

# Interpersonal Communication Relevance to Professional Development, in Social Systems

Manoela Popescu

Dimitrie Cantemir" Christian University, Faculty of Touristic and Commercial Management  
Bucharest, 040042, Romania

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## Abstract

Professional development is a desideratum both the organization and for each employee, in part, and interpersonal communication is the means of safe fulfillment, especially in social systems. No matter what ways of professional development are chosen, organizations (considered as major social systems) works on communication processes. Moreover, social systems are at the same time, communication systems. As so, the importance of interpersonal communication in providing professional development is major, proven fact, at least in one sense, by the rich offer of training courses focusing on communication.

Moreover, analysis of case studies of interpersonal communication conducted in organizational context indicates that the communication is purpose, means and professional development tool.

**Keywords:** interpersonal communication, professional development, social systems.

## Introduction

In the context of knowledge-based economy, interpersonal communication is the essence of social and human development and entities professionalization.

Man, being social entity, endorses the objective world in accordance with his own nature, in spiritual field, but for this he must transform the environment, not just by his presence, but by knowledge. Certainly, on the origin of all human action is human dissatisfaction with the situation found and aspiration towards a goal, the ideal toward which the modification of the existing (in teaching, training, change, etc.). Meanwhile, the man is a social product, the result of his actions and that all existing entities.

Psychoanalytic theory, under which ambivalence is the mechanism regulating any social fact, involving both prohibition and repressed wishes, is confirming the existence of a

collective consciousness that arises within an organization. On the other hand, the organization is a social space generated by a fund socialized a collective mentality, mentality which is a belief system (Rotariu & Iluș, 1997). English anthropologist B. Malinowski (Vâlsan C. (coordonator), *Politologie*, Editura Didactică și Pedagogică, R.A., București, 1992, cap.IX), theorist and proponent of the functionalist theory in sociology, emphasizes that cultural theory must take into account the dual nature of man: the biological and social.

Structuralism - functionalist as objective and holistic analysis model of social reality are epistemic projections of social space in which relations and social facts (to the extent they are shaped and motivated axiological) are materials (Buzărnescu, 1995). Thereby, the means of labor within organization belong to the social field, not covered due to their physical, chemical, technical, etc., but because they express *labor relations*, which are nothing else than interpersonal or group relations. With all functionalist-structuralism analysis limits, namely that reduces analysis to analyze the organization and functions action actors and action analysis of the determinism principle goals almost completely ignoring social determinism; this is an appropriate model for analyzing the impact of interpersonal communication on professional development. Obviously, social action cannot be reduced to actor analysis in terms of role and social status, which are given in the system because, in reality, the individual is able to transform it system of roles and statuses, transforming social relations system. However, this study mainly aims to highlight the importance of interpersonal communication in the professional development of individuals.

### **Business Organization – as social and communicational system**

Business organization is a major institution of the economic sphere and its key role is to produce goods and services necessary to maintain a certain standard in society (Popescu, 2003).

An organization, in *structural-functionalist* conception of Parsons and Merton (Abravnel, 1988) is a whole organized and interdependent, a system consisting of subsystems designed for specific purposes. Any social and economic phenomenon is related to the fulfillment of social, economic and personal needs. Social system consists of a plurality of individual actors (individuals), each interacting in certain situations. Social system is, in their view, a specific analytical concept, which allows knowledge interdependencies, how to integrate parties, the nature of these interdependencies, the social regularity, etc. The components are connected in complex function and type of connection between components is a functional dependency, achieved by possession and transmission/exchange of information.

According to Niklas Luhmann (<http://ro.wikipedia.org>), famous German sociologist, a social system occurs when two people perceive each other, which means that there is a relationship and as such, the simplest form of interpersonal communication. Thus it appears that any business is a social system consisting of a multitude of social subsystems spontaneously created or organized in order to pursue different socio-economic activities effectively.

Also, according synergetic and information theory, (<http://prisac.wordpress.com>) in the social systems information exchange is essential for achieving high synergies, this change is being realized both between system elements and the elements external environment entity. This is because any interaction, action, attitude, can be reduced to exchanging information or transmitting information, in fact, like any socio-economic behavior. In this respect, interpersonal communication is the transmission of information or even an exchange of information, if effective.

Economic entities (businesses, businesses organizations or profitable organizations) are open systems, self-regulating and adaptive to their environment action. If it starts from the idea that organization is the people who compose it, we can say that one of the most *important manifestations of interactions between the firm and its environment action is communication*. Moreover, the organization is a system in which human resource occupies the central place, achieving high performance is a consequence of human resource development through its training by increasing skills and communication skills, by increasing interaction and relational stock. As such, it can be said that the organization develops a specific subsystem, the communication, which manifests itself as a individual system.

*Systemic approach of the communication* not only trying to make sense of actions within the economic entity or to provide all important communication, which coordinates its components in a precise meaning, but to exploit and capitalize elements of process communication (interpersonal and group), revealing interdependencies and internal communication connections, generating synergies and complex structures needed for business development. As such, regardless of context, systemic approach to communication is a primary means of business development, as communication help develop personalities (employees and economic entities) being, at the same time, the main instrument of professionalization of entities.

