

Lecture 4 – Group communication

greenwich.edu.vn

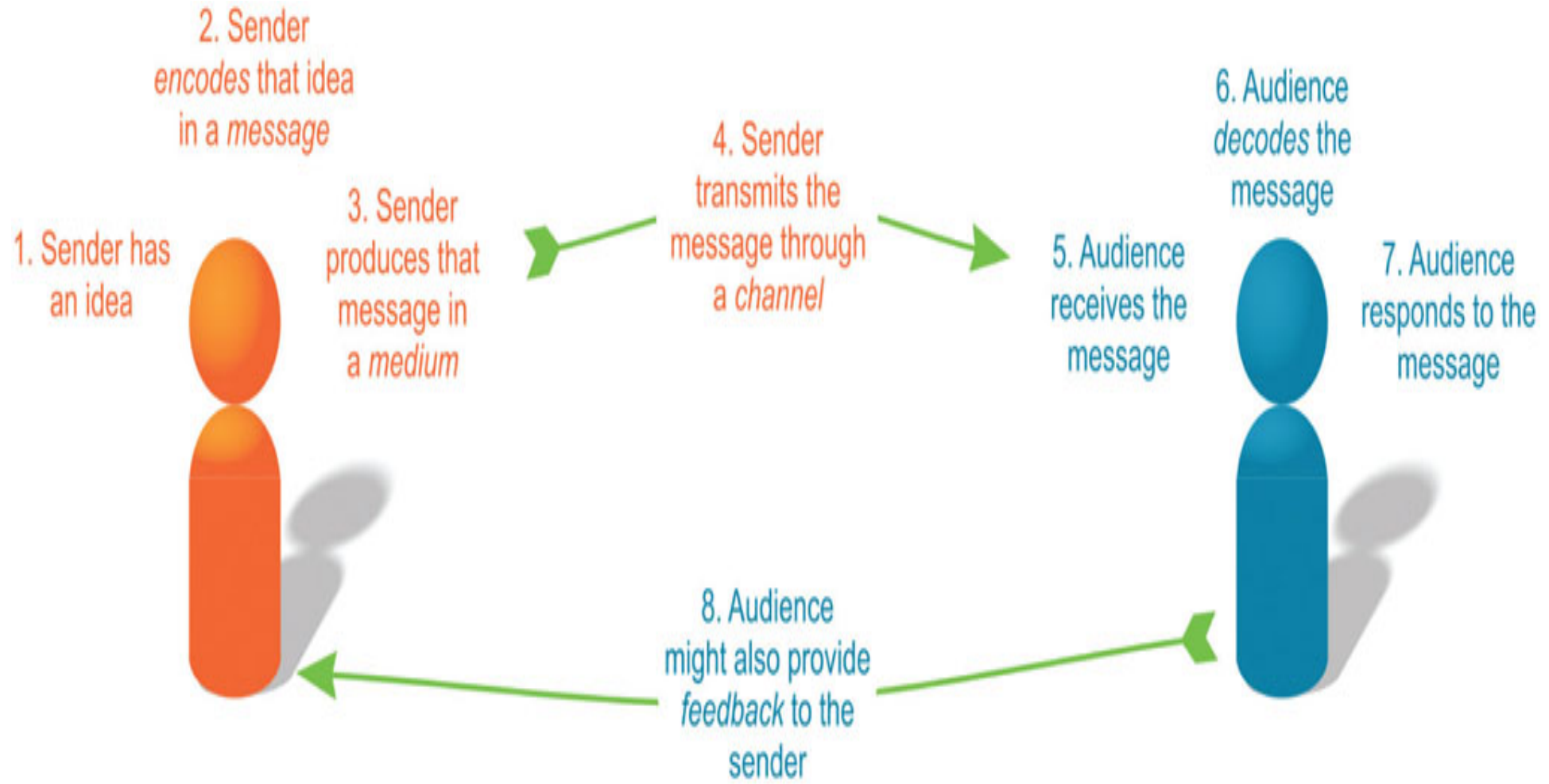


Alliance with  Education

Learning objectives

- To understand the communication process
- How to have an effective communication in groups
- To evaluate barriers to effective communication
- To explain listening process
- To identify the differences between verbal communication and nonverbal communication

