

Communication


Communication





Communication is the Expression of Self

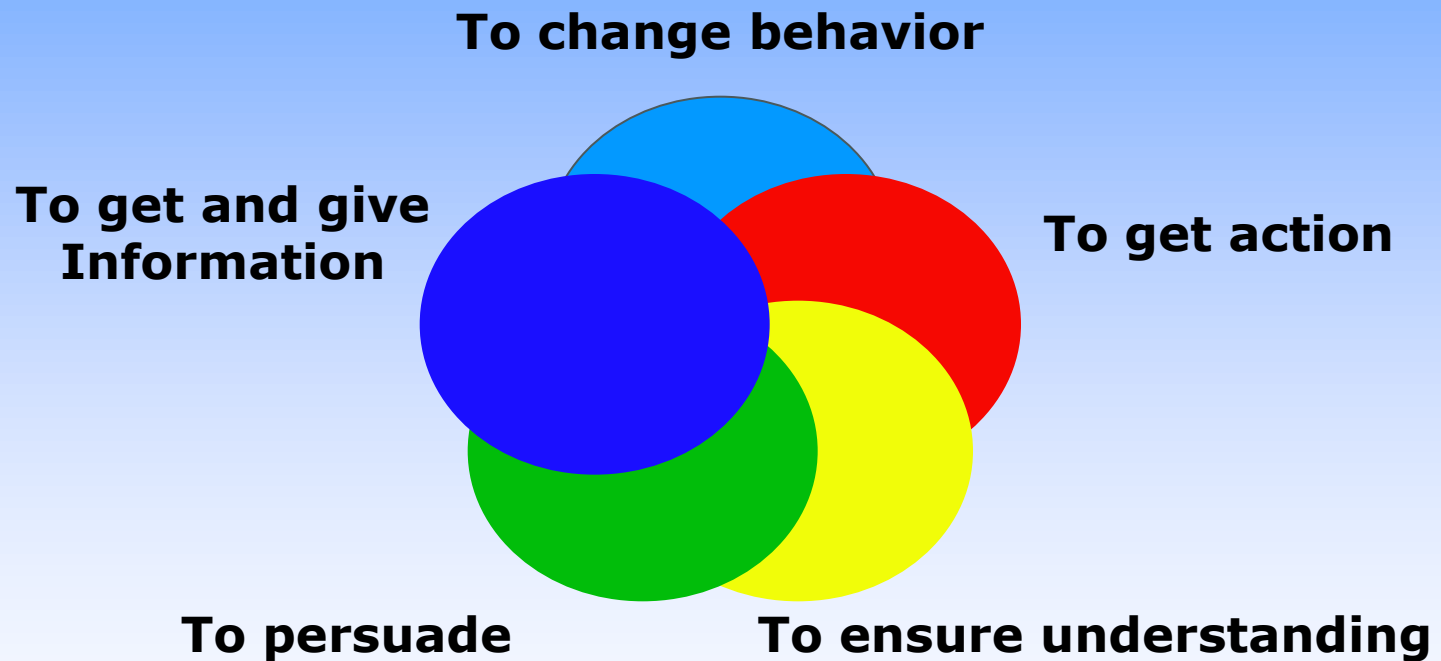
- Communication is the transmitting ideas or thoughts from one person to another for the purpose of creating understanding.
- Communication helps us in making us visible in the world.



