

INTERNATIONAL JOURNAL OF LAW MANAGEMENT & HUMANITIES

[ISSN 2581-5369]

Volume 8 | Issue 2

2025

© 2025 *International Journal of Law Management & Humanities*

Follow this and additional works at: <https://www.ijlmh.com/>

Under the aegis of VidhiAagaz – Inking Your Brain (<https://www.vidhiaagaz.com/>)

This article is brought to you for “free” and “open access” by the International Journal of Law Management & Humanities at VidhiAagaz. It has been accepted for inclusion in the International Journal of Law Management & Humanities after due review.

In case of **any suggestions or complaints**, kindly contact support@vidhiaagaz.com.

To submit your Manuscript for Publication in the **International Journal of Law Management & Humanities**, kindly email your Manuscript to submission@ijlmh.com.

The Types of Communication

SHAGUN TIWARI¹ AND SARITA YADAV²

ABSTRACT

The main purpose of this research paper is to understand the types of communication. It is clear that when communication takes place between individuals belonging to different categories and backgrounds, they implement different types of communication. These are types of formal communication, informal communication, oral communication (face to face), oral communication (distance), written communication, non-verbal communication, oral communication, feedback communication, visual communication and active listening. Sign languages are the languages of the deaf community. When individuals suffer from speech and hearing impairments, they use sign languages to communicate. During communication, it is necessary for individuals to maintain normal facial expressions. Individuals should be aware of the types of communication. In addition, they need to know what types of communication will be appropriate and appropriate for different contexts and environments. The types of communication implemented depend on the needs and requirements of individuals and the objectives to be achieved through the implementation of the types of communication. The main areas examined in this research paper include understanding the meaning of types of communication, types of communication, communication through sign language and communication through facial expressions.

Keywords: *Communication, Facial Expressions, Formal, Informal, Information, Individuals, Sign Languages.*

I. INTRODUCTION

Individuals constantly communicate with others through various forms, gestures, expressions and channels. Communication is not always conscious. In some cases, it is also voluntary. Individuals sometimes communicate information to others that is misinterpreted and even allows them to form false statements about themselves. If one can be aware of the types of communication on a regular basis, it can be understood that these types of communication contribute significantly to allow individuals to communicate in a well-organized and appropriate way. Clear communication is considered essential. When individuals have to ensure that they are able to convey to others the ideas, views, points of view and necessary information in a way that is appropriate, easily understood, and that allows them to realize well the functions

¹ Author is a student Amity University Lucknow Campus, India.

² Author is an Assistant Professor at Amity University Lucknow Campus, India.

and functions, have increased. knowledge and understanding in terms of types of communication. Understanding the types of communication allows individuals to develop communication skills. Communication skills are considered essential for the successful management of any business. Individuals differ from others in terms of their ways of communicating. Each individual has different characteristics that affect communication processes. In some cases, a person can communicate with others voluntarily, while there are cases when individuals have an introverted nature and do not show interest or enthusiasm to communicate with others. According to research studies, subordinates generally communicate with their superiors voluntarily. On the other hand, superiors can in some cases not willingly communicate with their subordinates. The main reason is his busy schedule. Therefore, the tasks, routines and moods of individuals are also essential factors that influence the processes and types of communication.

II. UNDERSTANDING THE MEANING OF TYPES OF COMMUNICATION

To understand the meaning of different types of communication, it is essential to understand that communication is the key to the success of any organization. Also, individuals are able to enrich their lives when they improve their communication skills. The two essential forms of communication are internal and external. External communication is communication directed to customers, consumers and others outside the organization. It is the responsibility of employees to convey information to customers about the benefits of products and services so that they can increase their productivity and profitability. This type of communication includes brochures, various forms of advertising, contact letters, phone calls, websites, flyers, etc. In external communication, the image is considered of great importance. The logo is essential to represent the organization, the letterhead is considered the sales tool, and the way individuals communicate with others face to face or over the phone must reflect professionalism. In addition, formal and informal contacts with external people are also considered an important feature of external communication.

Internal communication is the communication that occurs between people in the organization. When individuals are recruited into the organization, it is clear that they must have adequate information regarding the duties. In addition to having the right information about their duties, they must communicate effectively with other members of the organization. This includes superiors, subordinates and colleagues. Internal communication involves motivating and stimulating the minds of individuals to learn and achieve organizational goals. Internal communication is done through meetings, organization of seminars and workshops, awards,

announcements, emails, newsletters, etc. This communication can be formal or informal. When superiors communicate with their subordinates to guide, direct and motivate employees, they must ensure that they provide help and assistance to achieve the organization's goals and improve the organization's structure. In addition, there should also be adequate grievance redressal procedures that allow employees to redress their grievances. Therefore, these aspects imply the meaning and importance of internal communication.

