

Communication



Communication skills are essential in order for people to improve their interaction with other members of society. In the business world people that have excellent communication skills can advance their careers faster than those that do not possessed them. Five important communication skills are listening skills, people skills, emotional intelligence, appropriate skill selection, and communicating ethically. Listening skills are very important because they enable the person to capture all the information in a communication in order to reason the information and provide feedback. A skill that I am very excited about improving is people skills. People skills involve a wide range of interpersonal skills including assertion skills, collaboration, problem solving, and conflict resolution skills. I am very excited about improving my people skills because doing so will make a better professional. People skills help people in business because they enable the person to adapt to the situation based on the audience the person is communicating with. For example a manager can use his people skills to persuade a supplier to lower their prices. People skills can benefit people from any professional background. Doctors utilize people skills to gain the trust of their patients. Once this occurs the doctor will have a returning client. I need to make improvements in my people skills to improve my ability to interact with other students. In college a lot of learning takes place outside of the classroom. Students with good people skills are able to interact with all types of persons in an effective manner. I realized that in order for me to succeed in the business world I have to improve my people skills due to fact that these skills are valuable tools that can enhance a person's career opportunities. People skills can help me improve my interactions in everyday life. People skills can help me achieve better results

when dealing with governmental employees. Treating an employee nice can help a person gain a better level of service. 2. The concept of self can be defined as the appraisal of a person's own competencies and attributes. This concept can affect the communication process because the self concept affects a person's confidence regarding that specific item. For example a person that feels she is too short might feel uncomfortable talking to a group of women that are six feet tall or higher. Academically the self concept also influences the communication process. A person that feels he is not good at history will not be an active participator in the classroom. This person will try to avoid conversations regarding the subject matter because they feel insecure about their ability to communicate effectively. On the opposite view a person that likes a subject such as finance will talk with other people about the subject confidently. Self image is another concept that affects the communication process. The self image refers to a person's perspective of how they look physically and impressions of one's personalities and abilities. People with a strong sense of self-image are typically good communicators because they have confidence in themselves. Self-esteem is a sense of one's worth and level of satisfaction with yourself. A person that has a low level of self esteem will have problem communicating with others especially with people they just met.