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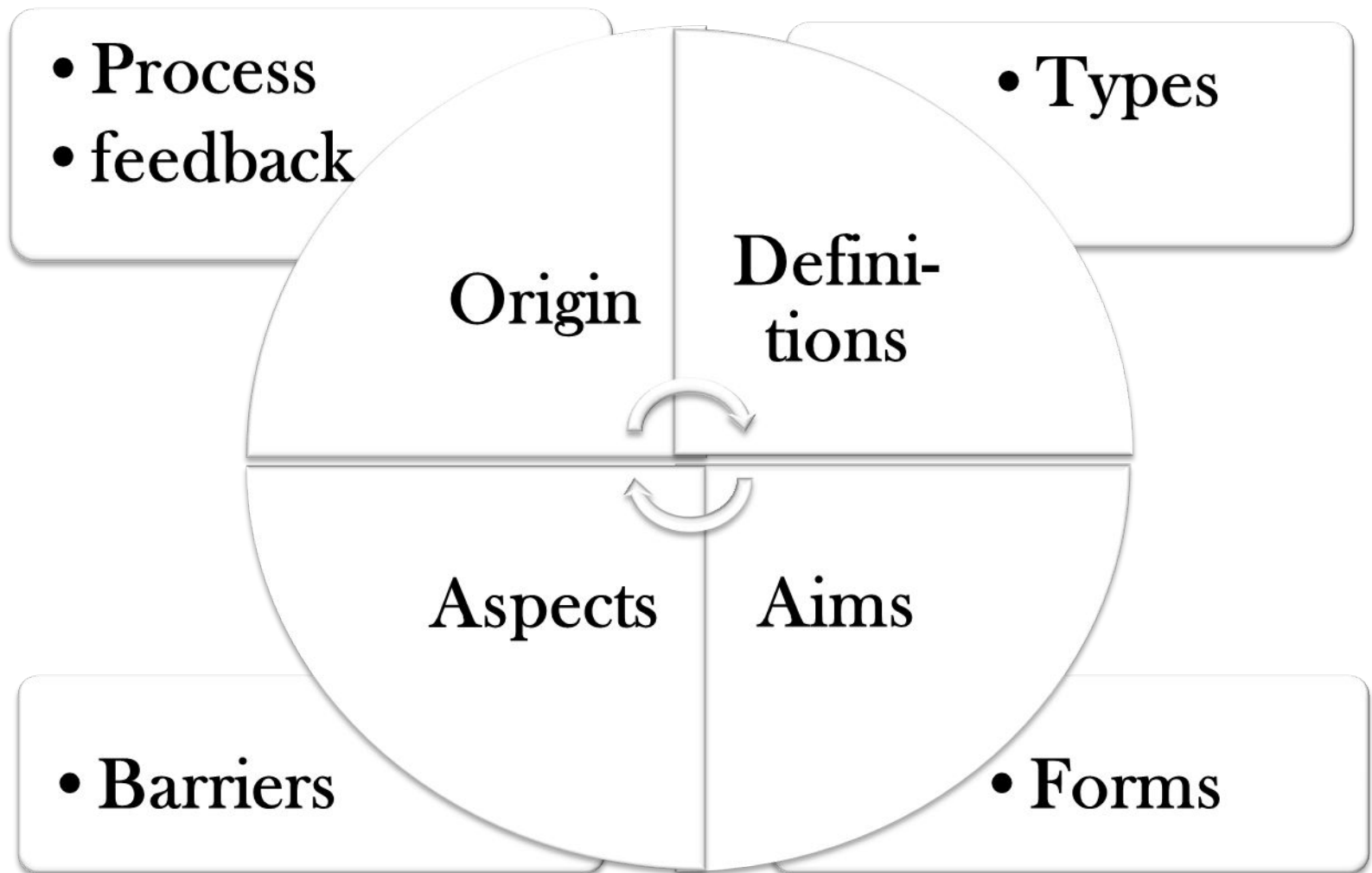
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*“You cannot not
communicate.
You communicate just
by being”*

Outline



Origin of the Word

From Latin word '*Communis*' or
'*Communicare*' –



'*To make common*' or '*Share*'

