

Oral Communication in Context

Quarter 1 – Module 4
Functions of Communication



Writer: Patricia R. Quine

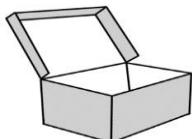
Illustrator: Marexcza Z. Salinas

Layout Artist: Shiela Mae A. Cancino



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What I Need to Know

You use communication for different purposes. There are factors – audience, time, place and situation that you tend to rely on how you will convey your message. It is important that you understand the purposes or functions of communication to be able to express yourself in the most appropriate way and for others to truly understand what you mean about your words and actions in a communicative setting.

In this module, you will learn about the five major functions of communication and how these functions lead to a better communicative situation.

The module will also guide you to identify speaker's purposes as you watch and listen to sample oral communication activities.

After reading and studying this lesson, you are expected to demonstrate the following skills to:

Content Standard

- value the functions/ purposes of oral communication

Performance Standard

- write a 250-word essay of his/her objective observation and evaluation of the various speakers watched and listened to

Learning Competencies

- watch and listen to sample oral communication activities (EN11/12OC-Ibe-10)

Moreover, in this lesson you will learn concepts and do practice activities that will help you to do the following which are linked to the main lesson:

- determine the most appropriate way of expressing ideas on varied situations;
- identify the purpose of the writer about his or her essay and reflect on what the writer is trying to tell you;
- categorize various communicative situations and expressions with their respective functions of communication;
- construct communicative expressions according to who the given communicators are and according to the given function of communication;
- describe the impacts of each of the functions of communication to the communicators regardless of the situation;



- choose at least (2) two functions of communication, take a video of yourself explaining the nature of the selected functions of communication and provide relevant examples too; and
- express the importance of the functions of communication to different communicative settings.



What I Know

In this module you are about to increase your knowledge about the functions of communication. Before you proceed to the lesson, answer the **pre-assessment**.

Determine the most appropriate way of expressing yourself for each of the given scenarios.

1. You are asking your brother for the password of the wifi-connection.
 - A. “Hey! Tell me the password of our wifi!”
 - B. “Brother, what is the password?”
 - C. “Brother, can you please tell me the password of the wifi-connection?”
 - D. “I need the password, now!”
2. You are talking with your friend who lost a loved one.
 - A. “Well! Stop crying, we all die!”
 - B. “He/She did what he/she came here to do, and it was his/her time to go.”
 - C. “At least he/she lived a long life, many people die young.”
 - D. “You and your loved one will be in my thoughts and prayers.”
3. You are talking to a friend about his/her new cellphone.
 - A. “Hey you! How much is that?”
 - B. “Wow! Your cellphone is great!”
 - C. “Tell me! Where did you get it?”
 - D. “I’ll buy one that is more expensive.”
4. You are talking to a stranger at a restaurant.
 - A. “Pardon me. Do you know what time this place closes?”
 - B. “What time does this place close?”
 - C. “Can you ask the staff what time this place closes?”
 - D. “I need to know the time this place closes.”
5. You are talking to a potential friend.
 - A. “So, what do you do for a living.”
 - B. “You have the best sense of style.”
 - C. “How much do you earn a day?”
 - D. “I like your fashion; can you buy me that style too?”



Lesson 1

Functions of Communication



What's In

Previously, you have learned about the various barriers of communication and the 7Cs of effective communication. Let us check your understanding about the previous lesson.

Physical Barrier	Emotional Barrier
Physiological Barrier	Language Barrier
Attitudinal Barrier	Cultural Barriers

Identify the communication barrier that best corresponds to each of the given descriptions.

- _____ 1. The varied perceptions or behaviors that prevent people from finding shared meanings and results.
- _____ 2. This barrier results from the performance characteristics and limitations of the human body and the human mind.
- _____ 3. The environmental and natural condition that prevent a person from being heard and understood.
- _____ 4. Similar words can mean different things to people from diverse cultures, even they talk the same language. Cultural
- _____ 5. The inability to converse in a language that is familiar or known by the communicators.

In your own words, briefly explain each of the 7Cs of effective communication.

7Cs of effective communication	Your Explanations
Completeness	
Conciseness	
Consideration	
Concreteness	
Courtesy	
Clearness	
Correctness	



What's New

You express yourself for different reasons. You listen to others to get their objectives too. To begin the lesson, read carefully the short essay, "You've Got what it Takes," written by Patricia R. Quine, a public school teacher.

Identify the purpose of the writer on her essay. Reflect on what the writer is trying to tell you. Write your answer on a separate sheet of paper.

Use the following rubrics as a guide while working on this activity.

Criteria	Score	Remarks
The purpose is clear.	10 pts	
Reflection is supported and elaborated.	10 pts	
Independent thinking is evident.	10 pts	

"You've Got what it Takes" **by Patricia R. Quine**

You have something to offer that no one else can give – the missing piece in someone's puzzle. You can see something in others that they cannot see themselves – the masterpiece of their self-portrait. You can see things that other people cannot see – a potentially life-changing process.

