

THE RELEVANCE OF EFFECTIVE COMMUNICATION IN EDUCATIONAL PSYCHOLOGY

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ABSTRACT

This study explores the relevance of effective communication in educational psychology. The point of interest is to provide knowledge of the need for effective communication as a crucial tool in educational psychology. A very good communicator is someone who possesses the traits of precise communicate competencies and without those talents, learning becomes extra difficult. There is need to develop strategies or techniques that will enhance and remodel gaining knowledge in such a manner that it becomes thrilling and significant. The limitations of effective communication create barriers for learning and mastering. Adopting competencies and methods to enhance proper communication for effective communication will positively influence the learner psychologically and create a friendly learning surrounding.

KEY WORDS: Communication, Educational psychology, Effective Communication, teaching and learning.

INTRODUCTION

Communication is one aspect of life that has improved over the years making man's existence easier. A crucial issue of man's life is handled via proper communication. Communication transmits ideas and records. It is unique especially in the psychological aspect because it observes and deals with the study of human behaviour. It enables research psychologists to effectively describe their observations and present their findings.

Psychological theories of Communication emphasize on perception, intentions, attention, interaction, retention and conditions required in pursuing common objectives.

Communication transmits ideas and information from one person to another. Without effective communication teaching and learning will not take place. Teachers with the exact conversation or communication skills have the potentials of influencing others psychologically with strategies of reaching successful learning.

THEMATIC EXPLANATION

Contemporary researchers in education have indicated essential interplay between Communication and psychology. The focus of this study is to offer understanding of the relevance of Effective Communication in teaching and learning by explaining some key points.

COMMUNICATION

Communication has different definitions and views from different Authors. We will be looking at a few definitions on this regard.

According to Chaturvedi and Chaturvedi, "communication is a natural activity of all humans, which is to convey opinions, review, information and ideas through words (written or spoken), body language or signs". Consistent with Chaturvedi and Chaturvedi "communication is a verbal activity of all humans, which is to convey reviews, feelings, records and ideas via phrases (written or spoken) frame language or signs and symptoms".

Koontz and O'Donnell viewed "communication as a way that one Organization member shares meanings and understanding with another".

Louis A. Allen's view on communication was based on the ideology of what someone does when impacting knowledge in the mind of others. It is the bridge of meaning. It involves a systematic and continuous process of telling, listening and understanding.

From the views of these great minds we can see that communication brings people together by establishing a commonness among them. As technology and activities continue to change the world, so have the methods of interacting with others been to meet with new challenges. It shows that communication is not a one stop action. It involves a process that must be adhered to.

For the purpose of this work we will define Communication as a process of transmitting knowledge, ideas, opinion, information, meaningful interaction and understanding from one person to another.

SIGMUND FREUD VIEWS ON COMMUNICATION

Sigmund Freud's psychoanalytical theory was greatly influenced in the interpersonal communication and provided a technique for understanding and interpreting human thoughts and behaviours and also the past events reshaping our personality. His approach offers a huge

opportunity in the field of communication as it explains how human beings give contrary response towards similar situations.

COMMUNICATION PSYCHOLOGY

There is no specific definition of Communication psychology however we will explain it as the study of human behaviour which emphasizes on the influence of interpersonal communication process that provides technique for understanding and interpreting the attitude, intentions and condition required for a particular motive.

Behaviourists view communication in terms of stimulus response relationship between sources of Communication and individuals that get hold of them.

Some psychologists studied people's reaction to Communication involving concepts of "selective perception", "selective attention" and "selective retention" in a way to explain approaches. Communication changes attitudes and the motive for resistance to change.

Communication is a fundamental concept in Educational psychology due to the fact that proper communication inspires the learner.

With an effective communication skill, the teacher can apply psychological principals in getting the presentation well articulated. However there is a relatively close relationship between communication and psychology.

