

Communication

Latin word
"communis" which means
"common"

"Communication is an exchange of fact, ideas, opinions by two or more persons."

"Communication is a process of passing information & understanding from one person to another."

Nature of Communication

- Involves at least 2 persons
- 2 way process
- Purpose of communication
- different forms of communication [verbal, non-verbal, written]
- Scope of communication [at all levels of the org.]
Communication is much more than words.

Need for Communication

- Growth in size of business
- Advance technology
- Achieve objectives

- tough Competition
- growing Specialisation
- Trade union movement
- Human Relations
- Public Relations

Process of Communication

Sender \Rightarrow Encoding \Rightarrow Message

\downarrow
channel /
Transmission

Feedback \leftarrow decoding \leftarrow receiver

Barriers to Communication :-

- Individual differences
- Noise
- Wrong assumptions
- Difference of Interest
- Poor retention
- Words with different meaning
- Offensive style of communication

channel of communication

Formal Communication

- Upward
- Downward
- Horizontal
- Diagonal

Adv.



- Proper channel
- Better understanding
- Covers whole org.
- Filtration of info.

Informal Communication

- ↳ grapevine

Adv.



- Free from comm.
- Quick fast
- No rigid channel

Dis Adv.



- Half truth
- Mis informed
- Orig. image get spoile

Interpersonal Communication

"Not only communication. We communicate information but also to build close relations & understanding."

Principles

- Inevitable
- Irreversible
- Complicated
- Contextual

Functions

- Gaining information
- Building understanding
- Establishing identity
- Interpersonal needs

Active listening

Hearing through ears to Learn - ANA
listening through mind

Guidelines for effective listening:-

- Avoid distractions
- Maintain eye contact
- Take notes
- Take keen interest
- keep mind active
- Avoid whispering
- observe element of communication i.e body language, movement, etc

Critical Thinking :-

"Questioning logically every step of thinking process."

Skills to develop critical thinking / Qualities of Critical thinking:-

1. Open minded
2. Well informed
3. Experimental
4. Reserved in making conclusion

Emotional Intelligence :-

It means the capacity to recognize your own feelings & those of others.

Emotional Quotient :-

Emotional Intelligence is measured through Emotional Quotient

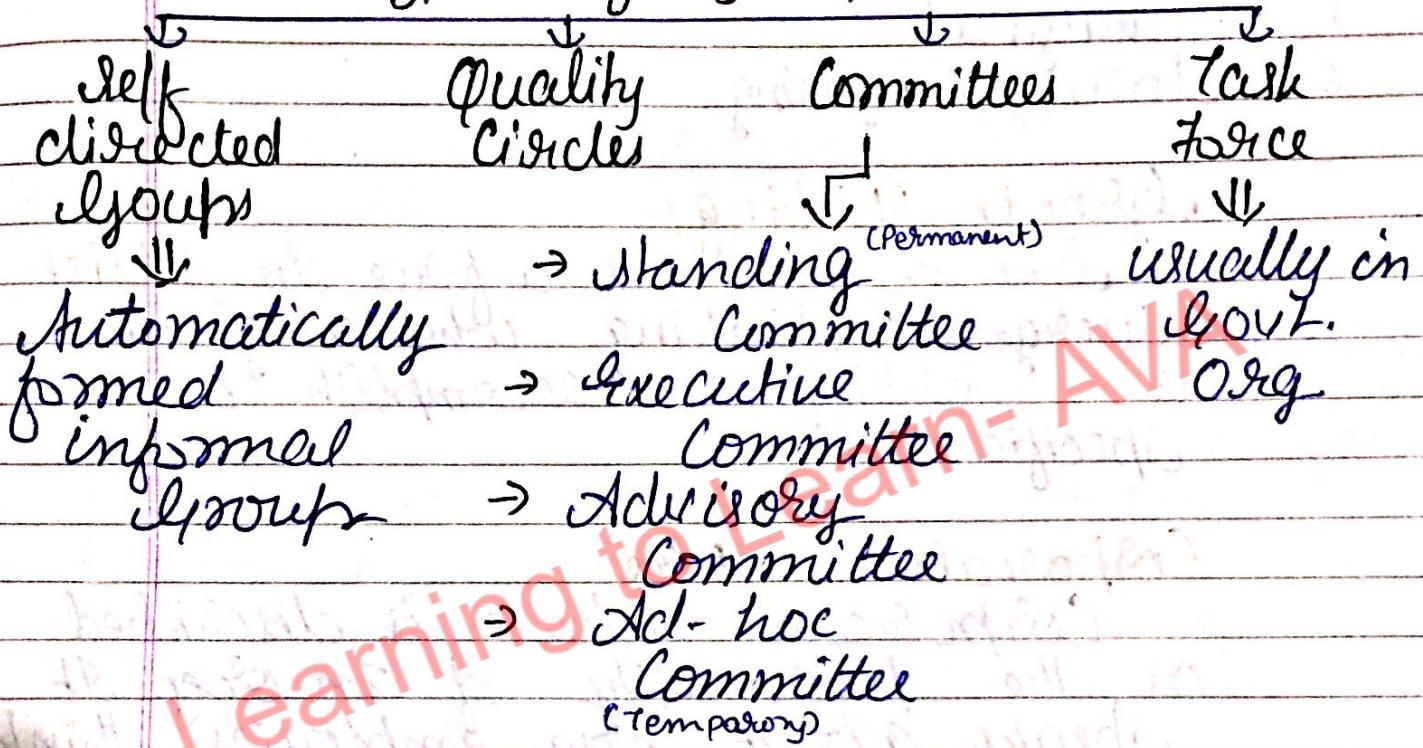
- With own self
- With others
- With Group

