

Professional Communications



Communication Process and Oral Language

Communication

- A process of creating and exchanging meaning through symbolic interaction.



Meaning

Meaning is an important part of the definition of communication. It includes

- understanding,
- thoughts, and
- ideas

that
are

- created,
- exchanged, and
- shared by
communication

Communication Process



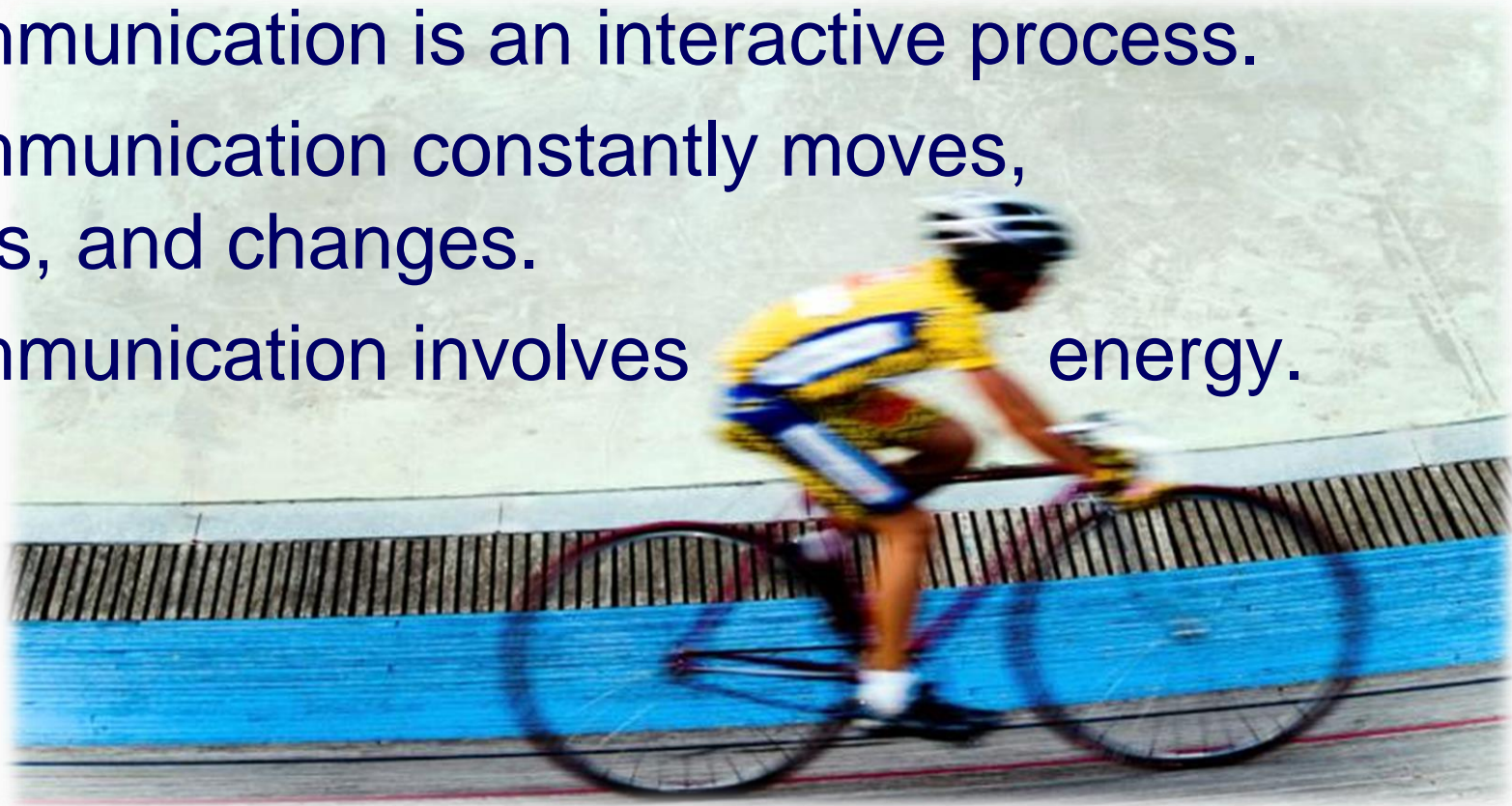
Communication is a process made up of individual components that occur in a specific sequence:

Action → Energy → Results

Communication as a Process



- Communication is an interactive process.
- Communication constantly moves, shifts, and changes.
- Communication involves energy.



