The Basics of Effective Interpersonal Communication

What is Communication?

- What do you think communication is? How would you define it?

Communication

- Communication is defined as the interchange of thoughts or opinions through **shared symbols**; e.g. language, words, phrases

- Every communicative act is based on something that conveys meaning, and that conveyance is the message.

- The message may be either verbal or nonverbal.

Four Facets of Communication

- Three are four facets in all types of communication:
  - Sender
  - Receiver
  - Information
  - Behavior

Four Facets of Communication

- In any communication:
    - The *Sender* is the person trying to communicate a message
    - The *Receiver* is the person at whom the message is directed
    - A message is sent to convey *information*
    - Information is meant to change *behavior*

Nonverbal Communication

- Facial expressions
- Body language
- Eye contact
- Dress and physical appearance
- Gestures

When our words send one message and our nonverbal cues send another message, people almost always believe our nonverbal cues.

Six Basic Emotions that most people express & recognize

Sadness

Happiness

Disgust

Surprise

Fear

Anger

Using Acronyms to Communicate

- An acronym is a word made up of the first letters of each word in a phrase.

- Most acronyms are written in all capital letters.

- When communicating, acronyms that are technical in nature and not understood by the general population should be defined or should be avoided to prevent confusion.

Using Technical Jargon

- Technical jargon is a specialized language of a particular occupation.
- It should be avoided when speaking to someone outside that occupation otherwise confusion may arise.

Why We Communicate

- We communicate to:
  - Share our ideas and opinions
  - Provide feedback to others
  - Get information from others
  - Gain power and influence
  - Develop social relationships
  - Give instructions

Giving Instructions for Technical Support

- When giving instructions for technical support you should:
  - Include-
    - Introduction
    - Definitions
    - Necessary Preparations
    - Warnings or Precautions
    - Steps
    - Thank you and Closing

How We Communicate

- We communicate and build interpersonal relationships through:
  - Speech
  - Writing
  - Listening
  - Non-verbal language
  - Music, art, and crafts

Sources of Communication

- Our communication comes from the following three sources:
- Words = 7%
- Tones = 36%
- Gestures = 55%

Choosing Your Medium

- Depending upon the situation, one method of communication may be better than another.
  - In person: one-to-one
  - In person: meetings, small groups
  - In person: presentations, large groups
  - Letter
  - Memo
  - Note
  - Email
  - Voice mail

Choosing Your Medium

- To determine the best medium for your message determine:
    - What you as the *sender* need to achieve
    - What the *receiver* needs to know. What the *receiver* wants to know
    - How detailed, important, and or personal the *information* in the message is
    - Which *behavior* you want to influence and how

We Communicate to...

- State an opinion or position
- Give instructions or directions
- Announce a change
- Make presentations
- Participate in class discussions
- Give information in emergencies

Barriers to Communication

- Some common barriers to interpersonal communication include:
  - **Unclear process:** The receiver and sender may not share the same language, slang, jargon, vocabulary, symbols
  - **Personal limitations:** Physical and mental disabilities, and differences in intelligence and education may interfere with mutual understanding
  - **Distractions:** Both External and Internal

Obstacles to Communicating...

- Your own shyness
- Fear of rejection
- Peer pressure
- Unorganized thinking
- Others possibly becoming defensive
- Physical disabilities (impaired sight, hearing, speech)
- Having to deal with aggressive people