LITERATURE REVIEW

1. **Irabatti P., (2011)** “Study on Increasing Importance of Nonverbal Communication in Retail Industry”: The author offered insight into the nonverbal traits of salespersons, the most and least preferred nonverbal clues among the salespersons and the relationship between the salespersons non-verbal communication in a retail industry.

2. **Zhan L., (2012)** “Non verbal Communication in Pride and Prejudice”: The author attempted to explain that real communication does not merely include verbal codes. Nonverbal forms, send an enormous number of messages in communication, or sometimes, even carry a larger flow of information than verbal codes.

3. **Bee B. S., (2012)** “The Impact of Teachers' Communication Skills on Teaching: Reflections of Pre-service Teachers on their Communication Strengths and Weaknesses”: The authors attempted to trace the development in the pre-service teachers’ perception of their communications and the implications this perception may have in their classroom communication.

4. **Srinivas K. T., (2012)** “Effectiveness of Training- With reference to State Bank of Mysore – Head Office Bangalore”: The author explained the pivotal played by current training programmes in State Bank of Mysore, Head Office and in his conclusion, states that training programs help employees to improve their interpersonal skills, to reduce the difficulties during work to adapt to changes and strive for self development.

5. **Ramaraju S., (2012)**, “Psychological Perspectives of Interpersonal Communication”: The study of interpersonal communication is gaining importance in this milieu of globalization. The author’s primary objective behind the conception of this article was to bring forth the ‘intelligibility’ and
‘coherence’ to the process and progress of research in the field of interpersonal communication.

6. Tiwari A. K., (2012) “Role and Cognitive Scope of Communication Skills in Organizational Motivation Control and Direction”: The study was based on the facts relating to the communication skills of the different levels of officers and teachers of State Institute of Education & Science Allahabad U.P and English Language Teaching Institute Allahabad U.P. in India. It revealed that courses on communication skills with its special attention on motivation are important for them and for their professional delivery and career success.

7. Chaudhry A. N., (2012) “Teachers’ Nonverbal Behaviour and Its Impact on Student Achievement”: The authors conducted this observational study to see the impact of teachers’ nonverbal behaviour on academic achievement of learners. They also investigated the relationship of between teachers’ nonverbal behaviour and academic achievement of students in different educational institutions. The study concluded that it was found to be consistent.

8. Malathi P., (2013) “Nonverbal Communication in Classroom Management”: The author conducted the study on the students of JJ College of Engineering & Technology to understand the importance of nonverbal communication of the teacher in good classroom management. The authors analysed that, the classroom control is not just done by excellent subject knowledge but should be accompanied with positive nonverbal communication of the teacher to create an interactive atmosphere for learning.

9. Muhammad M. N., (2013) “Impact of Training and Development on Organizational Performance”: The authors stated here that training and development has a positive impact on the employees to carry out their work more effectively, help in increasing their interpersonal and technical abilities, team work, job confidence and work motivation. They have recommended
to the management of organizations to give it a priority to get the best out of the workforce and to improve the organization’s productivity.

10. **Khawaja J., (2013)** “Training and Development Program and its Benefits to Employee and Organization: A Conceptual Study”: In this study the authors stated that training leads to important benefits for individuals and organizations. They have also told us how to increase the benefits of training with features like; giving attention to the training design, delivery, and transfer of training.

11. **Sharma A., (2013)** “Corporate Training- An Emerging Issue in HR”: The authors in the present paper highlighted the concept of human resource development & corporate training, its approaches, training significance, popular training modules, role of learning principles in employee’s training, ethical issues in area of corporate training, training process at HCL company and various future trends that will affect training.

12. **Eftekhar A. A., (2013)** “Teachers’ Nonverbal Behaviour and Its Impact on Student Achievement”: The result of this study emphasized the importance of taking into account the nonverbal messages and their meanings according to the culture in which they are used. This study can be considered as a starting point for other researches about nonverbal messages in Iranian society.

13. **Seetha S., (2013)** “Necessity of Soft Skills Training for students and professionals”: The author focused on the current scenario where the issue of employability of graduates has become very serious and critical. The authors have said that, soft skills such as leadership, communication, teambuilding etc. have become critical for hiring and promoting employees to keep positions and also help students’ have a smooth transition to become young successful managers.

conceptualized a new approach to automated identification of human emotions based on analysis of body movements, recognition of gestures and poses. This is intended for training of children with hearing disabilities and adults who need to learn sign language.

15. Muhammad H., et.al., (2014) “The Role of Non-Verbal Communication in Teaching Practise”: The authors have examined how the teachers use the non verbal communication tactics during the teaching for enhancing student’s performance and motivation towards learning. It was concluded that the teachers and students both are partners in the leaning process and it would be more difficult to give and take without using symbols, gestures, body movement and body postures.

16. Dey R., (2015) “Evaluation of Training and Development for Organizational Competitiveness”: The author has conducted this research to understand the distinct role training plays in the achievement of an organisational goal by incorporating the interests of organisation and the workforce. Hence, the trainer should select that style which he/she is comfortable with while simultaneously satisfying the needs of the audience.

17. Mehta J. H., (2015) “Effective Communication in Corporate World”: The author said that, effective communication helps us better understand a person or situation and hence, we need to develop three distinct yet inter related skill sets viz; assertiveness, conversational or verbal communication skills and nonverbal communication skills.

