EXCELLENT COMMUNICATION SKILLS FOR
WORKPLACE SUCCESS
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One of the most important skills every person should possess is the ability to communicate effectively. According to some studies, a good communication must consists of these three elements to be able to attain success. First is, the Word, it is the phrase, sentence or the actual content you actually said. Sometimes the words we use when communicating to others are misinterpreted if not supported by other elements of communication. Words is accounted only 7% of the actual message we deliver. Second is the tone of voice, some articles consider it as the most important element that a person should work for. Whatever the content of the things we say, it's our tone that communicates. Our tone tells the truth even when our words don't. The tone of our voice actually gives a lasting impression and deliver a clearer message to our co-workers and to our superiors. Tone of voice accounts for 38% of the overall message. Lastly is our body language, it accounts for 55% of our overall message, so it is safe to say and most of us agrees that action speaks louder than words. Body language is a type of non-verbal communication in which physical behavior, as opposed to words, are used to express or convey information. Such behavior includes facial expressions, body posture, gestures, eye movement, and touch. All three of these elements can be conveyed at the same time to express an overall message. Often, the tone of voice and body language are combined to become the most powerful form of communication. Excellent communication skills can be achieve through some suggested practices. Below are some tips to help you communicate more effectively with your workforce.

1. **Listen as well as talk.** The art of being a great communicator lies not only with being able to impart your message but also to develop the fine art of listening -- and hearing -- what people have to say. Good listeners make speakers feel appreciated and valued. This is a vital skill in the workplace.

2. **Read everything you write aloud before sending it.** Written communication can be a difficult skill to master. One easy way to improve your writing skills is to read back to yourself what you just wrote. This will help you catch any grammatical or misspelling errors as well as help you make sure that you are being clear in your communication.
3. **Be honest and open.** Being honest and open to co-workers can avoid future conflicts, although it is our right to deliver open and honest communication but it is not a license to say whatever you want, whenever you want. Being honest while being sensitive is a good form of good communication.

4. **Be positive and patient.** Being positive and patient is one of the main examples of good communication skills in the workplace and personal relationships. Patience is a virtue and it leads to happiness. It is a key element of success in the workplace. You cannot avoid bad situation but embracing such situation and taking them patiently can gain trust and build a better communication.

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