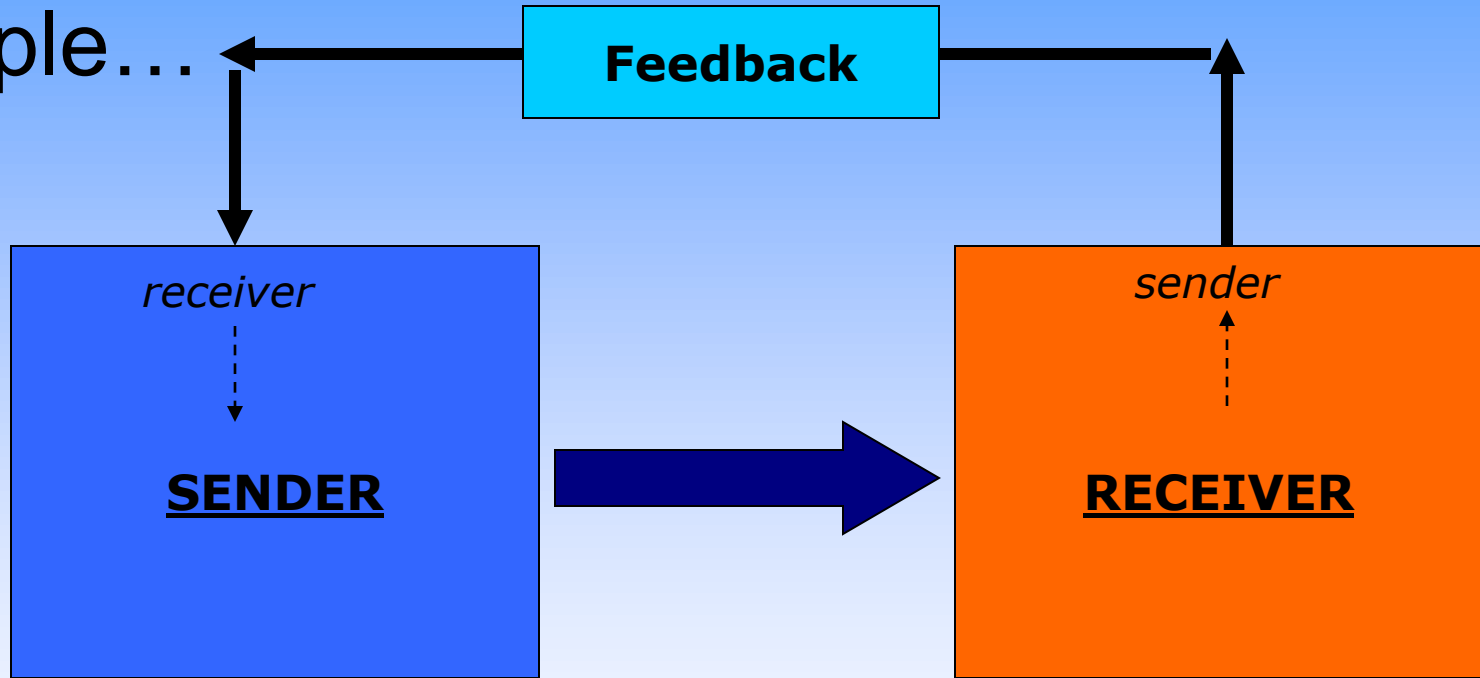
Communication is our gateway to the world of professional and personal success.

Communication is the successful transmission of information through a common system of symbols, signs, behaviors, speech, writing or signals.

The Goals of Training Communications:



Communication is the process of sending and receiving information among people...





Stages of Communication

- Communication is a dynamic process. It consists of five steps


Sender has
Idea

Message
Encodes

Message
Travels

Message
Decodes

Receiver's
Respond

- 
- Communication is a two way process between the sender and the receiver. It continues until an understanding has been established. It involves three steps:-
 - Clear expression of sender
 - Listening and understanding by the receiver.
 - Getting a signal from the receiver that he has understood like nodding, smiling etc.

- A instructs B
- A speaks to B
- A directs B to do something
- A conveys to B a piece of information and so on.

This idea is vividly expressed in Fig. 3.1 below. Notice the expression on the receiver's face.

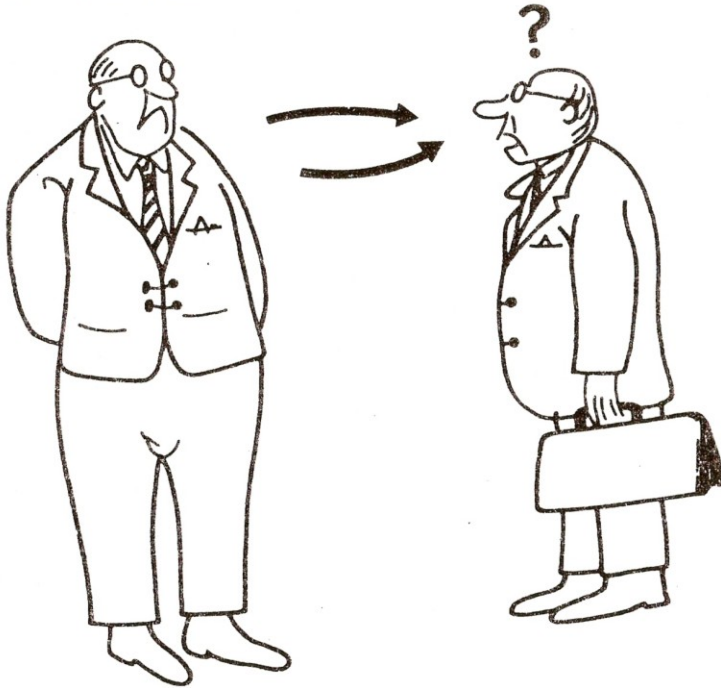


Fig. 3.1 One-way communication

Enlightened managements however realise that communication is essentially interactive in nature, demanding the interchange of roles of the sender and the receiver and therefore, lay equal emphasis on upward flow of communication. Any obstructions on the line are

carefully looked into and quickly removed. The two-way flow then forms the following pattern:

- A instructs B
- B reports to A
- A speaks to B
- B responds to A

and so on.