As outputs of the communication system represent the conversion of human behavior, we can say that the business organization, *communication emerges as a subsystem of light which is business*. However, this does not mean that the organization is the only place or principal place of communication. Arguably, at the organizational level, *the process of communication supports the influence of cultural context and external communication, and also of that manifested and articulated in it* (social and professional communication, group communication, local communication, for companies with branches in communication or communication department at the department) (Popescu, 2012).

Obviously, socio-economic entities are unique because, first, socio-cultural systems and specific communication.

### **The importance of interpersonal communication in providing professional development**

Experts agree that professional development is a complex process that involves acquiring new knowledge necessary to conduct the activities most effectively present and the future.

Dynamic environment, in which any actant is manifesting, generates significant changes in the methods, means and tools necessary to develop the socio-economic activities, as well as the procedures and rules that govern human activity, and manner, the conduct of activities socio-economic. Therefore, entities are required to adapt, learn and train continuously to develop professionally.

Of course, regarded as vital requirement in the knowledge-based economy, professional development can take different forms: specialized training courses, training courses, training courses, postgraduate courses, etc. Most of the courses offered by educational institutions, associations or organizations, have a communication component, and some training courses are focused on different techniques of communication or verbal communication modules designed, non-verbal communication, written communication, online communication, etc. Meanwhile, between trainers and trainees are established relationships, to transmit information and even exchange information, meaning that is communicating interpersonal or in group. Besides that, is stating the idea that *successful communication is to be constituted in a relationship* and the relationship occurs when one party to the communication process arouses an emotional response or take into account the emotional and affective realities of the speaker (De Lassus, 2004). In this respect, research has revealed that they most effective training courses are those that develop collaboration and cooperation and the techniques and tactics used in teaching communication skills.

An analysis of a random number of individuals found that professional development is a requirement and a necessity for those who want to be competitive and performance. In fact, all organizations that need to be competitive and efficient regard for employees at least well and continuously trained. In the context of globalization, knowledge-based economy and the global crisis, "winners are [...] organizations populated by employees who learns all the time and are run by managers who always train" (Bell Chip, 2009).

Known is that the individual is communicating voluntary or involuntary and by that, on the one hand develop skills and communication skills and, on the other hand, change their behavior in a positive or negative way, while generating the necessary parameters to create a personality development environment in an organizational context. Interpersonal communication is made up of at least the following elements: transmitter, receiver, information, message, channel, end, code, understanding, noise, feedback (or refusal).

How operation of the organization is intimately linked to the quality of interpersonal communication, because it is a prerequisite for social professional and organizational success, financial performance is possible only through effective communication within the organization. Organizational communication effectiveness is dependent, both by communication skills and community organization members, and by the communications system designed, developed, implemented and operated within the organization.

*Professional development*, addressed in the social system, is based on the action of social actors with influence on those systems, but also on other systems. Influence can be defined as the action of a social entity (person, group, etc.), actions and events aimed at changing another and organizational culture (Popescu, 2012). Influence occurs when the initiator of influence process has an acceptable level and information competence, being

aimed by good intentions, and influential relationship is based on a tacit consensus of entities involved, on shared values and its effects. *Influencing relationship is the essence of communication relationship established between individuals.* Of course, influence can be achieved through persuasion and manipulation. However, organizing the process of influencing aimed the communication process, respectively the relations between its components: source, message, channel, receiver, context, noise, feedback. In case of training process, individuals are constantly engaged in exchanging information, ideas, and feelings, especially with symbolic content, using different media and communication. Among these can be considered: technical means for securing and transmitting information, skills, competencies and forms of knowledge used in the production, transmission and reception of information and symbolic content and symbolic capital, i.e. accumulated prestige, recognition and respect to certain entities.

Professional development requires, at the same time, development of that individual personality, that being a result of communication, because family and school education means, at first, communication (Popescu, 2007). Besides that, professional effectiveness is directly proportional to the communication skills and communities. This means that *only by communication man can develop itself both personal and professional.* This is because human communication is based on complex psychosocial processes: mental processes (thinking), social processes (codes, meanings, signs and symbols).

## **Conclusions**

Interest in today's problems of interpersonal communication is the result of a particular progress in human history. Maybe for the simple reason that the need for effective communication represents a psychological need of individuals faced with uncertainty, changes, unfavorable situations, etc. Interpersonal communication is essential for development of all entities, regardless of size, legal form, activities, objectives, resources, context, etc.

Interestingly is that, in literature, social systems are considered communication systems. Professionalization of entities are the result of changes in individual and organizational level, respectively social and economic changes, changes that are based on relationships, influence, communication, dissatisfaction to a present or an alternative state, through accumulation of new knowledge, information and ideas. In the professionalization process communication is being both an effective instrument and a goal or objective.

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