

Communication



if you're reading this...
congratulations, you're alive.
if that's not something to smile about,
then I don't know what is.

“If all my possessions were taken from me with one exception, I would hope to keep my power of communication --- for by it I would regain all the rest.”

--Daniel Webster, American Journalist

Communication

- The dictionary defines communication as a process by which information is exchanged between individuals through a common system of language, symbols, signs or behaviors.

How are you feeling right now?

Just fine 	Bored 	Tired 	Happy
Hungry 	Confused 	Embarrassed 	Guilty
Smart 	Hurt 	Annoyed 	Mad
Sad 	Upset 	Angry 	Scared



Communication - Meaning

- Communication is a dynamic process...
- Through this process a thought or feeling is conveyed to individual or group .
- How it is received depends on the sender , receiver, channel used for communication ,barrier etc.

Communication

The meaning of communication is the response you get, regardless of what you intended by that communication

If what you are doing is not getting the outcome you want then do something different!

Or

If you always do what you've always done, you'll always get what you always got!

COMMUNICATION

- **7% WORDS**

- Words are only labels and the listeners put their own interpretation on speakers words

- **38% PARALINGUISTIC**

- The way in which something is said - the accent, tone and voice modulation is important to the listener.

- **55% BODY LANGUAGE**

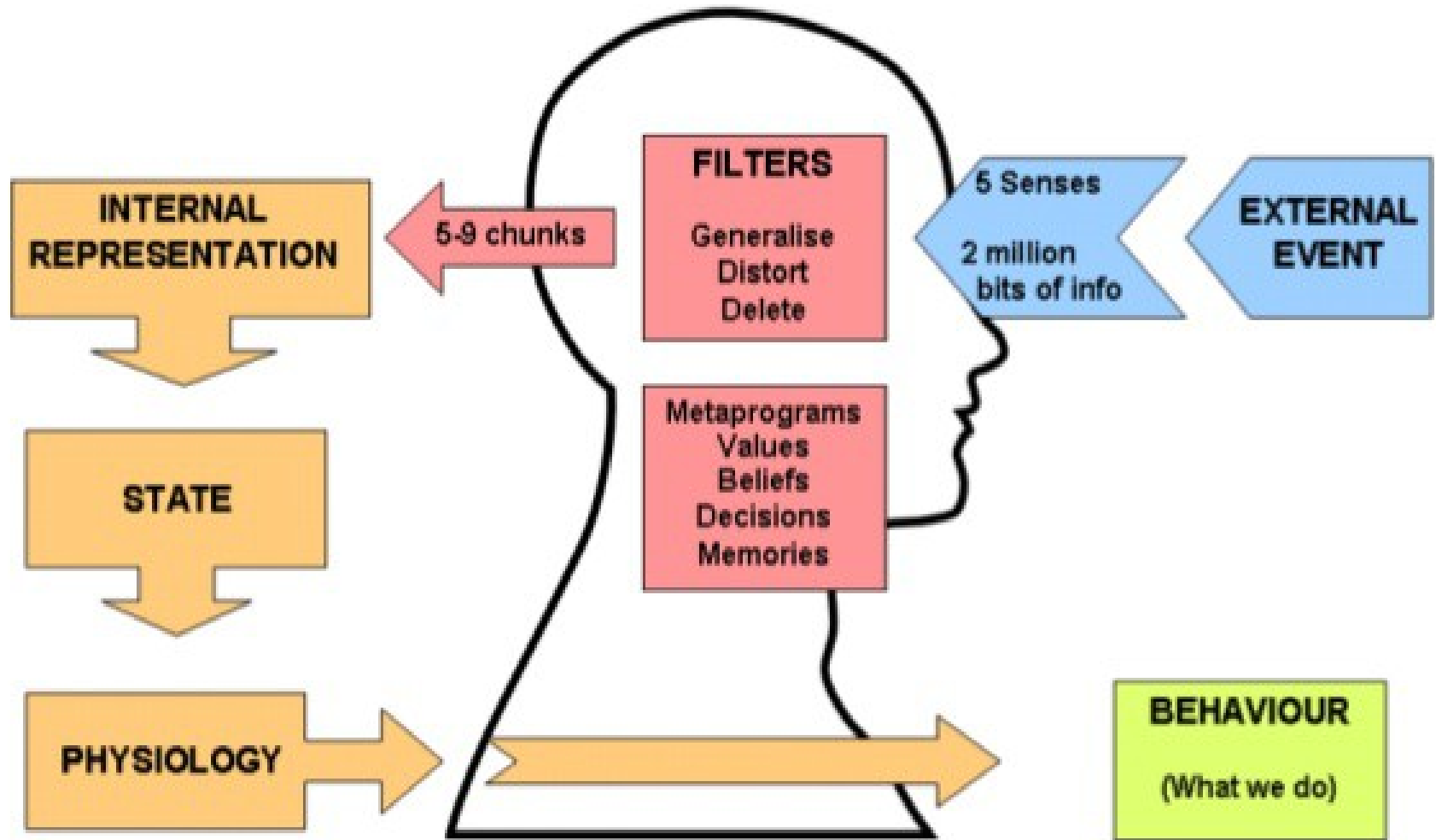
- What a speaker looks like while delivering a message affects the listener's understanding most.

