

NITYA
PUBLICATIONS

CRUCIAL COMMUNICATION

Improving Conversations at Workplace



Dr. Divya Panjwani | Dr. Fatima Sahrish |
Dr. Nazia Akhlaq
EDITORS

**Crucial Communication:
Improving Conversations at
Workplace**

Editors

Dr. Divya Panjwani

Dr. Fatima Sahrish

Dr. Nazia Akhlaq

Nitya Publications

First Edition 2023

All rights reserved

The characters and events portrayed in this book are fictitious. Any similarity to real persons, living or dead is coincidental and not intended by the author.

No part of this book may be reproduced, or stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without express written permission of the publisher.

Editor © : Dr. Divya R. Panjwani, Dr. Fatima Sahrish, Dr. Nazia Akhlaq

ISBN : 978-93-5857-554-5

Price : Rs. 300.00

Published & Printed by:

Nitya Publications, Bhopal MP India

Web: www.nityapublications.com

Email: info@nityapublications.com

Mob: 9009291840

INDEX

Chapter 1.....	01
Stress Management and Self-Care	
<i>Nuzhat Bashir, Wani Naseer and Prof. Mohammed Haris Siddiqui</i>	
Chapter 2.....	09
Mitigating Communication Obstacles Presented by Non-Verbal Factors	
<i>Prof. Zeba Aqil and Dr. Anas Jameel</i>	
Chapter 3.....	17
Communication Skills and Digital Literacy	
<i>Rashmi Mishra</i>	
Chapter 4.....	27
Economic Equilibrium in Team Dynamics: Balancing Communication for Optimal Productivity	
<i>Atul Krishna Ghadge</i>	
Chapter 5.....	34
Corporate Communication	
<i>Henna Punjabi</i>	
Chapter 6.....	44
Trestle Across Borders: Mastering Cross-Cultural Communication	
<i>Dr. Mirza Aqeel Abbas and Dr. Rupali Mirza</i>	
Chapter 7.....	51
Training for Inclusive Communication: Investing in Human Rights Education	
<i>Dr. Anas Jameel and Prof. Zeba Aqil</i>	

Chapter 8.....	59
Government Communication and Use of AI: An Effective Strategy to Improve Public Governance	
<i>Dr. Abdul Tayyab Khan and Dr. Shujauddin Khan</i>	
Chapter 9.....	67
Silence as an Effective Tool of Communication at Workplace	
<i>Dr. Azkiya Waris and Dr. Divya R. Panjwani</i>	
Chapter 10.....	75
Adaptability, A Precursor of Life- Long Learning	
<i>Dr. Geetika Nidhi</i>	
Chapter 11.....	80
Communication for Effective and Efficient Learning	
<i>Bibha Srivastava and Dr. Smita Srivastava</i>	
Chapter 12.....	85
Exploring the Dynamics of Communication in Society: A Sociological Study	
<i>Dr. Vandana Mishra</i>	
Chapter 13.....	96
Exploring the Role of Verbal and Non-Verbal Communication during Science Teaching	
<i>Huma Naz</i>	
Chapter 14.....	104
Effective Public Speaking	
<i>Dr. Mohd Reyaz Ur Rahim</i>	

Chapter 17

Conceptualization of an Effective Communication

Dr. Sugandha Agnihotri

Assistant Professor, Department of Languages,
Integral University, Lucknow, Uttar Pradesh

For communication to be effective, the Six Pillars of Communication are crucial. They consist of the following: Security, Ethics, Audience, Resources, and Purpose. The practical conveyance of information via writing, speaking, or utilizing a medium that facilitates comprehension from one person, group, or location to another is known as communication. There is always at least one sender, one recipient, and one message in every connection. Through literature, one may travel through time and gain knowledge about Earthly existence from those who came before us. We can learn more about cultures and have a deeper appreciation for them. We get knowledge from the methods by which history is preserved, including oral tradition and texts.

Listening is one of the most important aspects of communication. It establishes the framework for all other facets of communication. The first step in active listening is self-awareness. By being aware of your communication style, you may improve it and utilize it to your advantage, making good impressions on other people. However, it is only one aspect of the whole. Learning how to listen to and respond to different people is just as important as learning about other communication techniques. Never allow your preconceived notions, biases, or filters to skew someone else's message. Acknowledge variety and make use of it.



Figure no. 1. The Positive Engagement Model (Communication Perspective) (Source: Ruck & Welch, 2012)