should be careful not to confuse thiswith staring!). Similarly, a particular look with the eyes can articulate farmore than any words can.Nonverbal communication is important for written communication as wellas facetoface.
If you can convey a friendly tone in an email, forexample, your coworkers will be more likely to engage with you andwhat you have to say.The ability to communicate effectively with clients, colleagues andmanagers is essential, whatever sector you work in. Goodcommunication galvanizes teams, inspires high performance andenhances the workplace culture. Just remember, communication is atwowayprocess, so take notice of other people's verbal and nonverbalsignals as well as your own.
Communication plays a fundamental role in all facets of business. It is therefore very important that both internal communication within your organisation as well as the communication skills of your employees are effective. The following six reasons will explain why effective communication should be a focus in your business:

1. Builds and maintains relationships
Relationships are built and can be maintained by positive encounters with others. Communication will be key to this process – without effective skills, it will be difficult to properly construct and foster productive relationships.

2. Facilitates innovation
When employees feel comfortable in openly communicating new ideas, cooperation and innovation will be at an all-time high. In addition, if staff are unable to convey their ideas due to limited communication skills, it is likely that the idea will not be implemented to its full potential.

3. Builds an effective team
If open communication within a workplace is encouraged, a more cohesive and effective team will emerge. Good communication within a team also tends to boost employee morale. When employees feel that they are well informed of the company's direction and vision, they will feel more secure within their role. Regular internal communication can also lead to an improved work ethic if staff are reminded of achievements and feel that they are working towards a common goal.

4. Managing employees
When managers are effective communicators, they are more able to inform staff adequately of their responsibilities and what is expected from them. Good communication skills also helps managers to provide constructive feedback to their staff, build better relationships, and understand personal goals that staff may wish to work towards.

5. Contributes to growth of the company
A lack of communication can lead to the collapse of any organisation. Whilst that is a bold statement – without proper marketing collateral and communication internally and externally, most organisations will struggle to survive. Communication can also lead to productivity and helps to avoid unnecessary delays in the implementation of policies.

6. Ensures transparency
When regularly communicating both internally and externally, organisations remain more transparent. This is important in building trust in your brand, in your services and also internally when it comes to the trust that employees have in higher management. Tony Deblauwe fromExaminer adds that 'when tough decisions need to be made, transparent leaders will have an easier time explaining why'.

There are some elementary rules for good communication:

1. Begin with something positive to create a friendly atmosphere.
2. Appreciate the human being you are talking with. She/he is not the enemy.
3. Respect the other person's desire to do the right thing. When possible, give positive feedback.
4. Desire peace. If the other person makes offensive mistakes, don't retaliate; rather help him/her recover.
5. Be open-minded. If the other person makes a good objection, admit to it (and enjoy your new clarity).
6. Don't interrupt. Treat others as you would like to be treated. In the long term, you will save time.
7. Don't provoke the other person by hitting his/her hot buttons.
8. "Show me, don't shout at me." Keep the discussion intellectual. Don't force your opinion by shouting.
9. Lead by example. Don't expect the other person to keep these rules. Teach them by example.
10. End by summarizing what you have in common with the other person, a good start for next time.

Developing your communication skills can help all aspects of your life, from your professional life to social gatherings and everything in between. The

ability to communicate information accurately, clearly and as intended, is a vital life skill and something that should not be overlooked. It's never too late to work on your communication skills and by doing so improve your quality of life.

IX. CONCLUSION

Correspondence is a basic expertise for pioneers to impact, fabricate trust, enable and empower individuals and groups. In any case, numerous expert ladies still keep down when voicing their feeling, or in extreme discussions since they don't know of what to state. Adapt integral assets to improve your correspondence between collaborators, representatives and higher-ups. You will pick up abilities to convey what needs be adequately and manufacture validity to push your profession ahead. In this course you will find.

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