

# Oral Communication in Context

## Quarter 1 – Module 1: Functions, Nature and Process of Communication



**Oral Communication in Context**  
**Alternative Delivery Mode**  
**Quarter 1 – Module 1: Functions, Nature and Process of Communication**  
**First Edition, 2020**

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# **Oral Communication in Context**

## **Quarter 1 – Module 1: Functions, Nature and Process of Communication**

# Introductory Message

For the facilitator:

Welcome to the Oral Communication in Context Grade 11/12 Alternative Delivery Mode (ADM) Module on Functions, Nature and Process of Communication!

This module was collaboratively designed, developed and reviewed by educators both from public and private institutions to assist you, the teacher or facilitator in helping the learners meet the standards set by the K to 12 Curriculum while overcoming their personal, social, and economic constraints in schooling.

This learning resource hopes to engage the learners into guided and independent learning activities at their own pace and time. Furthermore, this also aims to help learners acquire the needed 21st century skills while taking into consideration their needs and circumstances.

In addition to the material in the main text, you will also see this box in the body of the module:



## ***Notes to the Teacher***

This contains helpful tips or strategies that will help you in guiding the learners.

As a facilitator you are expected to orient the learners on how to use this module. You also need to keep track of the learners' progress while allowing them to manage their own learning. Furthermore, you are expected to encourage and assist the learners as they do the tasks included in the module.

For the learner:

Welcome to the Oral Communication in Context Grade 11/12 Alternative Delivery Mode (ADM) Module on Functions, Nature and Process of Communication!

The hand is one of the most symbolized part of the human body. It is often used to depict skill, action and purpose. Through our hands, we may learn, create and accomplish. Hence, the hand in this learning resource signifies that you, as a learner, are capable and empowered to successfully achieve the relevant competencies and skills at your own pace and time. Your academic success lies in your own hands!

This module was designed to provide you with fun and meaningful opportunities for guided and independent learning at your own leap and speed. You will be enabled to process the contents of the learning resource while being an active learner.

This module has the following parts and corresponding icons:



***What I Need to Know***

This will give you an idea of the skills or competencies you are expected to learn in the module.



***What I Know***

This part includes an activity that aims to check what you already know about the lesson to take. If you get all the answers correct (100%), you may decide to skip this module.



***What's In***

This is a brief drill or review to help you link the current lesson with the previous one.



***What's New***

In this portion, the new lesson will be introduced to you in various ways such through as a story, a song, a poem, a problem opener, an activity or a situation.



***What is It***

This section provides a brief discussion of the lesson. This aims to help you discover and understand new concepts and skills.



***What's More***

This comprises activities for independent practice to solidify your understanding and skills of the topic. You may check the answers to the exercises using the Answer Key at the end of the module.



***What I Have Learned***

This includes questions that you need to answer so you can process what you have learned from the lesson.



### ***What I Can Do***

This section provides an activity which will help you transfer your new knowledge or skill into real life situations or concerns.



### ***Assessment***

This is a task which aims to evaluate your level of mastery in achieving the learning competency.



### ***Additional Activities***

In this portion, another activity will be given to you to enrich your knowledge or skill of the lesson learned. This also tends retention of learned concepts.



### ***Answer Key***

This contains answers to all activities in the module.

At the end of this module you will also find:

### ***References***

This is a list of all sources used in developing this module.

The following are some reminders in using this module:

1. Use the module with care. Do not put unnecessary mark/s on any part of the module. Use a separate sheet of paper in answering the exercises.
2. Do not forget to answer *What I Know* before moving on to the other activities included in the module.
3. Read the directions carefully before doing each task.
4. Observe honesty and integrity in doing the tasks and in checking your answers.
5. Finish the task at hand before proceeding to the next.
6. Return this module to your teacher/facilitator once you are through with it.

If you encounter any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator. Always bear in mind that you are not alone.

We hope that through this material, you will experience meaningful learning and gain deep understanding of the relevant competencies. You can do it!