Communication process



Effective Communication

Practical

Factual

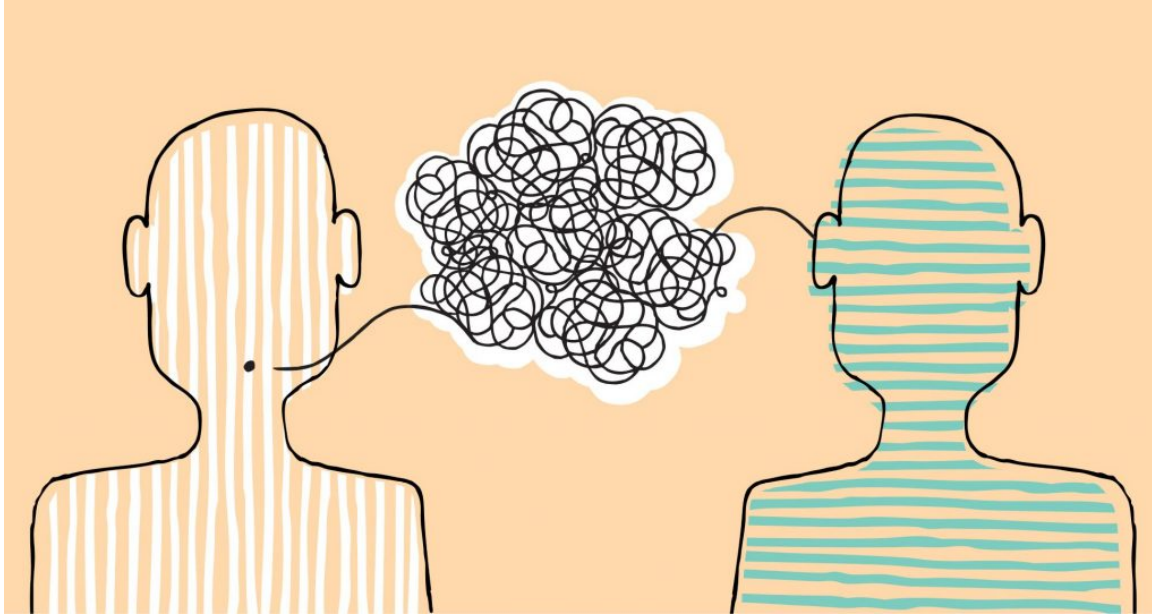
Concise

Efficient

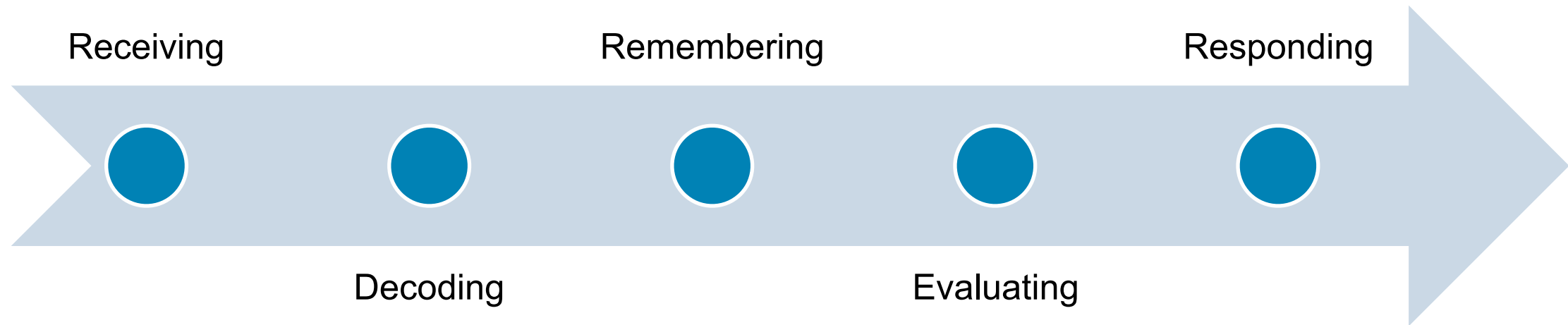
Clear

Persuasive

Barriers to effective communication



The Listening Process



Nonverbal Communication

The behavioral elements of messages other than the actual words spoken

More than 50% of all meaning is communicated nonverbally.

Types of Nonverbal Communication

- Personal Appearance
- Facial Expression and Eye Contact
- Vocal Expression
 - Pitch, rate, volume, vocal variety, word stress
- Physical Expression
 - Movement, posture, touch
- Environment
 - Arrangement of space, use of personal space

Facial Expression

- We can produce more than 1,000 different facial expressions.
- Facial expressions allow non-speakers to contribute to ongoing group discussions.
- **The Significance of Eye Contact:**
 - Lack of eye contact may be perceived as rudeness, indifference, nervousness, or dishonesty.
 - Eye contact norms are culturally determined.
 - Eye contact influences interaction in small groups.

Physical Expression

- **Kinesics** - The study of body movement and physical expression
- **Touch** can express encouragement, support, or happiness.
- Interaction between **touch approachers** and **touch avoiders** can create misunderstandings.

Categories of Nonverbal Communication



Facial
Expressions



Gestures &
Postures



Voice
Characteristics



Personal
Appearance



Touching



Time



Space

Lecture 4 – The end

greenwich.edu.vn



Alliance with  Education

The FPT logo consists of the letters 'F', 'P', and 'T' in a stylized, bold font. The 'F' is blue, the 'P' is orange, and the 'T' is green. A small registered trademark symbol (®) is located to the right of the 'T'.