

Role of Interpersonal Communication in Workplace

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Abstract

Communication is critical to the success of any firm. Communication, Is an indivisible, essential, and ongoing action, much like the circulatory system in the human body. As a consequence, communication effectiveness becomes an important factor in assessing a group's overall effectiveness. The survival of an organisation is dependent on a number of elements, include command unity, authority and responsibilities allocation, collaboration, and management, all of which need effective interpersonal communications. As a consequence, interpersonal communication has become a company's lifeblood. The importance of interpersonal communication for organizations is explained in this paper. The aspects of social communication include communicators, content, sound, response, background, and channel. Interpersonal communications skills are beneficial in a variety of situations, including romantic relationships, counseling, marketing, management, and conflict resolution. The capacity to communicate with others via efficient listening and conversation is known as interpersonal competence. Interpersonal skills are crucial for students since they allow them to adapt with others and boost their own growth. In general, kids develop interpersonal skills through their professors and peers at school. However, some students still lack interpersonal skills for a variety of reasons, the most common of which is their introverted personality. Sentiment, filtering, a text crammed with information, dismissiveness, cultural variations, and argot are all barriers to effective interpersonal communications that might be overcome by reducing language, regulating feelings, listening closely, and using feedback. This study will aid in the development of strategies to enhance the interpersonal skills in various organizations.

Keywords: communication, feedback, information, message, workplace

1. Introduction

Interpersonal communication is the exchange of information, sentiments, and messages between individuals through both spoken and nonverbal means (J. Du and X. Zhou 2021). This concept emphasizes the critical aspect that conversation is not only concerned with the 'what' but also with the 'how' is pronounced, not just in terms of the language spoken, but also in terms of the nonverbal messages communicated, like tone of speech and face gestures. Communication is considered to take place when two or more individuals are in the same location and are conscious of each other presence, no matter how delicate or unintended it may be an spectator may use stance (posture), facial expression, and attire to influence another's role, emotional circumstance, persona, or objectives even if no words are spoken (A. A. Adu-Oppong and E. Agyin-Birikorang 2014). People receive signals through nonverbal behaviour, even when no communication is intended. This is an important emphasis for individuals in people-centered professions who need to cultivate an awareness of the many cues involved in interpersonal communication.

Although oral, written, and nonverbal modes of communication can be included in interpersonal communication. Staff conferences, formal projects discussions, employee performance appraisals, and casual chit-chat are all types of interpersonal communications that are regularly used within a business setting (J. Zambas 2019). Customer meetings, recruitment interviews, and sales visits are all examples of interpersonal connection with persons outside the

corporate organization. It is helpful to look at the underlying processes of communications in order to grasp the fundamentals of good interpersonal communication (R. K. Stark and J. McElfresh 2020).

The fundamental technique of communications starts when a single person recognizes a fact or formulates an idea (F. Fusi and F. Zhang 2020). That person (the sender) chooses to turn the experience into a statement, which he or she subsequently communicates to someone persons via some means (the receiver). After then, the receiver must analyze the message and respond to the sender, demonstrating that the data were comprehended and suitable action was taken.

Unfortunately, mistakes can occur at any point along the communication process. Misunderstandings might arise, for example, when the sender has no apparent understanding of the information he or she is seeking to transmit, or when the sender has a clear notion but is unable to explain it precisely (C. Ammatuna, H.-I. Cheng, D. M. Stringer, and A. Reynolds 2019). Errors can also occur when the recipient does not pay attention, deduces a meaning other than what the sender intended, or does not offer feedback. Over time, sloppy, inaccurate, or careless corporate communication can waste time, alienate workers or customers, and erode goodwill towards administration or the company.

In general, One-way and two-way communications are the two forms of interpersonal communications. One-way communications occurs when a sender delivers information in the form of a command without expecting a reception (D. M. Pouliot, E. Müller, N. F. Fräsch & A. S. Kern, and I. H. Resti 2017). A manager, for example, could stop by a company's desk to inform him that a task is due the following day. One-way communication is quicker and simpler for the sender since the recipient does not have to deal with possible queries or disputes, but it is prone to exploitation in business situations.

On the opposite hand, two-way communications requires the interchange of data among 2 or more contestants in a productive interaction (D. Sharma 2021). For illustration, a director might call a staff conference to establish due dates for a range of tasks. Two-way communications shows that the sender is open to receive feedback and is prepared to reply. Even though it is more difficult and time-consuming for the receiver than one-way communications, it assures that the message is understood precisely. In addition to being classified as one-way or two-way, interpersonal communications might be classified into a number of kinds. Controlling, egalitarian, structuring, dynamic, surrendering, and withdrawing are six key interpersonal communication styles utilized in corporate contexts (I. C. Woodward and P. Vongswasdi 2017).