Indian Origin



The aum symbol

Sound or Word '*AUM*' –

To mean the '*Word*'
considered '*Shabda
Brahma*', the divine
word'

Associated with the concept
of 'Commonality';
'*Sadharanikaran*' –
'making common'

Definitions of Communication

“Communication is process of transmitting feelings, attitudes, facts, beliefs and ideas between living beings” (Birvenu)



“Communication is the perception, interpretation and response of people to signals produced by other people” (Gilanes and Bilhart)

Characteristics/Aspects of Communication

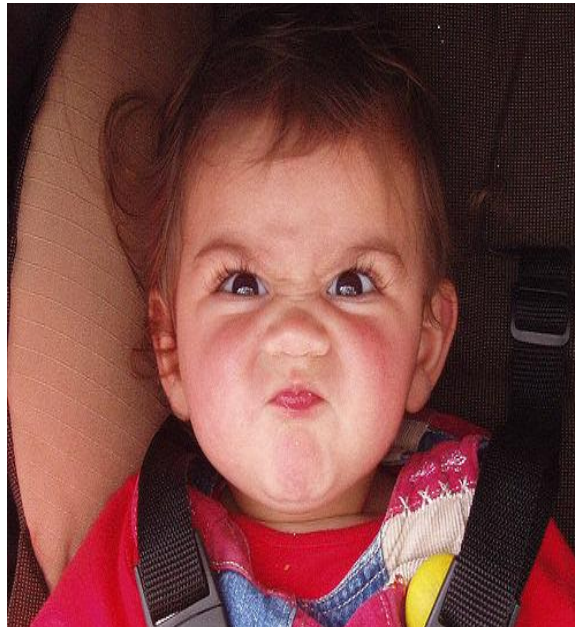
- Creation of Society
- Individual and social need
- Gradual evolution of symbolic communication called 'Language'
- Development from non-verbal to verbal, spoken to written



Characteristics/Aspects of Communication

- Involves infinite elements such as signs, symbols, words, touch, silence
- Involves meaningful interaction with our environments; physical, biological and social
- Not an event- it is a process for successful and sustainable co-existence





*Do you remember your first
interaction/communication
? Would you like to share it
with us?*

Write to be understood, speak to be heard, read to grow.”

Lawrence Clark Powell



Objectives of Communication

- *To inform*
- *To motivate*
- *To instruct and educate*
- *To convince*
- *To direct and guide*
- *To entertain*
- *To express one's self*