The same idea is expressed in Fig. 3.2 below.

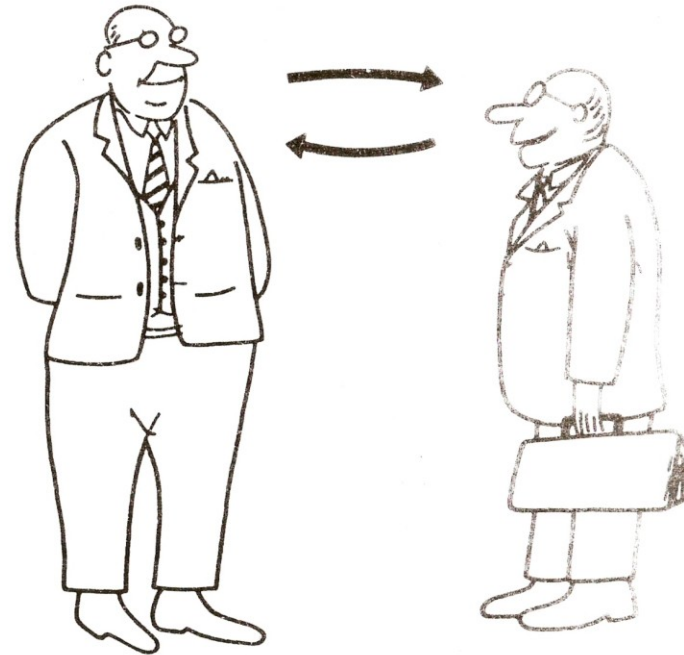


Fig. 3.2 Two-way communication

Communication performs a number of functions and plays a significant role in the running and growth of an organisation. We may classify these functions as follows:

Latin word Communicate means to share

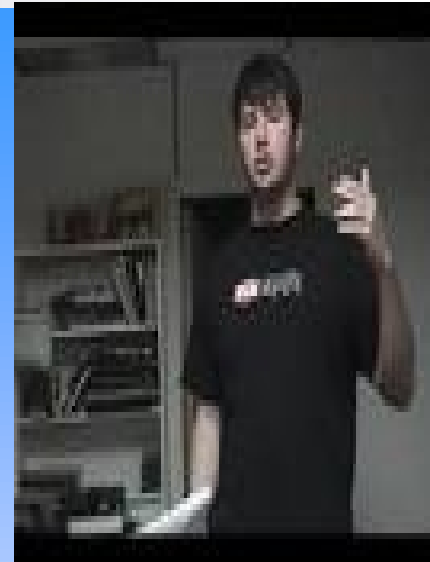
- Some related Greek words are:
- **Community:**-A group of people living in one place having common interest
- **Communion:**-In Christian church holy communion is the celebration of Jesus Christ's last supper in which he shared his divine self with his twelve disciples.




The word communications is different from communication.

- Communication is the process of interaction.
- Communications is the science of interaction.

Technical Communication



- Communication that deals with technical, scientific, and professional subjects, for very practical purposes, can be defined as Technical Communication.
- Example:- A Scientific Article, A Business Document, A Report or Proposal

- 
- Technical Communication is the process of communicating a specific message to a specific audience with a specific purpose.

Difference between General and Technical Communication

- General Content
- General Vocabulary
- Informal in Style
- May not be factual
- Both objective and Subjective
- Not always structured
- May or may not involve graphics

Technical Content
Specialized
Vocabulary
Always formal in
Style
Always Factual
Objective
Logically Organized
and Structured
Logically arranged
and organized
Usually involves
graphics



Language as a Tool of Communication

- Vocabulary
- Grammar
- Syntax
- Punctuation
- Correct Spelling
- Breaking of Sentence into a clause

Effective Language

- Simple Diction:-Foreign and bombastic words must be avoided
- Short Sentences:-Use of active Voice, Concrete Expression
- Order:-Don't put the cart before the horse
- Punctuation:-It must make tone stress and emotions clear
- Objectivity:- Cultural, Religious background of listener must be respected



Levels of Communication

- Extrapersonal
- Intrapersonal
- Interpersonal
- Organizational
- Mass Communication



Interpersonal Communication is a very strong tool.

