Understanding Human Communication

Chapter 1
What and Why
Types of Communication

- Intrapersonal
- Interpersonal/Dyadic
- Small Group
- Public Communication
- Mass Communication

Functions of Communication

- Physical needs
- Identity needs
- Practical needs
- Social Needs

Transactional Definition of Communication

- Communication refers to the act of one or more persons…
- sending and receiving msgs simultaneously…..
- through a variety of channels…..
- that occur within an environment….  
- are distorted by noise…..  
- and lead to some effect.
Transactional MODEL of Communication

Communication Environment/Context
- Physical
- Cultural
- Social-psychological
- Temporal

Encoders/Decoders
- We receive and send messages at the same time.
Messages

- Feedback & Feedforward
  - Verbal
  - Nonverbal

Channels of Communication

- Vocal/Verbal
  - Face to Face
  - Mediated (telephone, e-mail, faxes, videoconference)
  - Writing
- Visual
- Olfactory
- Tactile

- Note: More nonverbal than verbal channels

Noise

- Defined:
  - Forces that interfere with effective communication. Distorts the message so that the original message is distorted.
- Physical
- Physiological
- Psychological
- Semantics
Effects

- Cognitive
- Affective
- Psychomotor

Communication involves Ethics

- Because communications have consequences and effects they involve decisions of right and wrong
- Consider:
  - What’s your purpose?
  - What’s your motive?
  - Is it harmful or hurtful?
  - Would you want everyone to do it?
  - Etc….

Competent Communicator

- Defined:
  - “Achieves one’s goals in a manner that ideally maintains or enhances the relationship in which communication occurs.”
8 Characteristics of Competent Communicator

1. Wide range of behaviors
2. Choose appropriate behavior
3. Skill @ performing behaviors
4. Empathy & Perspective taking
5. Cognitive complexity
6. Self-monitoring
7. Commitment to relationship
8. *****Communication is Inevitable, Irreversible & Unrepeatable. *****

Misconceptions about Communication

~ NOT ~