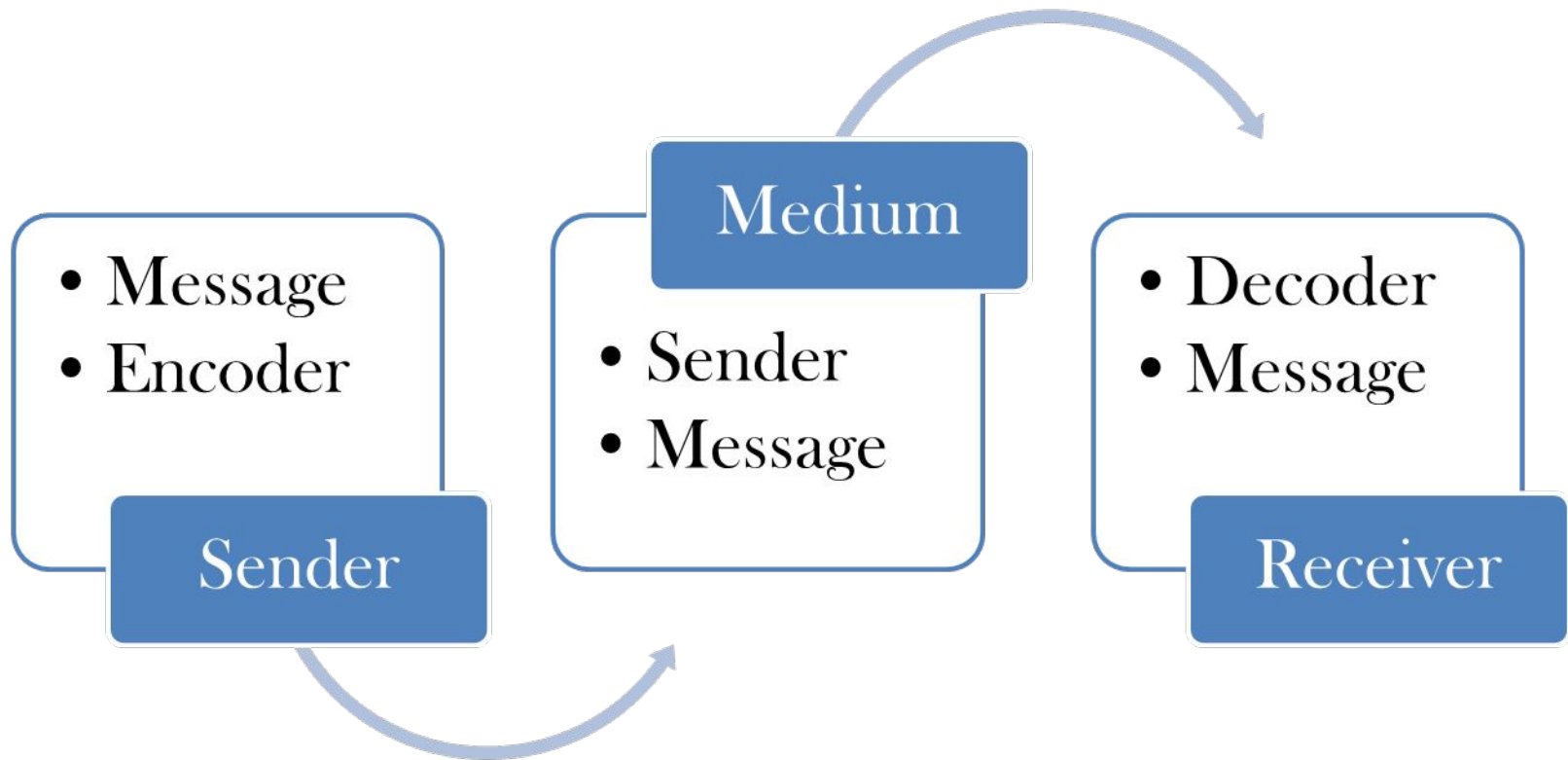


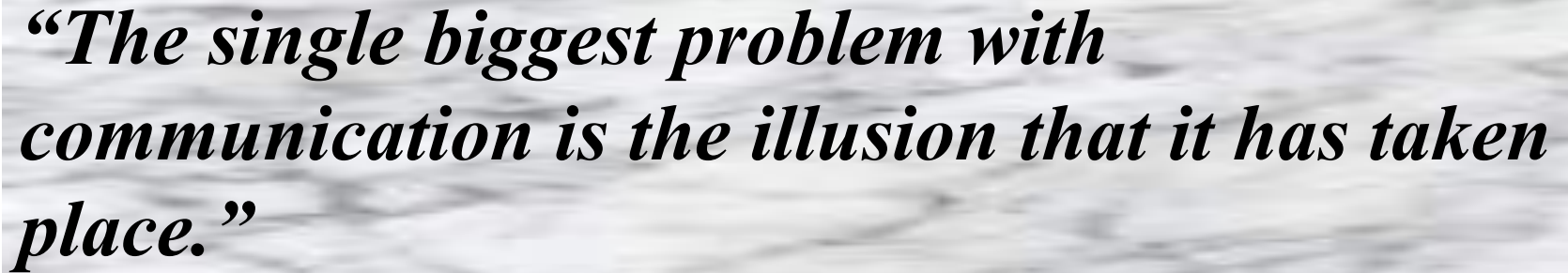
hear → understand → trust

you you you

I get it !!