The dominating style is a one-way communication method for directing and gaining acquiescence from others (L. Bordi, J. Okkonen, J. P. Mäkinen, and K. Heikkilä-Tammi 2018). This management style is characterized by a lack of desire for feedback and a proclivity for employing power and even deception to push their message. Although the controlling style can be helpful when utilized by trusted persons on occasion, especially during moments of emergency, it can also alienate employees. On the opposite hand, the egalitarian method is a sort of two-way communications in which knowledge is shared rather than action is directed. It is used to encourage people to voice their thoughts and opinions in attempt to achieve a common ground (T. Niederkrotenthaler and B. Till 2019). It is more successful than the controlling approach in most situations, especially when collaboration is required.

To set timetables required by the company, the organised style of interpersonal interaction is adopted. Managers that use this approach are likely to reference business policies or procedures. When complicated activities must be completed by a group, the structuring style may be important to teach others of aims or methods, but it should typically be balanced by the egalitarian style (M. Jain and R. P. Agarwal 2016). The dynamic style is a high-energy strategy that employs inspiring pleas to encourage others to act. This approach can be beneficial in a crisis, but it is ineffectual when the receivers lack the necessary expertise or experience to take the necessary action.

1.1 Component of Interpersonal Communication

- *Communicator:* There must be at minimum 2 persons contributing in each chat. It's usual to conceive of communication as well as a sender and a receiver of a communication. However, the problem with this perspective is that it portrays communication as a one-way process in which one person communicates. The information is delivered to the other. For instance, one individual may talk while the another listens. In reality, communications are nearly always complicated two-way processes, with individuals sending and receiving signals at the similar time. To put it other way, communication is a two-way street (A. H. K. S. Al Saidi, S. A. Hussain, S. M. Hussain, A. V. Singh, and A. Rana 2020). While one individual is talking, the other is not just listening but also offering feedback via smiles, head nods, and various movements.
- *Message:* A message encompasses not only the phrases said or the data conveyed, but also nonverbal signs such as facial expression, tone of speech, movements, and body posture. Nonverbal behavior may provide

extra information about a message that has been delivered. It may reveal more about the emotional feelings that may underlying the content of a speech in particular(L. E. Kelvin-Iloafu 2016).

- **Sound:**In message philosophy, sound has a unique significance. It relates to something that alters the word in such a manner that what is perceived does not correspond to what the speakers intended(G. Khan, B. Gupta, and K. K. Gola 2017).While actual 'sound,' like outside sound or a cheap jet aircraft, may cause dialogue to be disrupted, other aspects are also referred to as 'sound.' The usage of advanced vocabulary, improper body expression, inattention, indifference, and cultural variations are all examples of 'sound' in human's interactions.' To put it another way, any errors or irregularities that happen during a communication effort might be considered noise (V. Bhatnagar, J. Ranjan, and R. Singh 2011).
- **Feedback:**Feedback consists of messages sent back to the sender by the recipient, enabling the sender to assess how effectively the message was received as well as the recipient's response (A. Gutterman 2021). Both inadvertent and planned communications have the potential to provoke a response from the listener. Feedback may range from direct verbal utterances like "Say that again, I don't know," to subtler facial signals or posture alterations that may indicate to the sender that the receiver is uncomfortable with the material. Feedback allows the speaker to control, change, or replay the information in attempt to improve communications.
- **Context:** Communications is influenced by the environment in which it occurs. However, in addition to evaluating the physical environment of where the contact occurs, such as a room, office, or maybe outside, the social context, which includes the individuals' jobs, obligations, and relative status, must also be considered. The emotional atmosphere and the participants' expectations of the interaction will impact the communications.as shown in Figure 1.
- **Channel:** The channels is the physical technology that allows a message to be sent from one person to another. In a face-to-face conversation, voice and vision are used; but, during a cellphone call, the route is limited to only speech (M. Chinakidzwa and M. Phiri 2020).