## ***What I Need to Know***

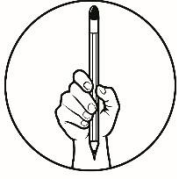
This module was designed and written with you in mind. It is here to help you master the nature, process and function of communication. The scope of this module permits it to be used in many different learning situations. The language used recognizes the diverse vocabulary level of students. The lessons are arranged to follow the standard sequence of the course.

This module consists of one lesson, namely:

- The Functions, Nature and Process of Communication

After going through this module, you are expected to:

1. explain the nature and process of communication;
2. understand the relationship of the functions of communication to everyday life; and
3. illustrate the process of communication.



## ***What I Know***

Directions: Read each item carefully then choose the letter that corresponds to your answer. Write your answers on a separate sheet of paper.

1. It is the idea being transmitted by the sender to the receiver. It includes three aspects — content, structure, and style.
  - A. channel
  - B. feedback
  - C. message
  - D. sender
  
2. It is the response or reaction given by the receiver to the sender of the message.
  - A. feedback
  - B. message
  - C. receiver
  - D. sender
  
3. It is a situation where a communication takes place.
  - A. Both sender and receiver need to exchange messages.
  - B. The receiver interprets the message.
  - C. The sender recognizes the communication style of the other.
  - D. The sender translates the message into a perceivable form.
  
4. It is the exchange of thoughts, messages, or information through speech, signal, writing, or behavior.
  - A. channel
  - B. communication
  - C. language
  - D. message
  
5. This is the group of basic elements of communication.
  1. source
  2. destination
  3. medium
  4. language

A. 1234      B. 123 only      C. 2 and 3 only      D. 1 and 2 only



6. It is characterized by being a “selective” listener.
  - A. Tom asks questions to seek greater understanding.
  - B. Rina changes the subject from time to time.
  - C. Jay displays an blank look.
  - D. Ana gives feedback to acknowledge the speaker’s emotion.
7. The most effective form of communication is always through words.
  - A. Yes, because through words we are allowed to explain ourselves.
  - B. Yes, because there are always words to express what we want to say.
  - C. No, because words can be abused by people and can cause hurt or confusion.
  - D. No, because words can inhibit people from saying/declaring the truth.
8. It is defined as any communication that uses spoken or written words to convey a message.
  - A. non-verbal communication
  - B. oral Communication
  - C. verbal Communication
  - D. written Communication
9. It is a type of communication that does **NOT** use words in expressing a message.
  - A. non-verbal communication
  - B. oral Communication
  - C. verbal Communication
  - D. written Communication
10. It is the nature of communication.
  1. Communication is a process.
  2. Communication occurs between two or more people.
  3. Communication can be expressed through words or actions.
  4. Communication portrays sympathy.

A. 1234                  B. 123 only                  C. 2 and 3 only        D. 1 and 2 only
11. It is the meaning of the statement “*Communication is a process*”.
  - A. Communication consists of discrete and separate acts.
  - B. Communication has clear beginning and ending points.
  - C. Communication is dynamic, ongoing and continuous.
  - D. Communication resembles still pictures more than motion picture.
12. It refers to the communicator or the source of information.
  - A. inceptor                                  C. receiver
  - B. originator                                D. sender

13. The following are forms of non-verbal communication **EXCEPT** one.
- A. e-mail
  - B. eye blink
  - C. road signs
  - D. thumbs up sign
14. It is a communication process used by Teacher Jenny when she would like to ask Marco some details about the upcoming quiz bee.
- A. activating the stimulus
  - B. decoding the message
  - C. encoding the message
  - D. giving a feedback
15. It refers to the response to a verbal or non-verbal message.
- A. answer
  - B. feedback
  - C. receipt
  - D. reply

## Lesson

# 1

# The Nature and Process of Communication

Communication comes in various forms. From the simple nodding of your head, stretching of hands, raising your eyebrows up to your daily conversations with your friends over the phone, constant exchange of text messages, and regular browsing in social networking sites, these are but some examples of how humans communicate their thoughts, feelings, ideas, and insights. These only signify that humans really engage in communication.



