

What is **COMMUNICATION**?

“Sharing meaning by sending and receiving symbolic cues”

“the process of using verbal and nonverbal cues to transact mutually understood meaning between two or more people within a particular context and environment”

****includes verbal, nonverbal and listening.**

What are the elements of the communication process?

1. context-setting of communication that involves physical, social, historical, psychological and cultural elements
 - a. physical: place, temperature, lighting, noise level, seating arrangements, proximity of the speaker to the audience, time of day
 - b. social: relationships between the speaker and the listeners (e.g. family, friends, professional colleagues, strangers)
 - c. historical: past communication experience between the participants that provide the background of the current situation
 - d. psychological: moods and feelings of the speaker and listeners
 - e. cultural: beliefs, values, and norms of the speaker and listeners
2. participants
 - a. source: the person who wishes to transmit meaning to another, sender, creator, and encoder of the message
 - b. receiver: intended destination of the message, who receives, analyzes, translates, and integrates the message in his/her own ideas, the decoder
3. messages
 - a. meanings: the ideas and feelings within you
 - b. symbols: words, sounds, and actions that transmit meaning
4. channels-the medium of communication involving the sensory routes of taste, touch, smell, sight, and hearing; verbal communication (words) travels through sound waves; nonverbal communication (facial expression, eye contact, and gestures) travels through light waves; includes electronic devices (e.g. telephones, television, radio, computers)
5. noise-**interference**, anything that interferes with communication; may be external internal or semantic
 - a. external: environmental sounds or settings
 - b. internal: psychological (thought and feelings) and physiological (physical well-being)
 - c. semantic-word meanings and implications
6. feedback-receiver’s response to the message; nonverbal and verbal interactions

Types of Communication:

-Intrapersonal communication-communication with yourself in response to yourself, others, issues, or events; includes thinking, problem solving, conflict resolution, emotion, stress, and relationship development

-Interpersonal Communication-between two people, dyadic communication, from the Latin work dyad meaning pair

-Group communication-

- Small group or team communication: three or more people who are pursuing a common goal by socializing, interacting, and/or influencing each other
- Public communication: one speaker communicating in front of an audience presenting a prepared, structured, formal message to inform, persuade, or entertain the listeners (SPA 270)

-Mass or Mediated Communication-one or more people communicating to a large audience using written media (e.g. newspapers, magazines, and books) or electronic media (e.g. telephone, computer, radio, and television)