IMPORTANCE OF INTERPERSONAL COMMUNICATION IN THE WORKPLACE

by:
Eleanor B. Feria

Interpersonal communication in the workplace is the way or process of exchanging information, ideas and opinions both verbal and non-verbal between one person or group with another person or group within an organization. It can be between employees or between managers and subordinates.

In this process, it includes the sender of the message, the message itself, the channel and the receiver. Skills in interpersonal communication can be grouped as listening, speaking, written or non-verbal communication. Non-verbal communication on the other hand includes the movement of the eyes, facial gestures and the whole body language. Why is interpersonal communication skills important to be possessed by employees and employer in the workplace?

One must possess different interpersonal skills first and foremost is to create a better exchange of information, ideas and opinions pertinent to office works as well as employees relationships with co-employees and the employer. With this, one must be active in listening on what others are saying, he must be also speak with clarity, if not fluent or proficient that will result to a harmonious relationship and clearer delivery of any information in the workplace. A good interpersonal communicator must be responsible on what he is conveying, be it opinions, ideas or information that will result with his dependability. A good communicator is a good leader as well as a best motivator and influencer. He must be also can adjust to any situation in the office, in other words, he is flexible and persevering. All these skills are important to produce a better working environment.
If everyone in the workplace has a good interpersonal communication skills, everyone will be motivated to contribute his knowledge and talents to make an effective and productive organization. Everyone will be inspired not only with his or her performance in the workplace but as well as in terms of social relationships to co-employees and manager. This in turn may lead to a productive relationships and work.

However, an employee must be aware also of some common barriers to achieve a good interpersonal communication like the use of some jargon or highfalutin words, emotional barriers, lack of attention and interest, distractions like noise, differences in perception and viewpoint, and physical disabilities such as hearing impairment or speech disabilities and finally the language and medium.

References:
Major Obstacles For Effective Communication, Victorious Living, March, 2018