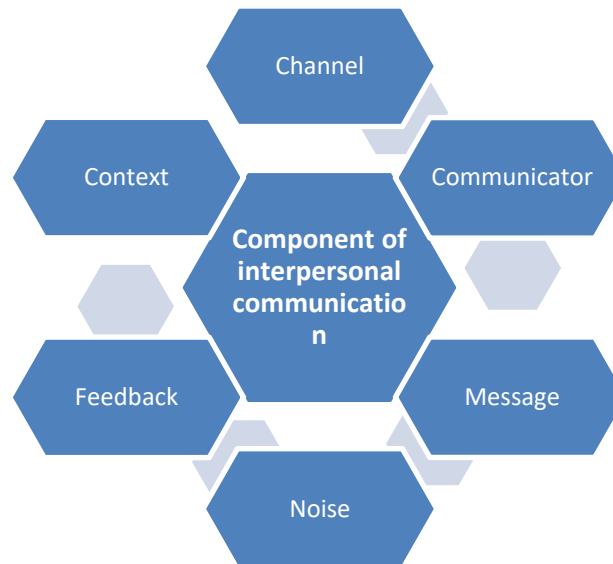


Figure 1. Diagrammatic Representation of Component of interpersonal communication

1.2 Interpersonal Skills that Are Important in Workplace

- **Oral communication:** Your abilities to interact successfully among others is determined by your abilities to speak properly, convincingly, and appropriately for the situation. Choose the right tone and words for your intended readership. Talk formally and professionally at seminars and conferences, for example. Avoid using advanced or scientific terms while trying to describe anything or chatting with customers. Inquire when you need further details (K. Chauhan and N. Kumar 2021).

- *Active hearing:* When somebody talks, effective listening is paying full focus to them and really understanding what they're saying. You're giving focus to what the speaker is saying and showing it via vocal and nonverbal cues like eye connection, nodding, and smiling. Active listening requires not just monitoring what someone is saying, but also their bodily language and visual cues. Ask and respond inquiries to show that you are interested and involved. Active listening is essential for effective communications and avoiding workplace misunderstandings. It allows you to understand information or instructions provided to you by colleagues or management. It may also encourage employees to work together and exchange their ideas.
- *Body movement:* Your face expression, gestures, and body language may convey just as much as your speech. To encourage trust and enjoyment, use expressive physique communication while chatting with colleagues and superiors. Responsive body language includes nodding, maintaining eye contact, smiling, and being relaxed. Closed physical postures, such as crossed arms, restless countenance, and eye movements, should be avoided.
- *Empathy:* Empathy, or emotional intelligence, is the ability to understand other individual's emotions, wants, and ideas from their point of view. Empathetic persons are aware and pleasant while speaking. Worker happiness and performance might both benefit from empathy in the workplace, as well as fewer misconceptions. If you show empathy, you are more likely to gain your employees' trust and confidence.
- *Workplace difficulties and disputes:* You may use your interpersonal interaction skills to help resolve workplace dispute, either they include you and a colleague or other parties. Negotiation, persuasion, and a thorough understanding of all aspects of an issue may be necessary. Pay careful attention to everyone involved and try to devise a plan that benefits everyone. Ability to resolve conflicts might lead to a better cooperative and efficient working environment. They may also assist you in gaining your teammates' respect and trust.
- *Teamwork:* Worker groupings that can successfully communicate and cooperate have a better probability of achieving and achieving shared objectives. Working as member of a group may help you avoid conflict and increase your efficiency. Offer to help your colleagues when they need it, and ask for their feedback and ideas. Pay attentively and reply positively when team members express their ideas or suggestions. Be cheery and optimistic while working on assignments or in conferences.
- *Helps to solve problems and issues:* When an institution's design contains a lot of levels and hierarchies, it's certain to cause problems and disputes among personnel. Competition, anxiety, jealousy, and prejudice are only a few examples. When employees at a company comprehend and follow the Significance of Interpersonal Communications, they behave maturely and responsibly, addressing all obstacles and concerns. Furthermore, they will be able to avoid difficulties that may arise in the future. And Both the company and the employees benefit from this attribute and trait.

1.3 Obstacles to Successful Interpersonal Communicating

- *Sentiments:* When individuals transmit an knowledge, the receivers can sometimes sense how the sender views the topic. Messages are frequently misinterpreted by various persons. Because the thought or message may be misinterpreted, intense emotions are most likely to obstruct successful communication. When one is offended or enraged, it is best to avoid responding to the topic matter since one is unable to think sensibly.
- *Filtering:* The transmitter manipulates the data that he sends to the recipient at this point. The reason behind this is that people have a tendency to modify messages in order to make them sound more beneficial to the listener. Sifting data may fool the receiver into believing somewhat pleasant, and the dissatisfaction when it is discovered that data has been sifted can be distressing.
- *Message Crammed with Information:* It might be difficult to have too much knowledge on the same subject. For illustration, assume you have 20 emails on the identical subject, every with a different aspect of the matter. Instead, it would be preferable to get a single e-mail from the sender that contains exactly the information you want in a clear and concise manner. In general, the individual's mind can simply comprehend the data it receives, therefore overcapacity it with extraneous data will surpass human processing capability, causing the receiver to misunderstand or not understand what the sender is trying to say.