Process of Communication

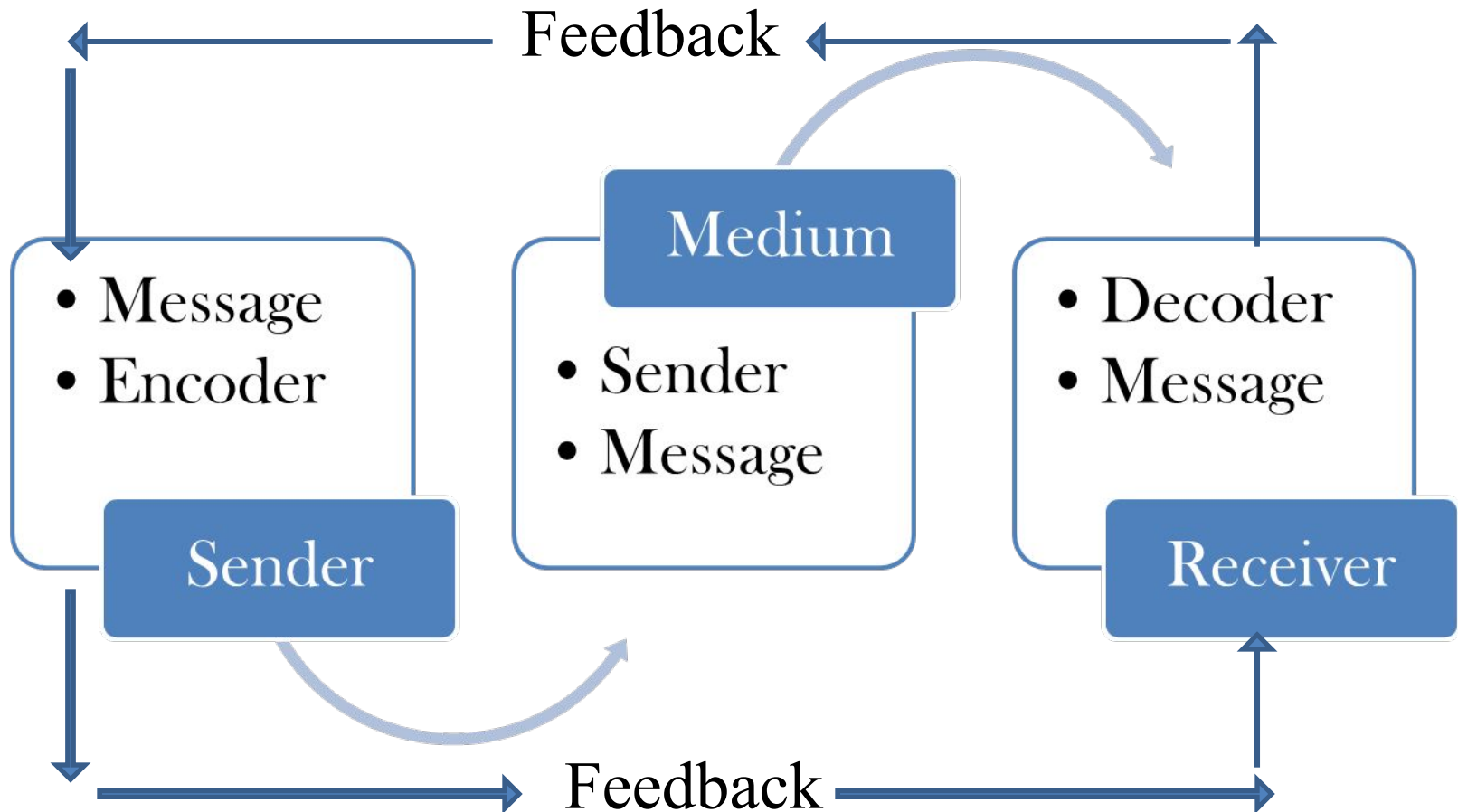




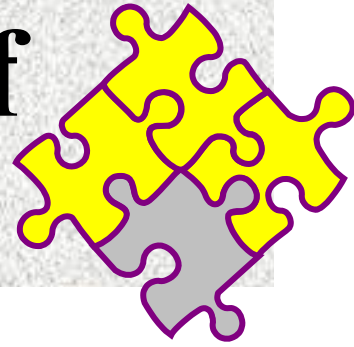
“The single biggest problem with communication is the illusion that it has taken place.”

