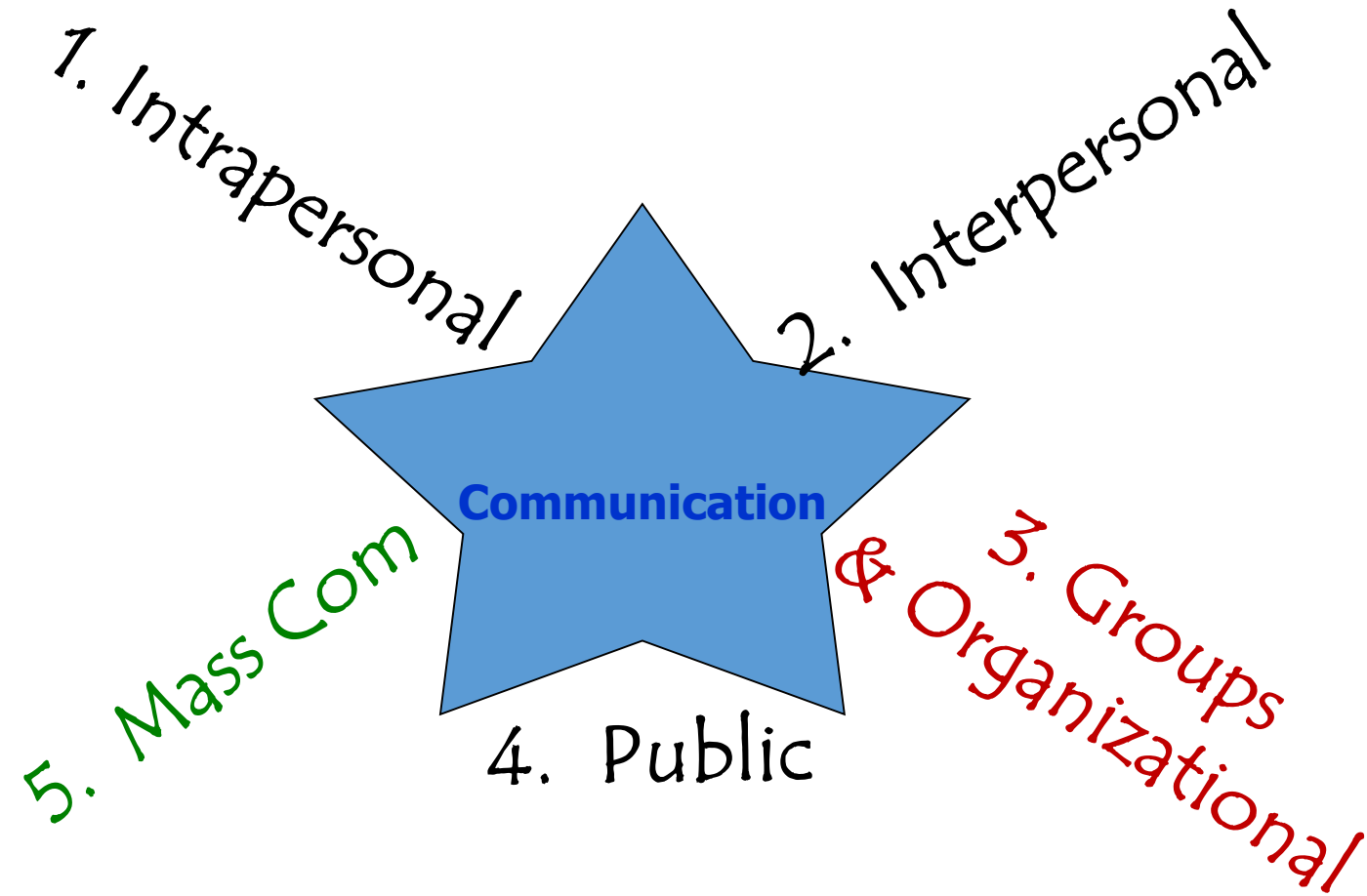
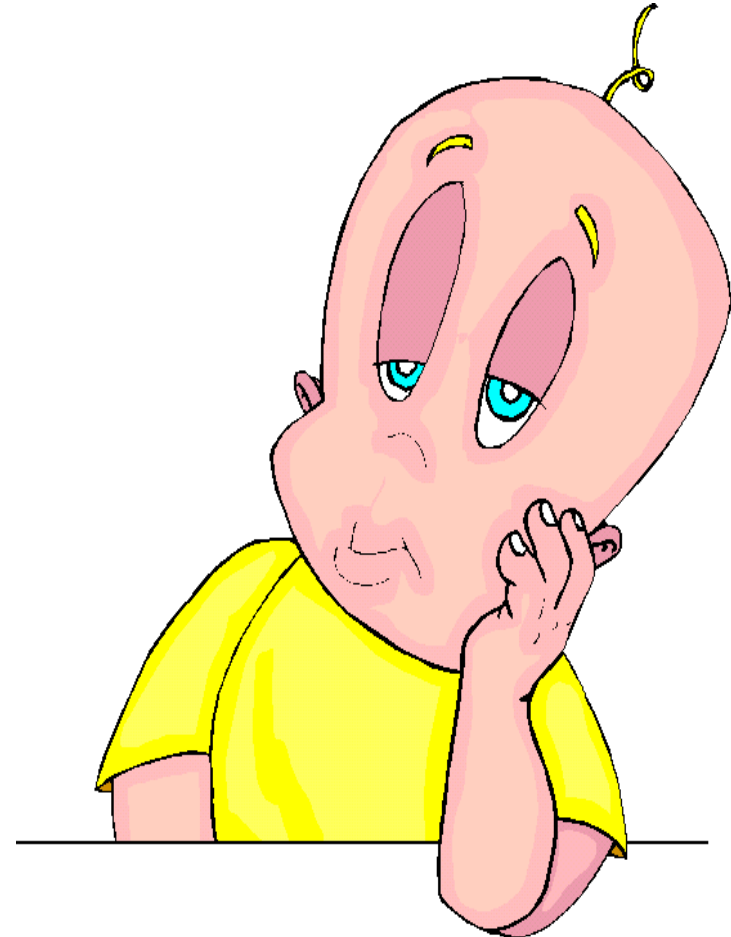


