

EDUCATIONAL TECHNOLOGY AND ICT

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Lecture-18

Module-18: Effective classroom Communication & Role of Teacher

Hello dear learners, welcome to the SWAYAM-NPTEL course on Educational Technology and ICT. I am Dr. Sarita Anand from the Department of Education, Vinaya Bhavana, Visva-Bharati, Santiniketan, West Bengal, India. I am the course coordinator for this course. Today, we will talk about effective classroom communication and the role of the teacher. This is Module 18 and Lecture Number 18. Before going to the topic, we will talk about the previously covered concepts. We have already discussed the barriers of communication, types of barriers, and communication situations in classroom interaction.

Now, today's topic is effective classroom communication. Effective classroom communication is multifaceted and the process is involved in classroom interaction to exchange information, ideas, and emotions between teachers and students to enhance learning. Effective classroom communication is important for creating a conducive learning environment where students thrive to learn different things in class. It involves not only the transmission of information but also engagement, motivation, and the development of students' critical thinking and problem-solving skills. The role of the teacher in this context is multifaceted, acting as an instructor, facilitator, mentor, and guide.

The importance of classroom communication goes beyond the verbal exchanges between the learners and the teacher. It encompasses non-verbal cues such as body language and facial expressions, written communications through notes and assignments given by the teachers and completed by the students, and digital communications via educational technology platforms given by the WhatsApp and Telegram etc.

Effective communication ensures that the instructions are clear, expectations are understood and students feel valued and heard. The classroom communication skills are essential for teachers to create meaningful interactions with students, manage classroom

dynamics and promote effective learning. These skills include verbal communication, non-verbal communication, active listening and the ability to encourage the students in collaborative and inclusive discourse.

There are several types of classroom communication. The list is given here. The first one is verbal communication. Verbal communication refers to the use of spoken words convey the message and information. It is the primary mode of instruction in classroom and involves many activities. like lectures and explanations given by the teachers who use this to deliver content and clarify the concepts in the class questioning and discussions teachers and students engage in dialogues and assess the understanding on the given content feedback and reinforcement teachers provide constructive criticism or encouragement to the guide students learning, and better performance in the class.

Now, the second one is non-verbal communication. We have already discussed in the previous lecture also that the non-verbal communication includes all forms of communication without words. It involves gesture, facial expressions, postures, eye contact and tone of voices which are being used or utilized in the classroom teaching learning process by the teachers as well as the learners. which can support or contradict verbal messages, they may be the body language. This body language is gesture, movement, posture used to emphasize or complement the speech whatever being taught in the class. Facial expressions, smiles, frowns or nods to signal improvement, approval, understanding or disapproval. eye contact, maintaining eye contact with the students build rapport and ensure engagement in the class.

The proximity, the use of physical spaces to create inclusive environment for the learners is also important aspect of non-verbal communication. The third one is written communication. Written communication involves the exchange of information through text. It plays a significant role in the classrooms for both instruction and assessment. These may be like handouts and notes given by the teacher, summaries of the lesson or additional materials or things written on the board work.

So, board work writing is writing the key points, making the diagram, equation and whatever chalkboard or whiteboard is being utilized in the classroom, those are coming under the written communication. The assignment and the exam. Tools for assessing students' understanding and application, these assignments and examination, either it's unit test or interim examination, these are coming under the written communication of the classes.

The fourth one is visual communication. Visual communication uses images, charts, videos or other visual aids to enhance understanding. It appeals the visual learners and makes abstract concepts more concrete. These visual communications may be through charts and graphs to represent the data and the relationship or other information. The multimedia tools, videos and animation for demonstrations, presentation slides to organize and highlight key points during the lecture.

The fifth type of communication is the digital communication more often used in our classes. Digital communication uses the technology to facilitate interaction in modern classroom. It is increasingly relevant in the blended and online environment. These may be conducted in different modes like LMS. These days we are utilizing LMS like Google Classroom or Moodle for sharing resources and conducting discussion, giving assignments, then instant messaging and emails. These digital communications are done frequently via using WhatsApp and Telegram. for clarifying the doubts and providing feedback and outside the classroom.

These days when audio messages are available people are not writing, they are only recording their voices and giving or receiving the messages in audio form. The interactive tools, online polls, quizzes and discussion boards to foster engagement can be utilized in the interactive tools. For example, a teacher conducting a live online lecture via Zoom or Google Meet, a student collaborating on a project using sharing online documents, the student can also share and collaborate in this whole process. So, the next one is the formal communication.