The formal communication network is considered the official structure of the organization. It is represented by the organizational chart. Information can flow up, down or through the organizational hierarchy. In today's existence, it is essential for individuals to improve their skills and abilities in English. In different types of organizations and educational institutions at all levels, it is essential that individuals are well equipped in the English language. It is essential that individuals have a good knowledge of the English language in order to communicate both in writing and speaking. Studies have shown that individuals belonging to rural communities and the disadvantaged, marginalized and socio-economic sectors of society are not proficient in the English language. Therefore, they enroll in educational institutions and training centers to improve their knowledge and skills. Effective communication is facilitated by the use of tools and planning. Therefore, it can be said that in order to achieve personal and professional goals and improve career prospects, it is essential for individuals, belonging to all categories and backgrounds, to be proficient in the English language.

III. TYPES OF COMMUNICATION

Types of communication fall into two categories. The first form of communication is based on communication channels, while the other form is based on style and purpose.

Communication channels refer to the medium, the tools, the way and the methods by which communication takes place between individuals. The senders of the information must ensure that they choose the appropriate communication channels so that the information is delivered to the individuals in a satisfactory manner. Another form of communication is based on style and purpose. Individuals implement different types of communication, taking into account the characteristics of style and purpose. Also, channel-based communication is non-verbal and verbal. Verbal communication can be oral and written. Oral communication can be done between individuals face to face or when they are at a distance. While the types of communication based on style and purpose can be formal and informal. The other types of communication are oral communication, feedback communication, visual communication and active listening. These have been stated as follows:

Formal Types of Communication:

Formal types of communication are also known as formal communication. This type of communication is done through a predetermined channel. As part of his profession, a person has to communicate with a certain number of people. This includes employers, supervisors, coworkers, customers, etc. Formal communication is the core of the professional life of individuals. To effectively implement this type of communication, several factors must be considered, including the objective of the communication, following a well-defined structure to know your audience, maintaining an open and professional tone, taking into account the time available and gratitude to the audience. When people give presentations or speeches, they have to thank their audience for listening. Formal types of communication lead to the proper performance of work tasks. It is therefore essential that individuals are aware of this type of communication to increase their professionalism and achieve the organization's objectives.

Types of informal communication

Informal communication is used in organizations between colleagues and also between superiors and subordinates. This type of communication is also known as informal or oral communication. Word of mouth information is considered the main characteristic of this type of communication. The main characteristics of this type of communication are that it is spontaneous and fluid without any formal protocol or structure. Therefore, the level of accuracy and reliability is lower in this type of communication. Individuals do not need to follow the rules or take into account the allotted time. In most cases, communication is done orally and does not require supporting documents. Informal communication is considered friendly and beneficial for individuals, when practicing judgment. In organizations, when individuals practice this form of communication, they encourage positive ideas and expressions. As a result, they develop motivation for their work. Therefore, informal types of communication are important to create good and pleasant working environmental conditions.

Oral communication (face to face):

Oral communication that takes place face to face is considered the most common and wellknown type of communication. When individuals communicate with others face to face, they aim to be able to express themselves directly to others through words. This communication can be formal or informal. Individuals communicate face to face in the organization with other members and outside the organization, this happens with family members, friends, relatives, community members, etc. In face-to-face oral communication, many factors must be considered. This includes maintaining eye contact, adopting a dignified tone and expression,

adapting it to the message to be conveyed, not expressing negative feelings such as anger and frustration, and developing trust. in itself. When people give lectures, speeches and presentations, they need to be confident and not show vulnerability or fear. When these factors are applied, individuals are able to improve their oral communication skills when communicating face to face.

Oral communication (at a distance):

Oral communication can be carried out between individuals conveniently when they are at a distance. This communication is common and an integral part of people's lives. A variety of methods and technologies are used to communicate orally with individuals located at a distance. These include cell phones, VoIP, video conferencing, two-way webinars and more. These methods are considered modern and innovative, through which oral communication can be promoted between individuals, when they are at a distance. In the effective implementation of this type of communication, the tone of voice and the rhythm of speech are considered crucial. Important factors to consider in promoting oral communication at a distance are listening, speaking slowly, repeating understood information, and maintaining an open and receptive tone of voice. In some cases, when individuals are not able to clearly understand the concepts and other information through verbal communication, they can ask to send it by email.