Areas of Human Communication



1. Intrapersonal Communication

- Talking to, learn about and evaluate ourselves in an attempt to persuading ourselves with some ideas and/or concepts.



2. Interpersonal Communication

- Communication between two or more people
- Communication is **the exchange of messages between a sender and a receiver.**



3. Groups & Organizational



- Interacting with others to solve problems, develop new ideas and share knowledge & experience.

4. Public Communication



- Informing and persuading others to think in a particular way or to change an attitude, opinion or value.

How we communicate

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

Types of Communication

- ☐ Face-to-face
- ☐ Telephone
- ☐ Group meetings
- ☐ Formal presentations
- ☐ Memos
- ☐ Traditional Mail
- ☐ Fax machines
- ☐ Employee publications
- ☐ Bulletin boards
- ☐ Audio- and videotapes

- ☐ Hotlines
- ☐ E-mail
- ☐ Computer conferencing
- ☐ Voice mail
- ☐ Teleconferences
- ☐ Videoconferences



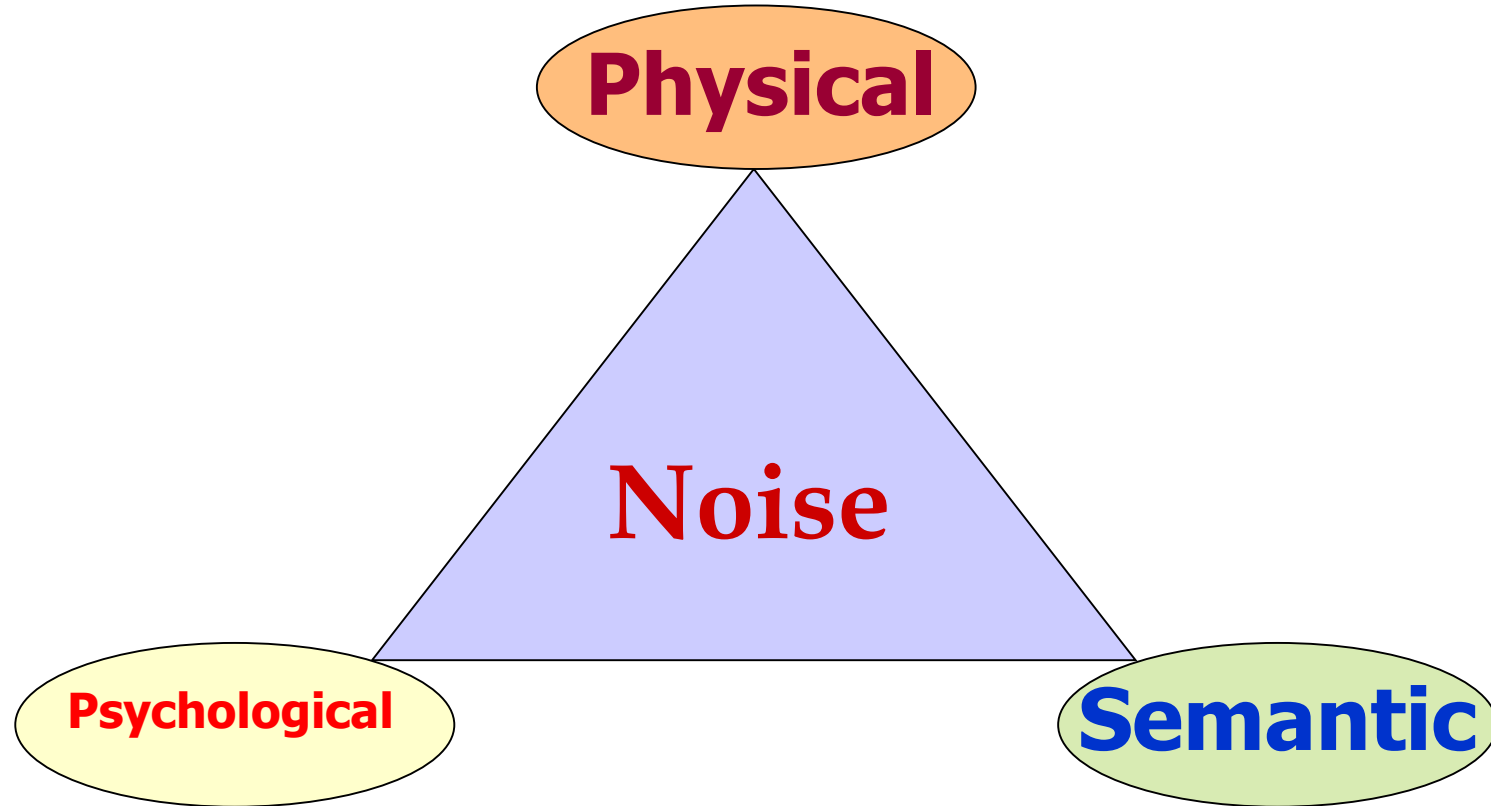
Communication Noise

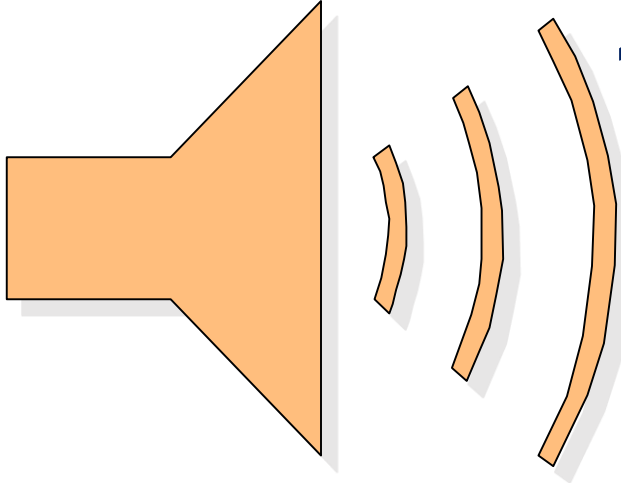


