

METHODS FOR IMPROVING THE COMMUNICATION

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Communication means a process of information exchange between at least two persons. But the fact of the exchange of information doesn't mean the communication itself, as the transmitted information can be confusing for someone who gets it. There are three problems in the field of communication: technical, somatic and the problem of efficiency.

While considering interpersonal barriers it is necessary to focus on perception, semantics, exchange of non-verbal information, low-quality feedback, flexible hearing. There are many factors that impede the implementation of effective communication, the main ones are filtration, selective perception, semantic barriers, bad feedback, cultural differences between the sender and receiver (communicators) in process of information exchange, and the information overload.

The causes of ineffective communication are the lack of understanding of the importance of communications by leaders. To increase the effectiveness of communication a manager should solve two problems namely improving his communication messages and the mechanism for understanding what others are trying to tell him in the communication process.

So, the improving of communication can be provided by following some rules. To begin with, the message should be as clear and correct as possible. It also should be complete and the verbose messages should be replaced by few well-chosen words. The last but not least are concreteness and correctness. Skillful use of communication methods will be useless if the message is incorrect. Slight exaggeration, generalization and assumption may lead to the emergence of major communication barriers.

All these rules are useful for evaluation of any message, and experienced managers skillfully implement these requirements as the clear and brief thought expression is a guarantee of effective communication.