**HRD Developing Speaking Skills**

**Master 1 (Semester 2)**

**Introduction**

The role of English language is important for communication between people especially in higher institutions and businesses; Currently, communication skills play the fundamental role at workplace situations. The importance of communication skills is significant in the management sector as stated in different job advertisements. In the context of workplace communication, having good communication skills is the way to success. The oral communication skill in English is an important skill for managers to possess in order to carry out tasks efficiently at the workplace.

The role of oral communication skills is significant in multinational companies which need the usage of oral communication skills as follows; telephone conversation, informal work related discussions, meetings, giving oral presentations, explaining and demonstrating to subordinates and other colleagues.

1. **English for Human Resources**

Human resources teams (HR) are an important part of every company and are often involved in finding business English courses for their company’s employees. In addition, staff within human resources often work at an international level, and therefore; need to improve their English proficiency. Human resources also have their own terminology and speaking English at work requires a thorough knowledge of the special English vocabulary used in human resources and personnel. English language training and communication experts task is to help in- service employees to communicate HR expertise and knowledge confidently and in appropriate English. The English for Business programme is always tailored to suit the individual learning needs. In addition, trainers can integrate the special English vocabulary and human resource terminology that specifically address their demand for English for HR, thus meeting all the needs to improve their English at work.

1. **Communication at Workplace:**

Above all else, human resources deal with an organization’s most important resource; it is human capital. Obviously, a person cannot manage humans without interacting with them and the key to effective interaction is communication. Obviously, thinking about a career necessitates strong communication skills in the chosen field.

Certainly, good communication involves good listening. To bolster productivity, workplace morale and employee engagement in a corporation’s overall goals, human resources personnel need to foster an environment of open communication and active listening. It is vital that staff members feel their concerns and ideas are really being heard. The Master of Business Administration (MBA) **(A business qualification)** increased emphasis on communication skills as A [2014 survey](http://www.gmac.com/market-intelligence-and-research/research-library/employment-outlook/2014-corporate-recruiters.aspx) of corporate recruiters notes “Employers seek recent graduates who are highly proficient in communication skills, specifically oral communication, followed by listening and writing skills.” https://online.se.edu *October 18, 2017*

1. **What is Successful Communication:**

The performance of all managerial functions depends on successful communication by the managers at various levels. HRD has to play an important role in ensuring that the communication is clear, correct and controlled wherever possible. Communication is a key to ensure involvement of employees. Nothing substantial can be achieved unless people within the organization work towards the shared vision and mission. Communication is generally downwards, formal and restricted to what is considered operationally desirable. HRD should ensure that how employers and employees can reach out to people and relate with them in the sense of understanding what they want, how they think and what motivates them.

 Talking to people, listening to them is the way to performance perfection. Identifying the areas of improvement and the training needs and trying to bridge gap between the desired performance and the present performance should be the main objective of HRD.

**3.1 Internal Communication:**Effective communication among and between a firm’s managers and employees is mandatory in coping with a crisis or working in harmony.

Internal communication as a way of information exchange within the organization can be vertical, downward, upward and horizontal. Internal communication helps employees in performing their work, developing a clear sense of organization mission and identifying and promptly dealing with potential problems. In Equal Rights Association (ERA) internal communication is organized in the following manner:

 - vertical (communication between employees on different hierarchical positions)

-downward – executive directors, management, officers, assistants

- upward – assistants, officers, management, executive directors

- horizontal (communication between individuals on the same hierarchical positions)

**Importance of Internal Communication**

One can easily find the importance of internal communication. some of them are

* It increases productivity.
* Effective and responsive customer service.
* Easy attainment of goals.
* Reduce day-to-day conflict between team members.
* Enable fast decision making.
* Helps in motivating the employees.

**3.2 External Communication:** While in internal communication information flow goes upwards, downwards, and horizontally within the organizational structure, in external communication the information exchange goes both within the organization and outside of it. Organizations communicate with the outside world on a daily basis. External communication can be formal and informal.

**3.2.1 Formal External Communication:** Special attention is paid to formal communication in organizations. Regardless of how it is established – via a letter, e-mail, web, telephone or some other way (the case of verbal communication) – the efficient external communication is the first step in creating the appropriate image about the work and quality of the organization. A telephone conversation can frequently be the first and the only time to make an impression on the person you are talking to, not only about the individual but also about the institution one is working in. So, it is important to know the rules of telephone etiquette.

- During the conversation, you should try to make your voice sound as pleasant as possible

 - During a business telephone call always be professional, interested, polite and concise

- Clear, error-free, formal, jargon-free, and easy language.

During everyday work activities employees are continuously absorbing information and deepening their knowledge about the organization. Whenever employees talk about your organization to the outside world, they are a part of an informal external communication

**References**

A Master of Business Administration (MBA) is a postgraduate qualification awarded to [students](https://www.postgrad.com/advice/postgraduate-studies/what-is-an-mba-student/) who have demonstrated high levels of knowledge and skill in business management. The MBA course is designed for students who already have appreciable management level experience, gained in the workplace, but wish to develop their leadership skills. The MBA is highly valued by employers worldwide and, according to the [University of Essex](https://online.essex.ac.uk/blog/what-is-the-difference-between-an-mba-and-msc-in-business/), is currently the most popular professional degree program in the world.

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