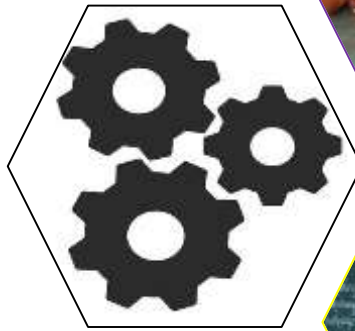


Oral Communication



Oral Communication in Context

Quarter 1 – Module 1: Definition and Process of Communication

First Edition, 2020

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Oral Communication

Quarter 1

Self-Learning Module 1

Definition and Process of Communication



Introductory Message

For the Facilitator:

Welcome to the Oral Communication Self-Learning Module on **Definition and Process of Communication**.

This Self-Learning Module was collaboratively designed, developed, and reviewed by educators from the Schools Division Office of Pasig City headed by its Officer-in-Charge Schools Division Superintendent, Ma. Evalou Concepcion A. Agustin, in partnership with the City Government of Pasig through its mayor, Honorable Victor Ma. Regis N. Sotto. The writers utilized the standards set by the K to 12 Curriculum using the Most Essential Learning Competencies (MELC) in developing this instructional resource.

This learning material hopes to engage the learners in guided and independent learning activities at their own pace and time. Further, this also aims to help learners acquire the needed 21st-century skills especially the 5 Cs, namely: Communication, Collaboration, Creativity, Critical Thinking, and Character 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 learning. Moreover, 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 Self-Learning Module on **Definition and Process of Communication**.

The hand is one of the most symbolized parts 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 is 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 pace and time. You will be enabled to process the contents of the learning material while being an active learner.

This module has the following parts and corresponding icons:



Expectations - This points to the set of knowledge and skills that you will learn after completing the module.



Pretest - This measures your prior knowledge about the lesson at hand.



Recap - This part of the module provides a review of concepts and skills that you already know about a previous lesson.



Lesson - This section discusses the topic in the module.



Activities - This is a set of activities that you need to perform.



Wrap-Up - This section summarizes the concepts and application of the lesson.



Valuing - This part integrates a desirable moral value in the lesson.



Posttest - This measures how much you have learned from the entire module.





EXPECTATIONS

This is your self-instructional learner module in Oral Communication in Context. All the activities provided in this lesson will help you learn and understand: **The Fundamentals of Communication.**

Specifically, you will learn about the following:

1. Define communication,
2. identify the different natures of communication, and
3. familiarize with the elements and process of communication.



PRETEST

Directions: Identify the Element of Communication based on the given definitions. Write your answer on the space before the number. Choose your answer from the box.

Sender	Encoding	Feedback
Receiver	Decoding	Context
Message	Channel	Barrier

- _____ 1. The environment and setting where communication takes place.
- _____ 2. Converting the message into words, actions, or other forms
- _____ 3. The information, ideas, or thoughts conveyed.
- _____ 4. The process of interpreting the message received.
- _____ 5. Any form of reaction or response provided by the person who got the message.





RECAP

Every day, humans interact through communication. It is such a vital component of our lives, but it is so easy to overlook. Quickly, look back through the years and identify the many different ways you have communicated.



LESSON

Communication is simply defined as the act of transferring information from one person, group, object, or place to another. For a better grasp of the meaning of communication, we must understand its nature. That is why today, we are going to discuss the nature, process, and elements of communication.

The **Nature of Communication** will help us identify when communication is taking place. They are general components that give us a sense of what communication is. These are:

1. Communication is a process.
2. Communication occurs between two or more people.
3. Communication can be expressed verbally, nonverbally, or both at the same time.

These three ideas will give you a sense of what communication looks like and how it occurs. It is important to note that while communication is generally perceived to happen between two or more people, one can also communicate to himself.

We have established that **communication is a process**. This means that there are a series of steps that happen almost simultaneously for an effective communication to occur. To have a better grasp of the process of communication, we must first identify the **Elements of Communication**.



Elements of Communication

1. **Sender** – the **speaker** or the source of information, thought, or idea. The sender starts the communication process.
2. **Message** – the information, ideas, or thoughts conveyed by the speaker through words or actions.
3. **Encoding** – the process of converting the message into words, actions, or other forms that the speaker understands. It answers the question, “How will I send the message? Should I say it? Should I write it? Express it with my actions?”
4. **Channel** – the medium or the means, such as personal or non-personal, verbal or nonverbal, in which the encoded message is conveyed. It answers the question, “What was used to send the message?” You could send a message through your voice, your bodily movements, pen and paper, online chats, text messages, etc.
5. **Receiver** – the recipient of the message. The person who will decode the message he got from the sender.
6. **Decoding** – the process of interpreting the encoded message received from the sender. It answers the question, “What did I understand from the message I received?”
7. **Feedback** – the reactions, responses, or information provided by the receiver after decoding the message from the sender. It answers the question “What was the reply? How did the receiver respond to the message?”
8. **Context** – the environment and setting where communication takes place such as location, time, place, mood, etc. It affects how messages are constructed, delivered, and perceived.
9. **Barrier** – the factors that affect the flow of communication. It is any problem, obstacle, or hindrance that makes communication difficult. We will give focus on communication barriers in upcoming lessons.