- It can be formal or informal depending upon the situation, and the nature of relationship.
- The tone, the expression, the gestures, the physical closeness or an occasional touching enhance the value



Organizational Communication

- Internal Communication
- External Communication



Internal Organizational Communication

- Ordering the Staff
- Discussions of plans and problems
- Giving instructions & Guidance
- Modification Discipline
- Cheering up



External organizational Communication

- Communication with the governmental agencies
- Communication with authorities
- Application, Tender, Orders, Reports and Proposals



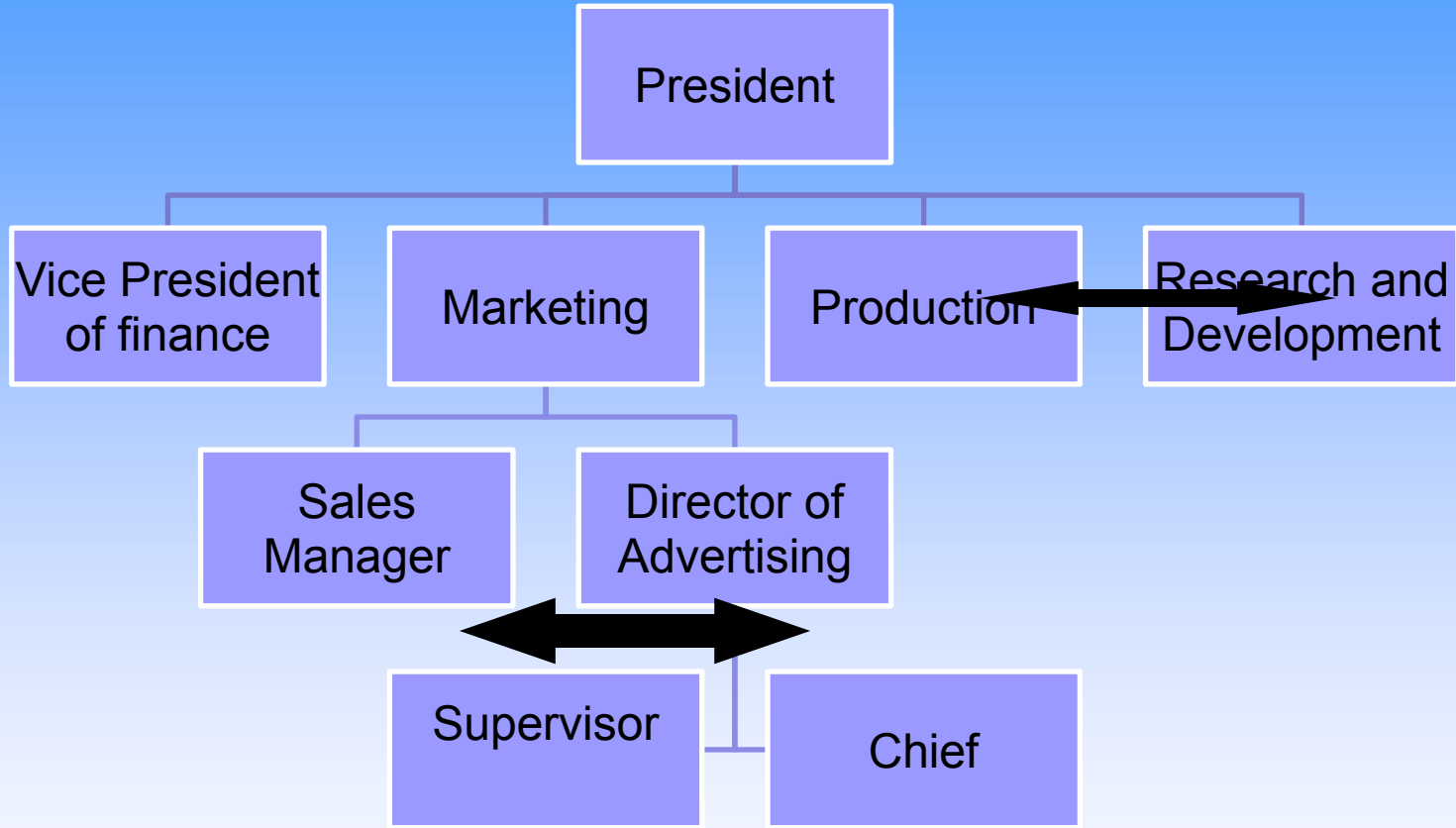
Mass Communication

- President Addressing the Nation
- A Cricketer or film star introducing a product
- A Chief Guest making his speech
- We begin our day with a newspaper and close the day with watching television

