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**COMMUNICATION SKILLS AMONG
HEALTH PROFESSIONALS**

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ABSTRACT:

Communication is the act of conveying meanings from one entity or group to another using mutually understood signs, symbols, and semiotic rules. Human communication is unique for its extensive use of abstract language. Development of civilization has been linked with progress in telecommunication. This cross-sectional study was conducted among health professionals of different hospitals. Name, age, gender, designation, different ways of communication and capacity building of these skills were noted on a predefined proforma. All the data was entered and analyzed with SPSS Ver. 23.0. There were 50 health professionals in this study. There were 25 males (50%) and 25 females (50%). The mean age of the health professionals was 28.12 ± 2.34 years. Out of 50, twenty doctors had attended the training for communication skills and that had enough knowledge about this concept. Rest of the professionals were not trained and had little or no knowledge of communication skills.

Keyword: Communication Skills



INTRODUCTION:

Communication (from Latin *communicare*, meaning "to share") is the act of conveying meanings from one entity or group to another through the use of mutually understood signs, symbols, and semiotic rules. The channel of communication can be visual, auditory, tactile/haptic (e.g., Braille or other physical means), olfactory, electromagnetic, or biochemical. Human communication is unique for its extensive use of abstract language. Development of civilization has been closely linked with progress in telecommunication. Nonverbal communication explains the processes of conveying a type of information in a form of non-linguistic representations. Examples of nonverbal communication include haptic communication, chronemic communication, gestures, body language, facial expressions, eye contact etc. Nonverbal communication also relates to the intent of a message. Examples of intent are voluntary, intentional

movements like shaking a hand or winking, as well as involuntary, such as sweating. Speech also contains nonverbal elements known as paralanguage, e.g. rhythm, intonation, tempo, and stress. It affects communication most at the subconscious level and establishes trust. Likewise, written texts include nonverbal elements such as handwriting style, the spatial arrangement of words and the use of emoticons to convey emotion. Nonverbal communication demonstrates one of Paul Watzlawick's laws: you cannot not communicate. Once proximity has formed awareness, living creatures begin interpreting any signals received. Some of the functions of nonverbal communication in humans are to complement and illustrate, to reinforce and emphasize, to replace and substitute, to control and regulate, and to contradict the denotative message. Nonverbal cues are heavily relied on to express communication and to interpret others' communication and can replace or substitute verbal



messages. However, non-verbal communication is ambiguous. When verbal messages contradict non-verbal messages, observation of non-verbal behaviour is relied on to judge another's attitudes and feelings, rather than assuming the truth of the verbal message alone. In simple terms, interpersonal communication is the communication between one person and another (or others). It is often referred to as face-to-face communication between two (or more) people. Both verbal and nonverbal communication, or body language, play a part in how one person understands another, and attribute to one's own soft skills. In verbal interpersonal communication there are two types of messages being sent: a content message and a relational message. Content messages are messages about the topic at hand and relational messages are messages about the relationship itself. This means that relational messages come across in how one says something and it demonstrates a person's feelings, whether positive

or negative, towards the individual they are talking to, indicating not only how they feel about the topic at hand, but also how they feel about their relationship with the other individual (1-3). The objective of this study was to see different aspects of communication skills among health professionals.

MATERIAL AND METHODS:

This cross-sectional study was conducted among health professionals of different hospitals. Name, age, gender, designation, different ways of communication and capacity building of these skills were noted on a predefined proforma. All the data was entered and analyzed with SPSS Ver. 23.0. The quantitative variables were presented as mean and standard deviation. The qualitative variables were presented as frequency and percentages.

RESULTS:

There were 50 health professionals in this study. There were 25 males (50%) and 25 females (50%). The mean age of the health



professionals was 28.12 ± 2.34 years. Out of 50, twenty doctors had attended the training for communication skills and that had enough knowledge about this concept. Rest of the professionals were not trained and had little or no knowledge of communication skills.

DISCUSSION:

The academic discipline that deals with processes of human communication is communication studies. The discipline encompasses a range of topics, from face-to-face conversation to mass media outlets such as television broadcasting. Communication studies also examines how messages are interpreted through the political, cultural, economic, semiotic, hermeneutic, and social dimensions of their contexts. Statistics, as a quantitative approach to communication science, has also been incorporated into research on communication science in order to help substantiate claims.

The first major model for communication was introduced by Claude Shannon and Warren Weaver for Bell Laboratories in 1949. The original model was designed to mirror the functioning of radio and telephone technologies. Their initial model consisted of three primary parts: sender, channel, and receiver. The sender was the part of a telephone a person spoke into, the channel was the telephone itself, and the receiver was the part of the phone where one could hear the other person. Shannon and Weaver also recognized that often there is static that interferes with one listening to a telephone conversation, which they deemed noise.

In a simple model, often referred to as the transmission model or standard view of communication, information or content (e.g. a message in natural language) is sent in some form (as spoken language) from an emitter (emisor in the picture)/sender/encoder to a destination/receiver/decoder. This common conception of communication simply views



communication as a means of sending and receiving information (4-6).

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