

An Analysis of English Communication Skills

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Abstract

Communications is the act of conveying information from one place, individual, or organisation to others. Any communications involves a transmitter, an information, and a receiver. Although this might seem to be a simple notion, communications is really a very complex subject. The message's path from source to destinations might be influenced by a multitude of circumstances. Our feelings, our cultural background, the communication channel we use, and even our physical location are all aspects to consider. This study discusses the overview of English communication skills, Types of English languages used worldwide, Different category of English communication skills, 7 C's of effective English communication, importance of English communication and semantics barriers in English communication skills. To make engagement meaningful and to make oneself known, two-way communications inspire, informs, proposes, cautions, commands, changes behavior, and establishes better connections. When a communicator is knowledgeable enough to speak skillfully, simply, clearly, truthfully, and dynamically, communications become successful. This study will help the reader to understand the importance of English communication skills.

Keywords: communication, clear, English, languages, skills

1. Introduction

English is often regarded as a means of advancing one's education and career opportunities. The English language plays an important character in binding the world collectively in a single strand. English is regarded a second language in practically every nation where it is not the native tongue. The primary purpose of learning any language is to acquire simple vocabulary that can be used in everyday situations. As a consequence, today's workforce is expected to be highly skilled, with the capacity to continually improve their talents and engage in lifelong development (H. T. T. Nguyen 2020). Language is a talent, and like any other skill, mastery is very improbable unless and until we practice it. The goal of learning languages is inextricably tied to the development of LSRW abilities. The four skills of language acquisition are L-S-R-W, a collection of four talents that enable a person to understand and generate oral language for correct and successful interpersonal communications. Listening, Talking, Writing, and Writing are the four talents. Communication, being a universal process, has an impact on the actions of the human society as a whole. Effective communication skills are essential for maintaining growth and development, and societal socialization is a key element of them (L. L. Jassim and H. Dzakiria 2020).

The need to study a language stem from the flexibility, efficiency, usefulness, universality, and teachability of the language. Sharing thoughts, ideas, and views with others is referred to as communication. This might be of a mental, interpersonal, verbal, or written character. We live in communities, and man is inherently a social creature. We share our opinions with others because societal necessities demand it (A. Malik Abbasi, R. Ahmed Mangrio, M. Ahmed Channa, and U. Hanif 2020). Communications is necessary for maintaining intimate, sympathetic connections in a community as well as the movement of individuals, materials, and ideas from one location to another. Initiation receipt and reaction provide as feedback in this phase. As a result, communication is inherently participatory (B. Mamo and A. Yigzaw 2015).

Learning English is now required not just for political reasons, but also for scientific and technical reasons. And English is no longer just a British language; it is the language that the rest of the world needs to communicate; it is the most international of language. English has evolved into a global language that serves as a joining link, a language of advanced science and techniques, a language of cutting-edge sciences such as knowledge technology and space science, and a language used in all competitive examinations, whether at the state, national, or international level. We are currently living in the realm of information and communication technology, whether we recognize it or not (C. Svensson, H. Wickström, U. Emanuelson, A. M. Bard, K. K. Reyher, and L. Forsberg 2020).

By the beginning of the twentieth decade, English had established itself as a worldwide language. It has widespread support on social, economic, and political levels. The attitude about the use of English has shifted dramatically. In our nation, the middle class is not isolating itself by ignoring the relevance of English (A. Attan, A. Halim, A. Raof, M. A. Mohammed Yusof, N. A. Mohammed Omar, and M. Hamzah 2015). Given the increasing significance of English as a medium for worldwide communications and the resulting focus on teaching pupils communicative capabilities. In a day or two, no one can perfect communication skills. It's a mess at school for children who don't know how to communicate effectively.