Components of Communication

- Context – Provides the people with the occasion and the task i.e. interview, family dinner
- Physical environment – influences the quality of interaction within the physical space e.g. classroom, board room, restaurant
- Climate – Influences emotional, attitudinal and intellectual tone of the communication e.g. funeral, discotheque
- Communicator/Sender – Creates meaning, sends and receives messages, and exchanges meaning
- Receiver – attitude , value system , personality , perception
- Message – conveys meaning, feeling, and various kinds of energy from sender-receiver to receiver-sender (performance appreciation vs. depreciation message)

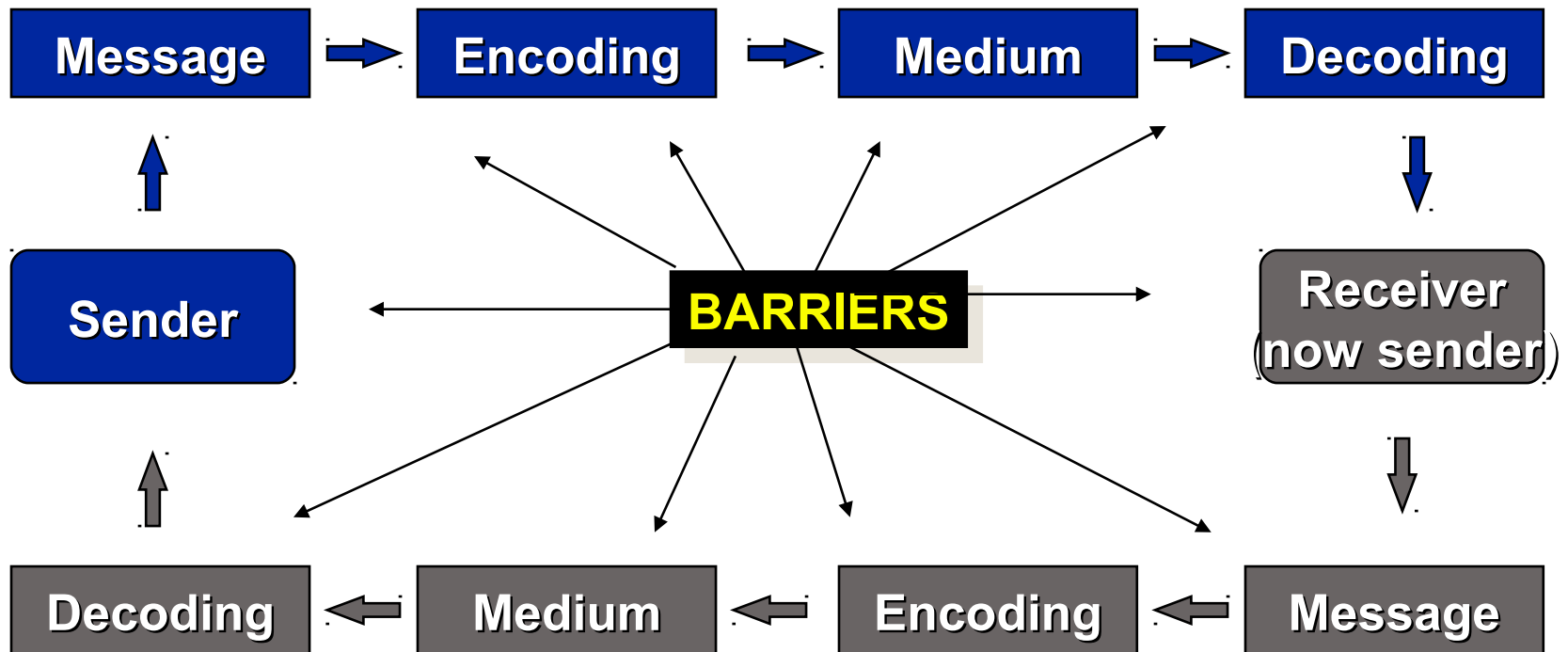
- Channel- provides the space through which the message must pass; determines the method used to send the message e.g. mobile technology, electronic bulletin boards, fax machines and video conferencing
- Barrier – blocks communication for e.g. Noise , lack of planning , Socio-psychological barriers , perceptual errors etc.
- Feedback –
 - Assures the sender – receiver that communication has occurred
 - Allows receiver-sender to adjust or modify a message
 - Provides insight to the sender-receiver's communication