COMMUNICATION THEORY

Communication theory can be viewed from the following perspectives:

1. Mechanistic: This view considers communication as a perfect transaction of a message from the sender to the receiver.
2. Psychological: This view considers communication as the act of sending a message to a receiver, and the feelings and thoughts of the receiver upon interpreting the message.
3. Social Constructionist (Symbolic Interactionist): This view considers communication to be the product of the interactants sharing and creating meaning. The Constructionist View can also be defined as, how you say something determines what the message is. The Constructionist believes that truth and ideas are gotten or created through the process of communication.
4. Systemic: This view considers communication to be the new messages created via "through-put", or what happens as the message is being interpreted and re-interpreted as it travels through people.
5. Critical: This view considers communication as a source of power and oppression of individuals and social groups.

PRINCIPLES OF EFFECTIVE COMMUNICATION

CLEARITY

The communicator must have a clear thought of the message to be communicated as well as the subject matter that is to be communicated.

The clearer the idea the more powerful and effective the communication. Ambiguous words should be totally ruled out. The words must be in such a way the receiver understands it.

Every point should come in common and easily understandable language to enable the receiver interpret the message.

ATTENTION

For effective communication to take place, the receiver must give maximum attention and interest to the message. It helps the learner get the key points necessary for the lesson and also respond adequately and accurately.

FEEDBACK

This is a very essential principle that makes communication effective. The communicator is expected to get feedback from the recipient because it gives the opportunity to know if the message is being understood in the same sense the communicator meant it. Questions should be asked based on the message, from the response the sender should be able to tell if the message was understood correctly.

RIGHT LANGUAGE

Communication should be in the simplest form for learning to take place. The ideas should be clear without words with different and exclusive meanings. Words should always be in simple language with clear Ideas. Words that are known to the receiver needs to be used when transferring the information.

CONSISTENCY

The communication should be consistent with the plans, objectives, procedures and processes not conflicting. The communicator should maintain his or her words while communicating and avoid changing words and actions when passing the message across to the receiver regularly. Inconsistent messages create confusion in the minds of the learner which is highly detrimental to the interest of learning. It should be in accordance with the policies laid down for it.

ADEQUACY

The information given out should be adequate, sufficient and complete in all respects. Inadequate information may delay action making the receiver confused about the message. Inadequate information affects the qualities of the teaching and the efficiency of the receiver. Adequate information is important in proper decisions and making plans.

INTEGRATION

This Principle talks about how the Communication should be able to introduce the message with the aim towards achieving its purpose and promote co-operation for the set goals as regards learning.

UNDERSTANDING

This Principle offers room for the communicator to transfer learning to the recipient in an understandable manner with the purpose of achieving its set goals. The intention of the sender is to give an understanding to the learner. The message must be clearly expressed both verbally and in writing to avoid confusing the learner which can lead to misinterpretation of the message.

BREVITY

The message to be communicated must be short and timed in accordance with the laid down rules or guidelines at the same time the communicator must be focused in getting the points and aims across to the receiver by striking a balance. Actions should be in line with the purpose of communicating. The communicator need not to act in any manner that contradicts his message.

APPROPRIATENESS

The conversation must be appropriate, suitable, authentic and accurate in the context of realizing its set objectives. Effective communication is possible if the receiver is patient and listens appropriately as it should be. This is vital because it softens the attitudes of the learner and enables them share their ideas and views freely.

EFFECTIVE COMMUNICATION IN EDUCATIONAL PSYCHOLOGY

This is one area that encourages efforts, modifies attitudes and stimulates thinking in such a way that the receiver gets a perfect understand of the message.

Effective communication influences learning psychologically. It provides strategies or techniques for understanding and interpreting thoughts and behaviours making learning friendly and pleasant by building confidence in the learner and plays an indispensable role in all walks of life.

It is very important to have an effective communication skill because it significantly develops, builds and changes mindset. Effective communication in educational psychology helps transmit the message accurately and inspires the learner to participate in the learning process.

THE PROCESS OF COMMUNICATION AND ITS EFFECTIVENESS

It is important to know that Communication is not only about talking; it involves verbal, non verbal and para verbal components designed for significant conversation.

In order to achieve your purpose you must learn the most effective ways of communicating in Educational psychology as to teaching and learning.

In this section we will be looking at possible ways of achieving Communication effectively.