This kind of communication follows a structured approach and is used to convey official information or deliver the instruction in the classroom officially. It often adheres to established protocols. For example, a teacher explaining examination guidelines or conducting a parent teacher meeting is the kind of formal communication in an educational setting. The next one is seventh point, the informal communication.

When formal communication is important, informal communication is equally important. Informal communication occurs in casual settings and promotes rapport building. Either you are there at your home or roaming in some other places. It allows teachers to understand students' perspective and fosters a positive classroom environment. So, at the time of teaching, informal communication also happens and many times like a casual conversation about students' hobbies or light-hearted discussions or jokes before starting the class or lesson is a kind of informal communication.

The next one is one-way communication. Many times, the one-way communication is teacher-centric, where information flows from teacher to the student without active participation of the student; they are the passive listeners. For example, a lecture where students listen passively or a broadcasting announcement, they are listening like right now. Maybe you are listening to this lecture in one-way communication. So the next one is two-way communication. Two-way communication involves an exchange of ideas between teachers and students, encouraging interaction, clarification, and feedback. There is two-sided interaction in this two-way communication.

For example, a question-and-answer session, a group discussion, or any collaborative problem-solving activity performed in a class. The next one is peer communication. This type of communication occurs among the students and their peers. Often in group activities or peer learning setups. It helps develop collaboration and interpersonal skills among the learners.

For example, group assignments, project discussions, or peer teaching sessions are forms of peer communication in classroom settings. The next one is feedback communication. Feedback communication is also very important because it involves responses from students or teachers to improve understanding, performance, or behavior. For example, a teacher correcting a student's misconception on the spot or providing a written evaluation of an assignment. There will also be feedback communication, such as immediate feedback given during a learning activity.

That correction or feedback given by the teacher spontaneously in the classroom, and delayed feedback provided after an assessment, assignment, or task completion when the teacher reviews the examination copy and points out the student's mistakes. This is an example of delayed feedback. So, in a teacher training program, we will discuss classroom communication skills because when we talk about interaction in the classroom, effective interaction in class, these are all related to the teacher training program. Effective classroom communication is a fundamental component of successful teaching. It is especially crucial in teacher training programs because developing strong communication skills is important for fostering an engaging and conducive learning environment, where aspiring educators or teachers are equipped with the skills to engage students, manage classrooms, and foster meaningful learning experiences in their training process.

In such programs, the focus on developing classroom communication skills is an integral part as it prepares the trainee teachers to navigate the complexities of the modern

classroom. Now, we will elaborate on the classroom communication skills one by one, developed and emphasized in the teacher training program in India. The first one is the importance of communication in teaching. The trainee teachers are introduced to the significance of communication in education. They learn that communication goes beyond speaking and includes listening, questioning, non-verbal cues, and digital interaction.

Training emphasizes that effective communication builds relationships, clarifies expectations, and motivates the students. The second point is the components of classroom communication skills. There are many components of classroom communication skills. The teacher training program focuses on these components, such as clarity and simplicity. Clarity and simplicity are about the trainees learning to present ideas in a clear, structured, and simple manner.

Avoiding jargon and ensuring concepts are easily understandable. Especially when they are writing their lesson plans and setting their objectives at the time of lesson planning. Active listening: aspiring teachers are trained to listen attentively to the students' queries, ideas, and concerns, fostering a two-way communication process in the classroom. Questioning skills. There are many skills which are being taught to the pupil teachers, but questioning skills are important.

Teachers are guided on how to ask open-ended, thought-provoking questions to stimulate critical thinking and discussion. Nonverbal communication is also important in the training of the students. We try to highlight the role of gestures and facial expressions, postures, and eye contact. Reinforcement of verbal communication is emphasized here in the teacher training program. Feedback skills: Teacher trainees are also trained on how to provide productive feedback to students to encourage growth and improvement while keeping them engaged in the classroom teaching-learning process.

The third point is communication strategies for diverse classrooms. The strategies for diverse classrooms are necessary because modern classrooms are often diverse, requiring teachers to adapt their communication styles to cater to students of varying cultural, linguistic, and socio-economic backgrounds. Training focuses on strategies for diverse classrooms, especially culturally responsive communication.

Understanding students' cultural contexts to avoid misunderstandings and foster inclusivity is important. Differentiated communication: They are also trained to adapt messages to suit students' individual learning needs, such as using simpler language for beginners or

advanced content for high achievers. Role-playing and simulation are also part of training in teacher training programs.