The most prevalent issue learners experience is communicating in the English languages. Because of their lack of communication abilities, the majority of students are not "business ready." There is no efficient communication between teachers and learners, and there is no effective communication amongst students. Students that are unable to communicate effectively get no useful instruction (A. S. M. Yusoff, M. S. Said, H. Hanapi, A. M. Nor, and H. Hashim 2020). Many people place a high value on technical talents while overlooking the most important communication skills. Communication is essential for success in the corporate sector or in any organization. Effective communicators think clearly, have high self-esteem, dignity, and are respected in society, academia, and their profession. People that have good communication capabilities are more self-assured because they know they can tell others precisely what they need. To successfully communicate, one must plan ahead and arrange one's ideas. To get technical knowledge and other associated abilities, you need study to improve your English language application skills (O. Lin, N. Arumugam, F. Mohamad, P. C. Suppiah, and A. S. Lwin 2021).

The language we use to communicate is very significant in all aspect of our lives. If we don't have a good language, the projects we work on will be boring and uninteresting. English claims to be the best language of the contemporary world. It's because English is used in all worldwide communications. English is taught as a means of facilitating cross-cultural communication. By studying this language, one may overcome biases, extremism, intolerance, and narrow-mindedness, as well as contribute to the promotion of worldwide understanding. English serves as a connection language not just inside India but also internationally (A. A. Mohamed, N. R. M. Radzuan, H. Kassim, and M. M. A. Ali 2014). Only via English are individuals from one nation able to discuss and appreciate the thoughts of people from another one. Only when it was transcribed into English that people all around the globe could enjoy Gitanjali, which earned our nation the Noble Prize. It is the world's most commonly spoken languages. More than 300 million people speak it as their mother tongue, and more than 800 billion individuals speak it as a second language.

We may utilize English to spread our worldview and spiritual heritage all across the world. Swami Vivekananda established the glory of Indian religion at the World Conference of Religions in Chicago in 1893, speaking to the crowd in a powerful English. Millions of English individuals have been converted to our spirituality as a result of several spiritual gurus presenting their thoughts and ideas in excellent English (D. M. Mirza and M. J. Hashim 2010). As a result, English has become an efficient tool for promoting an Indian way of life and bolstering our cultural identity throughout the globe. Individuals traveling from the north to the south in India for study or business usually use English, which has become a link language. In light of this, Parliament has designated English as an authorized languages alongside Hindi. All of the facts about India's history and growth emphasize the significance of studying English in additional to vernaculars.

The impact of English on Indian society has grown significantly. Students that study in English-medium schools have more potential and opportunities in the global economy. The popularity of English has led to an increase in English-medium schools and institutions. These institutions charge expensive tuition and have considerable impact on the students' lifestyles. There is no language that can pose a threat to English (L. E. Kelvin-Iloafu 2016). The English language has changed the globe. It has evolved into a world language. It has provided a variety of chances across the board. The study of English is no longer limited to the classroom. In the majority of occupations, it is now employed as a measuring rod. English has become a facilitator as technology has advanced. As a result of their English exposure, today's children get familiar with computers and the internet. It is true that English has given

Indian youngsters more power. For Indian youths, English has opened up opportunity of options in both their own nations and abroad.

1.1 Types of English Languages Used in Worldwide

- *Australian English:* (G. Khan, B. Gupta, and K. K. Gola 2017)

In Australia, Australian English is a commonly used dialect of the English languages. Despite the reality that English has no formal status in Australia's laws, it is the region's nationwide and de facto legal tongue since it is the first language of the vast majority of the population (G. Khan, B. Gupta, and K. K. Gola 2017). When the province of New South Wales was established, Australian English started to deviate from British English. It arose from the merging of early immigration from a variety of generally intelligible dialectal regions around the British Isles, and evolved quickly into a distinct dialect of English.

- *American English:*

American English is a set of English dialects that originate in the United States and are widely used in Ontario. Because of its widespread use, English is the greatest commonly used languages in the Us States and the national administration's primary languages. It is also considered as the nation's de facto language (M. Jain and R. P. Agarwal 2016).