Through you, you can help others bring out the best within them, and you can also bring out the best within you.

You do not need to have worldly wealth and a high profile to do great things. It is not about having a well-liked title. It is about a priceless seed of greatness found within you. It is about where you were, where you are, and where you are going that can take you to great things better than you found them - to great changes that you have never dreamt possible.

You are surrounded by different people who deal with different situations in different ways. You really should not be surprised because behind every face is a real person with different desires and dreams, with different viewpoints and characters too. These can cause a significant impact in your world.

Someone needs what you have – a spark of a bit of hope, not to describe one's situation, but to cheer one's situation for a far better fate. You can fill the entire world with fulfilling boundless changes if you complete each other rather than compete each other.

No matter the twists and turns life takes, you can find the good if you look for it. You can turn someone's life into a masterpiece. You can be the piece to someone's puzzle.

Who knows? You can even find a piece to your own puzzle.



Change does not depend on circumstances. It is a choice that we make.

The purpose of the writer and your own reflection about the essay



What Is It

You express yourself in different ways. You adjust the tone of your voice depending on how you want to be heard. You choose the words to convey your feelings and thoughts, but you have to be mindful that your words are appropriate to a given place, time and situation. Study the following examples for the five functions of communication.

1. Regulation / Control - This is used to regulate or control one's behavior.

- *Examples:*
 - A. An administrator to an employee – “Complete the needed document now, then you can go home.”
 - B. A parent to a child – “Listen to me, or else I will not buy what you want.”

2. Social Interaction - This allows individuals to interact with one another.

- *Examples:*
 - A. A psychologist to a client - Do you really want to change - or need to change - someone's mind?
 - B. An elder sister to her younger cousin - “Would you like to help me plan for our reunion?”

3. Motivation - This functions to motivate, encourage and provide feedback on progress toward goals.

- *Examples:*
 - A. A teacher to his/her student – “You have amazing creative potential.”
 - B. A doctor to a patient – “You are one of the strongest people I know.”



4. Emotional Expression - This functions to express your feelings, or to show your satisfaction or frustration.

- *Examples:*

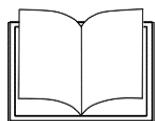
- A team captain to a team player – “You make a bigger impact than you realize.”
- Parents to their child – “Our family is better because you are part of it.”

5. Information - This is used to grab or share information.

- *Examples:*

- A culinary student to a chef – “If you were asked to reduce fat and sodium in a menu, what would you do to maintain flavor in the quality of the dish?”
- An entrepreneur talking to small commercial owners – “I will tell how to set-up your business to grow successfully.”

You will be led to a YouTube link that shows a video about the functions of communication. The short video is an animation that presents some helpful explanations about the functions of communication. It presents some points to ponder to help you further about the lesson. understand the function. Search and watch the link <https://www.youtube.com/watch?v=MN8jyeqJHsc>.



What's More

Ask your friends or family members how or where the following functions of communication usually happen. Categorize their answers and list down at least (3) three situational examples from their answers. Refer to the given example.

Example: *Information – When you are inquiring for the enrolment procedure from the registrar’s office, you use information as the function of communication.*

Use the following rubrics as a guide while working on this activity.

Criteria	Score	Remarks
Examples are clearly presented.	10 pts	
Categorization is appropriately applied.	10 pts	
Sentence form and word choice are varied and appropriate.	10 pts	



Regulation / Control

Social Interaction

Motivation

Emotional Expression

Information



Construct communicative expressions according to who the given communicators are and according to the given function of communication. An example is provided for you.

Use the following rubrics as a guide while working on this activity.

Criteria	Score	Remarks
Communicative expressions are clearly presented.	10 pts	
Communicative expressions are appropriate in the given situation.	10 pts	
Sentence form and word choice are varied and appropriate.	10 pts	

function of communication: regulation / control communicators: a client talking to a laboratory technician	Example: Client: <i>"Execute laboratory testing and label the samples. They are needed today, so do what I say."</i>
function of communication: regulation / control communicators: an officer commanding his or her staff	Officer: <hr/> <hr/> <hr/>
function of communication: social interaction communicators: a firefighter to a resident	firefighter: <hr/> <hr/> Resident: <hr/> <hr/>



function of communication: motivation communicators: landscaper to a tree planter	Landscaper: <hr/> <hr/> <hr/> <hr/>
function of communication: emotional expression communicators: customer to a food server	Customer: <hr/> <hr/> <hr/> <hr/>
function of communication: information communicators: shipping department to a receiving department	Shipping department: <hr/> <hr/> <hr/> <hr/>

Watch the following videos that can be found from the given links. Write a 250-word essay of your objective observation and evaluation of the various speakers watched and listened to. Do this on a separate sheet of paper.

Use the following rubrics as a guide while working on this activity.