Teacher training programs employ role-playing and simulation exercises to develop practical communication skills. In micro-teaching skills, simulated teaching, and practice teaching (we call it the internship duration), they play the role of teachers in the artificial situation and when they go for the internship they go to the teaching for the real classroom situation here two things I have mentioned mock teaching sessions teacher trainee practice delivering lessons in front of peers; peers are playing the role of the students and one student teacher trainee will teach the other peers and receive feedback on their communication style and effectiveness during the micro teaching and simulated teaching practices.

Conflict resolution, conflict resolution and scenarios, teacher trainees are exposed to the simulated classroom. Conflicts helping them learn strategies to communicate assertively and resolve the issues in an artificial situation. They learn different type of skills in micro teaching and they accumulate all together those skills in a simulated teaching practice.

Now the digital communication skills, this is also very important and essential for the teacher training program. With the integration of technology in education, digital communication is the main point or focus in the teacher training program. Trainees learn to use tools like PowerPoint, videos and interactive whiteboards to enhance lesson delivery. Communicate effectively on online platforms such as learning management system. They can train to how to load their assignment, upload their assignment in Google classroom or Moodle, how to ask the question and how to place their queries in these platforms and virtual classroom.

Also, engage students through multimedia presentations, email correspondence and digital feedback mechanism. The sixth one is communication for classroom management. They are being trained for communication for the classroom management. Effective communication is essential for maintaining discipline and fostering a positive classroom environment. This environment or atmosphere is giving the opportunity for the teacher trainees to directive communication. Issuing clear instructions to ensure students' understanding, expectations, and tasks. Empathetic communication. This is also very important. Addressing students' emotional needs through supportive and understanding language. This empathetic communication is required.

The seventh point is emphasizing reflective practices. These days, teacher training programs emphasize reflective practices more. Teacher trainees are encouraged to engage in reflective practices to improve their communication skills. They analyze their own teaching methods, their teaching styles, and identify areas for improvement. They work on strategies to enhance clarity, engagement, and interaction in the classroom.

The next one is feedback and peer reviews. This is very important because, during micro-teaching and simulated teaching, peer reviews help improve their teaching-learning process during training. Regular feedback sessions help trainees refine their communication skills. Peer reviews and mentor observations provide constructive insights into how well trainees engage students, handle questions, and manage classroom discussions.

The ninth point is developing lifelong skills. The communication training provided in teacher education programs equips aspiring teachers with lifelong skills such as public speaking, professional writing and interpersonal communications which extend beyond the classroom. The tenth point is practical application. Throughout the training program, communication skills are integrated into practical teaching experiences such as conducting micro teaching sessions. This is giving the practical skill-oriented training in artificial situation.

Participating in classroom discussions and debate. Many activities, co-curricular activities are being organized in teacher training program where teacher trainees are participating, interacting and discussing on the particular given topics. Engaging in group projects and collaborative activities. The blackboard making, the stickers making, the duster making etc. are the activities which teacher trainees are doing in a group project and collaborating with their peers.

Thus, classroom communication skills are central or main to the success of a teacher training program. By focusing on verbal, non-verbal and digital communications, these programs prepare teachers effectively engage students manage classroom and foster inclusive and collaborative learning environment. Ultimately, the emphasis is on communication equips future educators to create dynamic and impactful educational experiences for their students. Now, we will talk about the strategies for developing classroom communication skills.

As the teacher training program is focusing on the strategies for the development of the teacher trainees, interactive workshops are there. These interactive workshops and role play activities in teacher training programs can enhance the communication skills. These

activities stimulate real classroom scenario and help teachers practice various communication techniques.

The second one is reflective practice: Encouraging teachers to reflect on their communication practices through video recording, peer feedback and self-assessment improves their ability to communicate effectively. The third one is continuous learning. Providing access to research-based resources and current educational technological advancements can support ongoing development of the communication skills. teachers can stay updated and best practices and emerging trends in educational strategies. Professional development, regular professional development sessions focusing on communication skills such as workshop, seminar, conferences contribute to the enhancement of the teaching effectiveness regarding the communication skills.

Now we will talk about role of teacher in effective classroom communication. Effective classroom communication is the basis of successful teaching and learning. It is a complex interplay of verbal and non-verbal cues. Active learning and empathetic understanding. At the heart of this iterative process lies the teachers whose role is pivotal in shaping the quality of interaction within the classroom.

