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## The Implications Of Interpersonal Communication Skills For The Reliability Of Organizations

Dr Anjul Sharma (Assistant Professor)

Applied Sciences & Humanities

IMS Engineering College, Ghaziabad

**Abstract:** Interpersonal communication has recently been regarded as critical for success in the workplace. It appears plausible to conclude that a lack of efficient communication is one of the primary factors hindering organizations from becoming effective. Additionally, excellent interpersonal communication skills are essential for employees in order to build a successful firm. This essay tries to shed light on how excellent interpersonal communication can improve organizational performance. The essay begins by defining interpersonal communication and organizational effectiveness, then discusses how interpersonal communication influences the various components of organizational effectiveness.

**Keywords:** Interpersonal Communication, Communication Barrier, Organization's Effectiveness, Performance, Employees, Assertion Techniques

### I-INTRODUCTION

It's difficult to envisage an organization whose members don't connect with one another. Interpersonal communication is most likely employed on a regular basis by employees to address customer complaints, persuade supervisors to give you a break, or offer support to a coworker going through a difficult period. Interpersonal communication has recently been regarded as critical for success in the workplace. For this reason, organizations and corporations place a great emphasis on interpersonal communication.

Every administrative and managerial function and activity involves some sort of direct or indirect communication, which makes studying various communication styles crucial. Whether they are organizing, leading, supervising, or planning, managers interact with and through others. This suggests that a person's communication abilities have an impact on their effectiveness both personally and within their organization. It seems reasonable to conclude that a lack of effective communication is one of the main factors preventing organizations from being effective. Additionally, effective interpersonal communication skills are critical for employees to have in order to create a successful organization. According to a recent study, the most crucial quality of a perfect job candidate, according to recruiters, is effective communication.

This essay aims to provide light on the ways in which effective interpersonal communication can enhance organizational performance. The article starts out by defining interpersonal communication and organizational effectiveness before going into how interpersonal communication influences the various components of organizational effectiveness.

### II. Objective

This paper's primary goal is to investigate how interpersonal communication contributes to an organization's growth in effectiveness.

### III. Methodology

In the current study, researchers described how interpersonal communication develops an organization's effectiveness using narrative literature review methods.

### IV. Materials And Discussion

#### A. Interpersonal Communication

Interpersonal communication is the process of communicating knowledge and shared understanding from one person to another, which is critical to the success of any business. As a result, it must be managed efficiently in order to ensure that the organization's goals are met. Vardaman and Halterman define communication within an organization as the flow of information, materials, perceptions, and understandings among the organization's various stakeholders, as well as all communication methods, media, and means, networks, channels, communication systems, or organizational structure, and all person-to-person interchange or interpersonal communication. They cover all facets of communication to ensure a full understanding of the organization's many activities.

According to Wilson, communication in different organizations refers to the many methods, techniques, and instruments that employees utilize in their official, interpersonal, and small group communication activities. The ease or complexity of interpersonal communication is determined by the ease or complexity of the organization. Sam be defines it as a flow of information within a societal system that allows it to function and achieve its predefined goals. Nwosu also sees organizational communication as referring to group and individual communication within an organization. Interpersonal communication focuses on the impact of organizational structures on employee communication, which in turn affects the organization's brand. Communication in many organizations is highly robust, which is why Greenbaum believes that the tenacity of organizational communication is to aid the achievement of organizational goals. Interpersonal communication allows you to communicate with others about facts, ideas, thoughts, and beliefs. It is a meaningful relationship between employees that allows them to express what they know and feel.

The term "interpersonal communication" usually refers to both spoken and unspoken interactions that take place in small groups or one-on-one situations. Terms like "soft skills" and "people skills" are frequently used to categorize an individual's interpersonal competency; however, it seems inappropriate to use the word "soft" to characterize abilities that could endanger your employment. From a different angle, these abilities ought to be considered "hard" skills as well because they are challenging to master and have a significant impact on both your personal and professional lives. An individual with strong interpersonal communication skills can effectively handle conflicts, resolve disagreements, make requests, receive information objectively, and report to and collaborate with a wide range of people in the workplace.

An individual with strong interpersonal communication skills will be receptive to the opinions of their coworkers and eager to share their perspectives on crucial steps in the problem-solving process. Effective interpersonal communication is based on four fundamental ideas. Interpersonal communication functions in real life are inspired by these principles. They are fundamental to human communication and are crucial to an organization's ability to function well. These guidelines are as follows-

Interpersonal communication is pretty much inevitable.