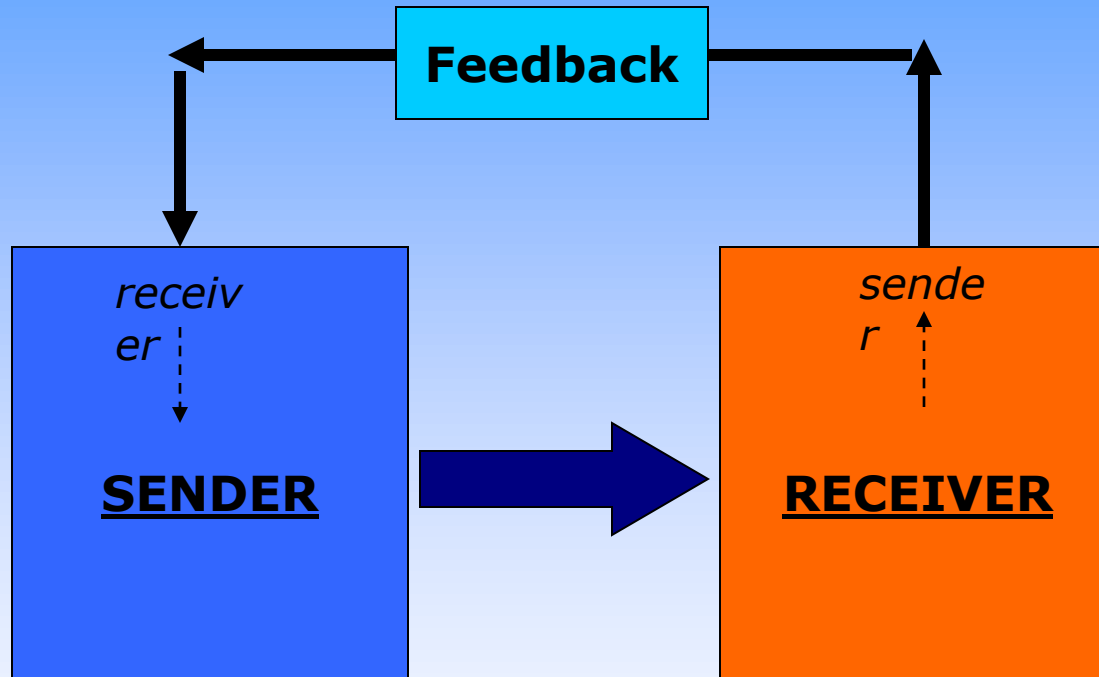


Flow of Communication

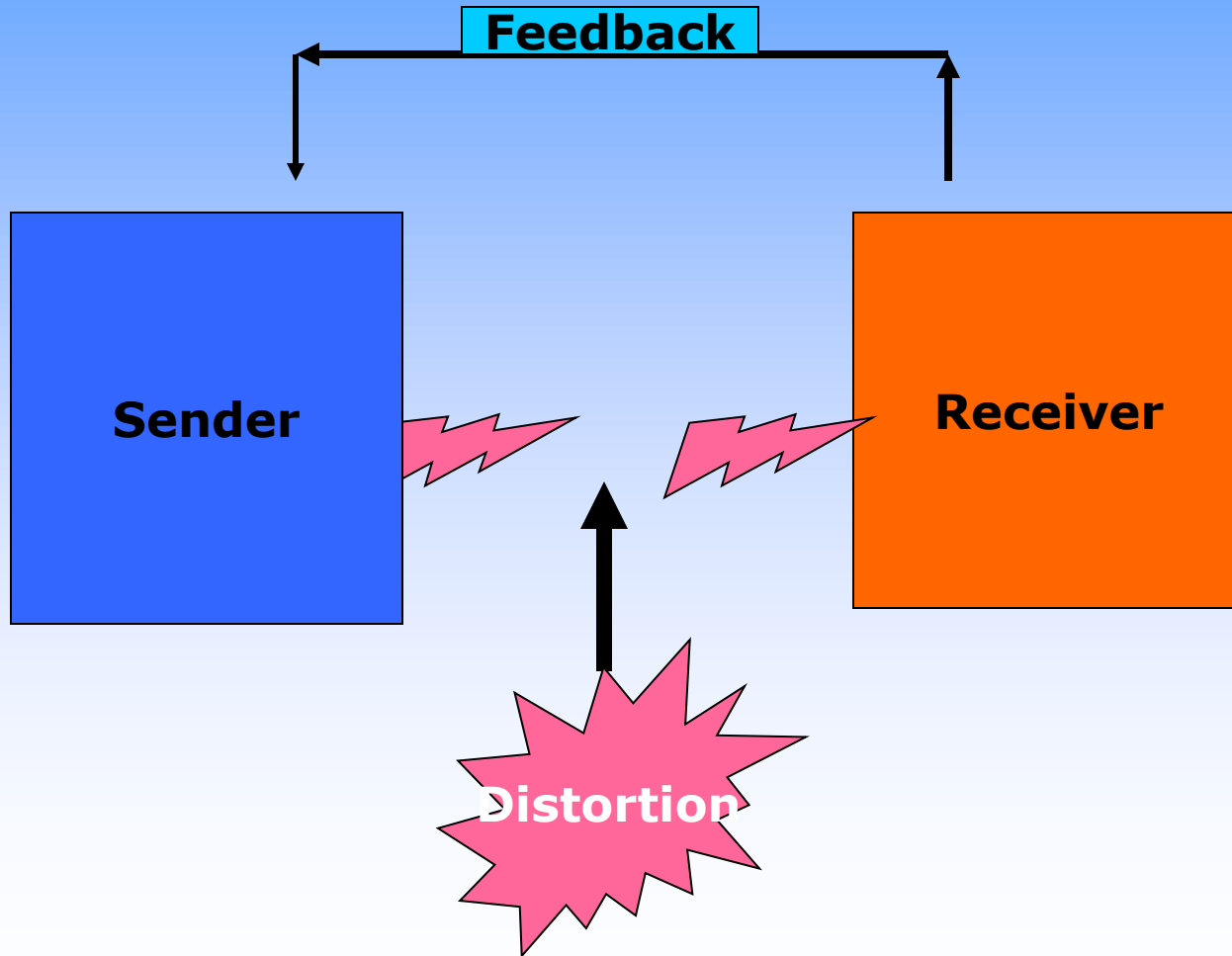
- Upward
- Downward
- Horizontal
- Lateral