Communication as a Process (cont.)



Communication uses the mental and physical energy of people who:



- Speak
- Listen
- Use nonverbal behaviors
- Interpret verbal and nonverbal behaviors

Communication as a Process (cont.)



- Noise
 - Interferes with or disrupts communication
- Barrier
 - Blocks communication



Oral Language

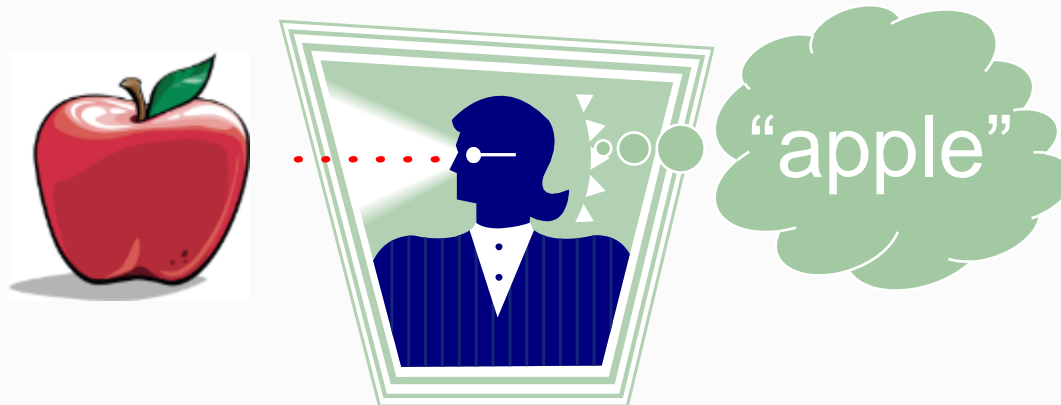
- Oral Language – Language that is spoken and heard rather than written and read.
- Language has rules.
- Language is like a code:
 - Encode – To assign meaning and language to data.
 - Decode – To assign meaning to someone else's words.



Characteristics of Oral Language



- Meaning – We communicate with others based on the meaning we assign to things around us and the symbols we use to communicate those meanings



Characteristics of Oral Language



- Vocabulary – All the word symbols that make up a particular code or language.
- Standards for Appropriateness:
 - You need a large and flexible vocabulary to communicate appropriately in a variety of situations.
 - You need a large collection of word symbols that appropriately express who you are.
 - You need casual words for casual conversations and formal words for formal conversations.

Characteristics of Oral Language



- Structure – The way the different parts of a language are arranged.
- Grammar – The basic understandings and rules that regulate the use of language.
- Sound – The observable characteristics of oral language.

Diction

- Diction – The degree of clarity and distinctness in a person’s speech.
- The way the words are spoken.
- A person with good diction speaks clearly and uses appropriate and effective speech sounds.



Pronunciation



- Pronunciation – The standard set for the overall sound of a word.

pro-nun-ci-a-tion
blo-unn-ei-ou-flou

Articulation

- Articulation – The act of clearly and distinctly uttering the consonant sounds of a word.

WHAZZUP?

NAMEEN?

G'BYE

SUP?

TIMEZIT?

K?

Enunciation

- Enunciation – The act of clearly and distinctly uttering the vowel sounds of a word.



Dialect

- Dialect – A unique combination of speech sounds that identify speech with a particular group of people.



Y'all

Youse
Guys

Standard Language

Standard Language – The language used by the majority of knowledgeable communicators within a specific language.

In other words,
“correct” language.



Formal Language



- Formal Language – Language associated with a particular profession, activity, or field of study.
- Jargon – Another name for technical language. Medicine, law, finance, technology, and sports fields depend on jargon.

Informal Language

- Informal Language – Language most often used in casual situations and close interpersonal relationships.
- Colloquialisms – A term associated with a specific regional culture
- Slang – A second type of informal language. Temporary language.



Five Principles of Communication



Communication is:

- Learned
- Unavoidable
- Continuous
- Complex
- Transactional



Source: Glencoe/McGraw-Hill, Communication Applications, (Teacher's Wraparound Ed.)

