



Lesson 1

Introduction to Communication Skills

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What is Communication?

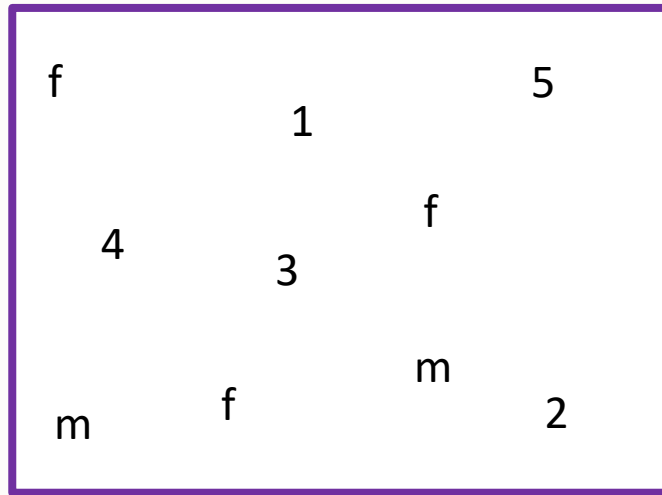


a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior – Merriam Webster Dictionary

“the process of understanding and sharing meaning”
(Pearson & Nelson, 2000)

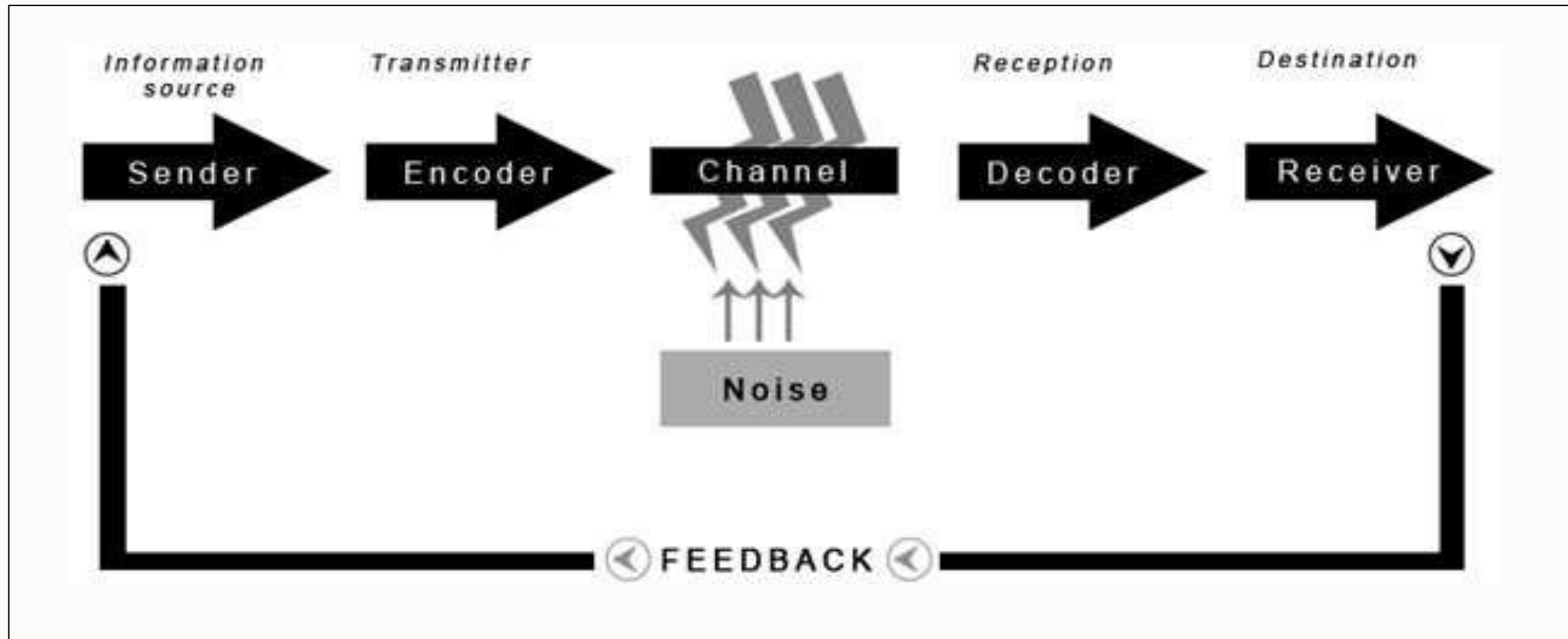
Information depends on selectivity and arrangement of patterns.

