

Communication skills are essential to excel in any discipline or field

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Introduction

Interpersonal skills are an intrinsic component in today's times. These skills are also known as soft skills or commonly called as people skills. These skills are imperative whilst dealing with work place challenges and with individuals. Interpersonal skills can be categorized into various segments that comprise of communication skills, listening skills, stress management, decision making and problem solving skills. The main objective of this assignment is to analyze the three components of communication skills that comprises of listening, questioning and feedback skills in a workplace setting (Knapp and Daly, 2010). The workplace setting that has been selected is a laboratory where I spend a considerable amount of time. The main goal of communication is to ensure that others get your message in a clear manner that is unambiguous. This however takes considerable effort from both the sender of the message and the receiver. However failure to communicate in an effective manner can cause errors and can be misinterpreted and give rise to confusion. Thus it is imperative that the sender and the receiver have complete understanding of the communication message that is being shared. As successful communication helps in conveying of ideas and thoughts in a clear and precise manner but if it is unsuccessful it can cause obstacles in obtaining the goals at the work place (Babe, 2000). The paper will hence be focusing on the importance of the skills of questioning, the benefits that questioning has in a

laboratory setting, the skill of active listening, the benefits that active listening brings in a laboratory and the importance of feedback along with its benefits that can help an organization.

Interpersonal skills

The Skill of Listening

Listening is one of the most valued components of communication. It comprises of listening to another in a conscientious manner. This skill is suitable to a functioning of a laboratory and its technicians. The skill of listening comprises of audio stimuli and visual stimulus so that the message that is being communicated can be understood in a clear and precise manner. By analyzing the inputs the message can be understood clearly. Listening is not only collecting all the data that is being shared but the emotions that can help in deciphering the message that is being shared (Cheruvilil et al., 2014). In a laboratory setting it is imperative that the technician listens to the needs of both the patients and the consultants that are visiting so that an appropriate diagnosis can be provided to them. This helps in making judgments that are informed.

The benefits of listening

Laboratory technicians often have run off effects thus it is imperative that organizational results that are obtained are accurate. Hence listening in an active manner is essential as technicians need to analyze the patient's needs and demands. In this industry having sound listening skills is a vital component as technicians are an intrinsic component of the community and need to work with groups of individuals where it is essential to have mutual understandings. Listening helps in gathering the right analysis of a circumstance and then takes informed decisions upon them.

Feedback Skills

Gathering feedback is the vital part of interpersonal communication skills and it helps in improving the outcomes of various collaborations. Feedback is basically the process of communication that takes place amongst two individuals and comprises of an outcome that is either positive or negative in nature. The model that is commonly used is known as the Ebb and Flow model that states that the communicator needs to be provided information that the message

that was received has been understood or not understood. The process of communication doesn't work in one direction thus in the same way feedback also works in the same manner that comprises of intentional consequences and unintentional consequences for instance in a verbal conversation there is no response. For communication feedback is pivotal as understanding its value helps in cohesion at the work place and improves the overall effectiveness of an organization (Cullen, Fan and Liu, 2012). Providing feedback constantly in an organization helps in bringing and implementing changes and thus helps in enhancing the overall efficiency of a company and helps them to attain its goals and vision.

The benefits of feedback

Technicians in a laboratory are involved in constant communication by usage of feedback that helps in improving their efficiency in their results and improve upon their existing work relationships. This helps the technicians to develop connections with other individuals in the work place and opening themselves to criticism and acceptance. This builds a relationship of willingness to work as a cohesive unit and to improve on their short comings (Sackett and Walmsley, 2014). Feedback that is formal and informal in nature is used to motivation of employees and to bring about positive changes in their behaviors. Thus in the long run developing an atmosphere that is conducive for collaboration and feedback.

Questioning Skills

Questioning is essential for carrying out any type of analysis and comprehending it as it helps to have a complete understanding of the projects. The skill of questioning is an essential soft skill as it helps to have an insight into the message that is being sent to the receiver and the whys and how's associated to it. Asking questioning is a task that is very rewarding in nature. It is human nature to ask questions and the process behind it that is moved by challenges and in turn gives rise to competency. While asking any kind of questions, the person asking the question becomes in charge of the conversation and has an imperative role to play when it comes to negotiations. It can also help individuals to give their own views about various opinions (Koprowska, 2014). Questioning helps in drawing conclusions and having a better understanding of topics.

The benefits of questioning

Encouragement of culture that consists of questioning will help in promotion of a wide range of results that will enhance the overall effectiveness of an organization. It will help in bringing forth more collaborations and easy solutions to complex situations. Individuals who have this trait of questioning are an asset to an organization as this trait is related to social cohesion because of their curious nature and tendency to question (Allen and Cohen, 1969). The skill of questioning has positive yields as it leads to growth and overcoming challenges and obstacles. These help in training of technicians in laboratories and add value to an organization due to the constant flow of information and the possibilities that are born due to these interactions.

Conclusion

The report has analyzed the importance that interpersonal skills and its components that comprise of feedback, questioning and the skill of listening in a laboratory work place. It has been analyzed that technicians are in dire need of these interpersonal skills while communicating in their workplace environment however most of them do not have all these skills thus not allowing them to achieve their maximum potential and goals. These interpersonal skills are highly useful for the organization as well as they help in enhancing the work quality and the techniques that are implemented by the technicians. It is recommended that lab technicians are allowed to undergo training programs to improve and further enhance their communication skills along with suitable learning approaches that will help them to gain more accessibility in various industries.

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