Written Communication

Written communication is the type of communication that takes place in written form. Common forms of written communication are letters, notices, emails, messages, advertisements, etc. When the information is long and includes images, tables, graphs, statistical data, etc., it cannot be communicated verbally to individuals. In such cases, written communication is considered one of the necessary means to convey information. When individuals need to send documents and reports, just scan and email. When individuals communicate with others in writing, they must consider various factors, including proper address, using good words, stating information clearly and comprehensibly, stating all the necessary concepts and good ending by thanking and putting the name and the signature. To implement written communication effectively, it is essential that individuals improve their skills in various forms of technology. When they are well equipped in terms of the use of computers, laptops, i-pads and mobile technologies, they will be able to carry out written communication well.

IV. NON VERBAL TYPE OF COMMUNICATION

Nonverbal communication is more subtle. It is done in the daily life of individuals and also in organizational structures. In the implementation of this form of communication, a number of factors must be considered. These include facial expressions, gestures, body language, eye contact, touch, space and the personality of individuals. Three important characteristics should be identified in this type of communication. It is the words, gestures and emotions of individuals that influence the messages and information transmitted. Non-verbal information signals, the way you look, feel, move and react, are transmitted to the individuals with whom you are communicating, whether they are involved or not. Also, it is essential that individuals convey true information. The five roles of nonverbal communication are repetitions, contradictions, substitutions, complements and emphasis. To improve the type of non-verbal communication, one of the important aspects is that individuals must master the psychological problems of anger, stress, frustration, depression and anxiety. In addition, they must adopt a constructive approach and have an approachable nature. When individuals are able to increase these factors, they are able to improve the types of non-verbal communication.

a. Grapevine communication

Grapevine communication is considered an informal form of communication. It takes place in the internal and external informal channels, which leads to the effective operation and profitability of the organization. Research has shown that in different types of organizations, individuals do not follow a systematic process of communication, but that it develops between individuals without following defined or predetermined rules. Through word of mouth, information flows in different directions, creating connections between different aspects of the organization. This type of communication is driven by social and personal relationships, rather than familiar rules and formalities. Word of mouth works through informal internal and external channels. Through this form of communication, individuals convey rumours, opinions and suspicions that usually do not circulate through formal channels. Pleasant and friendly environmental conditions in organizations are essential to develop a sense of belonging among individuals. In this way, they can work cooperatively with others, get support and help and feel a sense of job satisfaction. In organizations, there are a variety of situations, problems and concerns, regardless of their size and nature.

b. Feedback Communication

When people who occupy leadership positions in educational institutions and in various forms of organizations, such as instructors, supervisors, administrators, directors, employers, etc., apply different types of evaluation methods to evaluate the performance of individuals. After

evaluating the performance, they give him feedback on his performance. Therefore, the communication that occurs is called feedback communication. The main purpose of feedback communication is to provide support and help for individuals to overcome limitations and make improvements. To effectively implement feedback communication, these individuals must consider various factors, including inculcating moral and ethical traits, honesty and truthfulness, upholding standards and principles, and offering criticism. constructive. When individuals encounter performance difficulties, limits must be identified constructively. In addition, those in leadership positions should provide help, support and assistance to students and their employees to identify discrepancies and improve. Therefore, in educational institutions of all levels and different types of organizations, this type of communication is considered crucial and useful.

c. Visual communication

Visual communication is also the type of communication that is common in the daily life of individuals. The main areas through which visual communication develops are television, radio, social networks, etc. When individuals watch television or listen to radio programs, they are also engaging in some form of communication. In some cases, they not only use it for recreational and entertainment purposes, but also increase their knowledge and understanding in various fields. When individuals communicate with others, their goal in most cases is to improve their knowledge and understanding. Therefore, through some television programs and radio programs, individuals are also able to increase their knowledge and understanding. Facebook is visual with the use of memes, videos, images, etc. Instagram is the only image platform and advertisers use it to market their products. The main purpose of images posted on social media is to convey meaning and communicate the message. Individuals are engaged in communication throughout the day. In other words, it always happens. Therefore, visual communication is also one of the important types of communication.

d. Active Listening

Active listening is considered one of the most important types of communication. It is considered as the type of communication and it is also an important characteristic that must be applied to make the communication processes effective and meaningful. When individuals implement this form of communication, they can benefit in many ways. These include acquiring an effective understanding of concepts, providing solutions to problems encountered in the performance of work tasks, clarifying doubts, increasing awareness and being able to achieve the desired goals. In addition, when a person actively listens to others, he is able to create

friendly conditions and relationships with them and generate feelings of pleasure and satisfaction. In educational institutions, when teachers convey information in terms of lesson plans and academic concepts, when supervisors and managers convey information in terms of professional tasks, when there is organization of workshops, seminars and conferences and when individuals are engaged in oral communication, either face-to-face or remotely, then it is essential to promote active listening. Therefore, it can be said that when one implements this form of communication satisfactorily, one can reap many benefits.

