Effective communication system for quality technical vocational education training (TVET) for industrial development

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Abstract

This paper was designed to improve the skills of effective communication system for quality TVET for industrial development. The instructor's ability and performance in communication of science and technology hinge seriously on his skill in the utilization of modern gadgets in information and communication technology. The paper therefore discussed concept of communication, Concept and benefit of TVET, tips for effective communication, barrier to effective communication, and Anger Management in the work place. Suggestions are made that will improve effective communication system for quality in industrial administrative sector. These includes the need for teachers of various subjects to partner with language teachers so as to achieve the goal designed for effective communication. Also that the universities should reflect their curricular to accommodate the new emerging ICT paradigm so that more personnel can be trained in the industrial sector. The paper also suggest that cooperation should be sought with multinational establishments who already have a great deal of experience in the information communication technology (ICT) model in their respective training department and that the federal and state government should set up pro-communication industries and other stakeholders should invest on the procurement ICT materials/equipment for schools and industries.

Introduction

Communication is an essential tool in any administration, being it schools or industry. In order to translate a purpose into action communication is needed. Communication may mean the use of language or mere gestures or both. The need for modern communication system and its penetration in every facet of our nation building according to Adebayo (1999) cannot be over emphasized. The effect of poor communication on science and technology were succinctly narrated by Egbe (1991) when he noted that English is one language which is indispensable in science and technology. The immensurable role of language in science and technology, he said, stems from the fact that production distribution and utilization of scientific and technological knowledge would be problematic if the appropriate language to carry out these scientific activities is found wanting. Information and communication technology

refers to various soft and hard wares that use micro-electronic devices to store, retrieve and disseminate information in large volumes to heterogeneous mass of people worldwide at a very fast rate. They include satellite, telephone, telex, internet, mobile phones, digital computer system, electronic main, internet, extranet compact disk (CD), laptop computers and other electronic devices that have quality revolutionized communication and the interaction in the world community. In the words of Tiamiyu (2003) he view information and communication technologies as electronic technologies used for creating, acquiring, processing, storing, communicating and using information.

The concept of communication:

The essential ingredient in a dynamic society is communication. Indeed society is people in communication. In an enlightened society, the people are in touch with each other through communication. Communication is a very important social event. When the lines of communication are closed by prejudice, cultural bias or suspicion, we have a static or reactionary society. When communication lines are open to rich variety of ideas, new and old, then a dynamic and progressive society is developed. This principle of communication is equally valid when applied to industry. Communication is a term that has been defined in various ways by people. Etymologically, the word communication is derived from a latin word "communicare" which means to share. Bernard (1980) views communication as the means by which people are linked together in an organization. Co-ordination and changes cannot be effect without it. He stressed further that if communication is effectively utilized in an industrial set up, it can lead to adequate productivity. Lewis (2000) views communication as means of sharing messages, ideas or attitudes that produce a degree of understanding between a sender and receiver. Of these definitions term communication may be seen to mean the exchange of ideas, knowledge, beliefs, attitudes or emotion from one person to another. Communication takes place inside and between three main subject categories: human beings, living organisms in general and communication-enabled devices (for example sensor networks and control systems). Communication in living organisms (studied in the field of biosemiotics) often occurs through visual, auditory, or biochemical means. Human communication is unique for its extensive use of language. Communication is essentially central to human social behavior and has a great influence in an industrial activity for a viable productivity. Concept and benefit of TVET: TVET is the total education programme by which man learns about work (Ogo, 2013). He stressed further that it also refers to as that aspect of education tailored towards enhanced productivity of labour force that is to say TVET can be seen to be those aspects of educational processes involving. In addition to general education, the study of technologies and related science as well as the acquisition of practical skills, attitudes, understandings and knowledge relating to occupations in various sectors of economic and social life (UNESCO, 2005). Technical and Vocational Education and Training (TVET) is concerned with the acquisition of knowledge and skills for the world of work. Throughout the course of history, various terms have been used to describe

