The Role of Interpersonal Communication Skills in Human Resource and Management

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Abstract: Interpersonal communication skills have become the need of the hour in the current scenario. Individuals must be adept at getting their point across without offending or harting anyone. Organizations seek those individuals who possess technical and interpersonal communicate within the organization and outside the arganizations to carry out various functions related to the job. This study illustrates the key interpersonal communication skills and their role in the human resource and management area. The methodology adopted was a qualitative survey consisting of open and close ended questions. The findings suggested that the domains of HR and management have similar interpersonal communication skills. The current curriculum in educational institutions is not at par with the needs of the students. Thus, it needs to be revised to include courses on IPCS.

Keywords: Interpersonal communication skills; Human resources; Management; ESL; EFL.

1. Introduction

Earlier, organizations relied on their employees' technical skills for success. Nevertheless, since the digitalization of the workplace, employees' communication skills have become a deciding factor for an organization's success. This is because the functioning of an organization involves dealing with its human resources and managing them effectively to carry out various tasks associated with consumers, which depends on communication at various levels: interpersonal level, group level, mass level.

Communication is an active process taking place around us all the time. We spend approximately 70% of our time communicating (sharing and receiving information) through various means.

The word "communication" originated from two Latin words, "communicare" and "communis," meaning "to impart," "to participate," "to share, " or "to make common." The sense of sharing is inbuilt in the very beginning and meaning of "communication."

According to Keith Davis, "Communication is a process of passing information and understanding from one person to another."

According to William Newman and Charles Summer, "Communication is an exchange of ideas, facts, opinions or emotions of two or more persons."

According to Peter Little, "Communication is a process by which information is transmitted between individuals or organizations to understand response results."

The definitions given above imply that communication is a two - way process. The key elements involved in communication are - sender, message, medium, channel, response, and feedback. However, these elements would not suffice completely. Cooperation and understanding between the sender and receiver should be present for effective communication.

"Communication is not just about the words you use, but also your manner of speech, body language, and above all, the effectiveness with which you listen. To communicate effectively, it is important to take into account culture and context" (DPES, 2005: 6). For work and career, technical skills and a related professional degree are crucial for eligibility. Although, as indicated by recent studies and research, interpersonal communication skills (IPCS) have become essential for achieving and maintaining success in congruence with the current digitalized and globalized world, Employers actively seek out and hire individuals who not only have the required technical and professional qualifications but are also equipped with good interpersonal skills. Thus, preference is given to qualified candidates with good interpersonal communication skills.

Interpersonal communication skills are those verbal and non- verbal skills through which individuals communicate their message to the other party. IPCS is essential for maintaining healthy interpersonal relationships and the smooth functioning of an organization. That is why the human resources and management department (directly involved in interactions with individuals inside and outside the organization) must be proficient in IPCS. This is because there are always issues and conflicts emerging in the workplace between employees. Often, the employees face problems with the company's management, and as a result, leave the organization. All of these issues are related to the lack of proper communication and treatment of employees. This is where the role of IPCS comes into play in the HR and management department. IPCS makes a positive impact on employee output and better conflict resolution.

The objectives of this research on 'The Role of Interpersonal Communication Skills' were as follows:

- What is the role of IPCS?
- Role of IPCS in HR.
- 3) Role of IPCS in Management

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Communication and Interpersonal Skills in Social Work Juliet Koprowska, 2024-04-24 Communication and interpersonal skills are an essential part of practice Taking a skills based approach this book looks at research theories approaches and processes demonstrating how they relate directly to practice It will help you to understand the benefits that good communication skills can bring to your work with children and families adults groups and those with communication The Handbook of Communication Skills Owen Hargie, 2006-10-16 The Handbook of Communication Skills is difficulties recognised as one of the core texts in the field of communication This thoroughly revised and updated third edition arrives at a time of considerable growing interest in this area with recent research showing the importance of communication skills for success in many walks of life The book s core principle that interpersonal communication can be conceptualized as a form of skilled activity is examined in detail and a comprehensive transactional model of skilled communication is presented which takes into account current conceptual and research perspectives This book provides a comprehensive analysis of research theory and practice in the key skill areas of communication such as non verbal communication persuasion leadership assertiveness self disclosure listening and negotiation Each chapter is written by a recognised authority in that particular specialism among them world leaders in their particular fields In the ten years since the last edition a large volume of research has been published and the text has been comprehensively updated by reviewing this wealth of data In addition a new chapter on persuasion has been added one of the areas of most rapid growth in social psychology and communication The Handbook of Communication Skills represents the most significant single contribution to the literature in this domain It will be of continued interest to researchers and students in psychology and communication as well as in a variety of other contexts from vocational courses in health business and education to many others such as nursing and social work whose day to day work is dependent on effective interpersonal skills Implementation of Circular Economy in Supply Chains and Production Systems Roma Marczewska-Kuzma, Lukasz Hadas, Paulina Golinska-Dawson, 2025-07-08 This book covers various aspects of sustainability including green economy green energy and waste management It offers analysis of key challenges in contemporary world as well as concepts and solutions that can be implemented to deal with them The authors represent various universities located all over the Europe hence their perspectives are different and confronting their points of view will result in holistic review of current topics connected with circular economy The book can be interesting for academics as it presents the latest research results for business practitioners as it supplements research with case studies and real life examples and for students who can learn about new challenges solutions they will have to deal with in their professional Communication and Clinical Effectiveness in Rehabilitation Frances Reynolds, 2004-11-11 Incorporating a patient careers focused perspective on communication and health care this new title for physical and occupational therapists and students provides practical strategies for effective communication with both colleagues and patients Written in a straightforward easy