- Disturbance in communication that distorts the message. Thus, preventing the receiver from getting the message from the sender.



3 Types of Noise





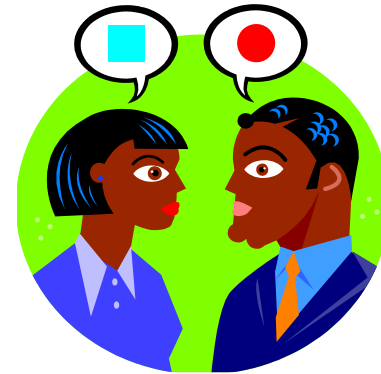
1. Physical Noise



- Interference with the physical transmission of the message.
- Example: **People talking in the background.**

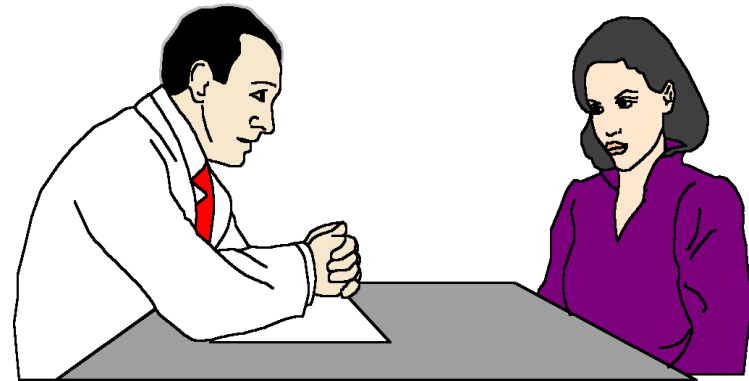
2. Psychological Noise

- Cognitive or mental interference, biases & prejudices in senders and/or receivers, and closed-mindedness.



3. Semantic Noise

- Sender & receiver assigning different meanings.
- Example: 2 people speaking different languages and using different terminologies.



Distortions in Communications

- **Message Encoding**

- The effect of the skills, attitudes, and knowledge of the sender on the process of encoding the message
- The social-cultural system of the sender

- **The Message**

- Symbols used to convey the message's meaning
- The content of the message itself
- The choice of message format
- Noise interfering with the message

Distortions in Communications (cont'd)

- **The Channel**

- The sender's choice of the appropriate channel or multiple channels for conveying the message