Communication between people is complex;

it is irrevocable. ; and it depends on context.

Stated differently, communication is not a one-way street. Different communication contexts exist. Among them is the psychological context, which explains why employees are there and what they contribute to interactions. Employee needs, preferences, character traits, values, and so forth may all be taken into account in a psychological context. Relational is another framework that focuses on how employees interact with one another. The psycho-social "where" that people are communicating is covered by the situational context. An interaction that occurs within one organization will not be the same as one that occurs within another. The physical "where" that employees communicate is referred to as the environment context. Examples of environmental context include things like furniture, noise, location, elevation, season, temperature, and time of day. Every academic practice and set of guidelines that influences the exchange is included in the cultural context. In a culture where maintaining prolonged, direct eye contact is frowned upon, it is respectful to avoid doing so. It is advisable to consider the cultural context for a potential source of misunderstanding if the other employee is from a culture where extended, direct eye contact signals are not as reliable.

## B. Barriers to Effective Organizational Communication

A few obstacles to organizational communication have been noted since they have an impact on the efficiency of organizations. These obstacles consist of:

**Lack of clarity:** Inability to speak in plain terms and with sincerity

**Inadequate coordination:** When departments within an organization fail to coordinate their various activities, it often leads to poor interpersonal communication, duplication of effort, and ongoing annoyance and frustration among the impacted employees. To increase organizational productivity, the right channels for interpersonal communication within the organization must be used.

**Inadequate organizational tools:** Inadequate communication tools can seriously impair an organization's ability to run a productive business environment. When an organization has all the necessary resources and its staff is properly trained, interpersonal organizational communication can continue to function effectively.

**Inadequate function description:** In organizations, misuse of functional authority is frequently indicated by vague and poorly defined function designations. According to the departmental policy, functional authority should be assigned to a suitably designated employee. The manager needs to be knowledgeable, experienced, and well-trained. He also needs to have a high degree of genuine honesty and be critical of everyone he interacts with. The following details were highlighted by Wilson [6] as obstacles to efficient communication in various kinds of organizations.

- The office's spatial layout
- Sub optimal tools for organization:
- Lack of apparels;
- Inadvertent timing of the message;
- A poor mutual understanding between the sender and the recipient;
- lack of drive. Salary fails to adhere

An organization cannot function properly without efficient interpersonal communication, just like any other social activity. A rich and unrestricted drive of interpersonal communication is necessary for any organization to recognize its established organizational goal. If these challenges are overcome, the organization's goals will also be met, and in-person communication benefits employees more than written documentation does. In this era of globalized commerce, interpersonal communication offers the benefit of feedback and the chance to comprehend the message more appropriately.

## C. Organizational Effectiveness

Organizational effectiveness is defined by the American Public Human Services Association (APHSA) as a systemic approach to continuously improving an organization's performance, capacity for performance, and client outcomes. According to APSHA, being "systemic" means considering the entire system, or the entire organization in the case of organizational effectiveness; being "systematic" means adopting a methodical approach. Organizational effectiveness, put simply, is a methodical process for continuously enhancing the entire organization. Effective organizations are defined by the Organizational Effectiveness approach as operating systems composed of various interconnected moving parts, such as the organizational strategy's goal, which is shared and valued by the organization's stakeholders and employees; the resources allocated to the organization in order to carry out the organizational strategy; ability of the organization to move toward outcomes using resources available for evaluating an organization's performance capacity; performance actions taken by the organization; system performance outcomes; life changes brought about by the outcomes; and input from clients, employees, partners, important other stakeholders, and the community regarding the organization's performance in achieving its intended outputs and environmental outcomes. Feedback aids in the organization's strategy's ongoing improvement. In order to continuously improve outputs and outcomes, this encourages continuous improvement of performance, inputs, capacity, and performance actions.

As part of strategy work, the organization's goal and plan of action must be defined. What the organization stands for, its goals and motivations, its proposed course of action, and the conditions necessary for success. Modeling values and meaningfully and clearly communicating departments, levels, jobs, work teams, policies, and desired performance are all part of the structure and culture work. Developing specific processes and procedures that clarify strategy and anticipated outcomes is a crucial part of key work processes. Integrating structure and culture into guidance for daily tasks. The work of operations includes managing employee performance, delivering services to customers, and realizing critical processes.