to understand style it offers a multidisciplinary evidence based approach and an emphasis on reflective practice making it a timely and useful resource for today s readers Discusses strategies for communicating with both colleagues and patients Examines the evidence for the importance of effective communication in enhancing clinical effectiveness Contains reflective exercises for self awareness of personal communication skills and difficulties Provides case studies that allow the reader to analyze a range of realistic communication problems Includes research based evidence throughout Research on Professional Responsibility and Ethics in Accounting Tara J. Shawver, 2023-03-30 This 25th edition of Research on Professional Responsibility and Ethics in Accounting explores many aspects across professional responsibility and ethics in accounting including balancing values vs profits whistleblowing earnings management ethical financial reporting and moral identity **Education and Innovative Perspectives in Higher Education** Ana Luísa Rodrigues, 2024-04-30 Globalization digitalization and a rapid technological development of many areas of life and society bring humanity to another level of development Changes in the educational organizations are inevitable and the university must meet new requirements in a new paradigm Gafurov Safiullin Akhmetshin Gapsalamov from the excellence of academic productivism to the valorisation of pedagogy and teaching and training work from entrepreneurialism to a sense of community from entrepreneurship to public responsibility N voa 2019 Group Counseling Robert C. Berg, Garry L. Landreth, Kevin A. Fall, 2024-11-15 First published in 1979 Group Counseling has consistently been a widely used and praised text providing both novice and experienced counselors with a framework from which to expand group counseling skills and knowledge This revised seventh edition offers a reader friendly and engaging journey through the group process that is congruent with CACREP standards and the 2021 Association for Specialists in Group Work ASGW practice standards and grounded in the most cutting edge research and theory The authors present a thorough discussion of the rationale for using group counseling with an emphasis on the group s role as a preventive environment and as a setting for self discovery The book examines the group facilitator's internal frame of reference and ways to overcome initial anxiety about leading groups and also explores typical problems in the development facilitation and termination of the group process and provides suggested solutions Individual chapters are included to explore the application of group counseling with children and adolescents New additions include a thoroughly revised chapter on diversity competencies and the importance of social justice along with expanded sections on group assessment and co leadership as well as increased use of sample group dialogue to highlight content and process dynamics Educators and students of graduate group courses in counseling social work and psychology will find this new edition seamlessly blends new research and theory with the best elements from past Research Report ,1973 A Professional Research and Knowledge Taxonomy for Sandra L. Facinoli, 1989 editions Abstract This bibliography represents a part of the materials in the 4hprk collection through September 1989 4hprk is a taxonomy of professional research and knowledge for 4 H and youth development professionals It was developed as part of

USDA funded research conducted at Ohio State and Mississippi State Universities The set of bibliographies is composed of five categories communicaion educational design youth development youth program management and volunteerism A bibliography has been created for each category The bibliographies provide a bibliographic citation and an abstract for each item in the collection Research in Education ,1974 Sociology of Work Vicki Smith, 2013-05-16 The simple act of going to work every day is an integral part of all societies across the globe It is an ingrained social contract we all work to survive But it goes beyond physical survival Psychologists have equated losing a job with the trauma of divorce or a family death and enormous issues arise from financial panic to sinking self esteem Through work we build our self identity our lifestyle and our aspirations How did it come about that work dominates so many parts of our lives and our psyche This multi disciplinary encyclopedia covers curricular subjects that seek to address that question ranging from business and management to anthropology sociology social history psychology politics economics and health Features Benefits International and comparative coverage 335 signed entries A to Z fill 2 volumes in print and electronic formats Cross References and Suggestions for Further Readings guide readers to additional resources A Chronology provides students with historical perspective of the sociology of work In the electronic version the comprehensive Index combines with the Cross References and thematic Reader's Guide themes to provide robust search and browse capabilities Research in Education ,1973

