

THE ROLE OF COMMUNICATION SKILLS IN TEACHING LEARNING PROCESS: OPPORTUNITIES AND CHALLENGES

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Abstract

A pressing need exists for communication instruction at all levels of the educational system. communication instruction is critical to personal and professional success of the students as it helps in developing the whole person, improving the educational enterprise, being a responsible social and cultural participant in the world, succeeding in one's career and in business, enhancing organizational processes, organizational life and addressing several emerging concerns in the 21st century including health communication, crisis communication, and crime and policing. This study investigates the impact of effective communication between students and teachers. Effective communication, especially in educational field is based on the ability to express your own ideas and views clearly, with confidence and concisely, permanently adapting your content and style to the class. Interaction between teachers and students can contribute to effective communication in the classroom or may be the source of problematic situations.

Keywords: Communication, teaching, learning, crisis, success, cultural impact.

Objective of the Study:

- 1) To find out the impact of the verbal and non-verbal communication of teachers on the students.
- 2) To find out if students are motivated by teacher's communication.
- 3) To find out how much communication influences students' productivity.
- 4) To evaluate the role of teacher communication skills in the academic performance of the students.

Introduction:

Communication is a motivational tool for students to accomplish their studies. In this era, education is spreading very quickly all around the world. Educational Bodies are trying to improve their standard by increasing the quality of education as well as the quality of their students. This study examines the challenges which create barriers and huddles due to communication between the teachers and students to ensure that the students succeed.

Literature Review:

Communication skills can be defined as the transmission of a message that Communication skills can be defined as the transmission of a message that involves the shared understanding between the contexts in which the communication takes place (Saunders and Mills, 1999). Good and effective communication can help well trained teacher to develop good relation with students (Richmond, 1990). Unavailability of teachers and poor communication by teachers are the major factors that have led students to abandon their study at a certain level (Dinu, 2015). Davis (2001) proved that the self-confidence and self-ability of students helps to build their relationship with their teachers by non-verbal communication. Khan, et al. (2017) stated that the success of students is directly related to the effective communication of the teacher. Liberante (2012) opined that students and teacher relation have unlimited effect on learning, and it is very necessary for teachers to understand their students. A large amount of students agreed and thought that the friendly environment and cooperation of the teacher is an essential part of the success of the study.

Furthermore, Student's character building and academic background totally depends upon the professional attitude of teachers. If teachers adopt positive professional attitude towards the students in their academic and as well as their social achievements, then students can easily promote their academic level. Teacher has the responsibility to teach and practically prepare students for the purpose that they can cope with all type of situations. It also comes under the responsibilities of teacher to behave as role model to the students (Honby, 2006).

Communication means the process which one adopts while sharing his / her views with others. For a teacher it is necessary to have good communication skills for the good learning of the students. Teachers need good communication skills for facilitating the students and achieving good professional goals. Effectiveness of teaching is not dependent on technicality but on the method adopted by the teacher while teaching to the students Teachers need clear communication for the good understanding of students and avoiding the problems for students while learning from their lecture. It is also needed by the teachers to understand first himself before teaching to students (Loss, J. 2000).

Communication can be defined as a way of transferring thoughts and ideas to other people. Communication can either be verbal or non-verbal. Both ways of communication are very important for transferring thoughts. Teachers and students relation stand on the verbal and non-verbal means of communication. Communication is the blood of success in every walk of life. Effective

communication plays an important role in building up the character and standard of student's education. Teacher's skills and ways of communication motivate the students to increase their ability in the field of education. Love, affection, sincerity, obligation, responsibility and dedication from the teacher may bring the prosperity and love which students require towards education.

Teacher communication skills are considered a key to academic success and failure of the students. How much teacher communication skills effect the academic success of the students? For the purpose to discover the facts the researcher intend to conduct a research study under the title "Communication Skills of a teacher and its role in the developments of the students' academic success" Thomas Friedman (2006), talks about what college graduates need to know and be able to do in order to be successful in the 21st century:

You need to like people. You need to be good at managing or interacting with other people. Although having good people skills has always been an asset in the working world, it will be even more so in a flat world. That said, I am not sure how you teach that as part of a classroom curriculum, but someone had better figure it out. (p. 106)

Communication skills involve listening and speaking as well as reading and writing. For effective teaching a teacher need to be highly skilled in all these areas. Teacher with good communication always make the things easier and understandable (Freddie Silver). Effective communication skills are really important for a teacher in transmitting of education, classroom management and interaction with students in the class. Teacher has to teach the students having different thinking approaches. Good communication skills of teacher are the basic need of academics success of students, and professional success of life. Teacher communicates more instructions orally in classroom to students. Teacher with poor communication skills may cause failure of students to learn and promote their academics. Good communications minimize the potential of unkind feeling during the process of teaching. For learning the learner must be attentive toward their teacher during the lecture. Loss (2000), recommended that teacher communicate in clear and understandable manner. Communication is a dynamic process which need of mind and courage to face the other and convey his/her message in effective way. Communication process is successful when we deliver the message in clear and understandable way. Effective communication need to convey and accept his/her message in all kind of situation and circumstances. A study conducted by Ehindero & Ajibade, (2000) indicates that for effective teaching, teacher requires good communication skills such as good communication, good classroom management, updating knowledge and maintaining personality. No one can teach effectively until having these basics skills of teaching.

