



COMMUNICATION

Chapter 1: Communication Theory

- Model of Interpersonal Communication
- Elements in the communication process
- Communication Purpose
- Communication context
- Communication barriers
- Verbal communication
- Nonverbal communication

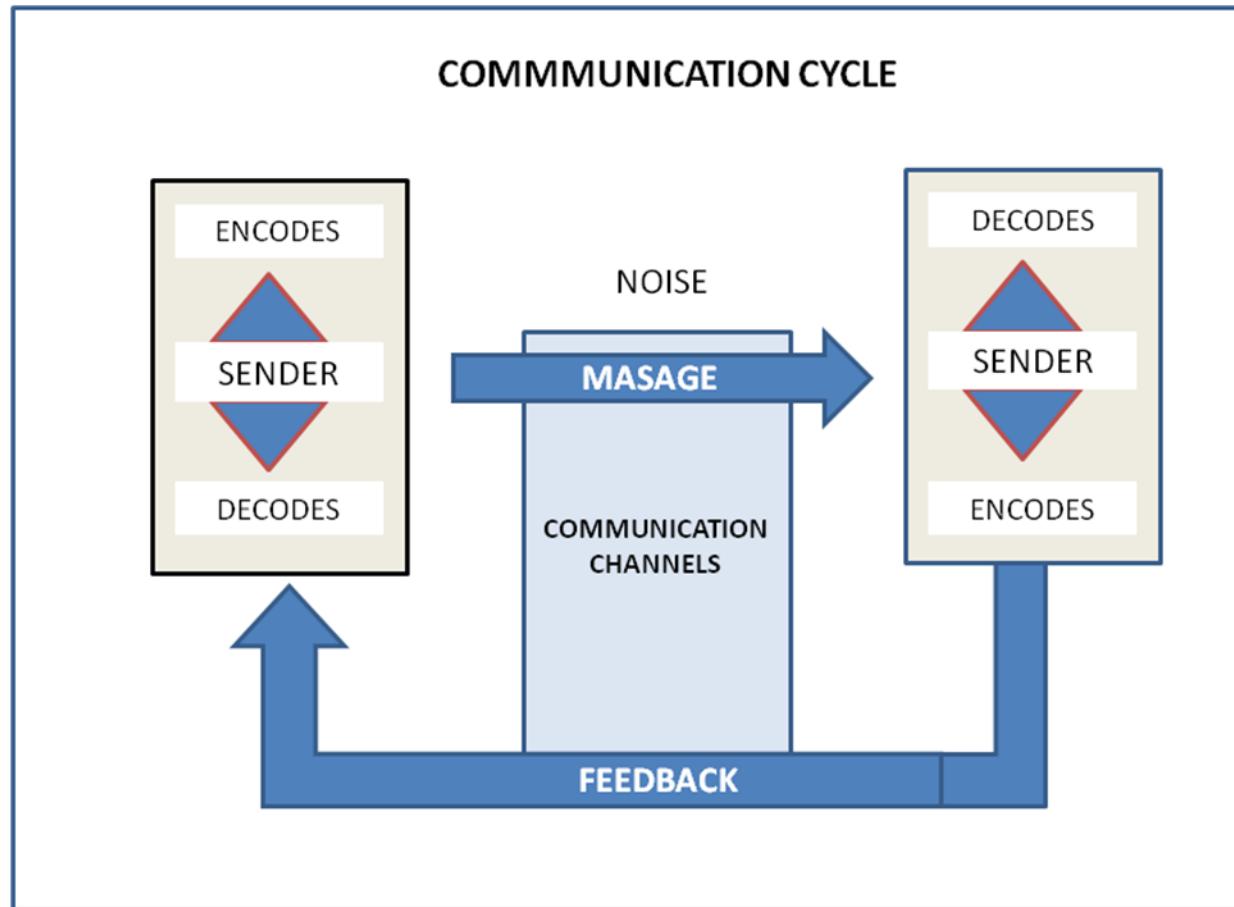
What is Communication?

- **Communication** is the process of creating meaning between two or more people through the expression and interpretation of messages.
- To do this we use **models of Communication** – are constructions intended to help us understand elements and interactions in the communication process.

Communication Science

- Concerned with transmission of information (including emotions) from one human mind to another, regardless of the specific medium
- Communication
 - Transfer of information between two entities (e.g., two minds)
- Communication
 - Media system used to accomplish the communication (e.g. a phone)