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elements of the field that are now conceived as comprising TVET. These include: Apprenticeship Training, Vocational Education, Technical Education, Technical-Vocational Education (TVE), Occupational Education (OE), Vocational Education and Training (VET), Professional and Vocational Education (PVE), Career and Technical Education (CTE), Workforce Education (WE), Workplace Education (WE), etc. Several of these terms are commonly used in specific geographic areas (UNESCO, 2005). In another development TVET provides for people who could apply relevant technical skills to be able to make positive changes within the society. In another words man is able to improve his saleable inbuilt skills to advance the nation and to become useful within the society by being a producer of goods and services rather than a mare consumer. It affords a self – dependent life after formal education, by given individuals the opportunities to put into use the acquired skills thereby enabling Nigerian youths to become job – creators rather than job seekers. It is a medium of reducing social vices. It also enables Nigerian youth to become wage earners who are asset to themselves and the nation at large.

Barrier to effective communication

1. *Poor listening skills*: Poor listening skills top the list when it comes to barriers to communication. Poor listening skills can result from:
   - Lack of involvement with the other person or the topic at hand: you just don't care enough to listen.
   - Discretions in the environment such as excessive noise or activity.
   - Disagreement with speaker, resulting in mentally "shutting off" the other person.
   - Passive listening rather than active involvement with the speaker.
2. *Assumption:* There are many assumptions we make while communicating with others. For instance, you might think that you know what the other person is going to say, so you simply "leave" the conversation.
3. *Non-verbal signals:* One recent study showed that only 7% of our communicating is tied to what we actually say! We must ask the right questions at the right time to get the information we need to communicate effectively. That means asking open-ended questions-questions that begin with who, what, when, why, where, and how. Open-ended questions help true discussion and understanding to take place.
4. *Cultural differences*: These may result from the cultural differences of communities around the world, within an individual country (tribal/regional differences, dialects etc.), between religious groups and in organisations or at an organisational level – where companies, teams and units may have different expectations, norms and idiolects. Families and family groups may also experience the effect of cultural barriers to communication within and between different family members or groups. For example: words, colours and symbols have different meanings in different cultures. In most parts of the world, nodding your head means agreement, shaking your head means no, except in some parts of the world. (Nageshwar &Rajendra, 2006)

5. *Physical barriers.* Physical barriers are often due to the nature of the environment. An example of this is the natural barrier which exists if staff are located in different buildings or on different sites. Likewise, poor or outdated equipment, particularly the failure of management to introduce new technology, may also cause problems. Staff shortages are another factor which frequently causes communication difficulties for an organization.

Tips for effective communication

Effective communication occurs when a desired thought is the result of intentional or unintentional information sharing, which is interpreted between multiple entities and acted on in a desired way. This effect also ensures that messages are not distorted during the communication process. Effective communication should generate the desired effect and maintain the effect, with the potential to increase the effect of the message. Therefore, effective communication serves the purpose for which it was planned or designed. Possible purposes might be to elicit change, generate action, create understanding, inform or communicate a certain idea or point of view. When the desired effect is not achieved, factors such as barriers to communication are explored, with the intention being to discover how the communication has been ineffective. Many social scientists believe that humans are different from animals because we developed language and communication, and that these are the hallmark of Human development. As language and communication advanced, our ancestors were able to combine their ideas and experiences with one another and this nurtured the evolution of culture, religion, and science.

Listening skill

Many people in a conversation aren't really listening. Person B is already preparing responses to person A while person A is still talking. Listening is requisite for an exchange in ideas. Therefore the listening skill involves the following;

- *Paying attention.* They know how to focus on the other person, notice their speech, their body movement, their infection and volume.
- *Eye contact keeping.* Eye contact with the other person will help keep your attention on them. It also stops your mind from wandering.
- *Mirroring.* Mirroring is the method of creating similarity, building rapport, a sense of liking. You become a mirror reflecting the body language, speech style and vocabulary of the other person.

Effective communication is essential for the smooth functioning of an industry, but today the walls that prevent information flow from top-down, bottom-up or department-to-department in organizations still exist. This causes a lot of setback in many organizations and industries. Still in many organization, communication flows through narrow channels and usually only from top-down. In this scenario, if you want to have effective communication:

- You have to be in the right place at the right time even for a small piece of information.
- You have to be in the right group and fight for every scrap of information that you need to do your job.