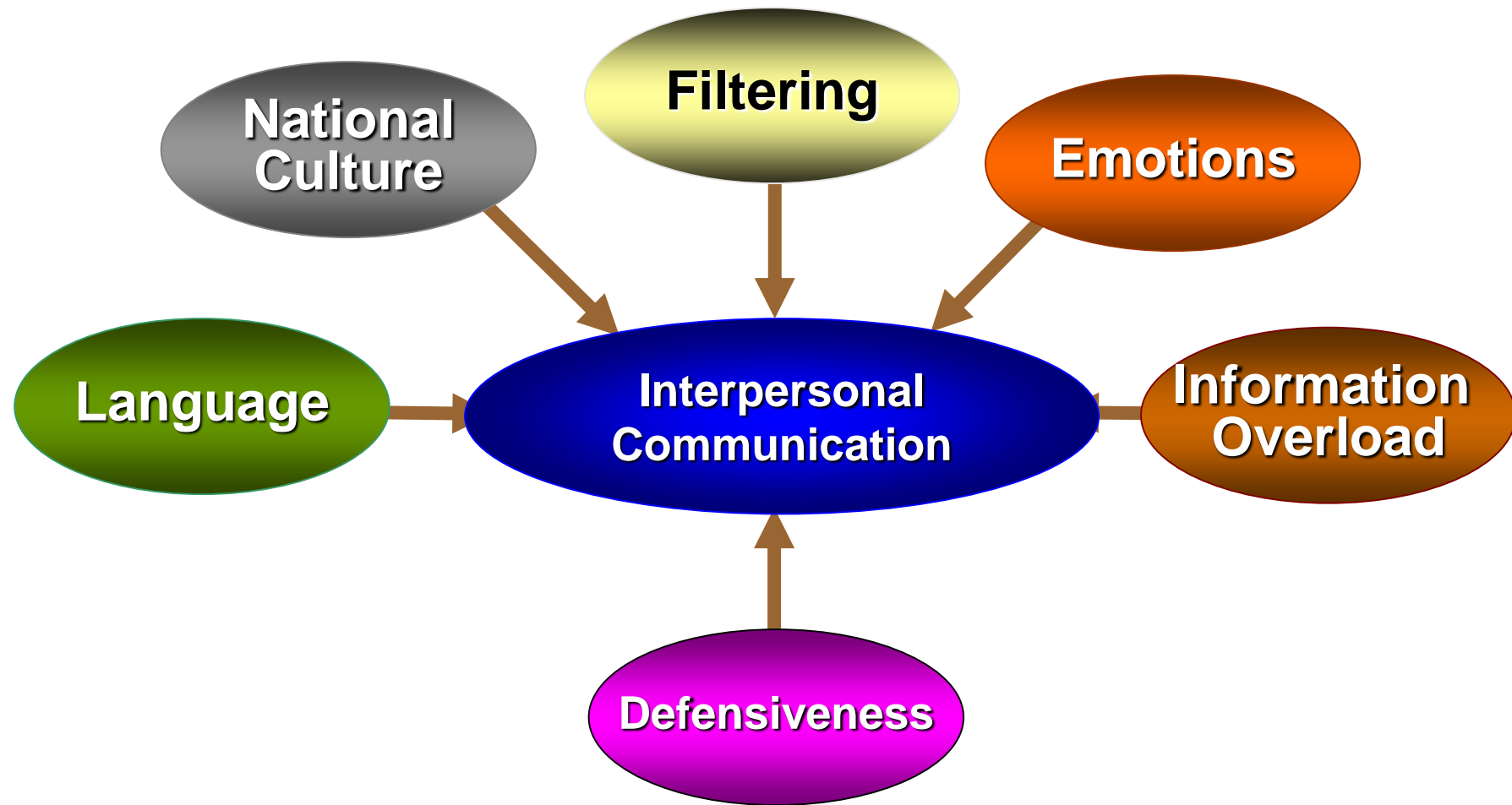
- **Receiver**

- The effect of skills, attitudes, and knowledge of the receiver on the process of decoding the message
- The social-cultural system of the receiver

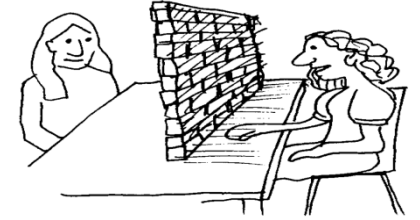
- **Feedback Loop**

- Communication channel distortions affecting the return message from receiver to sender

Interpersonal Communication Barriers



Barriers to Effective Interpersonal Communication



- **Filtering**

- The deliberate manipulation of information to make it appear more favorable to the receiver.

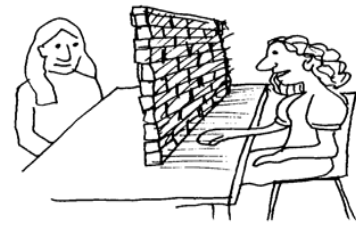
- **Emotions**

- Disregarding rational and objective thinking processes and substituting emotional judgments when interpreting messages.

- **Information Overload**

- Being confronted with a quantity of information that exceeds an individual's capacity to process it.

Barriers to Effective Interpersonal Communication (cont'd)



- **Defensiveness**
 - When threatened, reacting in a way that reduces the ability to achieve mutual understanding.
- **Language**
 - The different meanings of and specialized ways (jargon) in which senders use words can cause receivers to misinterpret their messages.
- **National Culture**
 - Culture influences the form, formality, openness, patterns and use of information in communications.



Do you want the cancer?



-The what?

-Do you want the cancer?

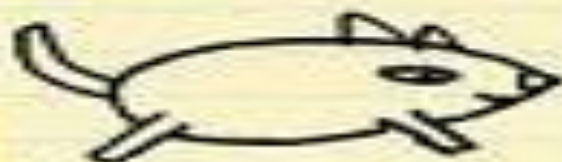


The cancer?

