

COMMUNICATION SKILLS

by Prof Mac

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Communication skills

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Effective communication involves exchanging information accurately between the sender and receiver without causing a misunderstanding in intentions behind the message. People live and interact through the passing of information between each other by communication.

Communication skills are, therefore, important for building and maintaining good relationships with friends and coworkers according to Dolan (2016). In my case, I possess the communication strengths of being a good listener, an assertive speaker and, am able to read non-verbal signs in people I am communicating with.

In my communication weaknesses; I have noticed a bit of short temper when receiving negative news, restlessness when under pressure, egocentric when sharing opinions. These weaknesses appear to be related to my assertive communication strength that makes me approach matters head on. Am keen on details and that is one character that helps me to be a good listener. Being a goal-oriented individual, it is frustrating to receive bad news after putting in efforts that could bear positive results according to Moss (2015). This could be as a result of stress and anger management according to colleagues and friends.

Attempts to improve my communication skills for the sake of better daily interactions have prompted me to seek ways of managing anger even under pressure. It is easy to get frustrated when communication fails and the intended message is not passed on but it saves everyone plenty of energy when any type of news is received with a positive approach. Communication being a two-way channel, suggestions of letting good ideas to give way for better ideas can help reduce conflict among relationships and this means that I should not strive to always enforce my own opinion. A professional relationship is built on trust and mutual

respect through effective communication that will help exchange of ideas for everyone's benefit according to Perron et al (2014).

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