

COMMUNICATION

Tuesday April 26, 2016

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### The Communication Process



- Communication involves sending and receiving information
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- In order for the communication process to function properly there must be:
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### Effective vs. Efficient Communication



- **Effective communication**
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- **Efficient communication**
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- **Messages can be effective but not efficient.**
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## Barriers to Communication

### Mom's text to daughter:

- I've been getting text messages using these short forms and I don't know what they mean, can you help me out. "ldk gtg ttyl"

### Response from daughter:

- I don't know, got to go, talk to you later

### Mom's response:

- Fine then, I will just ask your sister.

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## Barriers to Communication

- Often times the intention of a sent message is not what is actually understood.

- This can occur for a variety of reasons:

- Poor Choice of Channel

- The mechanism for sending the message is not ideal.
  - Written message –
  - Verbal message –

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- Poor written/verbal expression

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- Failure to recognize non-verbal signs

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- Mixed messages

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- Ex. While eating food that you think tastes terrible you make a face because it tastes sour/spoiled, but you tell the person serving it, that it tastes great.

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□ Physical Distractions

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□ Status Effects

- **Filtering** information so that it appears favorable to the receiver, but is intentionally distorted.

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## Improving Communication

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□ **Active Listening**

- Assisting another individual in communicating their message by being attentive while listening.
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□ **Constructive Feedback**

- Providing suggestions to another individual about your feelings.
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□ **Space Design**

- Good use of space in order to encourage effective and efficient communication
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□ **Channel Selection**

- Selecting an appropriate pathway for the message being sent.
- Impersonal, one way, quick messages utilize:
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- Personal, two way, slow messages utilize:
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**Electronic Communication**

- Knowing how and when to use technology
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**Interactive Management**

- Implementing a variety of communication channels to keep communication open.

**Cross-Cultural Communication**

- Presents challenges due to language barriers
  - Non verbal gestures in one country may carry different meaning in another country
  - Ethnocentrism –

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