THE NLP COMMUNICATION MODEL



The Communication Process

Transmission Phase



Feedback Phase

Characteristics of effective communications

Effective communication requires to obey following 7 C's of communication:

- Clarity of purpose
- Cater to head and heart
- Clarification of assumptions
- Completeness of message
- Conciseness of expression
- Cordial Body language
- Command attention

Characteristics of effective communications

Effective communication requires the *sender* to:

- Know the subject well
- Be interested in the subject
- Know the audience members and establish a rapport with them
- Speak at the level of the receiver
- Choose an appropriate communication channel

Characteristics of effective communications

The *channel* should be:

- Appropriate
- Affordable
- Appealing

Characteristics of effective communications

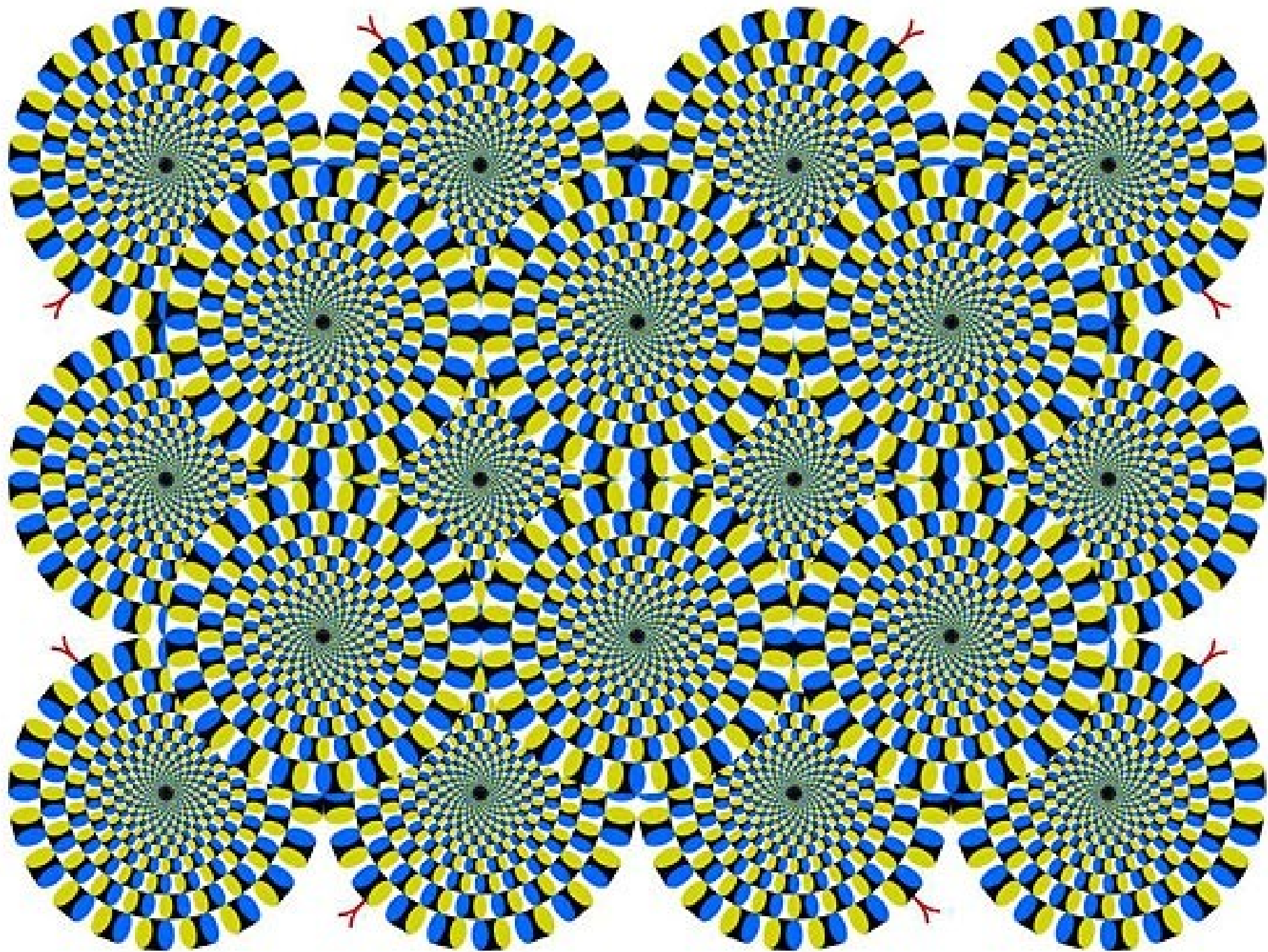
The *receiver* should:

- Be aware, interested, and willing to accept the message
- Listen attentively
- Understand the value of the message
- Provide feedback

Communication Issues

- Sender and receiver communicate based on their **perception**.
- Subjective perception can lead to biases and stereotypes that hurt communication.
- Effective Managers avoid communicating based on a pre-set belief.





Barriers in Communication

- Disagreement between verbal and non-verbal messages
- Negative Self Image
- Lack of Feedback
- Lack of Motivation and Training
- Language and Vocabulary Level
- Lack of Self Awareness
- Offensive style of communication
- Rebuttal Instincts
- Personal Value System