G.B.Shaw

Process of Communication

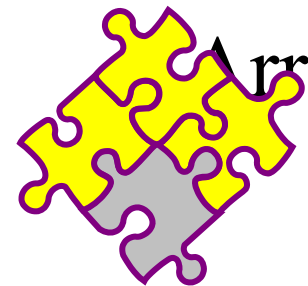


Elements in Process of Communication

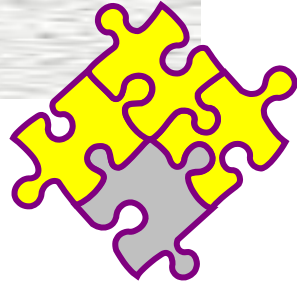


- Most important element; Idea (Remember an idea can change your life)
- Expression of the idea (Sender)
- Transmission of the idea (forms/modes)
- Reception /interpretation of the idea (receiver)

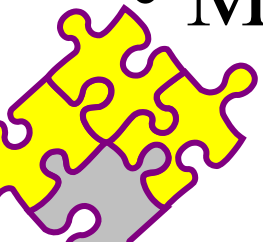
Arriving at an understanding (Feedback)



Importance of feedback

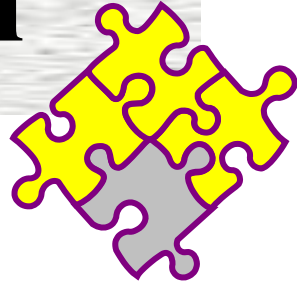


- ‘Getting back’
- ‘Making meaning’
- Final link in the communication process
- ‘Constructive ‘ feedback
- Assumes various forms; a nod of the head is also feedback
- Mutual trust; most important



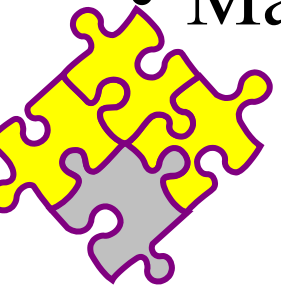


Types of Communication



No. of People

- Transpersonal
- Extra personal
- Intrapersonal
- Interpersonal
- Group communication
- Mass communication



