

Name _____

The Communication Process

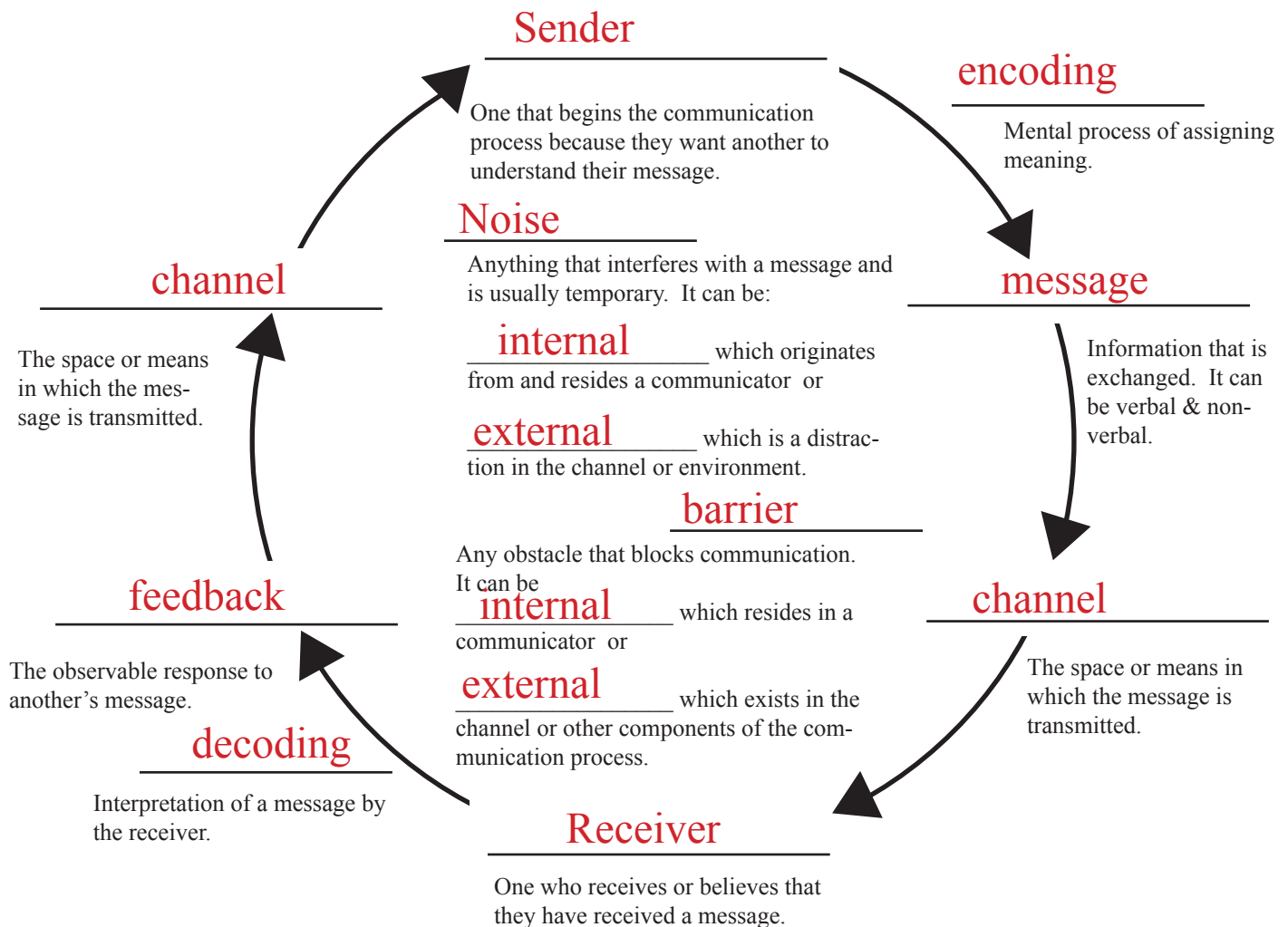
Communication - The process of creating and exchanging meaning through symbolic interaction.

As a process communication constantly moves and changes. It does not stand still.

Meaning involves the thoughts, ideas, and understandings shared by communicators.

Symbolic means that we rely on words and nonverbal behaviors to communicate meaning and feelings.

Context provides the people, occasion and task.
Physical environment is the actual place or space where communication occurs.
Climate influences the emotional atmosphere.



Principles of Communication

Communication is transactional because it involves an exchange.

Communication is complex for several reasons.

It is interactive because many processes are involved.

It is symbolic because symbols are open to interpretation.

It is personal & cultural because a person's culture can add a new or different meaning to a phrase or gesture.

It is irreversible because once a message is sent, it cannot be taken back.

It is circular because it involves both original messages and feedback which is necessary to confirm that communication has occurred.

It is purposeful because there is always a reason behind a message and it helps us meet our needs.

It is also impossible to duplicate because each interaction is unique.

Communication is unavoidable because it is impossible not to communicate.

Communication is continuous because it continues to impact and influence future interactions and shape our relationships.

Communication skills can be learned because they can always be improved.

Five Levels of Communication

Intrapersonal communication is the communication that occurs in your own mind. It is "self-talk" which are the inner speech or mental conversations that we carry on with ourselves. It is the basis of your feelings, biases, prejudices, and beliefs.

Interpersonal communication is the communication between two people but can involve more in informal conversations. Through this kind of communication we maintain relationships.

Small group communication is communication within formal or informal groups or teams. It is group interaction that results in decision making, problem solving and discussion within an organization.

One-to-group communication involves a speaker who seeks to inform, persuade or motivate an audience.

Mass communication is the electronic or print transmission of messages to the general public. Outlets called mass media include things like radio, television, film, and printed materials designed to reach large audiences.

Competent Communicators are:

Ethical This means that a communicator follows the morals and codes of conduct within a society. It is how a person behaves and how they treat others.

These type of communicators:

Are honest and truthful.

They keep confidences and are cautious about spreading gossip.

They also consider the needs, rights, and feelings of other people.

Responsible This means that they take responsibility for their own communication choices and behavior. They tend to be:

Informed and are able to support what they say with facts and examples that are true.

Logical with developed reasoning skills and the ability to draw conclusions and reach decisions.

Accountable taking responsibility for their information, decisions and actions.

Reliable They can be trusted to keep their word even if a decision may not benefit them.

Accessible They tend to value positive relationships with peers, supervisors, and clients. They are open and approachable. They are seen as caring, likable, and pleasant to be around.