

UNIVERSITY OF THE PEOPLE

BUS 1105-01 Business Communications- AY2024-T1

Learning Journal Unit 2

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According to Chapter 2, the three types of messages are:

The **primary message** refers to the main point or purpose of the communication. It is the key information the sender intends to convey through their words and actions. For example, if I ask my professor a question after class, my primary message may be to gain clarification on an assignment.

The **secondary message** includes additional details that enhance or support the primary message. These details provide further context, evidence, and background. In my example, the secondary messages could involve explaining where my confusion lies regarding the assignment, showing the instructions that I find unclear, or giving my interpretation of the directions.

Finally, the **auxiliary message** involves subtle, unspoken cues that reveal emotions, attitudes, and relationships between the communicators. This includes tone of voice, facial expressions, posture, eye contact and more. If I ask my question nervously or sound frustrated, those cues send an auxiliary message about my emotional state. The professor's body language and tone in response would also communicate auxiliary messages.

A situation where I encountered all three messages was when I met with my academic advisor. My primary message was that I wanted advice about whether to take on a minor in communication studies. The secondary messages involved explaining my career goals, interests related to the field, and logistics about fitting in the extra courses.

However, the auxiliary messages really revealed the most about our dynamic and relationship. From my advisor's warm tone, focused eye contact, and nodding along, I could tell she was engaged and happy to discuss my academic plans. Her subtle messages showed support and reassurance, which made me feel comfortable opening and asking all my questions. Without the auxiliary cues, the conversation would have felt more transactional and less meaningful.

Vocabulary:

Convey (verb)- communicate or make known.

Context (noun)- circumstances or background that explain a situation.

Precise (adjective)- exact, accurate

Mannerisms (noun)- distinctive behavioral habits

Flustered (adjective)- nervous, agitated, or confused.

References:

Business Communication for Success. (2012). https://saylordotorg.github.io/text_business-communication-for-success/

Adler, R.B. and Rodman, G. (2021). Understanding human communication. Oxford University Press.

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