

INTER PERSONNEL COMMUNICATION

* interactional process in which one person sends a message to another

* To Qualify

- 2 persons
- process - series of actions
- interactional (not one-way)

COMPONENTS AND FEATURES OF COMMUNICATION PROCESS

- 1) Sender - initiates
- 2) Receiver - targeted
- 3) Message (info, ideas & feelings → symbols, verbally)
- 4) Channel (sensory means, (msg, expr, gesture → channels)
- 5) Noise / interference any stimulus that interferes
- 6) The context in which msg is communicated

Environment (physical, social, cultural, takes place)

location, time, noise, telephone, Internet

COMMUNICATION CHARACTERIZATION

Not sharing everything to all

only to close

past comm affect present & future → do not die easily

Face to Face Vs Electronic

1. Physical distance
2. Anonymity
3. Richness of communication
4. Visual cues
5. Time

Non-VERBAL COMMUNICATION - determine +ve, -ve, neutral

* transmission of meaning from one to another through means (or) symbols other than words

* Principles

- NVC conveys emotions
- NVC is multichanneled - gesture, vocal tone, facial expr, eye contact
 - sail receives unnoticed
- NVC are ambiguous - one action diff meaning
 - difficult to judge intentionally
- NVC may contradict verbal messages
 - Not angry but body language shows up
- NVC is cultural bound.

Elements of Nonverbal Communication:

1. Personal space - zone of space surrounding a person that is felt to belong to that person

- rarely gets unnoticed - invasion of PS
- men large PS, women small PS

2. Facial expr - convey emotions

- anger, disgust, fear, happy, sad, surprise - universally accepted / recognized

- Display rules are norms that govern the appropriate display of emotions in a culture - US → don't show anger lose don't gloat on victory very bad

- men ↓ women ↑

- old age → angry expr ↓

3. Eye Contact - duration of eye contact ↑

- speaker, interviewers, musicians

- culture affects

Mexico → × insult

UAE → ↑ time eye contact

- gender & racial diff

A. Body Language - Kinesthetics → communication through body movements

- posture conveys info

- status difference - high class → relaxed
lower status → rigid body posture

- status & gender differences

- men → high status posture

women → low status posture

5. Touch - convey support, consolation, sexual intimacy
- status & power
 - gender diff
 - women - to convey closeness
 - men - control their power in social situations
 - norms to touch body of friends → varies on sex
 - women - women ↑ men - men ↓
Young man - woman ↑ old man - woman ↓

6. Paralanguage - how something is said rather than what is said.

- includes vocal cues rather than content of verbal msg itself

EFFECTIVE COMMUNICATION

Golden Rules

- * Give to others what you would like to receive from them.
- * Concentrate on what the person is saying, rather than on how you look, what you're going to say next (or winning the argument).
- * Use nvc to communicate your interest

MAKING SUCCESSFUL SMALL TALK - BERNARDO CADUCCI

- 1) Indicate that you're open to conversation by commenting on your surroundings
- 2) Introduce Yourself
- 3) Select a topic others can relate to
- 4) Keep the conversational ball rolling
- 5) Make a smooth exit

SELF DISCLOSURE

act of sharing info about yourself to another
doesn't need to be deep, dark secret
trust to share
NVC plays imp role

what people tell & don't tell

- about themselves, emotional
- don't tell experience - ashamed
- tell feelings, sad parts

COMMUNICATION APPREHENSION

• Anxiety caused by having to talk with others

BARRIER TO EFFECTIVE COMM

- 1) Defensiveness - protecting oneself from being hurt
- 2) Motivational Distortion - what people want to hear instead of what is actually being said
- 3) Self pre-occupation - pretending to listen, but daydreaming
- 4) Ambushing - looking for opportunity to attack a presenter

EFFECTIVE LISTENING

- * Hearing - physiological process
- * Listening - mindful activity
 - organize info, interpret, respond to comm
- * Good listener
 - Signal your interest to speaker by using NVC
 - face towards. Don't cross arms, legs. Eye contact, nod-head
 - Hear other person out before you respond
 - Engage in active listening
 - clarifying, paraphrasing
 - Pay attention to other person NVC

INTERPERSONAL CONFLICT

- * two (or) more people disagree
- * collectivist culture → avoid conflict
- * individualist culture → encouraged direct confrontation
- * styles of managing conflict
 - Avoiding/withdrawing - postpone
 - Accommodating - surrender, poor way
 - Competing/Forcing - verbal attacks, physical threats, post conflict tension
 - Compromising - willing to negotiate and to meet other person halfway
 - fairly constructive, partially satisfied
 - Collaborating - involves sincere effort to find soln that will optimally satisfy both party
 - openness & honesty

* Dealing conflicts constructively / Effectively

1. try to give other person the benefit of doubt
2. approach other person as equal
3. define conflict as mutual problem.

some explicit guidelines

- Communicate honestly & open
- Use specific behaviour to describe another person's annoying habits
- Avoid "loaded" words
- Try using "I" statements
- Use "I" approach
- Assume responsibility for own feelings/preferences

TYPES OF CONFLICTS

1. Intrapersonal Conflicts

- Approach - approach
- avoidance - avoidance
- Approach - avoidance
- Multiple approach avoidance conflict

~~2. Resolution of Conflicts~~

2. Interpersonal conflict

3. Unconscious conflict

A - Types of Behaviours

- 1) Aggressive Behaviour - I win, You lose
- 2) Passive Behaviour - You win, I lose
- 3) Manipulate Behaviour - I lose, You lose *dangerous*
- 4) Assertiveness - I win, You win

The rules of Assertion:

I have right to

- 1) Respect myself
- 2) Recognise my own needs as an individual
- 3) Make clear 'I' statements about how I feel and what I think

4) Allow myself to make mistakes

5) change my mind

6) Ask for thinking time.

7) Allow myself to enjoy my success

8) Ask for what I want

9) Recognise that I am not responsible for the behaviour of other adults.

10) Respect other people