ESTABLISHING RELATIONSHIP WITH THE LEARNERS

When there is a cordial relationship established between the learner and the receiver it creates room for positive impact and improvement both in academic and social development. With cordial relationship the learners tend to achieve greater height academically than persons with no form of relationship with the communicator.

When there is a strong personal connection between the teacher and the learners they show more engagement in learning, behave better in class and achieve at higher levels academically. Positive teacher-student relationships draw learners into the process of learning and promote their desire to learn.

ACTIVE LISTENING AND OBSERVATION WHEN TEACHING IS TAKING PLACE

Sometimes just lending an ear can be extremely useful in promoting a supportive and caring environment for learning. Sometimes the learner may have a question or have difficulty in getting the message and need some clarification. Listening to the learner while teaching enables you to provide better assistance and consequently a better education.

BEEN SENSITIVE

A good communicator must be very sensitive at all times. It helps you to know when the learner is not getting the message. It helps the teacher understand where the learner is lagging behind for proper improvement.

REDUCE EMOTIONAL TENSIONS BY CREATING A SOCIAL ENVIRONMENT AND IMPROVE THE BEHAVIOR OF THE LEARNER

When you create a safe and supportive environment where the learners feel comfortable to open up and express their thoughts and ideas it helps the learners learn properly and improve academic success. It is important that at all stages of the teaching process you nurture a non-judgmental environment. By having an open door policy and allowing the learners have their views is a great way to promote good communication. Giving the learner extra support, tuition or explanations before and after class helps shy and slow learners that don't feel comfortable in class to ask questions to learn.

PSYCHOLOGICAL BARRIERS TO COMMUNICATION

According to Shoury Kuttappa, Psychological Barriers of communication is influenced by the communicator state of mind and that of the receiver. An unstable and negative mindset could create obstacle for effective communication. According to him, the causes of psychological barriers are:

LACK OF ATTENTION

He stated that when a person's mind is distracted or preoccupied with other things, the person will not be able to form proper messages, listen to what others tell him/her, interpret the message as required and give proper feedback. The communication will face problems and become ineffective.

POOR RETENTION

Retention of information is the capacity of the brain to store information. The brain stores only information it deems useful for the future. Half of the information gotten by the brain gets lost in the process of retention because the brain can not store every information it comes across. The brain also loses information that are old and is not useful with time.

Shoury further explains that extracting the information is also a process in the formation of message. Here, the brain tries to remember the required information, the fragments of which have already been lost.

DISTRUST AND DEFENSIVENESS

Shoury was of the opinion that Communication is successful when the communicators trust each other. Shoury further explained that when there's no trust in communication, it passes a negative view and idea of the message to the receiver, making the receiver lose interest in the message. In the process of learning, forcing ideas, opinions or views into the receiver takes

away the zeal or will to learn. The receiver at that point in time will not agree to the message and will lose interest in listening. When the proper message is not passed to the receiver the sender or communicator's aim for the message is not achieved.

PERCEPTION, VIEWPOINT, ATTITUDES AND OPINIONS

Shoury stated that Perception is the mindset using which people judge, understand and interpret everything. As individuals we have our own perception of reality shaped from mental and sensory experiences. One's viewpoint represents the person's mindset on how they view the world. This could cause a misunderstanding between the sender and the receiver. Every information is useful when passing a message across. When a message is being taken for granted and not explained properly for better understanding, it creates a barrier to effective communication. Attitude on how we feel and think about things can also be responsible for creating psychological barriers. Whatever that is being communicated after words becomes unsuccessful.

EMOTION

According to him anyone who isn't in a good mood is likely to talk less or talk negatively. A distracted and unstable mind lacks the ability to communicate properly and effectively. For example, when an individual is angry, the individual tends to react or say things that he or she will end up regretting later. An angry person easily misinterprets a message when listening to someone. He further explained that various other emotions like fear, nervousness, confusion, mistrust and jealousy affect communication process.

CLOSEDMINDANDFILTERING

He said that Man is selfish by nature and puts his own needs and problems above all else. This leads to people filtering information they intend to pass to the receiver which might be due to some negative factors such as lack of trust, irrelevant competition, envy, or of the opinion that the information is not useful to the message.

