

## Relation between communication skills and career success - A survey

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### ABSTRACT

**Introduction:** Communication is simply the act of transferring information from one place to another. Developing your communication skills can help all aspects of your life, from your professional life to social gatherings, and everything in between. Career is used to describe an occupation or a profession that usually involves special training or formal education, and is considered to be a person's lifework. Positive attitude, believing in themselves, positive habits, goal setting, and persistence can lead to success in career. The aim of the study is to do a survey on the relationship between communication skills and career success. **Materials and Methods:** A survey was conducted among 100 students through a questionnaire that contained 15 questions. The questionnaire was circulated through survey planet (online). The result of the survey was statistically analyzed. **Results:** The responses from 100 participants were obtained; the data were then analyzed statistically. From this survey, it is evident that 91% of the students are aware that communication skills play an important role in career success. In this survey, 58% believe that good academic skills are important for communication. **Conclusion:** This survey has created an awareness of students toward communication skills and its importance in career success.

**KEY WORDS:** Academic skills, Career success, Communication skills, Motivational speech, Self-confidence

### INTRODUCTION

The art is largely one of communication: Through talking, listening, writing, or reading; by way of body language; or through that mystical factor, and interpersonal chemistry.

“Communication - the human connection is the key to personal and career success,” as said by Paul J. Meyer the communication and career are connected by a barrier. There is an importance of the relationship between communication and career.

We live at a time when the means of communication have never been better, but unfortunately, communication skills have not kept pace with the means, and, in some cases, have deteriorated because of the means.<sup>[1,2]</sup>

The term communication is one of the most important and significant terms of the English language. It has its

root in the Latin word communicate, which means to share, and this sharing is of information, knowledge, and thoughts. Communication touches every sphere of our lives. Everything done throughout the day involves some or the other kind of communication - at work or at home, in politics, commerce, sport, entertainment, the financial world, education, and more specifically, and medical education.<sup>[3]</sup>

Communication between doctors, paramedical staff, and importantly, between the medical team and the patient and relatives have been discussed in the medical literature. Patients have different psychosocial needs and tailoring the communication to the patients' requirements is highly valued.<sup>[4,5]</sup> Communicating the key points during each step of the patient's journey is now considered to be an essential criterion for good medical practice and improves the job satisfaction of doctors.<sup>[3]</sup>

Good communication skills are what separate the distinguished, from the good, from the indifferent teacher. The distinguished teacher delivers the message with enthusiasm, ensures that it is understood, and has it remembered; the good teacher delivers the message

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with enthusiasm and ensures that it is understood; while the indifferent teacher merely delivers the message.<sup>[2]</sup>

Communication skills make an appreciable difference to clinical management. We take for granted our own communication abilities in history taking, but further training can enhance our ability to diagnose and treat conditions, including depression.<sup>[6]</sup>

Communication is often a major component of the medical management in chronic and palliative care: Sometimes it is all we have to offer. Compared with most medications, communication skills have undoubted palliative efficacy (often reducing symptoms significantly), a wide therapeutic index (overdose is rare), and the most common problem in practice is suboptimal dosing. At a more mercenary level, poor communication skills have been shown to be a predictor of medicolegal vulnerability and also of burnout.<sup>[7,8]</sup>

In clinic practices, poor communication can often lead to poor health management.<sup>[9,10]</sup>

Ineffective communication skills are characterized by an inability to initiate and/or maintain a dialogue that meets the needs of the interacting persons or group. Stress is the cumulative effect of repeated episodes of ineffective communication exchanges.<sup>[11,12]</sup>

Therefore, the aim of this study is to create awareness among students regarding the communication skills toward their career.

## MATERIALS AND METHODS

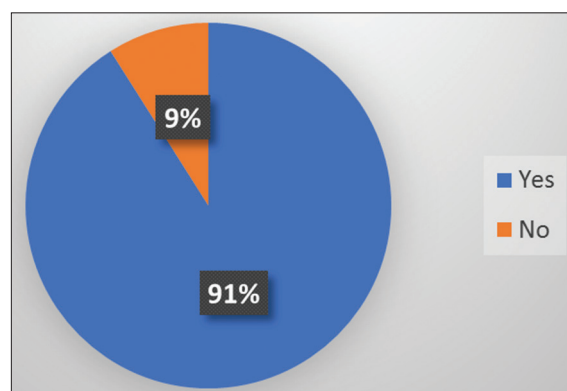
The study was conducted among college students to create an awareness on communication skills toward career success. Information was collected through survey questionnaire that was filled in survey planet.

On the whole, 100 participants took part in the survey. The above-mentioned questions have been asked to the participant through the link. Among these questions, seven questions come under yes or no type. Other questions are given with appropriate options. The results of the survey were statistically analyzed.