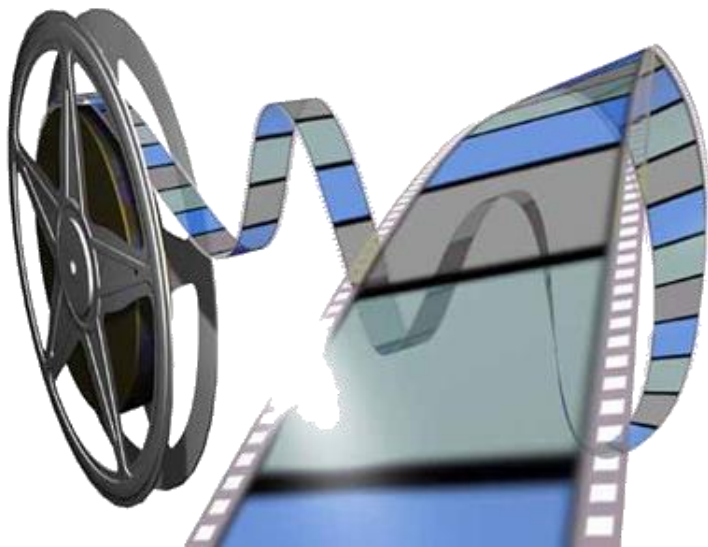


chronicles of

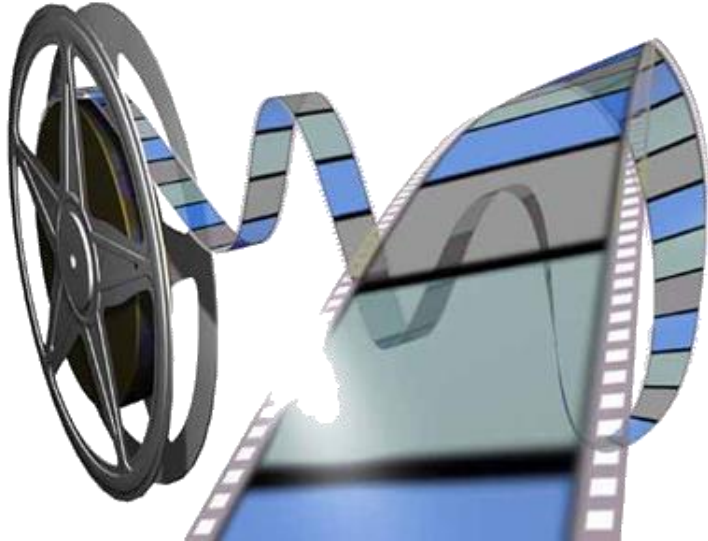
The can, sir?



VIDEO,
we are
sinking



VIDEO, Bush



Barriers to Effective Communication



- Misinterpretation
- Evaluation of sender
- Projection
- Stereotyping
- Arrogance and superiority
- Defensiveness
- Inarticulateness
- Hidden agendas
- Status
- Environment
- Emotions
- Differences in backgrounds
- Poor timing
- Personality conflicts



Overcoming the Barriers to Effective Interpersonal Communications

1. Use Feedback
2. Simplify Language
3. Listen Actively
4. Constrain Emotions
5. Watch Nonverbal Cues



Types of Organizational Communication

- **Formal Communication**
 - Communication that follows the official chain of command or is part of the communication required to do one's job.

Types of Organizational Communication

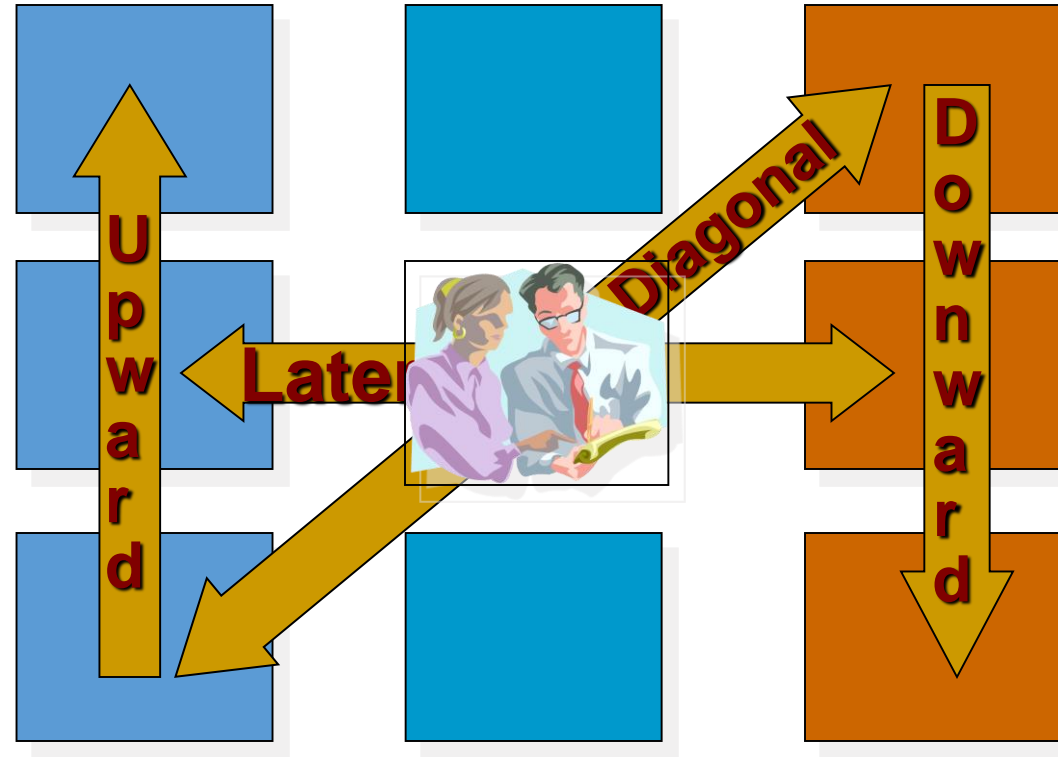
- **Informal Communication**
 - Communication that is not defined by the organization's hierarchy.
 - Permits employees to satisfy their need for social interaction.
 - Can improve an organization's performance by creating faster and more effective channels of communication.