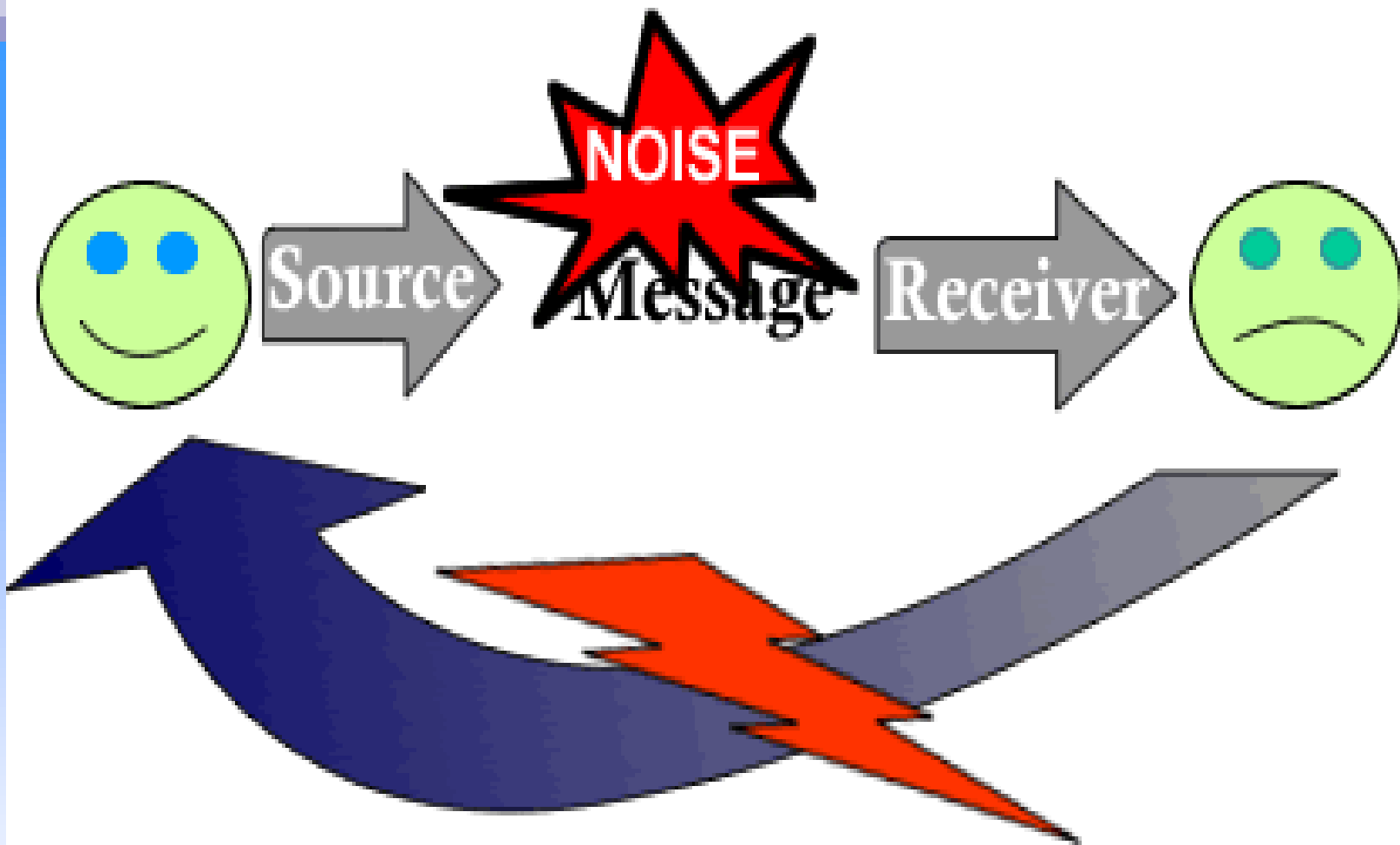
Communication is the process of sending and receiving information among people...