- *Canadian English:*

Canadian English is the dialect of English spoken in Canada. In terms of vocabulary, it is similar to American English, while its syntax is similar to British English.

- *Ugandan English:*

Ugandan English, also called as Uglish (pronounced you-glish), is a regional variant of the English language spoken in Uganda. Like various regional languages, Ugandan English has taken on a unique local flavor. The speech characteristics of Ugandan languages have a significant impact on spoken English. Uganda is home to a wide variety of native languages, and someone who is acquainted with the country will be able to tell what a person's original language is if they are speaking English. Ugandans will change the pronunciation of foreign words to make them seem more euphonic (A. Yadav, B. Maini, B. K. Gaur, and R. R. Singh 2021).

- *British English:*

The English language as it is used and printed in the United Kingdom, or more broadly, across the British Isles, is known as British English.

1.2 Different Category of English Communication Skills

- *Verbal communication:*

When we talk with others, we participate in verbal communication. It may be performed in person, over the phone, via Facebook or Skype, or any alternative method. Many verbal contacts are informal, such as chatting with a coworker over breakfast or in the workplace cafeteria, while others are more formal, such as a scheduled conference. It's not only about the words themselves, no matter what sort of words they are; it's also about the quantity and intricacy of these words, how we connect those words to make an overarching meaning, and the inflection (pitch, accent, rhythm, and so on) used while speaking (P. Mishra and S. P. Satpathy 2020).

- *Non-verbal:*

Nonverbal communication includes facial expression, attitude, eye connection, hand movements, and touch. If you're talking to your boss about your cost-cutting strategy, for example, it's crucial to pay attention to both their speech and non-verbal signs, as illustrated in Figure 1. Although your boss may express agreement with your idea verbally, nonverbal cues like as minimizing eye connection, sighing, and scrunching up their mouth suggest differently (R. Al-Mahrooqi 2012).

- *Written communication:*

Written communications is the process of conveying an information via the use of written signs. Written communications, in another words, is any information sent among 2 or more persons using written languages. Written communications is the most common and effective method of business communication. Every company uses electronic mail, memos, presentations, documents, letters, diaries, job specifications, employee manuals, and other forms of textual communication. This type of communications is used when the material to be transmitted is lengthy

and involves tough topics that cannot be expressed vocally. Furthermore, the organizations retain their documents in writing so that they might be used as a source and evidence in the future (P. M. I. Seraj, H. Habil, and M. K. Hasan 2021). As a consequence, every business must build solid writing skills and inculcate them in all of its employees. The effectiveness of written content is influenced by the choice of words, their organization into proper phrase sequencing, and the consistency of the sentences. Written information is seen to be more legal and legitimate than spoken communication. Individuals also put a higher value on written content than on what is expressed verbally. Written communication, unlike spoken communication, does not give a quick answer because it is not spontaneous and requires time to transform into an understandable form.



Figure 1. Diagrammatic Representation of Different category of English communication skills

1.3 7 C's of Effective English Communication

- *Perfect:*

The recipient must be able to understand the information without difficulty. If the communication's aim is evident to the sender, only the receiver would be certain. The message should be focused on a particular goal at a time, rather than incorporating many thoughts into a unique sentence (R. Al-Mahrooqi 2012).

- *Right:*

The message should be right, that is, it should be written in the correct language. The sender should also ensure that the message is free of technical or grammatical problems. In addition, the communication must be accurate and timely. Correct communication makes a greater impact on the receiver, while sending the appropriate information enhances the sender's morale.

- *Complete:*

The message should be complete, that is, it would comprise all of the essential information for the target audience as shown in Figure 2. The entire knowledge addresses all of the recipients' queries as well as assisting the receiver in making better choices (K. Mahawan and P. Langprayoon 2020).

- *Concrete:*

Concrete communication indicates that the information must be exact and succinct, leaving no room for ambiguity. All facts and figures should be properly mentioned in a communication in order to substantiate anything the speaker is claiming.