E.g., Class 1



No 1: M
No 2: F
No 3: F
No 4: F
No 5: M

Model of Communication



- **Sender:** the message is originated
- **Encoding:** creation of patterns and codes – usually numbers, words, signs
- **Transmit:** sending information in an understandable form
- **Channel:** to transmit the message a suitable channel is selected
- **Decoding:** converting the message to an understandable form
- **Receiver:** the message is intended to reach
- **Noise:** anything that interferes with the understanding of the message
- **Feedback:** this will determine whether the communication continues or stops



Communication is effective when the message is...



EFFECTIVE COMMUNICATION

- coded clearly and unambiguously
- transmitted without additional noise distorting the message
- received without losing any part
- decoded accurately so that the original information is perfectly duplicated

Types of Communication

- Business communication
- Intrapersonal communication
- Interpersonal communication
- Verbal communication
- Nonverbal communication
- Group communication
- Public communication

Business Communication

Process of sharing information between people within and outside a company in order to promote an organization's goals, objectives, aims, and activities as well as increase profits.





Tips for Effective Business Communication



1. Use the right channel for your message.
2. Always consider your audience.
3. Short, familiar words are usually a better choice than long, unfamiliar ones.
4. Anticipate what questions may be asked and have your answers ready.
5. Remember that most of the time the communication is non-verbal.

Exercise 1

1. Describe what you are doing, pretending you are another person observing yourself. Write your observations down.
2. Think of a time when you have used self-talk—for example, giving yourself “I can do this!” messages when you are striving to meet a challenge, or “what’s the use?” messages when you are discouraged. Did you purposely choose to use self-talk, or did it just happen? Discuss your thoughts with classmates.
3. Take a few minutes and visualize what you would like your life to be like a year from now, or five years from now. Do you think this visualization exercise will influence your actions and decisions in the future? Compare your thoughts with those of your classmates.

Intrapersonal Communication

communication with one's self, and that may include self-talk, acts of imagination and visualization, and even recall and memory (McLean, S., 2005)

- Self-Concept - an evaluation of one's own beliefs, values and attitudes, and how that evaluation plays into what occurs in the outer world
- Perception - how people interpret what is going on around them
- Expectation - based on one's own self and are predictions of what will happen based on perceptions of what has happened



Exercise 2






1. Recount a time when you had a conversation with someone. At what stage in the relationship was the talk? What motivated you or the other person to initiate the talk? What was the result of the talk?
2. Pick an important relationship and describe its relationship culture. Describe a relationship story that you tell with this person or about this person. What personal idioms do you use? What routines and rituals do you observe? What norms and rules do you follow?

Interpersonal Communication

the process of exchange of information, ideas and feelings between two or more people through verbal or non-verbal methods

- Self image - what others think about you
- Self disclosure - the extent to which you reveal things about yourself to others
- Clarity - choice of language, feedback
- Personal filter - based on your motives, attitudes, memory you will filter messages / parts of messages you want to get.
That is, you hear what you want to hear