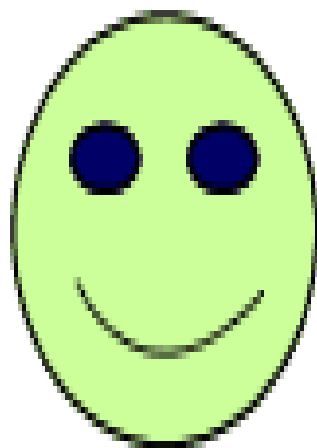
All messages do not reach the receiver due to “**distortion**”



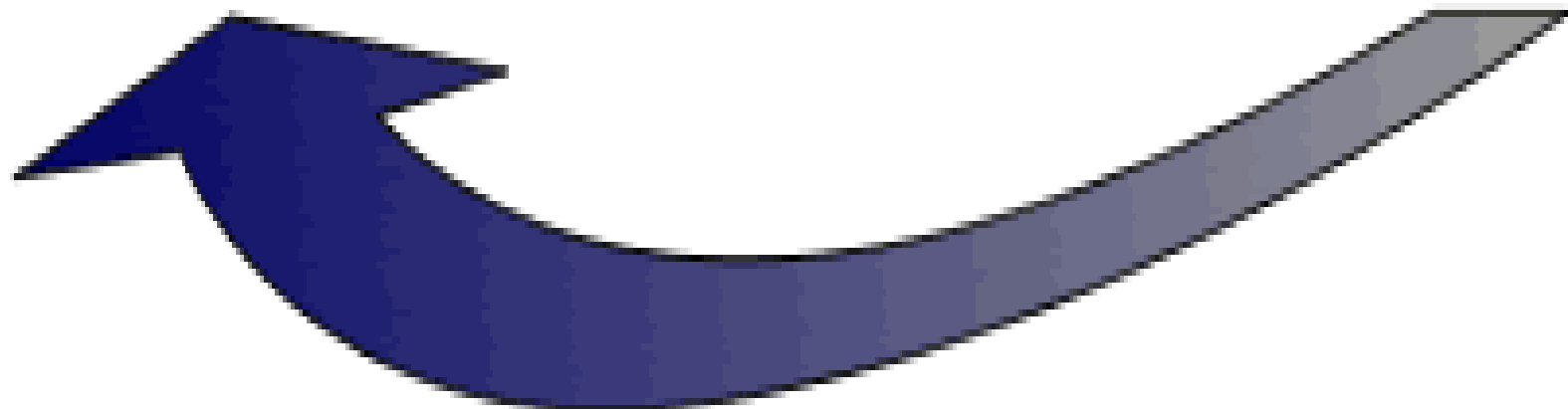
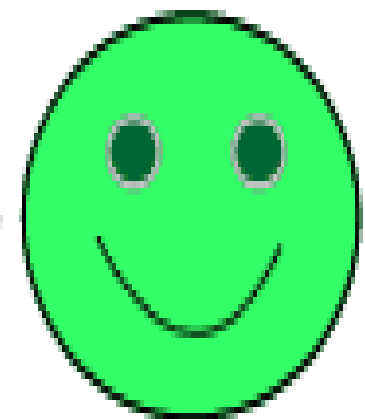




Feedback/Changed Behaviour



Message



Feedback/Changed behaviour



Barriers to Communication

- Improper Encoding
- Bypassing
- Frame of Reference
- Physical Distractions
- Psychological and Emotional Interference
- Cultural Differences