After understanding the elements, it is now easier to perceive the **Process of Communication**. The process can be viewed as such:



Process of Communication	Example 1	Example 2
The speaker generates an idea.	Kyle admires Ann and he wants to show her.	A teacher wants to tell a parent that their child may fail the subject.
↓	↓	↓
The speaker encodes an idea or converts the idea into words or actions.	He thinks of how to show her that he likes her during their class.	She thinks of whether to text, chat, or send an e-mail.
↓	↓	↓
The speaker transmits or sends out the message through the channel.	Kyle wrote a note saying “You’re pretty” and had it passed to Ann.	She wrote an e-mail formally asking them to a meeting regarding their child’s grades.
↓	↓	↓
The receiver gets the message.	Ann got the note and read it.	The parents received and read the e-mail.
↓	↓	↓
The receiver decodes or interprets the message.	Ann understood that Kyle is complimenting her.	They understood the tone of the e-mail and got worried.
↓	↓	↓
The receiver sends or provides a feedback.	She looked at Kyle and mouthed the words “thank you” towards him. She then smiled.	They replied to the teacher’s e-mail and said that they are willing to meet her.

Remember that in the communication process, the context of the message is considered by the sender and receiver. Also, at any point of the communication process, a “problem” or barrier could have caused miscommunication. It is also worth noting that the process could become a cycle when the sender and receiver exchanges messages one after the other.



Guided Practice

At this point, I will present to you three situations. In each situation you will answer a few questions regarding the elements of communication.

Situation 1

During a career orientation for Senior High School students, an administrative staff from Max P. Einstein University asked the crowd of students, “who wants to be scholar?” To this, the student body raised their hands simultaneously. Everyone wants to be a scholar of course.

Who is the **sender** in the situation?

It is the administrative staff. He was the one who formed and delivered a message. The message was “who wants to be a scholar?”

Who is the **receiver** of the message?

It is the student body. Every student who is part of the crowd received the message and reacted to it.

Situation 2

The clock strikes 12 midnight, everyone shouted, “Happy New Year!” As everyone shouted, the loud fireworks and buzzing trumpets can be heard. It was a festive time indeed. You did not even notice that your mom was calling your attention. She was asking your help to set-up the table, but it was too loud for you to notice.

Your mother had a hard time communicating with you. What is the **barrier** in the situation?

It is the loud sounds and festive atmosphere. They served as an obstacle for your mom to communicate to you.

Why was everyone shouting to communicate their greetings? What is the **context** where communication occurred?

It is New Year’s Day; everyone is celebrating and happy that another year has come. Because the celebration is loud, the communication had to be loud as well.



Situation 3

The phone rang. Dale woke up and answered it. Still sleepy, he asked the person on the other line, “Garcia’s Residence, who is this?” The person on the other end replied, “Hello, this is Janus of SKDT Internet Services. We have a special offer for our customers. Would you be interested to avail an internet speed boost for only an additional 10 dollars a month?” To this, Dale replied, “No thanks, sorry.”

What is Dale’s **feedback** to the internet speed boost offer?

He politely declined the offer.

What **channel** does SKDT Internet Services use to send out promotional offers to their customer?

They send offers through phone calls.



ACTIVITIES

Activity 1

Identify whether the following statements are True or False. Write your complete answer on the space before the number.

1. Communication is the act of transferring information from one person, group, object, or place to another.
2. Communication can be expressed verbally, nonverbally, but not at the same time.
3. While communication can be perceived to occur between two or more people, it can also happen with oneself.
4. Communication is a process.
5. Barrier is an element of communication that helps make communication easier.



Activity 2

Write a personal experience where you manifest your faith in God. Show how communication played a vital role. Recall and write the events of that experience, then identify the elements of communication from that experience of yours.

Elements	Question	Your Answer
Sender	Who sent the message?	
Receiver	Who received the message?	
Message	What was the message?	
Channel	What was used to send the message?	
Feedback	How did the receiver react?	
Barrier	What problem was met while communicating?	
Context	When and where did the communication occur? What was the mood?	



RUBRIC

Criteria	5	3	1
Content	The writing is complete and very detailed.	The writing is missing some elements and details.	The writing is incomplete and has few details.
Mechanics	The grammar and punctuations are all correct.	There are a few mistakes in grammar and punctuation marks.	There are many mistakes in grammar and punctuation marks.
Accuracy	The answers are correct and appropriate.	Some answers are correct and appropriate.	Little to no answers are correct or appropriate.



WRAP-UP

Communication is the act of transferring information from one person, group, object, or place to another. It is a process. It occurs between two or more people. It can be expressed verbally, nonverbally, or both.

The process of communication occurs when the sender encodes a message through a channel. The receiver decodes the message and gives a feedback. The context is the setting where communication took place. The barrier is any issue or problem met in the communication process.



VALUING

Communication is one of the most important aspects of living. It is necessary to communicate with other people for many reasons like to build relationships or to share information. One must always speak their mind and



make their ideas known; communicate with yourself, with your family, with your friends, with your community, and most importantly, communicate with God.



POSTTEST

Directions: Identify the Element of Communication. Read the statements and answer the questions correctly. Choose the letter of the correct answer.

1. Samantha told her parents, “I want to be a doctor someday.” The words “I want to be a doctor someday” is what element of communication?
A. Message B. Encoding C. Sender D. Receiver
2. On the group chat the students informed their adviser about the class’ frustrations regarding a certain subject teacher. In this situation, what element is the adviser?
A. Message B. Encoding C. Sender D. Receiver
3. Mark attended the online video conference with his workmates. He was having a hard time receiving the video and audio from the because his internet connection is poor. What element is poor internet connection?
A. Feedback B. Sender C. Context D. Barrier
4. Dan wrote a letter for his best friend Shiela, thanking her for her kindness. What element is Dan?
A. Feedback B. Sender C. Context D. Barrier
5. During a class discussion, the students listen intently to their teacher. What element of communication is the classroom during class hours?
A. Feedback B. Sender C. Context D. Barrier





KEY TO CORRECTION

Post Test	Activity 2	Answers may vary.	1. True	1. Context
1. A			2. False	2. Encoding
2. D			3. True	3. Message
3. D			4. True	4. Decoding
4. B			5. False	5. Feedback
5. C				

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