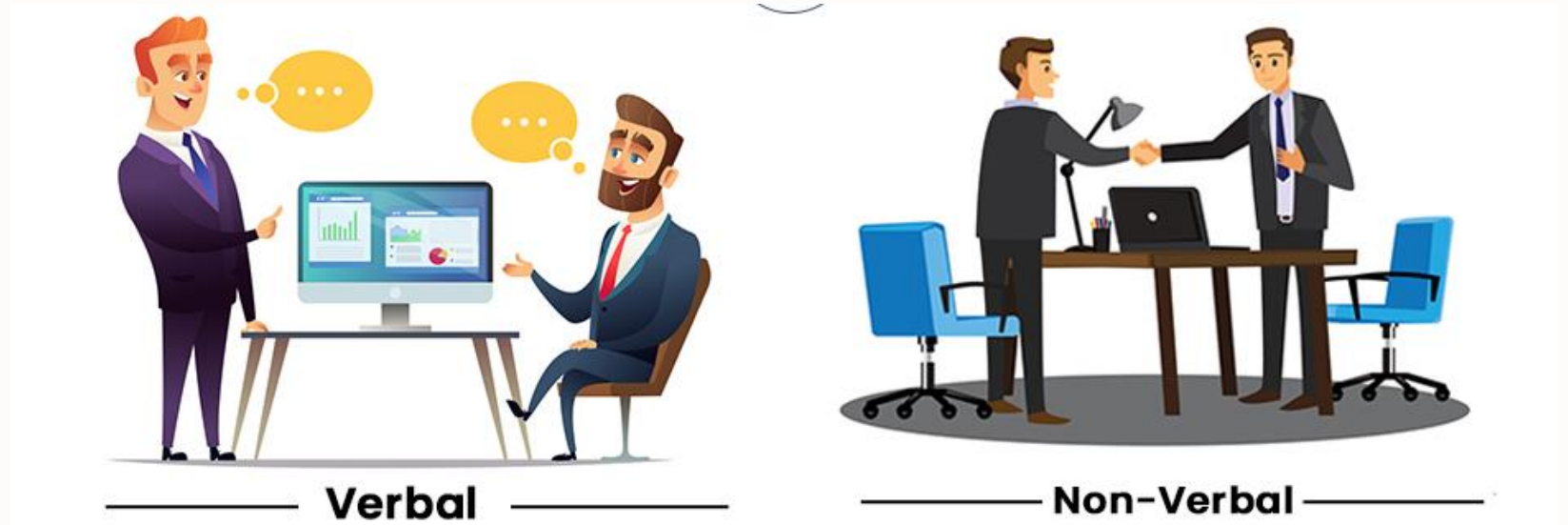
	INTERPERSONAL COMMUNICATION	INTRAPERSONAL COMMUNICATION
 Definition	Referring to something that occurs between people	Referring to something that occurs within oneself
 Who's involved	Two or more people	Just you
 When does it happen	When you want to communicate with others	When you want to plan, reflect, get closer to yourself
 Media used	Phone, Computer, TV, In-person, Letters	Mind, Diaries, Audio Recordings
 Concerned with	Exchange of ideas	Thought and analysis

Verbal Communication

Verbal communication consists of getting your message across using sounds, words, and languages. It is perhaps the most obvious and understood mode of communication.

Nonverbal Communication

Nonverbal communication involves unsaid things like eye movement, body language, facial expressions, leaning toward the speaker to show interest.



Human Communication

- The meaning people give to a message can vary from one person to another as the meaning lie within them.
- In communication you must look beyond the words to the person and situation.



“You can somehow get things done, right”?




“You can somehow get things done, right”?

Barriers to Communication

- Use of complicated and unfamiliar technical terms
- Physical disabilities – hearing problems or speech difficulties
- Emotional disconnects
- Overload of information
- Lack of attention and interest
- Differences in viewpoints
- Unfamiliar accents and cultural differences
- Lack of transparency and trust



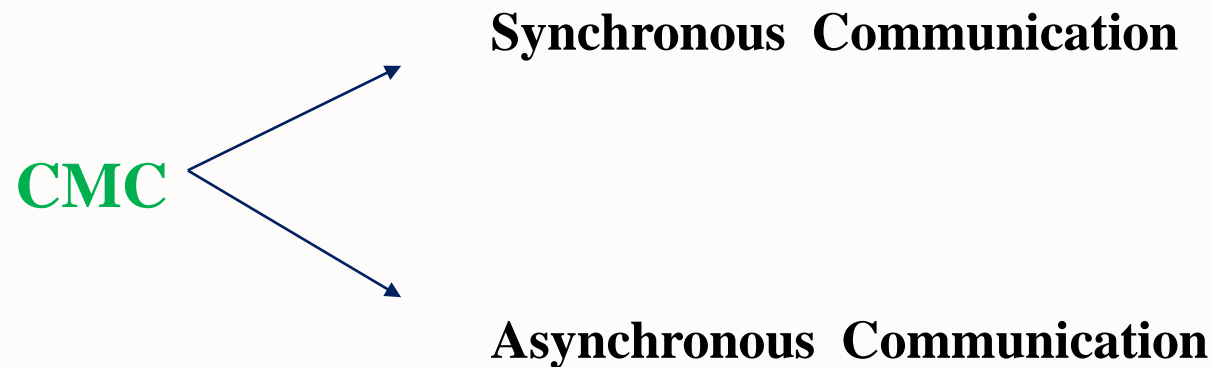


“Don`t communicate to be understood;
rather, communicate so as not to be
misunderstood.”

Dr. John Lund

Computer-mediated Communication

- A CMC interaction occurs through various types of networking technology and software. (E.g., video conferencing, phone calls, emails, Internet Relay Chat – IRC, Instant Message – IM).