## *What's In*

How will you react to the following picture?



Believe it or not, your coming to your family is a great joy! Your first cry immediately after birth announced your arrival into this world. Afterwards, your mother understood that when you cry, you were hungry and gave you milk in response. Your face also expressed your feelings. As years passed by, you started pronouncing short words and responded by waving your hands or nodding your head and most of the times, laughing out loud. Today, you can act out, speak, and write to tell everyone what you think and feel. These are the ways you communicate.



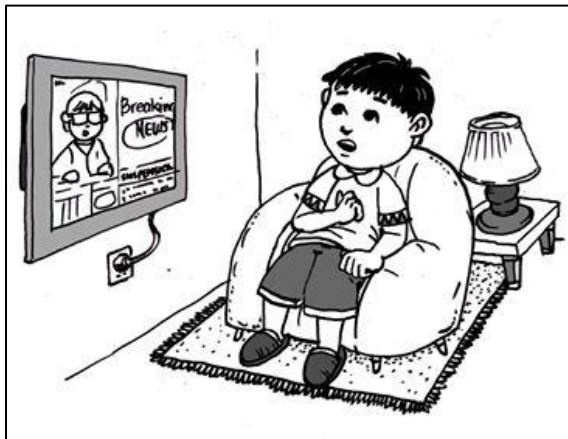
## ***What's New***

When you exchange ideas with someone or you send information to others, you do it in two ways. You either use words to say what you want to say or you express yourself through gestures and facial expressions. Since then, people have the inherent need to communicate. Humans are social beings. They live to interact regularly with others. In fact, their endurance is due to their ability to express themselves and connect to one another and the world they live in.

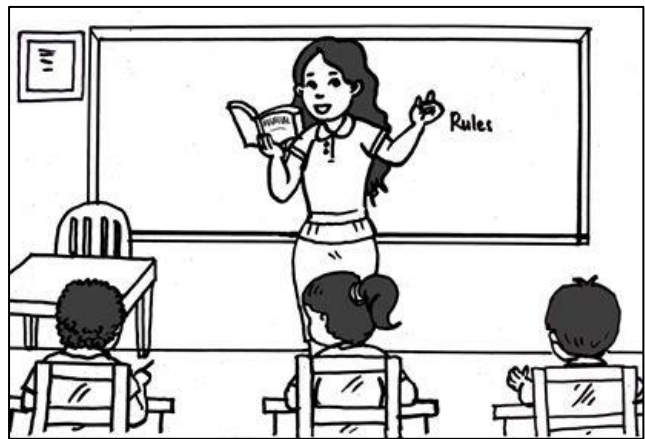
When you look back in the history of humankind, you will find that early man could not speak as you do today. Records show that people have used various communication techniques such as the use of symbols, gestures, sounds, drawings, and sign languages (Littlejohn, 2002 as cited in Amudavalli, n.d.). Words and languages developed much later in human history.

Over the years, communication has progressed tremendously. Language developed side by side with technology. Now in the 21st century, we realize the power of communication in building relationships and the community at large. Hence, we see the importance of communication.

Look at the pictures below. Identify the different ways of communicating with others. Write your answers on a separate sheet of paper.



1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



3. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
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4. \_\_\_\_\_  
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5. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



## ***What is It***

What is communication and why do we communicate?

### **NATURE OF COMMUNICATION**

Communication is a two-way process of connecting to both living and non-living things. It is also a means of sharing and exchanging messages, information, ideas, and feelings for mutual understanding (Gregoriom, J.C., 2015).

Communication connects people and the world they live in. It is through communication that people are able to express their thoughts and ideas or convey information and messages through word of mouth, gestures and signals, signs, and others. People have always communicated with one another in various forms.

Let us further define communication using the two key terms stated above, “message” and “understand”.