Model of Interpersonal Communication



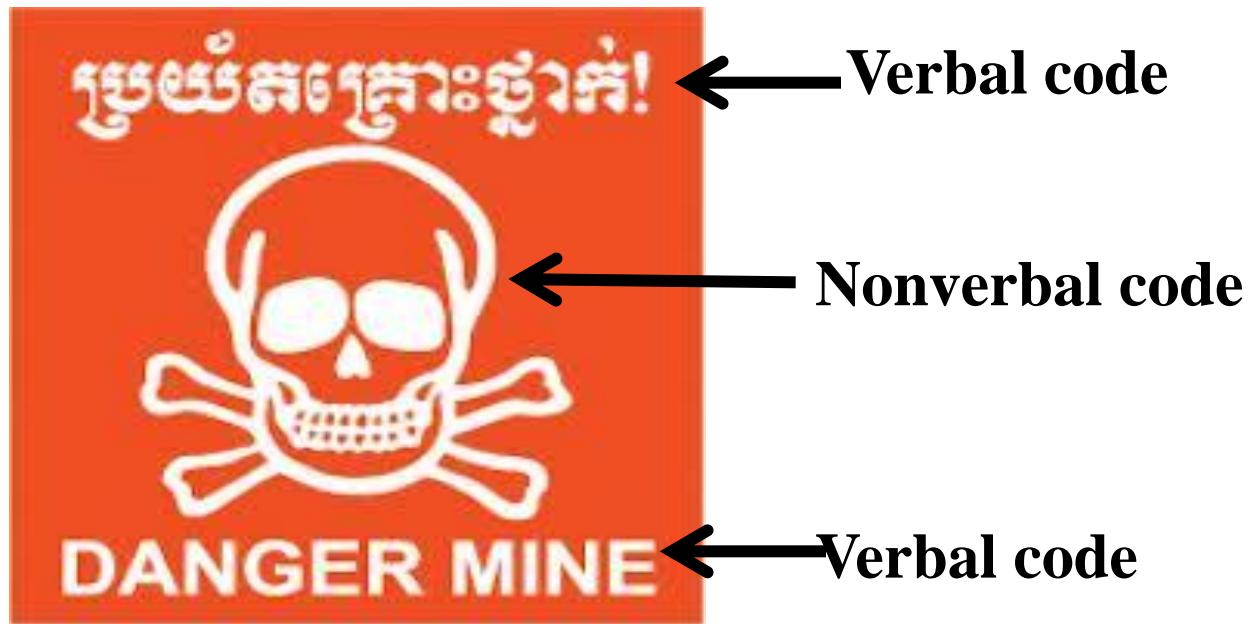
Elements of Communication

- **Sender**:- Person who initiate the communication by thinking of an idea to communicate to the audience.
- The sender is sometimes referred to as the *source*, the *communicator* or the *encoder*.
- This person is the one responsible for the success of any communication – thus it lies with the sender.

Elements of Communication

- **Encoding :-** is the act of making an idea accessible to others, of putting an idea into code so that it become perceptible to the receiver
- This can be done by using:
 - verbal code – language whether spoken or written
 - nonverbal code – a code without words or language
- **Codes-**: set of symbols which adhere to the agreed rules set by those participating in the communication process.

Elements of Communication



Elements of Communication

- **Massage -:** Meaning content or subject matter that is, the encoded idea or content the sender wishes to convey.
 - E.g. When asked to close the door- the message would “Please close the door”
- **Medium-:** massage must be conveyed to the receiver in a concrete form. This achieved through using medium.

Elements of Communication

- **Decoding-:** refers to the process of an audience receiving, interpreting and understanding an encoded message.
- There is far more to decoding than just receiving a message.
 - Eg. Monolingual English speaker could hard understand or decode a massage if it is send in isiXhosa language.

Elements of Communication

Language

Written medium	Spoken medium
Letter	Lecture
E-mail	Telephone conversation
Blog	Radio programme
Fax	Face-to-face conversion
Road sign	Meeting
Notice	TV programme
Book	Interview

Elements of Communication

- The choice of medium depends on a number of factors:-
 - Proximity /geographical distance
 - The nature and complexity of the message
 - The need for feedback
 - Time
 - Cost.
 - Audience background

Elements of Communication

- **Audience -:** sometimes refers to as a *receiver* is the person to whom the sender directs the message, and who thus has to understand the message.
- Each audience has had unique **life experiences** – thus decodes or interpret each message in a unique way.
- That ‘s why the focus of any **communication** should be on the **audience**.

Elements of Communication

- **Feedback-:** audience response to the message.
- This is essential for effective communication, as it allows a two-way flow of messages.
- Messages can be adjusted should there be any misunderstandings.
- Feedback – provides assurance that the message has been received, interpreted and understood as was intended.
 - Eg. Written reply to a letter
 - Nod of agreement
 - Non verbal – shaking of head, hands ect...

Purpose of Communication

- Communication in the business world is always purposeful.
- Purpose assist a communicator to tailor a message – especially written ones to meet this purpose.
- The main purpose of communication is:
 - To inform
 - To persuade
 - To create goodwill

Communication Context

- Communication occurs in several kinds of context.
- These context or levels are differentiated from one another depending on: On number of participants, Background of the participants and Type of message to be communicate.
- These context are:
 - Intrapersonal communication
 - Two-person or interpersonal communication
 - Small-group communication
 - Public communication
 - Mass communication
 - Organizational communication
 - Intercultural communication.