V. COMMUNICATION THROUGH SIGN LANGUAGES

Sign languages are the native languages of the deaf community and provide full access to communication. However, sign languages are used in most cases by people with hearing disabilities. When they cannot hear others, communication is done with them through the use of sign languages. On the other hand, mutes, who hear but do not speak, also use sign language. In fact, there are about 138 to 300 different types of sign languages used around the world. New sign languages often emerge among groups of deaf children and adults. Sign languages are considered verbal because they contain words and phrases. When individuals use sign language, they communicate, as others use their voice to speak. When deaf and hard of hearing people use sign language, they are able to communicate effectively with others.

Therefore, this language is considered useful for these people.

Sign languages are considered tools of visual communication. They include the use of gestures, hand movements, body language and facial expressions to communicate with other individuals. Through these traits, individuals give and receive information. When oral communication is not possible or desired, then individuals use sign language to communicate. The practice of using sign languages is older than spoken. Sign languages can be expressed as simple instructions or they can take into account a combination of coded hand signals reinforced by facial expressions and possibly augmented by words written in manual alphabets. When vocal communication is not possible between individuals, they communicate with each other through sign languages.

The main purpose of sign languages is to ensure that individuals are able to facilitate the transmission and reception of information. Individuals can communicate with each other through sign languages, in which mutually understood characters are observed and drawn on the palm. Indian sign language is encoded through the use of a clear vocabulary of gestures, representing or describing objects, actions and ideas. , but tried to pronounce or otherwise represent words that could not be conveyed by gestures. Various forms of sign languages have been developed to allow individuals to pronounce words and sounds. In most cases, these

languages are considered complex and flexible compared to spoken languages. National sign languages, such as ASL, have more in common with each other than the spoken languages of their country of origin. Characters represent concepts rather than words in a language, for example English, Japanese, French, German, etc. Members of religious orders who have taken a vow of silence, other people who, for reasons of piety or humility, have given up speaking, will use the language of signs. When people are looking for something, it is common for them to point to objects, and the use of sign language is less common.

VI. COMMUNICATING THROUGH FACIAL EXPRESSIONS

The human face is very expressive. Thanks to facial expressions, we can express different types of feelings, without saying a word. Unlike some forms of non-verbal communication, facial expressions are universal. The facial expressions of joy, sadness, anger, worry, stress, anxiety, fear and surprise are the same for all individuals, regardless of their categories and backgrounds. A facial expression is considered as one or more emotions or muscle positions under the facial skin. Facial expressions are considered a form of non-verbal communication. They are considered the main means of transmitting information between individuals. In addition to humans, facial expressions are also found in many types of animals. In general, individuals form their facial expressions based on the situations they experience. It is recommended and essential that individuals maintain normal and pleasant facial expressions, even when faced with adverse situations.

It is necessary for each individual to learn the aspect that must be applied to control facial expressions. This includes making sure the face is relaxed and neutral, not feeling angry towards anyone, developing positive thinking and a constructive approach to life, not frowning when serious, learning to control feelings of anger and frustration, having an approachable nature, get feedback from others. on facial expressions, enhance positive aspects and eliminate limitations and negative aspects, adopt a pleasant attitude and practice the necessary traits to have normal facial expressions on a regular basis. There are individuals, technologies, and different types of reading media through which individuals receive information about the aspects necessary to control their facial expressions. When individuals learn to control their facial expressions, they will be able to communicate effectively.

VII. CONCLUSION

Understanding the types of communication allows individuals to develop communication skills. The types of communication are: formal communication, informal communication, oral communication (face to face), oral communication (distance), written communication,

nonverbal communication, oral communication, feedback communication, visual communication, and active listening. Sign languages are the native languages of the deaf community and provide full access to communication. However, sign languages are used in most cases by deaf and dumb people. Facial expressions of individuals affect communication processes to a great extent. Therefore, it is essential that individuals develop positive thinking and maintain normal and pleasant facial expressions. Finally, it can be said that it is essential for individuals to ensure that no point of view or negative perspective becomes an obstacle in any kind of communication.

VIII. BIBLIOGRAPHY

- Five Types of Communication. (2018). Drexel University. Retrieved September 14, 2020 from_drexel.edu
- Grapevine Communication: Definition, Types, Grapevine in Business Communication. (2017). Retrieved September 14, 2020 from iedunote.com
- Sign Language. (2020). Retrieved September 14, 2020 from Britannica.com
- Types of Communication. (n.d.). Retrieved September 13, 2020 from toppr.com
- Unit: 1 Communication – Introduction, Meaning & Definition. (n.d.). Retrieved September 13, 2020 from_uou.ac.in_.