Nature of Relationship

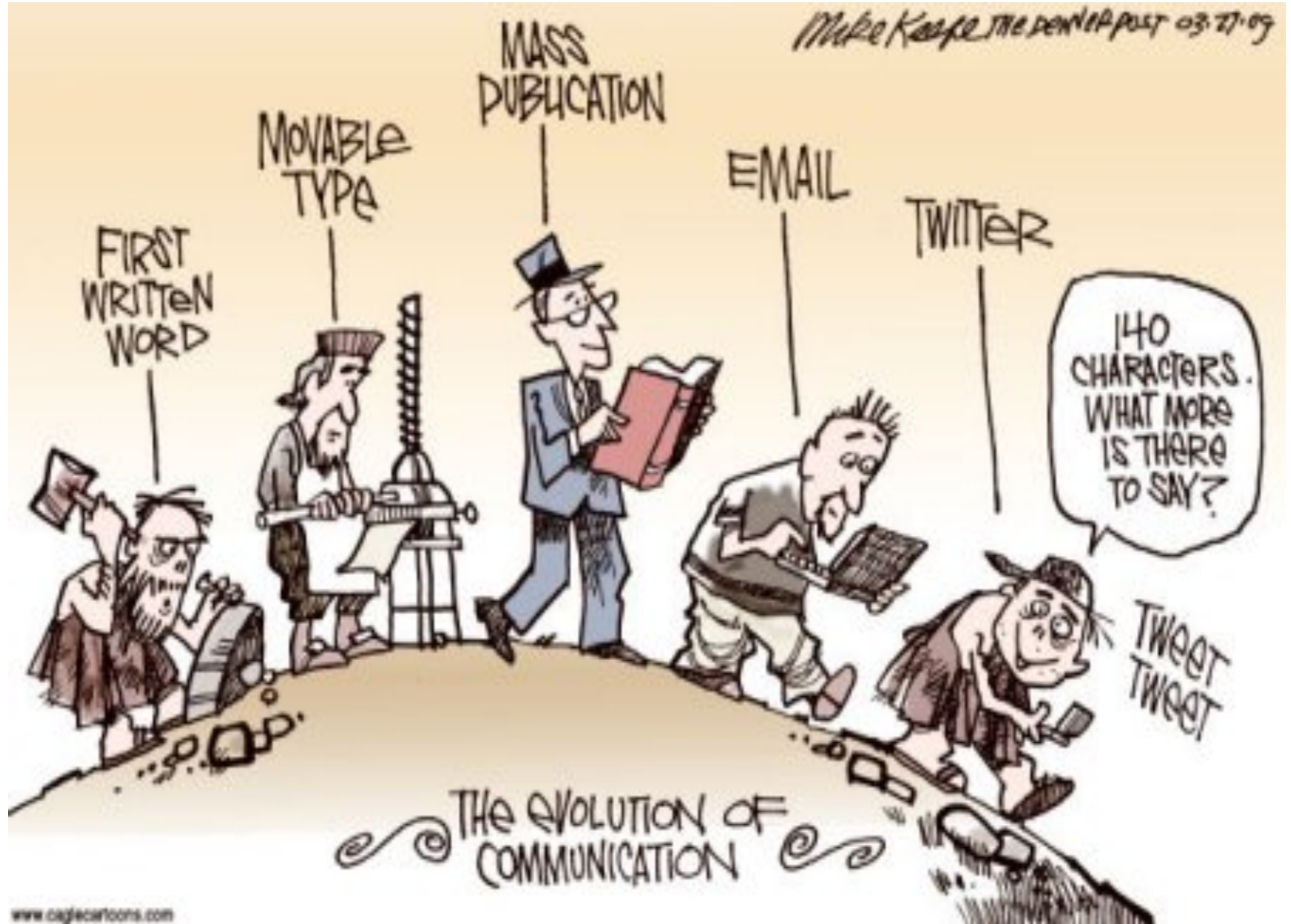
- Personal
- Professional
- Formal
- Informal
- Semi-formal

Types of Communication

Can you identify the type(s) of communication in the following situations?

- *A patient talking to a doctor*
- *A person talking to a mirror*
- *A junior talking to his/her senior in his birthday party*
- *A political leader addressing a gathering*
- *A teacher talking to a student*
- *A person reading a newspaper*

Mike Keefe THE DENVER POST 03.27.09





Remember not only to say the right thing at the right place, but far more difficult still , to leave unsaid the wrong thing at the tempting moment
– Benjamin Franklin

Verbal Communication

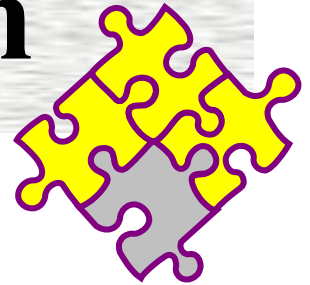


Oral

- Face to face
- Telephone
- Presentation
- Public speech
- Interview
- GD
- Negotiation
- Meeting

• Written

- Letters
- Memos
- Reports
- Notices
- Minutes
- Circulars
- E-mail





Oral Communication

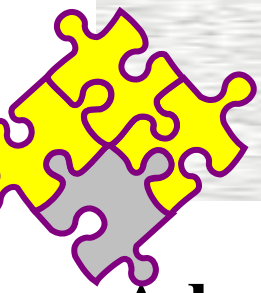


Advantages

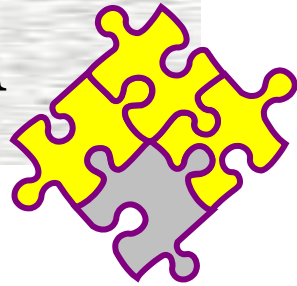
- Saves time
- Less expensive
- Direct and informal
- Instant feedback
- Persuasive in nature
- Develops relationship
- Generates ideas
- Suitable for confidential information

Disadvantages

- Retention
- Lack of legal validity
- Lacks accountability
- Chances of misunderstanding
- Problem of distance
- Not suitable for lengthy messages
- Lacks planning



Written Communication



Advantages

- Legal evidence
- Permanent record
- Accurate and precise
- Wide circulation
- Accountability
- Less chances of misunderstanding
- Suitable for lengthy messages

Disadvantages

- Time consuming
- Expensive
- Problem of Feedback
- Problem of instant clarification
- Writing Skills
- Not suitable for secret information

There is a sacredness in tears. They are not the mark of weakness, but of power. They speak more eloquently than ten thousand tongues. They are messengers of overwhelming grief...and unspeakable love.