- Semantic problems

Barriers in Communication

(that have to do with the COMMUNICATOR)

- Unwillingness to say things differently
- Unwillingness to relate to others differently
- Unwillingness to learn new approaches
- Lack of Self-Confidence
- Lack of Enthusiasm
- Voice quality
- Perceptual errors

Perceptual Errors

- Selective Perception
 - People selectively interpret what they see based on their interests, background, experience, and attitudes.
- Halo Effect
 - Drawing a general impression about an individual based on a single characteristic.
- Contrast Effects
 - A person's evaluation is affected by comparisons with other individuals recently encountered.

Perceptual Errors

- Projection
 - Attributing one's own characteristics to other people.
- Stereotyping
 - Judging someone on the basis of your perception of the group to which that person belongs.
- Prejudice
 - An unfounded dislike of a person or group based on their belonging to a particular stereotyped group.

Barriers to communication

- Semantic
- Psychological (Perceptual errors)
- Organizational
- Personal

External Barriers in Communication

- Environment
 - The venue
 - The effect of noise
 - Temperature in the room
- Other People – Status, Education
- Time

Tutorials

Answer the following:

- List all the components of communication and explain them in details.
- Explain the concept “Communication”. Write the entire communication process in details

Explain the concept:

- Characteristics of effective communication
- Barriers to communication
- NLP communication model
- Communication