Teacher serves as a role model to the students and he also creates goodwill from the perspective of the students. For a good environment, communication plays an important role in developing connection between students and teachers. A significant body of research indicates that academic achievement and student behavior are greatly influenced by the quality of the teacher and student relationship. Teacher's non-verbal and verbal means of communication are reflected in the students' behavior, education, and ethics. Often times, it was observed that students are not quite relaxed in front of their teacher. Therefore, non-verbal communication from the teacher's side damages the character of students which might eventually result to depression. Consequently, courses and discipline of high standard cannot assess the quality of education. The quality can be assessed by the learning environment which gives a significant impact on the student's performance. This helps to improve the mental approach which in turn ultimately gives high returns in academics. For this purpose, it is necessary that faculty of universities should create a good positive relation with the students and improve their learning and communication skills. Development of communication competence occurs as a part of socialization, whether it is spontaneous socialization influenced by the life itself in a specific social context or by educational procedures as the segments of goal-directed socialization.

Teaching process does not enhance spontaneous socialization of communication competence at the communication level formative to more effective teaching interaction. It is necessary to teach teachers' communication skills both at the initial education level for the teaching profession and continually in the professional domain. The programme of teacher communication skills improvement failed to show significant increase in academic achievement of minority of students and low achievers; however, most of the teachers and approximately half of the principals reported the changed instructional behaviors and improved student attitudes and achievement. The discrepant outcomes indicate that the programme underlying concept of instructional communication is problematic because of the lack of a relational orientation. The most frequent contents in these curricula are the following: models of communication, characteristics of messages in teaching, channels of teaching communication, verbal communication, non-verbal communication, active listening, conversation, interpersonal communication, and communication in a small group and class, teacher communication styles and styles of teaching management, boundaries of communication, rules of communication, assertiveness, and empathy. Most of teaching or educational communication courses in teacher university in-service education are autonomous courses; but the contents of communication and activities of communication competencies development are involved in the curricula of teacher education at all teacher education departments.

Teaching is regarded as providing opportunities for students to learn. It is interactive process as well as an intentional activity. The term teaching method refers to the general principles, pedagogy and management strategies used for classroom instruction. The choice of the teaching methods depends on what fits a teacher i.e. his or her educational philosophy, classroom demographic, subject areas and the mission statement of the institution. The teaching theories may be placed broadly into two categories or approaches, namely the teacher centered and student centered. In teacher centered approach- the teacher is the authority. Students are considered as empty vessels, whose primary responsibility to passively receive information with an objective of testing and assessment. Here, the most important role of the teacher is to pass knowledge and information about communication skills onto their students. The students learning is measured through objectively scored tests and assessments. In student centered approach- the teachers are primarily concerned with the coaching and facilitating the students' learning and overall comprehension of the

communication skills content. The learning of the students can be measured through both formal and informal ways of assessment, including group projects, student portfolios, and class participation.

Enhancing communication skills are about recognizing and making explicit what we do already in our courses by drawing students' attention to the communication skills and outcomes they are developing as part of their study. This means: i. Raising awareness about how the curriculum develops communication skills. ii. Explicitly linking learning outcomes with communication. iii. Enhancing students' understanding of the value of study beyond their immediate subject area. iv. Giving students a language to communicate more effectively with employers about their skills, knowledge and career potential.

Findings:

The most of the studies nowadays indicate that majority of the students learn well from those teacher who has good communication skills or who adopt good communication skills while dealing inside and out of the institution. The present research study is also supported by Loss, J. (2000) as they concluded that good communication skills strengthen the relationship among the students and teachers by improving the level of understanding among teacher and students. A good communication skill not only important for teacher but it is also important for students for their academic success. An effective teaching not only depends upon the knowledge base of the teacher but also it is related with method and style of teacher communication skills. The findings of the study conducted by Cohort Nominate (2016), also inline of the present study because he concluded Teaching is generally considered as only fifty percent knowledge and fifty percent interpersonal or communication skills similarly it is not necessary for a teacher to have good knowledge but it is also necessary for a teacher to have a good communication skills. David Andrade asserts Communication is dominant factor effecting the academic achievements of the students. The author further argued that good communication not only important for a teacher but it is also very important for students for promoting their academics.

In terms of the need for teacher training regarding adopting a teaching style that contribute to the development of communication skills, interview participants showed that more practice is needed in this situation. Thus, they proposed activities such as: participation in specialized courses, practice in schools on the subject, and applications in summer schools. Through the specific school subjects, through content or features for their teaching-learning activity as a communicational situation, teachers made an inventory of a variety of communication skills developed at students: - using a rich vocabulary; - at list a minimal use of specialized language; - use of language (in the general context of communication); - use of Information Technology; - information search skills; - argumentation skills of personal opinions ; - non-verbal skills; - networking skills in group Teachers appreciate that including in school curricula of specific themes centered on developing communication skills do not automatically lead to develop those skills. To achieve this goal, the new curriculum requires appropriate teaching strategies and consistent teacher training programs. Interaction between teachers and students can contribute to effective communication in the classroom or may be the source of problematic situations and even school violence. In the centre of this approach in action is the teacher and he knows how to communicate with his students.

Conclusion

Communication skills of a teacher has significant role in the academic success of the students. Therefore it is necessary for a teacher to adopt good communication skills while teaching to the students. In conclusion, communication plays a very crucial role in building up the career of students. The communication of teachers, either verbal or non-verbal, is an important factor required by students to become successful in their educational pursuit. Communication motivates the students to enhance their abilities. It also encourages the students to work hard. Therefore, it is very important and necessary that the teachers should communicate with students in an effective manner. Departments should observe the key factor for enhancing the ability of students through different channels of communication.

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