Group :- It is a unit of 2 or more persons who work together to achieve a common goal.

Groups Dynamics:-

Interactions & relationships b/w members of a group is called group dynamics.

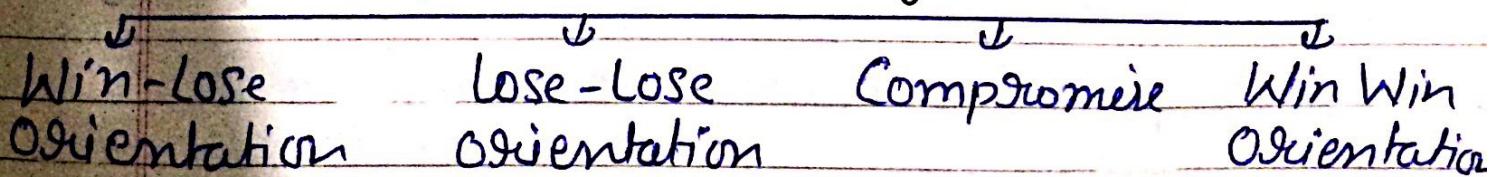
Types of Groups



Negotiation:-

It is a bargaining process where by two or more parties discuss & arrive at mutually agreeable decision

Approach to Negotiation process



Steps in process of Negotiation:

1. Preparing
2. Arguing
3. Signaling
4. Proposing
5. Packaging
6. Closing & agreeing

Group Thinking:-

Group think is a force to resist divergent thinking when a group is working to accomplish a specific task.

Corporate culture:-

Corporate culture is described as the personality of an org. It speaks about how employees think, feel, respond in any org.

Elements of corporate culture

- | | |
|-------------------|-------------------|
| 1. Control system | 4. Routine |
| 2. Structure | 5. Values |
| 3. Symbol | 6. Stories & myth |

Organisational change:-

It refers to organisation wide change which effects the entire organisation & often goes against the values held by members in the organisation.

Org.l. change

Resistance to change

- Uncertainty
- Insecurity
- Other factors
- Failure to understand need of change

Acceptance to change

- Personal gain
- Increment in wages
- Higher status
- More authority & responsibility
- Self satisfaction
- Better working conditions

Group Conflict:-

"A disagreement or argument between 2 or more persons about something important"

"An open clash b/w 2 opposing groups or persons."

Group conflict is an "expressive struggle" b/w 2 inter-dependent parties who perceive incompatible goals, scarce resources & interference from the other party in achieving their goals.

Aspect in Relation to Conflict

Expression

Two sides must communicate about the problem of the conflict

Perception

Both sides may only perceive that their goals, resources, & interference are incompatible with each other.