18. Rida-E-Fiza S. et.al., (2015) “Barriers in Employee Effective Training and Learning”: In times of economic hardship, training is seen as an additional expense rather than as an investment in a business' future. So understanding the barriers to effective training before implementing training methods can save businesses time and money. Trainers cannot deliver effective training if they do not understand the needs of their trainees.
19. **M. Padmaraja U., (2015)** “Importance of Non-technical training and Tracking Effectiveness -Shifting Organizational Focus”: The author opined," Training is for the present, while development is for the future." The study explored, the need for soft skills training alongside technical training across different kinds of organisations. An ideal combination of hard and soft skills training would smoothen the process in the organisations undergoing massive changes, technical or otherwise.

20. **Hafeez U., (2015):** “Impact of Training on Employees Performance” (Evidence from Pharmaceutical Companies in Karachi, Pakistan): The authors researched the pharmaceutical industry in Karachi to identify the impact of training on employee’s performance. They suggest companies to ‘evaluate training programs’, to guarantee that they are meeting employee desires.

21. **Sakvarelidze R., (2015)** “Towards a Psychological Theory of Body Language”: The concept of the language of body is among the most popular topics discussed today. And concluded saying it is likely that paralinguistic components play a very important role of strengthening verbally conveyed content in both listeners and speakers.

22. **Tandon R., (2015)** “Barriers in Employee Effective Training and Learning”: With reference to public speaking, the author has described and analysed the picture of Lord Krishna speaking to Arjuna on the grounds of Kurukshetra. The author has proved that even without using the words people can convey everything efficiently as our body language plays an important role in a discourse.

23. **Tiwari A. K., (2015)** “Non-Verbal Communication-An Essence of Interpersonal Relationship at Workplace”: The author, through this study has attempted to explore the significant role of non-verbal communication in maintaining the longevity and effectiveness of interpersonal relationship. He concluded by saying, non-verbal communication conveys information by means other than words.
24. Bunglowala A., (2015) “Non verbal communication: An integral part of teaching learning process”: The authors research emphasized that non-verbal communication should be used by teachers at all levels, emphasized the use of facial expressions, eye-contact by teachers, positive body movements, proper distance and correct rise and fall in voice can make the teachers’ delivery of lectures more impactful.

25. Singh S., (2015) “Application of Body Language in Classroom”: The author in this paper has focused not only on the gestures of students but teachers also. It is analyzed that non verbal communication of teacher and student must have positive synchronization. The more positive it is, the more will be its positive outcome.

26. Cacciattolo K., (2015) “Defining Organizational Communication”: The author focused on the topic of organisational communication and discusses the various types namely; interpersonal communication, communication in networks and teams, organisational communication, non-verbal communication, formal and informal communication and electronic communication.

27. Maleki D., (2015) “Impact of Training and Development on Organizational Performance”: The authors presented the results of an empirical study done in Isfahan Oil Refinery to highlight the effectiveness of training courses and their limitations using a model. Results have indicated that all the participants, supervisors and training experts believe in the importance of training courses; however participants regard content, teacher, atmosphere, facilities and training process to be in a relatively appropriate level.

28. K. Kalidoss, (2015) “Effectiveness of Training and Development Programmes of Public Sector Bank employees in Mayiladuthurai Town”: The author has given an insight about the training and development programmes offered by the banks for employees, evaluate the effectiveness of it, to ascertain satisfaction levels of employees, on improving the present
system and to seek the suggestions from the employees to improve the present system.

29. **Blahova M., (2015)** “Specific Role of Non-verbal Communication in Business”: The author attempted to give some more details on the topic of non-verbal communication like; relation between culture and communication, use of non-verbal communication signals namely; eyes, hand gestures, facial expressions, physical appearance, etc. The author concluded by persuading professional business people to pay their attention to soft skills training.

30. **Pagare B. P., (2015)** “Micro Teaching Skills for Competency Development of Teacher” : The author introduced a term called ‘Micro-teaching’ which includes; Planning (Micro Lesson Plan) → teaching → feedback → re-planning (Micro Lesson Plan) → re-teaching → re-discussion & re-feedback. The author further stated that it plays a vital role for preparing well skilled competent, effective and perfect teachers.

31. **Mehta H. J., (2015)** “Developing Effective Communication Skills”: The authors in this paper attempted to explore the significance of effective communication in the corporate world and deals with the importance of active participatory learning for commerce students and professionals to enhance employability through effective communication skills in the current scenario.

32. **Nair N. R., (2015)** “Soft Skills: The Employability Success Mantra”: The authors proposed a few suggestions about how soft skills can be instilled in students in the English class by incorporating a few creative and interesting tasks with the objective of bridging the gap between academia and industry.

33. **Hans A., (2015)** “Kinesics, Haptics and Proxemics: Aspects of Non-Verbal Communication”: Nonverbal communication includes important but unspoken signals that individuals exhibit, specifically: body language (encompassing posture, appearance, listening, and eye contact), hand
gestures, and facial expressions. This paper has stressed on three aspects of Non-verbal communication viz; kinesics, haptic and proxemics.

34. **Rana P., (2015)** “Effective Communication Skills”: The author has presented a step-by-step approach to the discipline and provides insights into the processes of human perception and communication. These have led to the development of tools and procedures that increase the effectiveness of communication.

35. **Shams F., et al., (2016)** “Non-Verbal Communication and Its Effect on Students at Secondary Level in District Buner, Pakistan”: The authors attempted to focus on the aspect and effects of non-verbal communication behavior as a universal component of effective teaching process. Further they have suggested that teachers should be trained to make effective use of non-verbal skills in the class. Results showed that most of the teachers use non-verbal communication always for motivating the learner during teaching learning process.