The Grapevine

- An informal organizational communication network
- **Characteristics:**
 - **Not controlled by management.**
 - **More believable and accurate.**
 - **Serve the self-interest of people within it.**
- Provides a channel for issues not suitable for formal communication channels.
- The impact of information passed along the grapevine can be countered by open and honest communication with employees.



Communication Flows



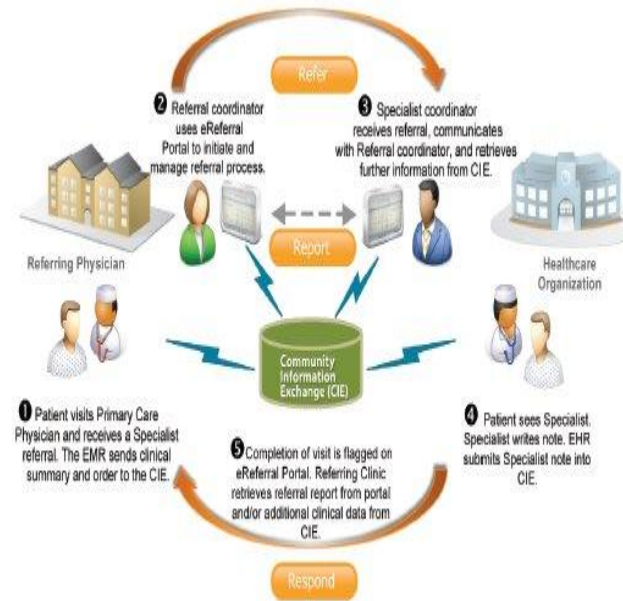
Communication Flows

1. Downward Communication

3. Horizontal Communication

2. Upward Communication

4. Diagonal Communication



How the eReferral portal works

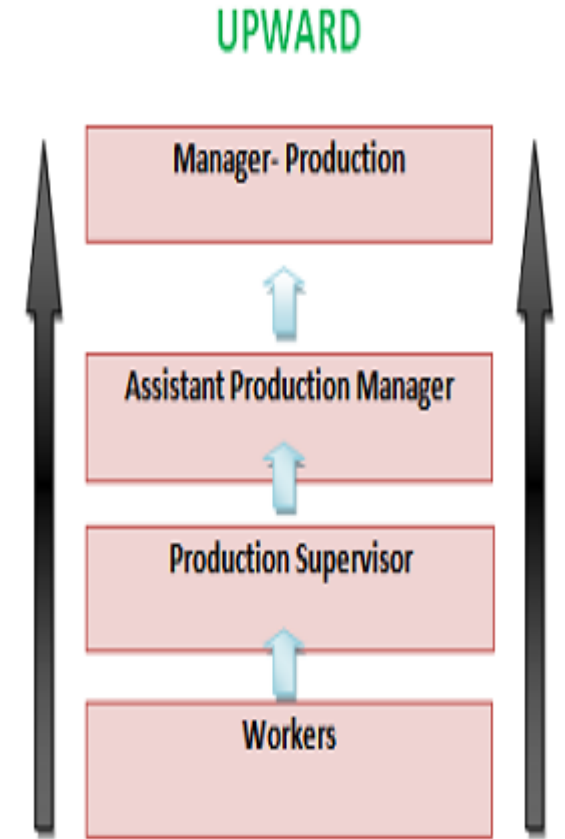
1. Downward Communication

- The communication that flows from the top of the organization towards the bottom.
- CEO → Supervisor → Employee



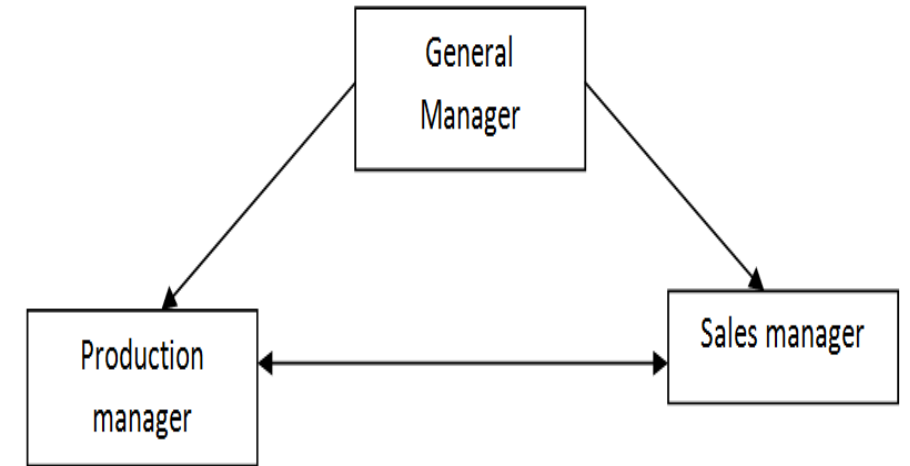
2. Upward Communication

- The communication that flows from the bottom of the organization towards the top.
- Employee → Supervisor