#### **1. Communication is a message understood.**

Unless a message is understood, we cannot say that communication has taken place. Let us send a message to someone and say, “where came first”. The person who gets this message would wonder what it means, for the arrangement of the words does not make any sense. The message is sent but the receiver does not understand it. Therefore, for communication to take place, we have to consider two conditions. First, there should be a clear message. Second, the message must be understood by the receiver for whom it is meant.

#### **2. Communication is social interaction through messages.**

Think of someone telling, “It is very warm today.” In this case, we are communicating what ‘we experience’. The weather being warm is what we feel or experience physically. In this scenario, we are sharing our feeling or experience with someone else. Thus, we may say that “communication is a sharing of experience.” In our society, we all interact with messages. Without interactions, a society cannot survive. Social interaction is always through messages.

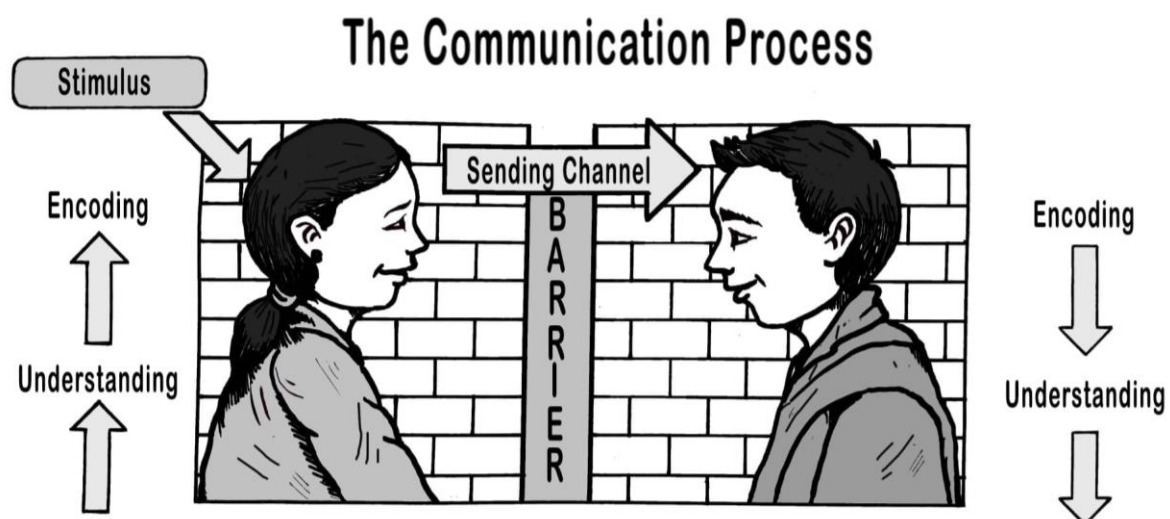
We discuss problems and arrive at solutions. We exchange ideas and interact with others. We transact, and then we negotiate. In doing all these, we use communication. Imagine a situation where we are not able to speak and interact with others or think of a family living in the same house without speaking to each other or relating any form of message to one another. Such situation can be very lonely and problematic. Without communication, all forms of human relationships will vanish and die. Communication is therefore crucial in building and maintaining relationships.

## PROCESS OF COMMUNICATION

There are also times when we fail to communicate effectively which results to misunderstanding or miscommunication. Why do you think this thing happens? What are the ways to avoid them?

We are sometimes misunderstood due to the level of speech we use during conversation - by the volume of our voice or the rate of our speech when we talk with our friends or acquaintances. Sometimes, we are misunderstood due to the non-verbal actions that we project or incorporate in our speech during face-to-face communication. Also, when we send text or chat messages, we are misinterpreted because those messages are often brief and devoid of emotion.

Let us now try to consider the process of communication. How does communication take place? Who are involved? What processes are considered? By understanding the communication process, we can also duly avoid misunderstandings and / or miscommunication.



Our everyday transactions with people follow the communication process.

Our everyday transactions with people follow the communication process.