## Significant Obstacles to the Effectiveness of Organizations

For business organizations, the task at hand appears straightforward: get the workforce to participate in and align with a clearly defined strategy. But achieving this can be difficult. Placing a lot of building blocks or important components in place calls for a comprehensive, coordinated effort. To encourage employee

engagement in the organizations, the essential components of organizational effectiveness are required. Employee engagement affects the experience that customers have and, in the end, how well an organization performs overall in terms of productivity and profitability.

The outcome or provision of services is the basis for measuring an organization's performance. Many business leaders find it difficult to align and involve staff members in the company's strategy for achieving success, according to various studies. Thus, it is critical to comprehend how companies attain long-term organizational effectiveness. As it has been determined, a crucial component of organizational strategy alignment is placing staff members in their appropriate roles within the company and assisting them in realizing their part in attaining success. Talented leadership, functional people systems, an effective culture, and a "fit-for-objective" structure all contribute to the alignment of strategy. Efforts made to integrate through these areas will result in a greater number of highly engaged employees who are eager to help the organization reach its objective. All of these components must, nevertheless, receive significant consideration in order to achieve justified organizational effectiveness. Long-term engagement cannot be achieved by concentrating attention solely on one component and ignoring the others.

A multitude of procedures must be established to guarantee that leaders receive the necessary support to act, that the appropriate changes transpire, and that these changes become ingrained in the organization. Among these procedures are:

- ◆ A communication strategy that covers the why, what, when, and how in detail and reaches all relevant parties.
- ◆ A developmental process to guarantee that leaders possess the know-how and abilities to act.
- ◆ Support from the leadership to guarantee that efforts and resources are in line with the plan.
- ◆ A procedure for promptly and openly sharing the results.
- ◆ A method for distributing engagement initiatives across the whole workforce in an efficient manner.
- ◆ Method for calculating ROI and success rates.
- ◆ A method by which company executives report on their progress, solicit ideas and support from their leader, and compatriots.

### **Organizational and Interpersonal Communication Efficiency**

Interpersonal communication is a useful tool for inspiring staff members to participate in a variety of activities. During an effective organizational change, employees receive feedback and reinforcement through appropriate communications. Effective organizational change increases affectivity within the organization, empowers workers to make better decisions, and helps them understand the benefits and drawbacks of change. Participation of employees in different organizational activities increases their input into decision-making, which has an impact on the performance of the organization. Positive trends in the use of employee involvement programs within Fortune 1000 companies are evident in a long-term study of these businesses, as is an increase in the number of employees participating in these programs. Since assertion is the fundamental component of interpersonal communication, assertion techniques plays a very vital role in successful interpersonal communication. These are the tools that help workers uphold their dignity, meet their needs, and stand up for their rights without coercing, controlling, or manipulating others. It is imperative for organizations to acquaint their workforce with these strategies in order to enhance their abilities and disposition towards proficient interpersonal communication. Other employees must take action in order for there to be effective interpersonal communication; they may be asked to assist others or modify their own behavior. As a result, employees' dedication stems from a high level of self-worth and acceptance of who they are. Because nobody can stand up for themselves and persuade someone else to do something.

Thus, expressing what employees of the organization think of other employees of the organization is an appropriate form of interpersonal communication. It acknowledges both their particular rights and the rights of other workers. When necessary, a worker skilled in interpersonal communication can defend their rights, disagree, and offer an alternative viewpoint without upsetting or depressing other workers. An employee with poor interpersonal communication skills, on the other hand, feels intimidated in these circumstances and acts aggressively rather than assertively. [13]

### **V. Conclusion**

Transmitting information and a shared understanding between individuals is the process of communication. All organizations, irrespective of their industry or nation, aim to attain greater efficiency and better outcomes. To do this, business strategy is created. When leadership, systems, culture, roles, structure, and capability all work together and support the strategy, execution takes place. The absence of one will lead to misalignment and unrealized success. The primary goal of this study is to record respondents' opinions regarding the efficacy of interpersonal communication at a particular moment in time. The interpersonal skills of the leader in

implementing change throughout the course of an organizational affectivity determine the performance of the organization. This essay identifies assertion as a crucial component of interpersonal communication, making assertion strategies the most important tools for successful interpersonal communication. Strong interpersonal communicators are able to defend their rights, express disagreements, and put forth alternative viewpoints without belittling or demeaning other staff members in the process of improving the efficiency of the company.

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