Communication Context

- **Intrapersonal communication-**: it is communication within ourselves, “ talking to ourselves.
 - This communication is important in the formation of an individual’s self-Image.
- **Interpersonal communication-**: Dyadic communication occurs between two people, and forms the basic unit of communication. This involves informal, everyday communication transactions, including persona and intimate relationships as well as business situations.
- **Small group communication-**: takes place among people who work together with a common goal.
 - This forms various types of small groups such as either formal (meeting) or informal (e.g. tutorial, study groups etc..)

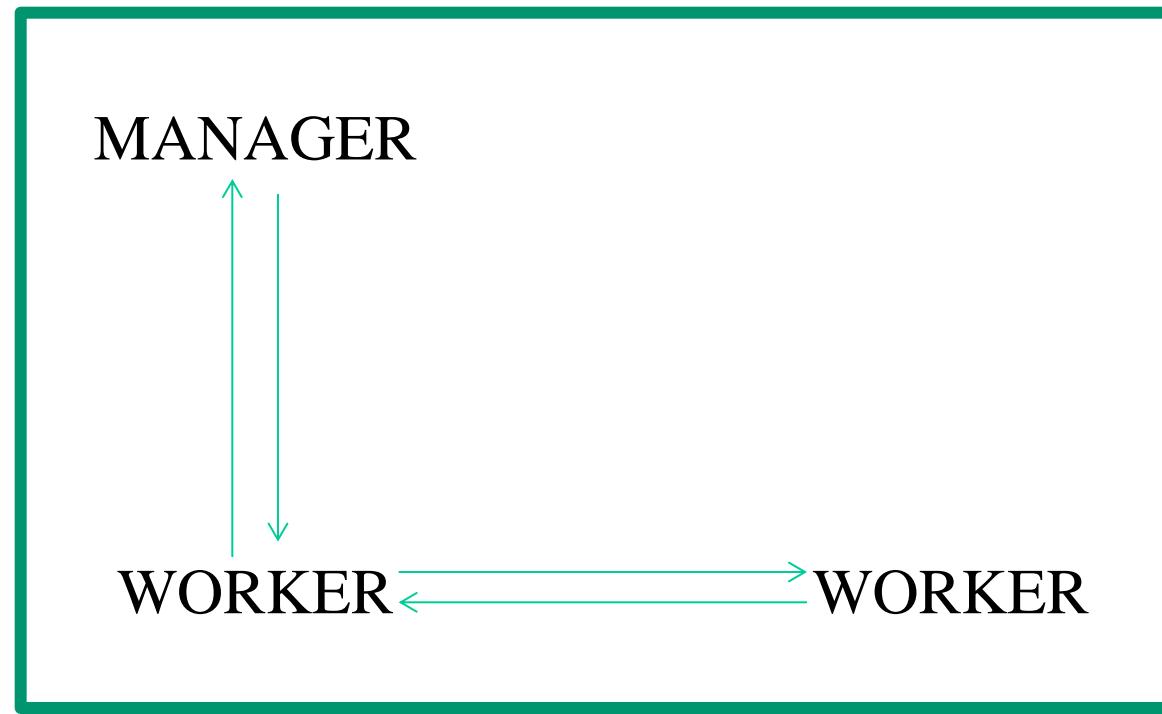
Communication Context

- **Public communication-**: refers to public speaking, and occurs in public rather than private places.
 - It ‘s usually one way communication and formal in nature
 - Formal lecture and a Speech fall into this context.
 - The challenge in the (PC) context lies in making each member of the audience feel that you’re speaking just to her or him.
- **Mass communication-**: refers to the transmission of message to a mass audience. It differs significantly from the other form of communication as it has limited feedback.
 - Essentially it is a one-way form of communication and thus the sender has to work hard to understand the audience’s needs before composing and conveying a message.

Communication Context

- **Organizational Communication-**: this one occurs within an organization or group of people who work together or reach specific goals'. Thus these people have to communicate with each other and share information if they're to reach shared goals.
- It depends on the style of the management adopted by organizations (e.g. autocratic or democratic)
- Each style affects the communication within that organization.
- The direction in which the message travels between a sender and an audience within an organization is referred to as a *channel*. There are four channels or directions
 - Upward
 - Downward
 - Lateral
 - informal

Communication Context



- Communicators need to be aware that in the organizational context, message, whether flowing downwards, upwards or sideways in the organization, can be blocked or become distorted.
- This may be due to a range of informal communication networks within an organization.

Communication Context

- Intercultural communication-: refers to communication between people who belongs to different cultures.
- These people have different values, beliefs, behaviors and ways of communicating.
- Communication barriers-: any factor which hampers or prevents the smooth flow of the message from the sender to the audience.

Communication Barriers



- Perceptual barriers
- Language barriers
- Physical barriers
- Physiological barriers
- Psychological barriers