Learned

We learn to become better communicators over time through practice and experiences.



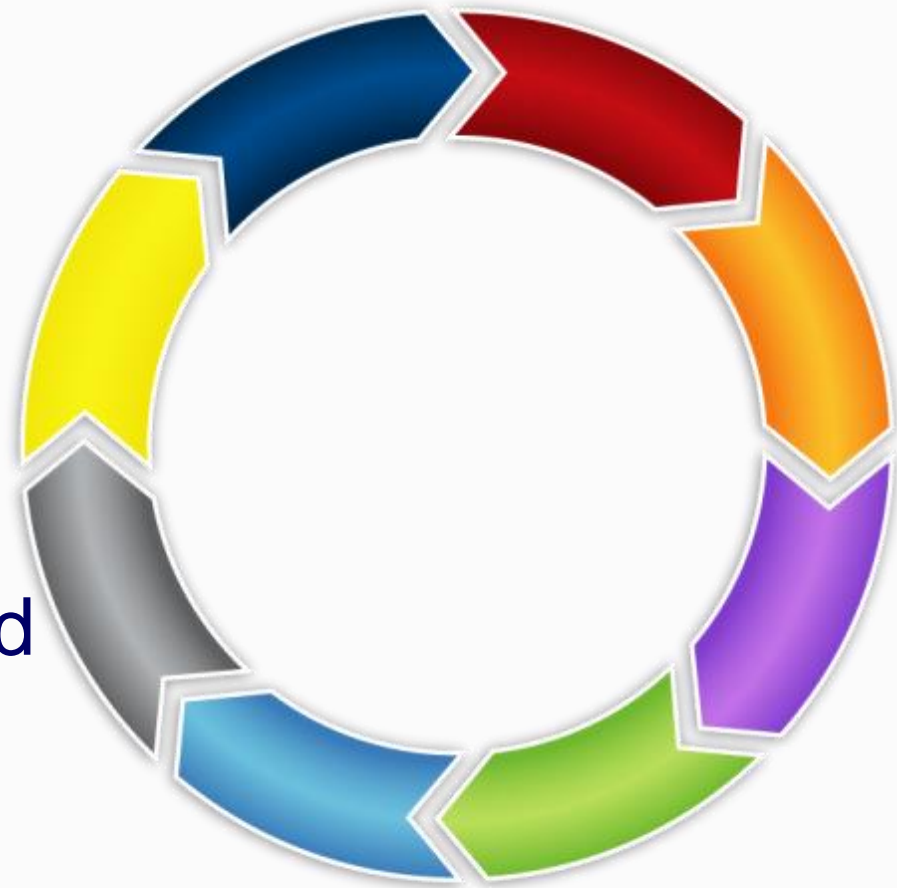
Unavoidable



- It is impossible to *not* communicate.
- Even a refusal to communicate is a type of communication.

Continuous

- Communication is ongoing
- Once you interact with an individual, future communication with that person is impacted by your initial communication



Complex

Communication consists of a number of components and a series of interrelated processes.



Transactional



- Communication is a transactional process that involves an exchange.
- Communicators exchange messages, sending and receiving them at the same time.

Components of the Communication Process



- Context
- Physical Environment
- Climate
- Communicator
- Message
- Channel
- Noise
- Barrier
- Feedback



Components

- Context
 - Provides the people, the occasion, and the task.
- Physical Environment
 - Influences the quality of interaction within the physical space.



Components



- **Climate**
 - Influences the quality of interaction within the physical space.
- **Communicator**
 - Creates meaning, sends and receives messages, and exchanges meaning.

Components

- Message
 - Conveys meaning, feeling, and various kinds of energy from sender–receiver to receiver–sender.
 - *Intentional Message, Unintentional Message, and Actual Message*
- Channel
 - Provides the space through which the message must pass; determines the method used to send the message.



Components

- Noise
 - Interferes with or disrupts communication
- Barrier
 - Blocks communication



Components



- Feedback

- One person's observable response to another's message.
- Assures the sender–receiver that communication has occurred.
- Allows the receiver–sender to adjust or modify a message.
- Provides insight into the sender–receiver's communication.



Functions of Oral Language



- Expressing Feelings
- Responding to Feelings
- Giving and Seeking Information
- Controlling and Persuading
- Participating in Social Rituals
- Creating and Imagining