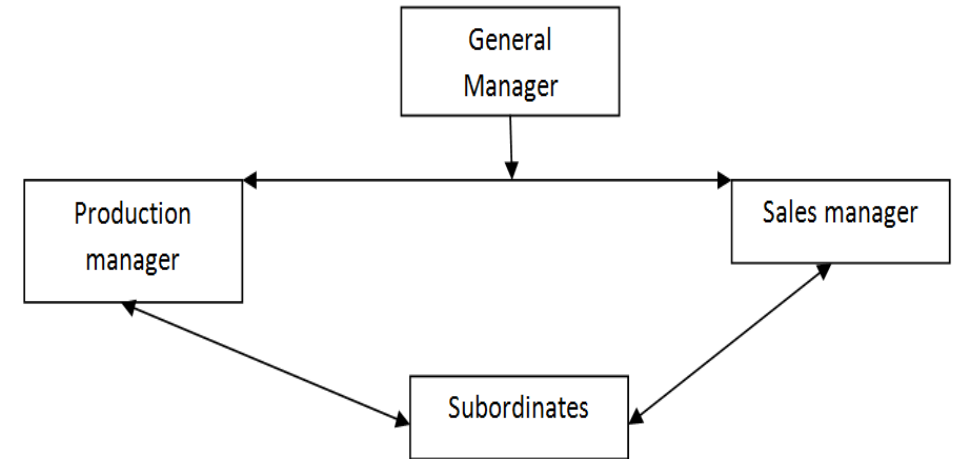
3. Horizontal Communication

- Communication that occurs between two units of the same organizational level, usually as a means of coordination.
- Employee → Employee
- Supervisor → Supervisor



4. Diagonal Communication

- Communication that occurs between two different departments from two different organizational levels.
- Employee (Dep. A) → Supervisor (Dep. B)



Communication Technology

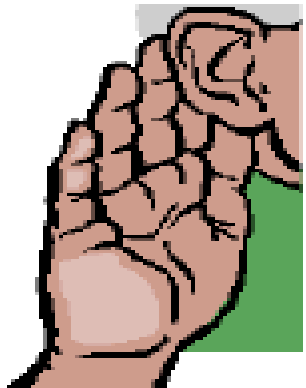


Maintain Perspective

Use Tools Wisely

Connect with People

ACTIVE LISTENING



Listening skills

*~ The beginning of wisdom is **silence**.
The second stage is **listening**.~*

What is Listening?



- **Listening**: the process of receiving, constructing meaning from, and responding to spoken and/or nonverbal messages; to hear something with thoughtful attention
- **Effective communication is 2-way**
 - depends on speaking and listening

Listening is a conscious activity based on three basic skills:

- 1) Attitude
- 2) Attention
- 3) Adjustment

1)Attitude

Maintain a constructive Attitude

2)Attention

Strive to pay Attention

3)Adjustment

Cultivate a capacity for Adjustment

Why Listening

- Our brain works four times the speed that someone can speak. You have to actively focus on listening so that your mind doesn't wander.
- It enriches you and those around you, and guides other areas of your life.
- It can build trust and respect between people, and prevent misunderstandings that can lead to conflict, frustration or hurt feelings.
- While listening to other people's point of view, you may just learn something new and fascinating!

Listening

- Listening: has a major impact on your job effectiveness, and on the quality of your relationships with others.
 - We listen to obtain information.
 - We listen to understand.
 - We listen for enjoyment.
 - We listen to learn.



Hearing is ...

BUT

Listening is ...

Listening vs. Hearing



- Hearing- physical process; natural; passive
- Listening- physical & mental process; active; learned process; a skill
- Listening is hard!

You must choose to participate in the process of listening.



... Without Listening effectively

- 70% of all communication is
 - Misunderstood
 - Misinterpreted
 - Rejected
 - Distorted
 - Not heard



Hearing

To perceive sound via the ear



Listening



To concentrate on hearing something; heed or pay attention to

Collins English Dictionary

What's the difference?

I know.

vs

I understand.