Silence speaks louder than words

Do you agree? Can you elaborate on your understanding of the statement given above?





Bahai



Buddhist



Buddhist



Christian



Christian



Confucian



Confucian/Taoist



Hindu



Judaic



Judaic



Judaic



Islamic



Sikh



Shinto

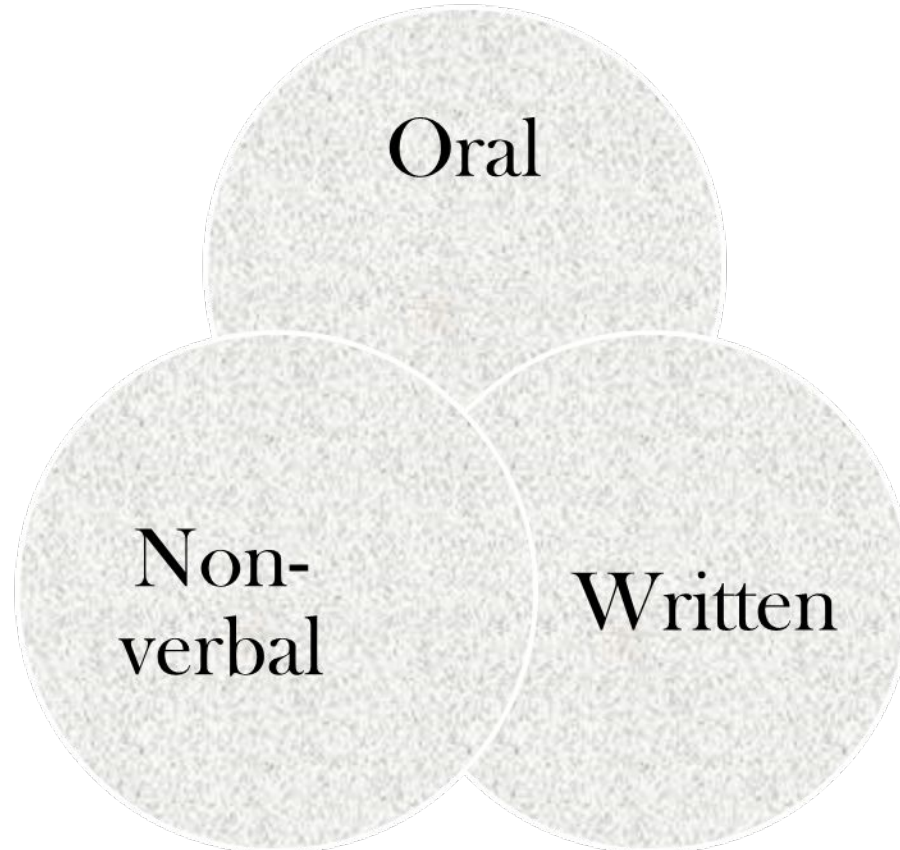
What is your opinion on public speaking? !!



TMZ.com



Forms of Communication



Good communication is as stimulating as black coffee, and just as hard to sleep after.”



IT'S MY BALL AND I'M NOT PLAYING!



"please bump your head carefully".

"please leave your values at the front
desk".

"If you are stolen, call the police at once."



您已进入视频监控区
请注意行为举止文明

You are possibly in the supervision
video. Please behave well and be
a nice tourist.