Improper Encoding

- Linguistic code must be familiar to one's audience
- The sender must consider the cognitive knowledge of the speaker

Bypassing

- Bypassing refers to misunderstanding due to different meaning of the same word.
- Age, Education and Cultural background are three of the more obvious variables that influence the language.
- Ex. Dowry



Frame of Reference

- Your weakness in viewing others within your frame of reference may lead to confusion and misunderstanding
- It is based on experience, exposure, education, personality and several other elements

Physical Distraction

- Physically uncomfortable man can neither be a good speaker or a good listener.
- Temperature of room
- Feeling uneasy
- Noise

Psychological and Emotional Interference

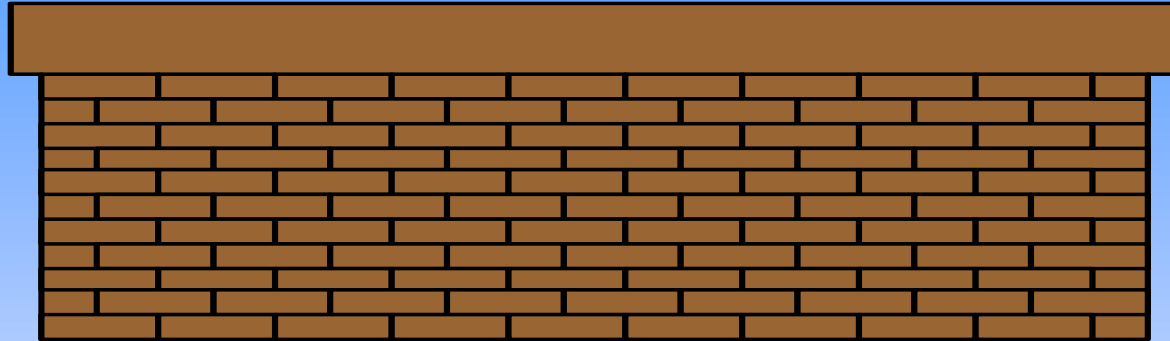
- Feeling of sadness, fear, anger, anxiety and nervousness makes the communication ineffective.
- Over arousal of emotions may adversely affect both encoding and decoding.



Intercultural Differences

- Intercultural communication can create misunderstanding because the sender and the receiver belong to different cultures and share different values

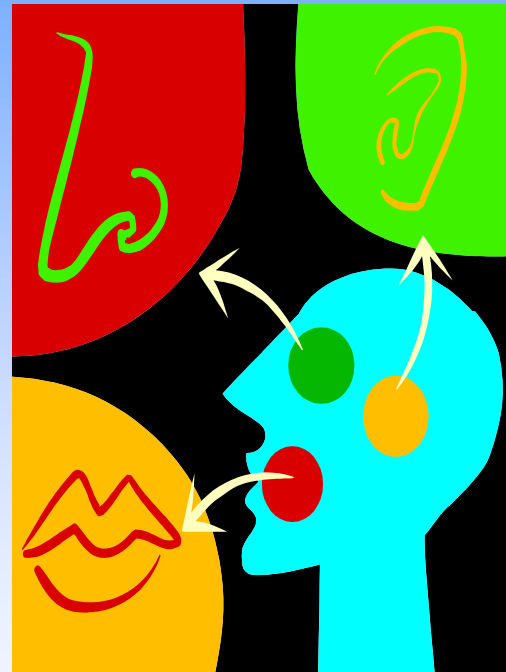
Barriers to Communication



- Perceptions
- Language
- Personal Interests
- Emotions
- Environment – noise
- Preconceived notions/expectations
- Wordiness
- Attention span
- Physical hearing problem
- Speed of thought

How can we improve our listening skills?

- ✿ **Eliminate distractions**
- ✿ **Concentrate**
- ✿ **Focus on the speaker**
- ✿ **Maintain an open mind**
- ✿ **Look for nonverbal cues**
- ✿ **Do not react to emotive words**
- ✿ **Ask questions**
- ✿ **Sit so you can see & hear**
- ✿ **Avoid prejudices**
- ✿ **Take notes**
- ✿ **Ask for clarification**



How can we improve our listening & facilitation skills as trainers?

PARAPHRASING

Restating what another has said in your own words

SUMMARIZING

Pulling together the main points of a speaker

QUESTIONING

Challenging participants to tackle & solve problems

Other helpful techniques to foster communication (both verbal and non-verbal)...



Nod Your Head



Have mutual understanding



Maintain eye contact



Keep an open body position



Make encouraging statements



Be attentive and active