Knowing

➤ RECALL

➤ RETAIN

➤ REPEAT



Understanding

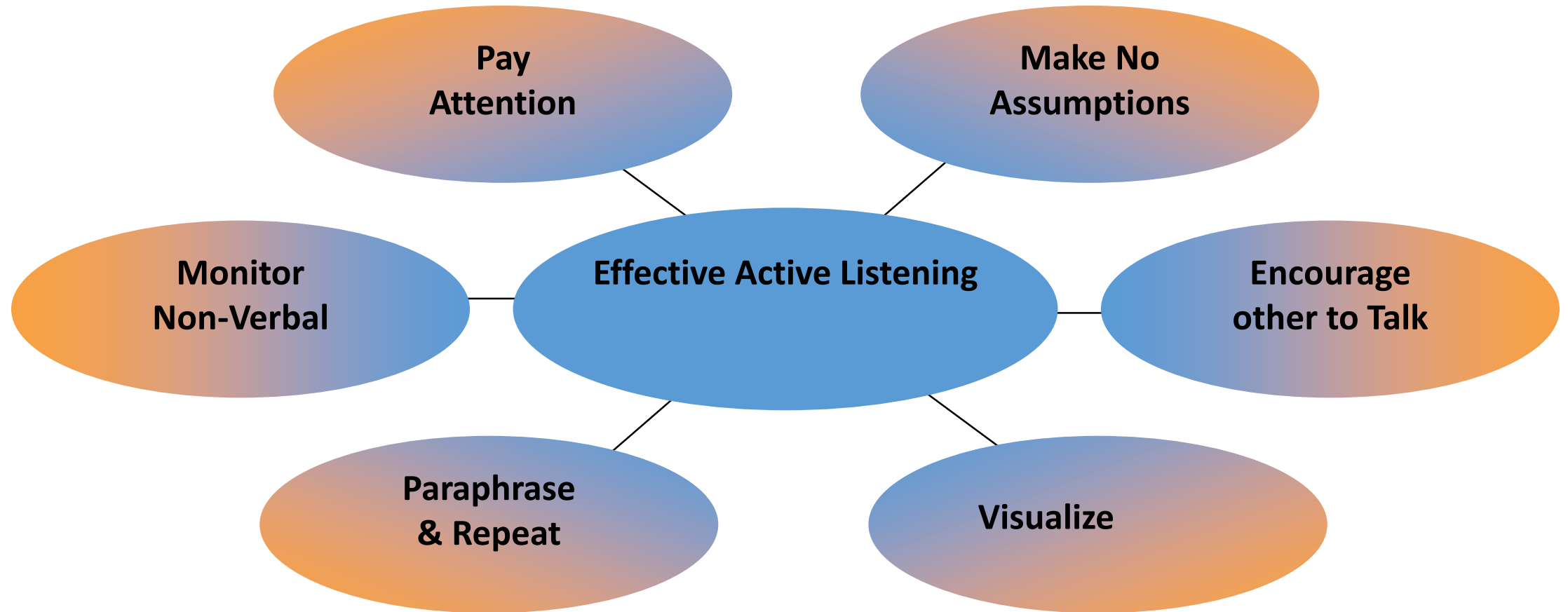
➤ Explain

➤ Review

➤ Discuss



Verbal Communication: Listening



Types of Listeners

The Faker

- All the outward signs are there: nodding, making eye contact, and giving the occasional uh huh. However, the faker isn't concentrating on the speaker. His mind is elsewhere.

The Interrupter

- The interrupter doesn't allow the speaker to finish and doesn't ask clarifying questions or seek more information from the speaker. He's too anxious to speak his words and shows little concern for the speaker.

The Intellectual or Logical Listener

- This person is always trying to interpret what the speaker is saying and why. He is judging the speaker's words and trying to fit them into the logic box. He rarely asks about the underlying feeling or emotion attached to a message.

The Happy Hooker

- The happy hooker uses the speaker's words only as a way to get to his message. When the speaker says something, and frankly, it could be anything, the happy hooker steals the focus and then changes to this own point of view, opinion, story, or facts. Favorite hooker lines are, "Oh, that's nothing, here's what happened to me..." "I remember when I was..."

The Rebuttal Maker

- This listener only listens long enough to form a rebuttal. His point is to use the speaker's words against him. At his worst, he is argumentative and wants to prove you wrong. At the very least, the person always wants to make the speaker see the other point of view.

The Advice Giver

Giving advice is sometimes helpful; however,
Sometimes, this behavior interferes with good listening,
because:

- it does not allow the speaker to fully articulate his feelings or thoughts;
- it doesn't help the speaker solve his own problems;

The Advice Giver (cont.)

- it prohibits venting;
- it could also belittle the speaker by minimizing his or her concern with a quick solution.
- Well-placed advice is an important function of leadership. However, advice given too quickly and at the wrong time is a turnoff to the speaker.

Nine Steps to Effective Listening

- 1- Face the speaker and maintain eye contact.**
- 2- Be attentive, yet relaxed.**
- 3- Keep an open mind to the speaker's message – try to feel what the speaker is feeling.**
- 4- Listen to the words and try to picture what the speaker is saying.**
- 5- Do not interrupt and do not impose your "solutions."**
- 6- Wait for the speaker to pause to ask clarifying questions - ask questions only to ensure understanding of something that has been said (avoiding questions that disrupt the speaker's train of thought).**
- 7- Give the speaker regular feedback, e.g., summarize, reflect feelings, or simply say "uh huh."**
- 8- Pay attention to nonverbal cues -- to feelings, tone of voice, inflection, facial expressions, gestures, posture.**
- 9- Be aware of potential barriers that impact your ability to listen effectively.**

Active Listening

Stay active by asking mental questions.
Some questions you can ask yourself as you listen are:

1. What key point is the speaker making?
2. How does this fit with what I know from experience?
3. How can this information benefit me?





**Open Communication
Channels**

**Proxemics and space
design**

**Technology
utilization**

**Valuing culture and
diversity**

**Improving
Communication**

**Constructive
feedback**

Active listening