

Importance of Communication Skill in Engineering Field.

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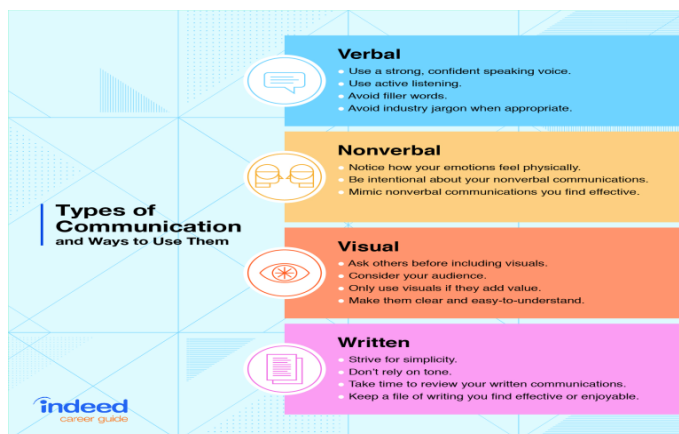
Abstract – Communication skill is an essential in each and every field. Communication may be written or spoken, verbal or non-verbal, pictorial or graphic. By using many technologies we can make the communication simpler, faster, effective and convenient. Communication is a continuous process.

Key Words: Communication-Sharing ideas and information, Skill- Ability to do something, Engineering-Study for being engineer, Field- Area.

1. INTRODUCTION

Communication skills are very important to an engineer. It allows people to understand information quickly. Good communication skills give confidence; in contrast poor communication leads to misunderstanding. Engineers can deliver information about their company through communication. Communication plays a vital role in our life. Without communication it is difficult to complete any task. communication improves the knowledge of the person. Communication solves all the problems. Communication is sharing the information to the group.

TYPES OF COMMUNICATION



1.1 Verbal communication

Verbal communication where we use spoken or written words to convey our message or ideas. Effective verbal communication builds good relationships with the customers and it also helps to improve our business. Each and every engineer should know the importance of communication skills in their field. Without

communication it is impossible to create a good image in the company. Engineers have to improve their verbal communication skills.

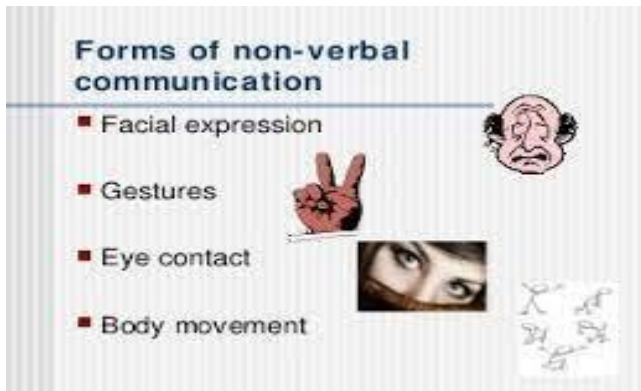
1.2 Tips to enhance verbal communication skills

By using the following tips we can enhance our communication skills.

- **voice tone-** The same tone during the whole communication can make the communication boring. We should change our tone according to the words and feelings. It increases the interest of the listener and keeps the listener busy and attentive.
- **Clear and valid information-** Understand the content as a listener and give the clear and valid information to the listener.
- **Attitude-** Keep a positive attitude while communicating with people. A positive attitude helps to build a good and strong team.
- **Think** - If we speak without thinking it can hurt the people. Organize your information in advance. Before speaking, take some time to think and then speak.
- **Patience** - Having patience signifies that a person can listen and understand the speaker carefully. It helps us to avoid being irritated at any point during communication. It also helps to avoid making selfish decisions.
- **Feedback-** Communication is a two-way process. After the communication immediate feedback should be given.

2.1 Non verbal communication-

Nonverbal communication is the transmission of messages or signals through a nonverbal platform such as eye contact, facial expressions, gestures, posture, and body language. It includes the use of social cues, kinesics, distance and physical environments, appearance, of voice and of touch.



2.2 Tips to improve Non-Verbal Communication-

1. Pay close attention to what the person says. Really taking note of what the person is telling you is crucial to being a helpful listener. Once you reply, it will be helpful to repeat a number of what they told you, using the identical language. This attention to detail demonstrates that you just care.
2. Maintain comfortable eye contact. Don't avoid eye contact, but do avoid staring. It's important to fulfill someone's gaze. It shows you're interested in what your focus is on them – quite literally!
3. Maintain an open body position. Avoid crossing your arms over your body – it should appear defensive. When your body position is open, it conveys that you simply are hospitable listening.
4. Sit down, whether or not the person is standing. Being on the identical level as someone appears less threatening and might make them feel easier, while avoiding feelings of tension or nervousness when having personal conversations.
5. Sit alongside and angled toward the person instead of directly opposite them. This enables the conversation to feel friendly and non confrontational. Nobody wants to be interviewed.
6. Avoid fidgeting. During a sensitive conversation, it's going to be tempting to fidget, but it will be distracting to the one who is talking. It could also make it appear that you simply are uncomfortable, nervous or bored.

3.1 VISUAL COMMUNICATION-

In this communication visual elements are used to communicate. Animated GIFs, screenshots, videos, pie charts, infographics, and slide deck presentations are included in visual communication.

3.2 TIPS TO IMPROVE VISUAL COMMUNICATION-

1. Use colorful visuals so the people will be impressed towards it.
2. Use white color to fill the space between images, white is the friendliest color so it will create a clean visual.
3. Learn how to make effective visuals and how to and when to use these visuals.
4. Always look for inspiration.

4.1 WRITTEN COMMUNICATION

A 'Written Communication' means the sending of messages, orders or instructions in writing through letters, circulars, manuals, reports, telegrams, office memos, bulletins, etc. it's a proper method of communication and is a smaller amount flexible. The written language refers to the method of conveying a message through the written symbols.

4.2 TIPS TO IMPROVE WRITTEN COMMUNICATION

1. The message which you write that should be clear
2. There should be a connection between previous and current sentences. Connection gap should not be there.
3. Style of writing should be proper. Make your writing simple down to earth.
4. Write the message in good handwriting so reader can read it easily,

5.1 IMPORTANCE OF COMMUNICATION

It is important while presenting the concepts to the clients and for giving presentation communication skills are required. Verbal communication is most important. Engineers should have good oral and written communication skills while giving information to their clients about their company and products. For job application written communication required. Communication increases our confidence. To write a letter to any company, written communication is a must. To keep a friendly atmosphere in company, good communication is important.

3. CONCLUSION

Communication we require in each and every step of our life. Without communication it is not possible to live life. For growing good business skills communication is important. Good communication skills build healthy

relationships with customers. It helps to grow business and increases profit. There are many types of communication in this study. I have mainly focused on 4 types of communication and tips to maintain good relationship.

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