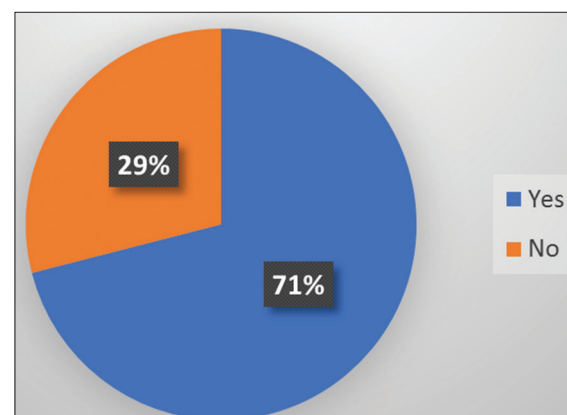
## RESULTS

The number of participants who took part in the survey was 100. Participants were from various streams 50% of them are medical professionals, 27% belong to engineering, 3% belong to law, and 20% belong to arts and sciences. 92% of the students are aware that communication skills are important for career success [Figure 1]. 60% of them are confident about their communication skills, 58% of them

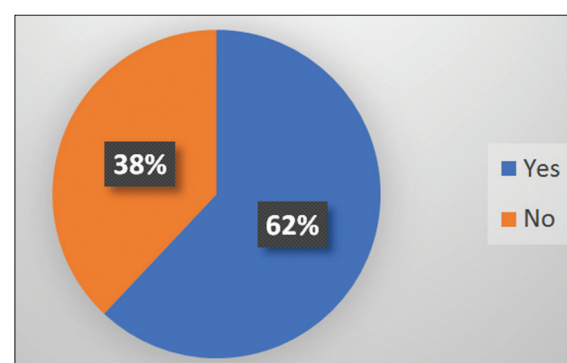
think that good academic skills are related to good communication [Figure 2]. 62% feel uncomfortable when communicating with a person whose intellectual level is higher [Figure 3]. In interviews (73%) of the participants believe that body language plays an important role than communication. 77% feel that clarity in speech plays an important role in their success [Figure 4]. 73% of the participants are sure that making eye contact during communication can increase the sense of rapport. 72% believe that communicating in a motivational way can lead to career success [Figure 5]. 65% of the participants prefer positive attitude toward a better and comfortable communication.



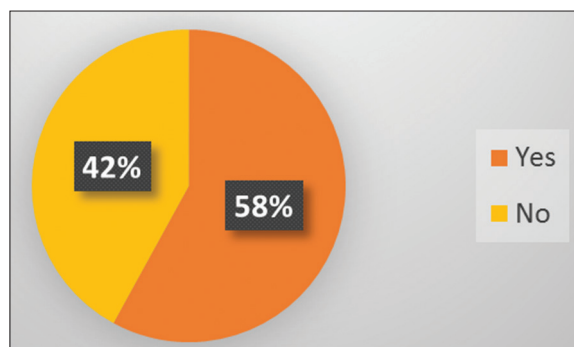
**Figure 1:** Importance of communication skills toward career success



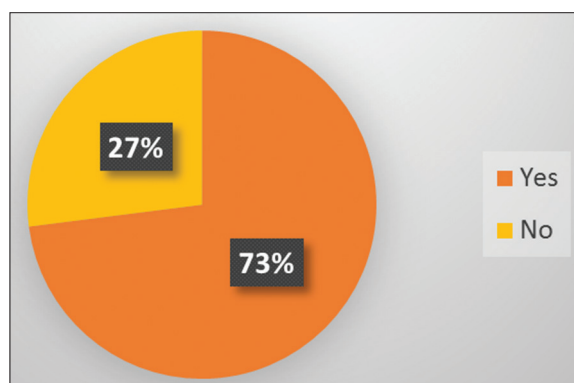
**Figure 2:** Communication in a motivational way



**Figure 3:** Communication with an intellectual person



**Figure 4:** Good academic skills are dependent on good communication



**Figure 5:** Clarity of speech during communication

## DISCUSSION

The Indian women had been homemakers, but in the recent decades, proper education, and better awareness, in addition to the ever increasing cost of living has made them go out and choose careers. Hence communication plays an important role among women in choosing their career.<sup>[13]</sup>

Various models can be used which could enable adequate training to sharpen the skills required for communication. Based on a recent recommendation,<sup>[14,15]</sup> mandatory communication skills training courses should be made available among the undergraduate and postgraduate students.

Communicative interactions in the workplace serve to create and maintain work relationships among the team and organizational members.<sup>[16]</sup>

Effective communication helps one avoid conflict and minimize its adverse consequences when it does occur. Effective communication requires paying attention to an entire process, not just the content of the message.<sup>[18]</sup>

Communication can be achieved in many ways, but the prime method for operational communications is through speech.<sup>[17]</sup> Hence, motivational speech can be considered as a way of bringing confidence among the individuals.

The importance of communication in the human life is to the extent that some experts believe that the entire human development, individual defects, and human progress depend on communication process.<sup>[18,19]</sup>

A review of the literature also shows that effective communication can lead to positive outcomes such as improved information flow, more effective interventions, improved safety, enhanced employee moral, and family satisfaction.<sup>[21]</sup> Fuss *et al.*<sup>[20]</sup> have emphasized that implementing systems to facilitate team communication can substantially improve quality.

## CONCLUSION

The use of effective and formal communication skills training is required in all fields of profession. One should be aware of their own attitudes, emotions, knowledge, and the own body language when speaking. Effective communication among individuals encourages effective teamwork and promotes continuity and clarity within the colleagues. Therefore, awareness about the relationship between communication skills and career success is created among the students.

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