As seen in the illustration, communication begins when the speaker or source of communication **responds to a stimulus** and decides to **encode** or transmit it in the form of a message (or a “code”) through a particular channel or means of communication.

The receiver **decodes** or interprets the message sent and responds accordingly based on his interpretation of the message. This response comes in the form of a **feedback** sent to the original source of communication (sender). As the communication transaction continues, the sender and receiver may exchange roles until understanding is achieved. Barriers to communication sometimes block the transmission of the message thereby creating misunderstanding.

Through this process, we are able to understand that communication is systematic. In the advent of technology, the exchange of information and messages in society has advanced and has been a subject of many studies.

## **FUNCTIONS OF COMMUNICATION**

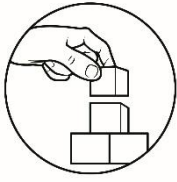
Why do we communicate?

Since communication is certain in our lives, it comes naturally and unknowingly. Communication serves many purposes. The following are some of the many reasons why we communicate:

Inform	Inspire	Counsel	Sell
Clarify	Question	Express	Promote
Buy	Understand	Confirm	Advise
Teach	Learn	Persuade	Reveal
Accept	Affirm	Clarify	Motivate
Criticize	Deny	Conceal	And many others

From the above table, we realize that communication serves many purposes. Whether we are at home, in school, at work, or at play, we engage in communication. We will discuss these functions in detail in Module 4.





## What's More

Think of communication transactions in your daily life. Enumerate situations where communication takes place. Then, indicate the result of the communication transaction and tell whether it is successful or not by writing the elements that made it so and specify its function on the third column. An example is provided for you. Use a separate sheet of paper to answer this.

Situation	Result of the communication transaction	Function of Communication
<i>When I was 12, my father told me that I am in-charge of cooking rice for lunch everyday whenever I am available. One time, I forgot to cook rice because I got busy on my assignment. As a result we did not have rice to eat. My father reminded me about the task assigned to me.</i>	<i>Message was clear that I need to perform my task. At first the communication was successful. I thought other family members will do my task because I am doing other things. My fault there was I failed to communicate to them that I am busy doing my assignment. Should I have communicated this earlier, we would have rice to eat.</i>	<i>to inform and to clarify</i>

You may probably have recalled many situations that occurred from the time you woke up until the time that you are about to sleep at night. This is because communication transactions happen every time we interact with our own selves and with others. We cannot help but communicate!



## ***What I Have Learned***

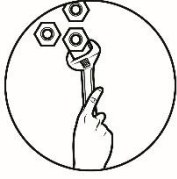
### Activity 1: KWLH Chart

Now, based on the above discussions, fill-in the following KWLH Chart to track your learning status in this module. Write your answer on a separate sheet of paper.

	<b>K</b> (What do I know before the start of this module?)	<b>W</b> (What concepts or ideas do I want to know more?)	<b>L</b> (What did I learn from this lesson?)	<b>H</b> (How did I learn it? Cite samples and situations)
Nature of Communication				
Process of Communication				
Functions of Communication				

### Activity 2: Social Media Post

Show what you have learned creatively. Compose a Twitter or Facebook post of your most important insights about the definition, nature, process and function of communication. Include hashtags at the end of your post.



## ***What I Can Do***

### Activity 1: Comic Strip

Create a comic strip showing how you would communicate to your community the advantages of following health protocols and guidelines amidst COVID-19 pandemic in your municipality or province. You may cut-out pictures of people or authorities to depict your character, but be sure to write your own original scripts and texts.

<b><i>THE END.</i></b>		

## Activity 2: Reflections

Explain what you have learned and realized in this module and how you will be able to apply your learnings in your life. Write your reflections using the following paragraph starters.

*Today, I learned ....*

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*I realized ...*

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*Therefore, I will...*

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## **Assessment**

Directions: Read each item carefully then choose the letter that corresponds to your answer. Write your answers on a separate sheet of paper.