A skilled teacher is a master of communicator adept at conveying information clearly and concisely. Additionally, effective teachers are adept at using a variety of instructional strategies such as lectures, discussions and group work to keep student engaged and motivated. Teachers who engage in meaningful communications with students inspire curiosity, creativity and a love for learning. By sharing their own passion for the subject and encouraging inquiry-based learning, teachers ignite students' enthusiasm for knowledge.

For example, a science teacher who encourages students to experiment or a literature teacher who fosters critical discussions on text instills a mindset of lifelong learning in students. So, one of the most crucial roles of a teacher is to create a positive classroom climate or environment. This involves the establishing clear expectations, setting ground rules and enforcing them consistently. By building a rapport with the students and treating them with respect, teachers can encourage open and honest communication. Additionally, teacher can foster a sense of community by creating opportunities for students to collaborate, share ideas and support one another.

Teachers play an important role in fostering effective classroom communication which is essential for achieving meaningful learning outcomes after the class. They act as a

facilitator, guide and role model in creating an environment where ideas, knowledge and understanding can be shared seamlessly.

Following are the roles a teacher plays to ensure the effective communication in the class-
The first one is facilitator of understanding: The teachers simplify complex concepts and tailor their communication to suit the student's age, cognitive level and cultural backgrounds. They use clear instruction, relatable examples and engaging expectation to ensure the comprehension and retention of the content being taught in the class. Second one is listener and observer. Teacher's important role is to play a listener's role and the observer's role. Effective communication involves active listening.

Teachers pay attention to the students' verbal and non-verbal cues, responses to gauge their understanding, emotions and engagement levels. By observing students' reactions, teachers can adapt their teaching strategies to better meet their needs. The third role is Encourager of participation. The good teacher is always encouraging active student participation by fostering an inclusive environment where every student feels confident to express their ideas. These can be achieved by using techniques like open-ended questions, group discussions and peer-to-peer activities.

The next one is the mediator of classroom discussions. Teachers act as a moderator, during class discussions to ensure that interactions remain respectful, productive and focused. They guide conversations, resolve conflicts and ensure equitable opportunities for all students to share their perspectives. The fifth one is provider of feedback.

Teachers play an important role by offering constructive feedback to the students. Highlighting their strengths and areas of improvement. Feedback helps students refine their communication skills and understand the expectations of academic discourse. The sixth role is to be a role model for communication skills. Teachers exemplify effective communication by demonstrating clarity, empathy, and professionalism.

Their tone, body language, and choice of words set a standard for students to emulate or follow. The seventh one is the promoter of multimodal communication. Teachers integrate various communication methods, including verbal, non-verbal, written, and digital channels, to cater to the diverse learning needs and styles of the learners. Using tools like presentations, multimedia platforms, and collaborative platforms enhances the learning experience of the learners. The eighth point is the builder of a safe and supportive environment.

The teacher's role is to establish a classroom culture where students feel valued and respected. This sense of safety encourages open communication, curiosity, and risk-taking. The ninth one is adapting to challenges. Teachers identify and address barriers to communication, such as language differences, cultural diversity, or technology-related issues. They use innovative strategies to overcome these obstacles and maintain effectiveness at different levels.

The tenth point is developer of lifelong communication skills. Beyond academic content, teachers equip students with communication skills essential for life such as public speaking, interviews, active listening and effective writing. These skills prepare students for future academic and professional as well as social interactions. So, we can say that through adopting and applying these roles of the teachers, teachers not only enhance the teaching learning process but also contribute to the holistic development of their students.

So, this communication by a teacher in a class is not limited to delivering a lecture or assessing a student's performance. It is a holistic process that shapes the intellectual, emotional and social development of the learners. With the help of building trust, encouraging participation and providing support, teachers can create an enriching and empowering classroom environment. These interactions leave a lasting impact, helping a student grow into confident, empathetic and knowledgeable individuals who are well prepared for life beyond the classroom.

In conclusion, we can say that understanding the classroom communication and its type is essential. For the teachers to create an engaging and effective learning environment, each type serves a distinct purpose and can be strategically used depending on the context and objectives. In conclusion, the role of teacher in effective classroom communication is multifaceted via mastering the art of verbal, non-verbal communication, active listening and classroom management, teachers can create a dynamic and engaging environment in the class.

Ultimately, effective communication is the key to unlocking students' potential and inspiring a lifelong love of learning. Teacher training programs should emphasize mastering these communication styles and skills to equip future educator with the skills needed to foster dynamic and inclusive classroom. Here are a few references for your further studies. You can go through them.

Thank you.