- *Concise:*

The message must be brief and direct. Long sentences should be avoided, and the message should be delivered in as little words. The succinct message is more detailed and helps to keep the user's focus (T. K. Al Riyami 2021).

- *Communicate:*

The presenter must examine the receiver's ideas, skills, viewpoint, background, and other things in order to connect successfully. The sender must have a connection with and be involved with the target recipient in order to connect.

- *Considerate:*

It suggests that in order for a communication to be excellent and aimed to the intended audience, the presenter must examine both the recipient's thoughts and opinions (M. Ö. Yaşar 2020). The message must be objective and utilize language that shows respect for the recipient.



Figure 2. Diagrammatic Representation of 7 C's of effective English communication

1.4 Importance of English Communication

- *Job opportunity:*

English is now considered a necessary ability in the worldwide business sector. In fact, English has been designated as the business language by many global corporations. Having high English language abilities may help you get work both in your own country and in the United Kingdom (Y. K. Winanti and Hartati 2019).

- *Easy to learn:*

Because English is founded on a basic alphabet, it is very straightforward to learn when compared to other languages.

- *Easy to travel:*

English, in contrast to Mandarin Chinese, is spoken all over the globe. According to estimates, over 350 million people out of the world's nearly six billion people today speak English. It is now widely recognized as the Global Trade Communication. The English language is a very versatile languages is used for administration in many nations across the globe. Effective communication in English improves the interaction between nations all around the globe. Languages vary from one country to the next. When we travel throughout the world, the English language comes in handy for communicating with people from many walks of life (Y. Pratama and F. Fridolini 2021).

- *Use of English on education:*

The role of the English language has been enhanced in the realm of education. The majority of instructional materials, materials, and books are printed in English. The English language is required in global educational institutions at universities all around the globe. English is used as a means of communication and learning by students studying abroad. In today's environment, anybody who does not know English is ineligible for further study (Shin, Myeong-Hee 2019).

- *Use of English on internet:*

Because of the tremendous rise of information technology, particularly the internet, English is the language of choice for internet users. Without the English Language, we will not be able to function effectively in the digital world. It

has also become the internet's official language. Everyone may now study English thanks to the introduction of online colleges. Even across borders, everyone has access to internet features. Every person of the globe now has new professional prospects outside of their own country thanks to the Internet. The web has also performed a significant part in supporting and expanding the English languages over the globe, since more individuals are educated to it and English has becoming the web's primary languages.

1.5 Semantics Barriers in English Communication Skills

- *Bad Expression:*

The information is not adequately expressed, and the language employed is so complex that the receiver may mistake it. If the improper words are used, the phrases are not correctly arranged, and there are numerous repetitions of phrases or sentences, the information is said to be poorly communicated. Badly articulated communications take up a lot of time since they need corrections and explanations, and the message's effect is diminished.

- *Symbols, or Words with Multiple Meanings:*

There are numerous terms that have different meanings, and owing to differences in educational and social backgrounds, individuals frequently become puzzled with these phrases and understand them variously (S. Widiyanto and Dkk 2018).

- *Unclarified Assumptions:*

The sender may make assumptions about some topics that he believes the recipient should be aware of in order to keep the emphasis on the subject matter as shown in Figure 3. However, in the case of a particular message, if the assumptions are ambiguous and unfamiliar to the recipient, the communication may suffer.

- *Denotations and Connotations:*

A denotation is the literal meaning of a word; it simply indicates the object's name without implying any negative or positive aspects. The explosion barriers exist because the sender and recipient utilize different definitions and meanings of the message's words. The term crane, for example, is used to describe bird species, but it is also used to describe a vehicle that lifts goods. Connotation refers to the inferred meaning of a term that elicits human emotions and qualitative assessments. When individuals employ words with distinct connotations in different abstract circumstances, settings, sentiments, and so on, connotation barriers occur. The words lovely and confident, for example, have a good connotation but may have a variety of meanings depending on the situation (A. Ashely-Welbeck and D. Vlachopoulos 2020).