PREMATURE EVALUATION:

People who don't take time to listen and understand other people's views are likely to end up making a quick judgement and jump into wrong conclusions. They do not consider all aspects of the information such as social, cultural, economic, etc., and often end up taking quick and wrong decisions.

It is very important to pay close attention to the message to enable you make the right and proper judgment because judgements are not easily changed after they are made.

Psychological barriers affect communication more because information are formed in the brain and passed to different people with various perception, psychological problems and conditions different from each other. Information being passed adequately by the right people with the right words gives the message the right understanding. Similarly, the psychological condition of the receiver also has as much importance as the sender's. When psychological aspect of communication acts as a barrier to communication it becomes ineffective.

THE DIFFICULTIES AND BARRIERS OF COMMUNICATION IN EDUCATIONAL PSYCHOLOGY

There are some barriers of communication being faced in educational psychology that end up creating obstacle for effective communication. Below are some of the barriers;

- 1) PSYCHOLOGICAL BARRIERS
- 2) POOR COMMUNICATION SKILL
- 3) DISORGANIZED MESSAGE
- 4) LACK OF SELF CONFIDENCE AND INTEREST
- 5) POOR EXPRESSION AND EXPLANATION
- 6) IMPATIENCE
- 7) LACK OF MOTIVATION

According to Kinanee (2020), "Teachers, professional skills, teacher-students Communication, teachers personality and democratic attitude are factors which promote adjustment in students". If a teacher doesn't possess the qualities of a good communicator, no matter how qualified the teacher is, his qualification becomes irrelevant to the field. The ultimate goal of Effective Communication is bringing about positive change in the direction of the receiver.

Most of the mentioned barriers can be overcome by a skilled communicator. Below are some tools that can be used in bridging those barriers in Educational psychology:

- 1) The communicator's mental condition influences learning. If sender has any disturbing issue, there's every tendency that the sender will not be able to deliver properly. It is best advised to learn how to control your emotions and put personal issues aside not letting it interfere with the purpose of the moment.
- 2) Teaching and learning is a two way thing. A good communicator gives and receives message. They listen and interact while teaching. The teacher must be a good, alert and a patient listener because it helps you know when you are making progress. It gives both the teacher and the learner the ability to process their information, understand themselves and interpret the message very well.
- 3) The message must be clear, meaningful and understandable. It should be drafted in the simplest way. The message should be specific and accurate to create the desired impact over the receiver.
- 4) A communicator must possess sharp observation skill because it helps both the teacher and the learner gain more knowledge and information to stay inline with the objectives.
- 5) As a communicator you must be confident and in control of your self to be capable of achieving the objectives because self confidence is an essential Communication skill that enhances the worthiness of the message that is being delivered.
- 6) Messages can be done properly when you are able to give a well meaningful explanation and expression. To connect with the learner effectively you must involve the non verbal means of communication which includes gestures, facial expression, eye contact etc.
- 7) You must be patient because it is imperative. Always stay motivated even when you are not getting the immediate results positively. You must learn to psychologically influence others from within to achieve proper learning.
- 8) Motivation is a key element that stimulates and guides behavior. Students tend to perform well when they are being motivated by the people they look up to. It has a way of bringing

out the best in the learners and build confidence in them. When students are not motivated by their teachers they end up losing interest in learning.

We can improve by putting these necessary measures in achieving successfully learning.

CONCLUSION

The relevance of effective communication in educational psychology has led to the highlight of some critical point which I consider important in improving effective communication.

Effective Communication is Paramount and has a high influence in teaching. Communication makes life less complicated and meaningful. With the help of modern day technologies Communication has drastically improved our way of life. It helps in terms of socialization and solves psychological and emotional problems faced. Communication passes information and influences the interest and attitudes of the learner creating a conducive learning atmosphere.

The Psychological aspect of Communication deals with different factors such as perception, intentions and retention.

Poor effective communication makes the teaching and learning process meaningless. As a skilled communicator you must have the ability to psychologically influence people positively. There is need for proper improvement for impactful learning.

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