Without free flow of effective communication, people in the company are left to work in an information vacuum where every division and department is a closed information loop. If you look around, you may see plenty of barriers in your company that needs to be dismantled.

- It could be door to the manager office that remains closed to communication from your employees.
- Or it could be the rigid boundary between daily rated and salaried employees that kept people from communicating freely with one another.
- Mind-sets of individual managers are most resistant to change and must be change.

As an industrial manager, you need to effectively communicate with your entire network of departments and have your employee the vantage point to see the direction that has been set by you. This will help make the industry grow. This can be a tall order if effective communication would have to zigzag through layer after layer of bureaucratic barrier and everyone in the organization work with little or no enthusiasm, creativity, imagination and innovation.

Anger management

Anger management in the workplace is best coined as managing relationship between employees, supervisor to employees, staff to management and even boss to employees. To be effective, workplace communication must be in place to deal with minor anger before it escalate into full-fledge problem. Anger management in the workplace cannot be taken lightly and coupled with poor or non-existence workplace communication; it can lead to poor staff morale and unusually high employee absenteeism. Business will suffer from low productivity and disruption to its daily operation. Today many enterprises feature a positive anger management in the workplace which spur their staff on to air their grievances, feeling that are bothering them and with workplace communication as part of the company overall culture, other like-minded people across departments will also be motivated to act. Often when you manage workplace anger, they are usually people whom are of importance to you and they could be your customers, colleagues or boss. Your ability to handle effectively will win their respect, as they will see you as a rational and reasonable person. Whenever anger arises, it should not be fan out-of-control as this can generate to workplace violence. Therefore, Anger management in workplace must not be a complicated process so as to enable everyone to air their views. Your Customers - can be very angry for many reasons such as;

- The product of services expected from your company is lacking,
- Poor product knowledge from your salesman and
- The process to channel his frustration is tedious and complicated.

It is important in this workplace situation to keep his anger in check by listening with an open mind, making him feel you are with him by summarizing his complaint after he has pour his grievances and work out a solution where he feel at ease. When he is in control of his emotion, he will be more receptive to solutions presented to him.

- Your Colleagues – they most likely come from different backgrounds and experiences. Some are reasonable and others may not be problematic. If your position is a manager and having to mediate disputes between co-workers; avoid taking sides and convince both workers to accept what you deem a fair solution. If that fails, make your decision and force both people to comply. Tell them you are just someone to help, that the problem is theirs and only they can resolve it. On the other hand if you are on the receiving end, manage with tact by staying calm in the face of their anger, soothe them by telling them you wish to resolve the matter amicably as it may be a misunderstanding.

- Your Boss – it is important to understand that he has its own host of responsibilities and pressures. Bosses may not be good at managing strong emotion like anger but at times, his expression of anger has good intent to maintain the positive relationship among his employees. If you made a mistake, be prepared to admit that you are wrong, offer an explanation of the error and apologize. Your boss will appreciate your honesty and most importantly, the bond between employees in the workplace is enhanced.

Conclusion

The need to educate our teachers, students and instructors in modern ICT cannot be over emphasized. This will facilitate effective knowledge transfer and build a proper media for scientific and technological knowledge in our industrial sector. TVET is by nature a practical concept, effective only when it practices theory. To that effect, staffs that lack the language skills to comprehend their professions enough to articulate their ideas are handicapped indeed, hardly useful to their communities and nations, hampering developmental agenda. Language programs in TVET institutions, therefore, should not only be designed and implemented and constantly revised to meet industrial language needs but also be effectively monitored to ensure that learning of language actually occurs.

Recommendations

- Communication skills at the tertiary level should be handled holistically; teachers of other subjects should complement language teachers' efforts to make the course achieve its communicative purpose.
- Universities should reflect their curricula to accommodate the new emerging ICT paradigm to train more personnel in the industrial sectors.
- Co-operations should be sought with multi-national establishments who already have a great deal of experience in the information communication technology (ICT) model in their respective training department.

- The federal and state government should set up pro-communication industries and other stakeholders should invest on the procurement of ICT materials/equipment for schools and industries.

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