Managing Conflict

1. Presentation of ideas or options
2. Problem Orientation
3. Communicating openly & honestly
4. Understanding other person thought
5. Asking for opinions
6. Willing to listen ideas of others.

Consensus Building :-

Agreement in the judgment or opinion reached by a group as a whole.

Consensus has been reached is that everyone agrees with the final proposal in good faith to meet the interest of all.

Consensus building can be done by:-

1. Problem Solving Orientation
2. Engage in Active listening
3. Strive for greatest degree of Transparency possible
4. Strive to invert Options of mutual gain

Barrier to Communication

Barriers are those factors

- which prevent smooth flow of information or distort message
- which give rise to misunderstanding, misinterpretation and sometimes failure of communication

Barriers can be
classified into

Sender

Oriented
barriers

Received

Oriented
barriers

Channel

Oriented
barriers

1. Lack of planning
2. Lack of clarity about purpose of communication
3. Improper choice of words
4. Difference in perception
5. Wrong choice of channel
6. Unjustified presumptions

1. Poor listening
2. Lack of interest
3. Difference in Perception
4. Biased attitude

1. Noise
2. Wrong selection of Medium
3. Time and distance
4. Technical defect in address system

Barriers of Communication

- a) Physical / External / Mechanical
Mechanical / Environmental barrier:
- b) Physiological / Biological barrier
- c) Personal Barrier
- d) Semantic or Language Barriers
- e) Emotional / perceptual Barriers
- f) Socio-psychological Barriers
- g) Cultural Barriers
- h) Organisational Barriers:

Barriers

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of

Physical Barrier

- 1. Noise
- 2. Time and distance
- 3. Wrong choice of Medicem
- 4. Surrounding

Physiological Barrier

- 1. defect in speech
- 2. defect in ear
- 3. defect in handwriting
- 4. defect in eye sight

Semantic Barrier

- 1. Misinterpretation of words
- 2. Use of technical language
- 3. Ambiguity

Personal Barrier

- 1. Difference in age, education, interest
- 2. Attitude of subordin.

* How to overcome?

1. Minimize noise

2. Place of Comm. is sound proof / proper

3. Avoid extreme temperature

* Related to health and fitness

- 1. Medical Treatment
- 2. Therapy
- 3. Corrective Aids
- 4. Hearing aid
- 5. Spectacles / lenses

* How to overcome?

1. Carefully use language

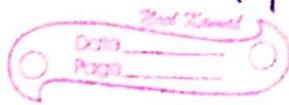
- 2. Simple word
- 3. Short sentences
- 4. Avoid technical terms

* How to overcome?

- 1. Try to listen
- 2. Have Patience

Communication

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Emotional Barrier

1. related to emotional feeling
2. Due to influence of emotions may fail to encode or decode the message

Socio-psychological Barrier

1. Status Block
- 2 Difference in perception
3. Prejudice
4. Halo / Horn effect
5. Information overload

Cultural Barrier

1. influence of verbal and non-verbal communication
2. diff. cultures have diff. meanings

Orgl. Barrier

1. Orgl. conflict
2. Organisational conflict
3. Orgl. policy
4. Orgl. Hierarchy

* How to overcome?

1. Try to be open minded
2. Listen to other's opinion

* How to overcome?

1. Important info should be sent through written channel

* How to overcome?

1. understand various cultures and their traditions and communicate accordingly

Guidelines to overcome Barriers of Communication



Guidelines for Sender

Guidelines for receiver

Guidelines for Orgl Barriers

- | | | |
|--|--|---|
| <ul style="list-style-type: none"> 1. Clarity of purpose of Comm. 2. clear, precise and well structured Message 3. Avoid Complicated language 4. Select appropriate channel 5. Audience interest 6. Important point and summary 7. Non-verbal clues | <ul style="list-style-type: none"> 1. Proper Attention and full concentration 2. Listen the Message completely 3. Not to be judgemental / critical 4. Open Minded 5. No biasness 6. Welcome new idea / new thought 7. Appropriate and timely feedback | <ul style="list-style-type: none"> 1. Open close policy 2. Trust and Confidence 3. Orgl policies 4. Encourage participation |
|--|--|---|
- Learning & Learn-