Criteria	Score	Remarks
Ideas and details presented are related to the video.	10 pts	
Discussion of the functions of communication is evident from the observation and evaluation made.	10 pts	
Sentence structure and transition of thoughts are organized.	10 pts	



1. The video by “The Stay At Home Chef” describes the process of baking a chocolate cake. The video was posted 8 years ago and has been getting 3.8 million views on Youtube.

<https://www.youtube.com/watch?v=dsJtgmAhFF4>

2. The video is from the “ABC News” with almost 8.94 million subscribers. The video features about a four-year-old girl who called the emergency services about the condition of her mom.

<https://www.youtube.com/watch?v=coJdKbwcbRQ>

3. The video is uploaded by “Quote” last 2015, and it has almost 17 million views. the video portrays military homecoming-surprises.

<https://www.youtube.com/watch?v=1fF-TJPzgck>

In not more than three (3) sentences for each function of communication, describe the impacts of each of the functions of communication to the communicators regardless of the situation.

Use the following rubrics as a guide while working on this activity.

Criteria	Score	Remarks
Desired number of sentences is evident.	10 pts	
Descriptions of impacts correspond properly to the function of communication.	10 pts	
Development of ideas is clear.	10 pts	

Regulation / Control

Social Interaction



Motivation
Emotional Expression
Information





What I Have Learned

There are five functions or purposes of communication: control or regulation, this is used to control one's behavior; social interaction, which allows people to have an interactive talk; motivation, which is used to encourage and inspire people; emotional expression, which functions to express feelings and thought; and information, that allows people to give desired or wanted information.

If you want other communicators understand your message and know your objectives about your feelings or thoughts, you have to be mindful that communication has various purposes or functions, which should be considered on different communicative settings.



What I Can Do

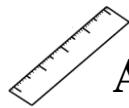
You are now ready to apply the learning that you gained from this module. Remember, your audience will understand you better if you apply the proper function of communication when conveying your message.

Choose at least (2) two from the functions of communication. Take a video of yourself explaining the nature of the selected functions of communication. Provide examples relevant to the selected functions of communication. Upload your work on any social media platform that you have.

Use the following rubrics as a guide while working on this activity.

Criteria	Score	Remarks
Explanations are clear and appropriate.	10 pts	
Examples are relevant.	10 pts	
Presentation of self in the video is evident and proper.	10 pts	





Assessment

Identify the function of communication in each of the following situations.

Regulation/Control	Social Interaction	Motivation
Emotional Expression	Information	

- _____ 1. A Supermarket Meat Department recognizes the satisfactory service of the staff.
- _____ 2. An aircraft maintenance technician explains the parts of an airframe to his/her aircraft mechanic helper.
- _____ 3. Riza commanding Glenda to rush the design of the boutique, so they can start right away.
- _____ 4. A nurse asking a patient how his or health condition is, after a few days of rest
- _____ 5. A painter inspires student-artists not to stop from doing their interest because their works can brighten lives.
- _____ 6. A hotel owner imposing new policies that must be followed by the hotel's staff, or they will be fired if they complain.
- _____ 7. A house owner expresses impatience to his/her neighbor's arrogance.
- _____ 8. A Fish Processing Company asks customers for their suggestions and feedback about the company's services.
- _____ 9. A pest controller discusses how spray chemical treatments should be used with safety and proper precautions.
- _____ 10. Riel comforts Sandra by telling her that she will always have his back.





Additional Activities

Choose one from the following tasks or think of your own task. Use your skill or talent to showcase what you learn from this module. Express the importance of the functions of communication to different communicative settings using the selected task. Do this on a separate sheet of paper.

Use the following rubrics as a guide while working on this activity.

Criteria	Score	Remarks
Output is relevant to the topic.	10 pts	
Output expresses the importance of communicative strategies to different communicative settings.	10 pts	
Effort on doing the output is evident.	10 pts	

1. writing a poem
2. writing a short story
3. writing a script or dialogue
4. composing a song
5. making a poster
6. doing a blog or a vlog
7. forming a brochure

others: _____





References

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Development Team of the Module

Writer: Patricia R. Quine, MAELT (SH-SEHS)
Language Editor: Jose M. Datugan, (MHS)
Reviewer: Remia L. Ricabar, (PSDS)
Internal Reviewer: Janet S. Cajuguiran (EPS-English)
Illustrator: Marexcza Z. Salinas (PHS)
Layout Artist: Shiela Mae A. Cancino (SRNHS)

Management Team:

Sheryll T. Gayola

Assistant Schools Division Superintendent
OIC, Office of the Schools Division Superintendent

Elisa O. Cerveza

Chief, Curriculum Implementation Division
OIC, Office of the Assistant Schools Division Superintendent

Janet S. Cajuguiran

Education Program Supervisor-English

Ivy Coney A. Gamatero

EPS – LRMS

For inquiries or feedback, please write or call:

Schools Division Office- Marikina City

191 Shoe Ave., Sta. Elena, Marikina City, 1800, Philippines

Telefax: (02) 682-2472 / 682-3989

Email Address: sdo.marikina@deped.gov.ph



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