CMC Advantages	CMC Disadvantages
Not restricted in terms of time and place	Misunderstandings might happen due to wrong interpretations of the tone and meaning of words
Enables users to reach out to a vast number of receivers simultaneously	Issues of confidentiality and trust
Documents, pictures, and videos can be sent instantly	Computers might get spoilt, internet servers might be down, smartphones might be out of battery
Breaks down the barriers of communication	High cost

Barriers to Effective Communication

Personal
Barriers

Language
Barriers

Cultural
Barriers

Emotional
Barriers

Psychological
Barriers

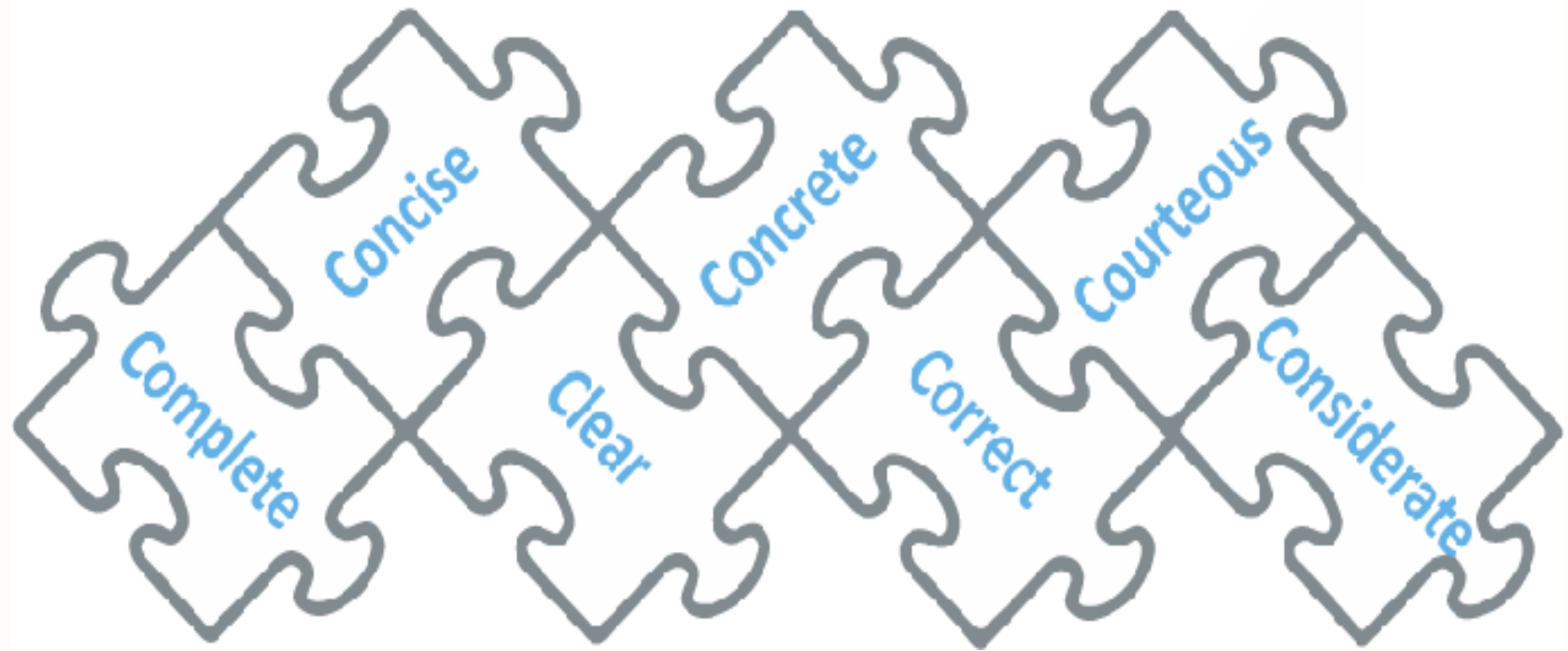
Semantic
Barriers

Organizational
Barriers

Gender
Barriers

Physical
Barriers

Seven C's of Effective Business Communication



Benefits of Effective Communication in Workplace

- Increase productivity
- Increase employee and customer satisfaction
- Reduce conflicts between business parties
- Open channels of communication can lead to new ideas and innovation
- Build strong relationships
- Help to establish clear expectations for employees
- Will lead to strong teamwork





**Communication - the human
connection - is the key to
personal and career success.**

Paul J. Meyer