1. It is the exchange of thoughts, messages, or information as by speech, signals, writing or behavior.  
A. communication                      C. language  
B. feedback                              D. message
2. These are considered forms of communication.  
1. talking clearly                      3. sending emails  
2. chewing gum                        4. looking bored  
  
A. 1234      B. 134 only      C. 342 only      D. 1 only
3. This body language shows that one is listening.  
A. nodding and making eye contact  
B. looking out of the window  
C. turning away from the speaker  
D. whistling while biting nails
4. It is the sender of the message.  
A. barrier  
B. originator  
C. receiver  
D. sender
5. It is a good indication that good communication occurs.  
A. destructed                              C. unreceived  
B. confused                                D. shared
6. It is shown when there is an understanding in the communication.  
A. Each gets a chance to be the sender and the receiver.  
B. Each party is able to provide feedback.  
C. Each party is able to say what they want to without the other person interrupting.  
D. Each party has different languages.
7. It is the content of the communication.  
A. jargon                                      C. message  
B. media                                       D. noise

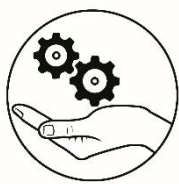
8. This communication type is characterized by a certain look or gaze.
  - A. non-verbal Communication
  - B. oral Communication
  - C. verbal Communication
  - D. written Communication
  
9. It is the definition of communication.
  1. Communication involves a transaction.
  2. Communication is sharing of ideas among a group of people.
  3. Communication is a confusion of ideas in the mind of the other.
  4. Communication is a transfer of messages from one person to another.

A. 1234      B. 234 only      C. 124 only      D. 4 only
  
10. This is the **BEST** way to continue communication.
  - A. active listening
  - B. asking questions
  - C. not interrupting
  - D. making good eye contact
  
11. It is known when the receiver gives a verbal or non-verbal message.
 

A. answer	C. response
B. feedback	D. none given
  
12. It is an indication that communication really takes place.
  - A. when the message enters the channel
  - B. when the message leaves the channel
  - C. when the receiver understands the message
  - D. when the sender transmits the message
  
13. This is to be avoided for effective communication.
 

A. ambiguity	C. politeness
B. listening	D. sharing of activity
  
14. This is essential to an effective communication.
  - A. three-way process
  - B. both a one-way and a two-way process
  - C. one-way process
  - D. two-way process
  
15. This refers to the responsibility of the person who receives the message for communication to take place.
 

A. feedback	C. perception
B. non-verbal clues	D. self-concept



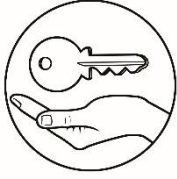
## ***Additional Activities***

**Picture Talk.** Write short conversations using the cut-out pictures from magazines, brochures, or any other materials. Consider the nature and process of communication. Be guided by the rubric below in making your output. Use a separate sheet of paper for this activity.

Choose one topic that might interest you:

1. Fake News
2. ECQ/MECQ/GCQ
3. Use of Technology in Online Communication
4. Gulayan sa Tahanan
5. Essential Needs vs. Non-Essential Needs
6. Others

	3	2	1
Content/ Elements	The output clearly illustrated the concepts of nature and processes of communication.	The output partially illustrated the concepts of nature and processes of communication.	The output has no clear connection of the concepts of nature and processes of communication.
Coherence	The script or dialogue has clear and concise message.	The script or dialogue partly gives clear message	There is no coherence in the script or dialogue at all.
Relevance	The output clearly talks about the topic chosen.	The output partly talks about the chosen topic.	The output has no clear discussion of the chosen topic.



## ***Answer Key***

<b>Assessment</b>	<b>What's More</b>	<b>What I Know</b>
1. A 2. B 3. A 4. D 5. D 6. A 7. C 8. A 9. C 10. A 11. B 12. C 13. A 14. D 15. C	Answers may vary.	1. C 2. A 3. A 4. B 5. B 6. A 7. A 8. B 9. A 10. B 11. C 12. D 13. A 14. A 15. B



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