Let's discuss the following

Speak when you are angry and you will make the best speech you will ever regret

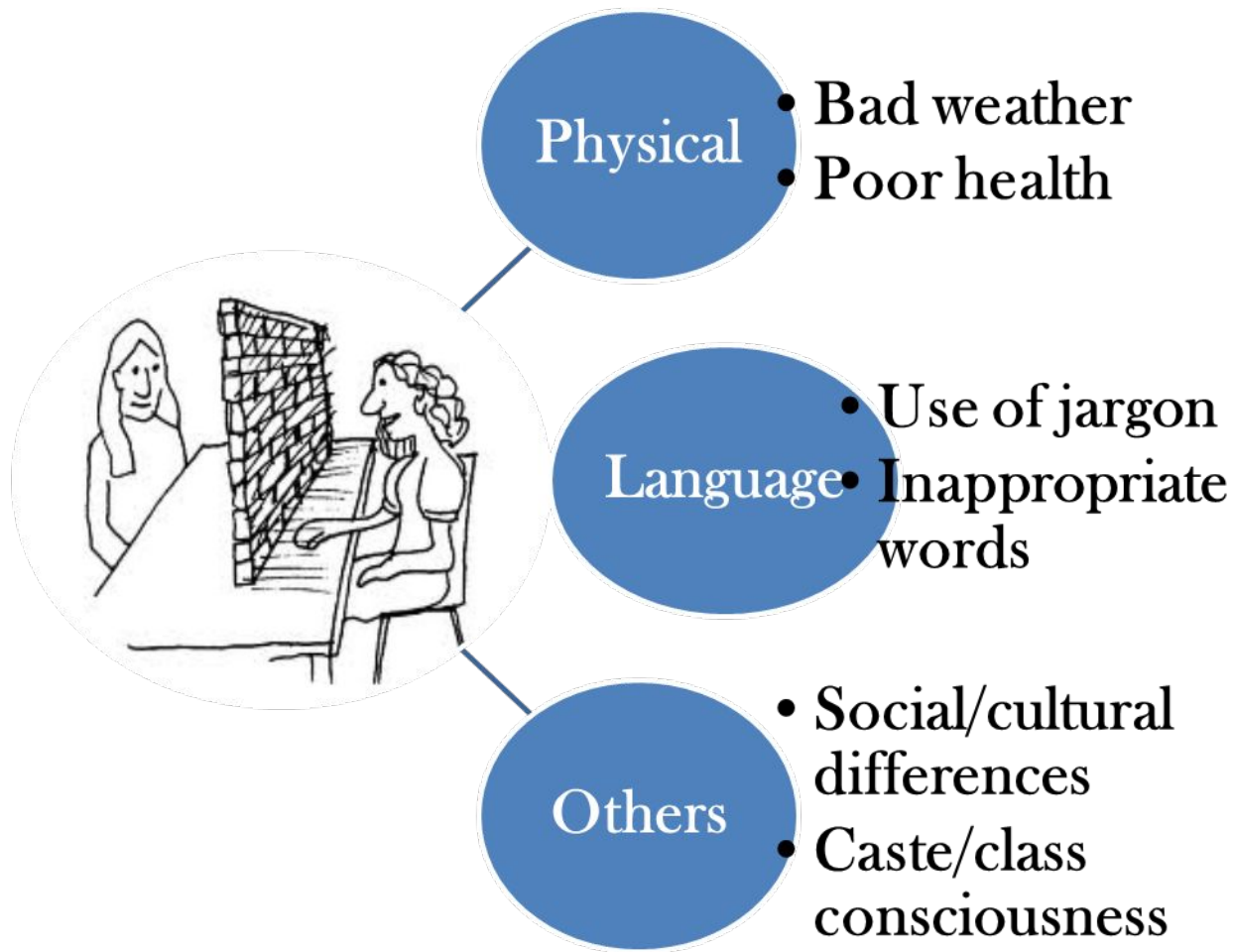
Any problem, big or small, within a family, always seems to start with bad communication. Someone isn't listening.

Effective communication is 20% what you know and 80% how you feel about what you know.

Barriers to Communication



Primary Types of Barriers



*“The first ingredient in conversation is truth,
the next good sense; the third, good humor; and
the fourth, wit”*

Sir W Temple



Thank you