- *Defensiveness*: When people feel threatened or forced into a difficult situation, they are more likely to reject a mutual understanding. Defensiveness usually entails attacking what the sender says, making sarcastic remarks, questioning their motivations, or being overly critical about the subject as shown in Figure 2.
- *Cultural differences*: Our civilization might be a huge impediment to good interpersonal communications at times. When 2 individuals from various cultures speak, they often do not understand one other's civilizations and may miss the genuine sense of what the other is attempting to impart via such a sense of communication.
- *Argot*: Everyone does not grasp every other's argot/jargon terms. As a result, argot should be avoided while speaking with someone with whom one is unfamiliar personally or inside one's business.
- *Helps to retain quality staff*: The firm's internal personnel is looking for efficient interpersonal skills with the management, from suitable and demanding tasks and duties to proper acknowledgment for their great job. They feel appreciated and motivated if management follows an open-door policy and listens to their concerns, recommendations, grievances, and difficulties, if any. As a result, they stay with the company for a long time. The firm may develop in leaps and bounds in a short period of time if quality and competent employees are retained. As a result, excellent interpersonal skills are critical to succeed.



Figure 2. Diagrammatic Representation of Effective Interpersonal Communication Obstacles

2. Discussion

Interpersonal communications, often called as face-to-face interaction, is the procedure via which people exchange ideas, feelings, and meanings via verbal and nonverbal signals. Interpersonal communication includes not just what is said (the language used), but also how it is spoken, as well as nonverbal indications such as voice clarity, facial emotions, gesturing, and bodily position. When 2 or more people are in the identical place and are aware of every person 's existence, no issue how slight or unintended, conversation happens. In the absence of words, an observer may utilize posture, facial expression, and wardrobe cues to form an impression of the other 's role, emotional state, character, and/or intentions. Individuals receive messages via nonverbal behavior, even when no interaction is attempted.

At least six categories of inquiry are addressed by interpersonal communication:

- How individuals change and alter their verbal and nonverbal interactions while communicating face to face;
- Misleading interaction;
- Relational dialectics;

- How messages are formed;
- How uncertainty effects behavior and data tactics;and
- Social connections facilitated by innovation.

Interpersonal language research has been labeled by a large variety of academics. The way this topic of research is framed and operationalized varies greatly. Scholars in interpersonal communication comes from a wide range of study approaches and theoretical perspectives, which adds to the field's complexity. Interpersonal communications is defined as interaction among people who are dependent and know each other well, like as a child and his dad, an entrepreneur and an employee, two siblings, a professor and a student, two lovers, two colleagues, and so on.

Interpersonal communications is most typically observed amongst 2 individuals, but it might also be expanded to smaller, close groups such as the families. Interpersonal communications may take place in both real-world and online settings, such as social media. Interpersonal communications research covers a broad variety of issues and utilize both quantitative and empirical approaches.

2.1 Contribution of Interpersonall Skills in Education

- It allows students to ask lecturers questions and learn more effectively.
- Aids in the development of positive connections with their peers, instructors, family members, and society.
- Boost their self-esteem and personal growth
- Allows kids to communicate their thoughts, ideas, and emotions to their parents, instructors, or classmates in order to get assistance and support.
- As they mingle and entertain their friends and acquaintances, their social position improves.
- It teaches kids to appreciate the society's variety, individual respect, and various cultures.
- A person with higher soft skills is seen as more ethical and respected in society.

3. Conclusion

Interpersonal communication occurs when two individuals talk outside of their positions in the current situation. When one's instructor asks about one's weekend, when one invites one's doctor to a family picnic, when one's employer invites one over for dinner—all of these are possible scenarios that lead to interpersonal contact. In each of the examples above, the two people are engaging in communication that extends beyond their defined roles in society and relationships. As a result, interpersonal communication emerges. As a result, interpersonal communication may be defined as the act of delivering and receiving data amongst two or more individuals. Because the connections among these individuals and the individual fluctuate, interpersonal communication is essential for improving the quality of partnerships.

One converses with a large number of individuals in various locations and for various objectives. Communication habits differ depending on the type of connection people have, such as family, school, work, public, and friends. Each person's everyday conversation takes on a different format. The proximity and context of these contacts vary, and one kindles them according to their contexts and distances from the opposing spots. In daily conversation, roles are the most important factor. When it comes to social positions, power distance has an impact on regular communication between individuals. Individuals converse with words. Face-to-face, with responsibilities and relationships, two-way, purposeful, continuing, or cumulative processes are all possible. Many various conditions in everyday life have an impact on people's communication. People, on the other hand, must convey their sentiments through words or their bodies since they must communicate at all times. Organizations are operated by individuals, and their survival would be difficult without connection and communication.

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