- *Technical jargons:*

People in technical groups, like as engineers, production managers, IT managers, and so on, often employ technical jargons in their communications, which are difficult for laypeople to grasp. As a result, using technical language in communication might be a barrier (T. Choon Keong and K. Hwa Choo 2018).

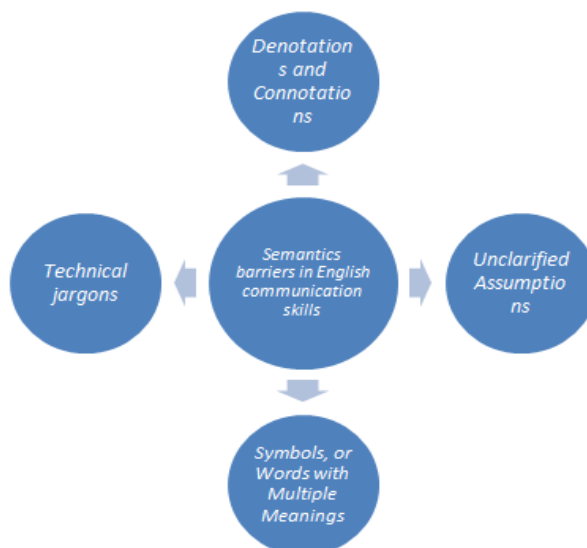


Figure 3. Diagrammatic Representation of Semantics barriers in English communication skills

2. Discussion

English is an essential instrument for communicating. It assists to develop relationships, financial connections, and cultural ties in addition to communicating thoughts and concepts. We can only communicate with every other via signals. A language also recognizes and celebrates the diversity of civilizations inside a country, area, or grouping. A language impacts people's perceptions of the world and aids in the definition of culture in any civilization. Any language is a gift, and knowing many languages makes a man more efficient and skilled in a variety of ways. It awakens our senses and transports us to a mystical realm of fantasies and dreams. To be sure, appropriate language acquisition aids in the development of ourselves, our brains, and our personalities.

English is becoming increasingly widely spoken across the world. As a result, an increasing number of people are dedicating their time to studying English as a secondary languages. In fact, several countries include it in their schools curriculum to begin teaching kids the language at a young age. The true value of this language, on the other hand, is in its ability to help us overcome various challenges in our life. Whether you're searching for a fresh job or want to explore the world, we can help, there's something for everyone. The first worldwide Lingua Franca has been identified as English. It has becoming a fundamental part of practically every discipline now in use. In a number of businesses, we use it to interact on a worldwide scale, from business to entertainment.

Those who understand English well everywhere on the planet have a wide range of career options. It's also becoming an inevitable need in a wide range of sectors and professions, including medicine, computing, and others. In today's fast-paced environment, having a single vocabulary that everyone understands is essential for getting the most out of the information and knowledge available. As a result, the English language has evolved into a reservoir for a diverse spectrum of knowledge, ranging from social to political.

Organizations, corporations, and public relations all benefit from effective communication. By teaching others and engaging in a manner that they can comprehend and react to your point of view, the principals of effective communication (7Cs) may help to build a better society. Famous political leaders are able to communicate efficiently with the audience in a clear and concise manner.

3. Conclusion

The English language has become the world's most extensively spoken secondary languages. Individuals are increasingly utilised to using English in a wide range of settings in their daily lives, including communication and commerce. This study discusses the overview of English communication skills, Types of English languages used worldwide, Different category of English communication skills, 7 C's of effective English communication, importance of English communication and semantics barriers in English communication skills. The over Successful individuals in our world are those who can interact with everybody, and English is the most widely spoken language on the planet. English has developed through time, but it has done so in a constructive way up until now. We can't anticipate what would happen in the future, but we can make sure our kids are prepared, and there's no better way to accomplish so than to teach them different languages, particularly English.

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