Communication Yearbook 16 Stanley Deetz, 2012-05-23 The Communication Yearbook 16 focuses on the study of communication within corporate organizations Part II explores the role of communication studies in such timely issues as communication technology globalization and multiculturalism The final section focuses on three theoretical debates in which contributors discuss communication during initial interaction the motivation to communicate and communication in decision making and problem solving groups Commentaries on each chapter provide alternative perspectives extend issues of significance and help engage the reader in the contemporary debates in each area **Communication Yearbooks Vols** 6-33 Set Various, 2021-12-02 The Communication Yearbook annuals originally published between 1977 and 2009 publish diverse state of the discipline literature reviews that advance knowledge and understanding of communication systems processes and impacts across the discipline Topics dealt with include Communication as Process Research Methodology in Communication Communication Effects Taxonomy of Communication and European Communication Theory Information Systems Division Mass Communication Research Mapping the Domain of Intercultural Communication Public Relations Feminist Scholarship Communication Law and Policy Visual Communication Communication and Cross Sex Friendships Across the Life Cycle Television Programming and Sex Stereotyping InterCultural Communication Training Leadership and Relationships Media Performance Assessment Cognitive Approaches to Communication School Segregation and Social Cohesion in Santiago Andres Molina, 2021-04-16 This book examines the consequences of educational segregation from the perspective of social cohesion It investigates the impact of separating students along socioeconomic lines on student

attitudes dispositions and outlooks considered important for social cohesion as well as on achievement opening the discussion about the social costs of school segregation The separation of students based on their social background is a common feature of schooling in many modern systems This is not only due to the influence of residential segregation but also to the effects of policies promoting educational privatisation parental choice and student academic selection By recognising the importance of schooling for citizenship and social integration the chapters in this book explore how the separation of students throughout their school lives can contribute to the division of citizens beyond school and how social segregation in school systems affect social cohesion more broadly By exploring the case of Santiago Chile the study is a timely contribution to the understanding of the roots of social division and the role that schools play in creating cohesive societies The originality of the approach and the evidence presented draw on implications that should be of interest to a wider audience concerned with contemporary discussions on solidarity and its erosion by educational segregation in urban environments Introduction to Counselling and Psychotherapy: Theory, Research, Practice and Social Purpose, 7th Edition John McLeod, 2025-03-25 An Introduction to Counselling and Psychotherapy builds on the existing strengths of John McLeod s research and professional experience This title provides a comprehensive introduction to the research and practice of counselling and psychotherapy and enables students to develop their confidence in deploying a range of therapeutic models With renewed focus on issues of social justice and in depth consideration of how best to respond to contemporary developments within and beyond the therapy session McLeod's most recent edition provides students with the skills required to navigate their early careers in a post Covid19 context Complete with case studies and topics for discussion this core textbook acts as a one stop shop for students on a wide variety of counselling training programmes John McLeod is a household name in the world of C P education John has held Professorial position at the Universities of Keele Abertay Olso Padua and Massey and at the Institute for Integrative Counselling and Psychotherapy Dublin He has published 14 books and more than 100 articles and chapters and has an international reputation as a leading figure in counselling and psychotherapy **Exploring the Psychology of Vocational Education: From the Perspective of Literacy** practice and research **Promotion** Jian-Hong Ye, Mei Yen Chen, Yung-Wei Hao, 2023-04-14 The Science and Technology Labor Force Leonid Gokhberg, Natalia Shmatko, Laudeline Auriol, 2016-06-15 This book provides an in depth analysis of the demand for PhDs on the labor markets of twelve countries The authors analyze the role of PhDs in the creation of innovation in a knowledge based economy and examine economic issues such as the return on investment for the education and training of doctoral graduates To provide a more comprehensive picture of the employment patterns career paths and mobility of PhDs in selected countries the book analyzes various data sources such as labor force surveys and censuses The authors also develop survey approaches and output tables to collect data on the transition from school to work among PhDs The book will be of interest to policymakers companies and researchers responsible for research and innovation systems as well as to doctoral students

looking for a professional career outside the academic world *Towards a Psychophysiological Approach in Physical Activity, Exercise, and Sports* Pedro Forte, Daniel Leite Portella, Diogo Monteiro, José Eduardo Teixeira, 2023-10-30 In recent years there has been an increase in interest in mental health disorders as a result of mediatic coverage of Olympic athletes mental health struggles and also due to the COVID 19 pandemic lockdowns These phenomena helped to further exacerbate a problem already extensively present in sport and society Therefore applying a psychophysiological approach to physical activity exercise and sports research has become very popular Indeed mental fatigue and mental disorders are not only psychological in origin but also require an explanation from a psychophysiological perspective due to the effective interconnection between the psychological and physiological dimensions Psychological variables can also influence performance and the psychophysiological system has a strong effect on the control of physical capacities Moreover pacing behaviour decision making self regulation and effort perception can also explain the role of the brain in physical activity and exercise management Thus the aim of this Research Topic is to share the impact of a psychophysiological approach in physical activity exercise and sports

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