

GBC Saturday Seminar:
Communication is More than Information Transmission:

Basics of Communication

Communication is variously defined:

Webster: Definition of communication

1a: a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior, the function of pheromones in insect communication also : exchange of information

b : personal rapport a lack of communication between old and young persons

2a : information communicated : information transmitted or conveyed

b : a verbal or written message *The captain received an important communication.*

3 communications

a : a system (as of telephones or computers) for transmitting or exchanging information wireless electronic communications

b : a system of routes for moving troops, supplies, and vehicles

c : personnel engaged in communicating : personnel engaged in transmitting or exchanging information

4 communications plural in form but singular or plural in construction

a : a technique for expressing ideas effectively (as in speech)

b : the technology of the transmission of information (as by print or telecommunication)

5 : an act or instance of transmitting the communication of disease

6 anatomy : a connection between bodily parts Surprisingly little is known about the communication between the alveolar and terminal bronchiolar surfaces...— Richard C. Boucher

Our focus is definition 1, the exchange of thoughts between people including information, ideas & emotions.

Problem: *Much communication can take place with little or no communication occurring.*

Successful communication does not occur until the thoughts of the person sending the message are understood as the same thoughts by the recipient

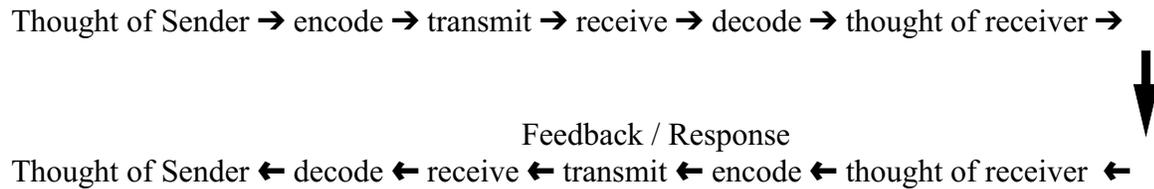
Communication takes hard work

Basic Communication Theory

Thought of Sender → encode → transmit → receive → decode → thought of receiver

Note that communication will affect both thought and the emotions related to that thought (though the emotional reaction can occur faster than the cognitive thoughts may be specifically identified).

In good communication the thought at the beginning of the process is the same at the end of it. A response / feedback mechanism allows a check to see if this is happening:



Feedback mechanisms:

Problems in communication.

Sender

Clarity of Thought of Sender:

Encode:

Thought must be encoded accurately - what is ability of sender to do this?

All senses can be used: Sight / sound / touch / smell / taste - often in combination

This involves language, vocabulary & syntax of system used

Sound:

Sight:

Touch:

Smell:

Taste:

Transmit: Involves both means of transmission and sender's ability

Vocal skills:

Physical skills:

Medium of Transmission

Recipient

Reception: involves the means of transmission and recipient's ability

Hearing:

Seeing:

Touch:

Smell:

Taste:

Decode: means of communication must be converted into thought

This is the reverse of encoding - what is ability of receiver to do this?

This involves language, vocabulary & syntax of system used

Meaning of words / tone / volume / style / harmony or discordance

Meaning of signs / symbols / font size & type

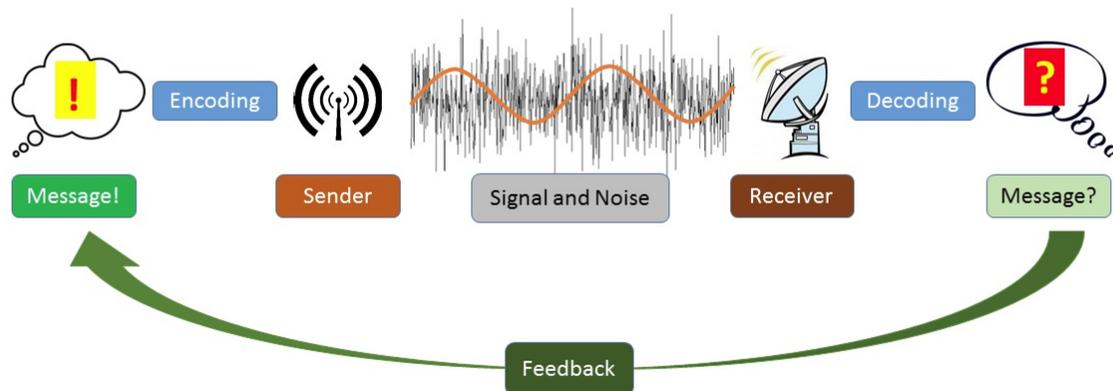
Meaning of touch

Meaning of smell

Meaning of taste / etc.

Clarity of thought of recipient - can the person comprehend the message?

Communication Theory



INTERFERENCE can occur at every step along the way from both external (physical source) and internal sources (emotional, psychological, semantics - definitions of words / meanings of actions)

Thought of sender

Encoding

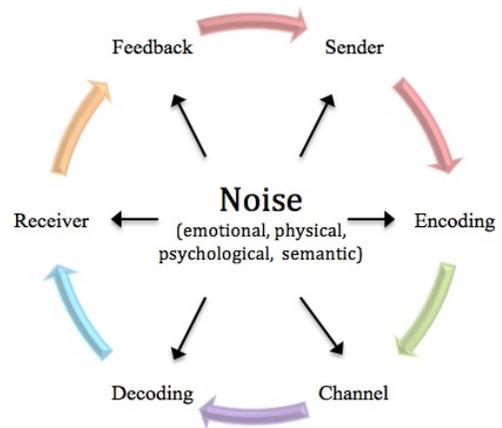
Transmission.

Reception.

Decoding

Thought of recipient

TERESA & GABY'S COMMUNICATION MODEL



Most interpersonal relationship problems between friends is usually due to communication problems. It is tragic that communication problems can result in the creation of enemies that might otherwise be friends. Consider how many times you have been upset with someone only to find out it was based on a misunderstanding - a communication failure. (Note: people can also be enemies because they do communicate well and clearly and understand each other and strongly disagree).

Good communication uses multiple pathways of transmission. Consider the strengths and weakness of each of these forms of communication?

Verbal, face to face _____

Verbal, over video phone _____

Verbal, over the phone _____

Letter or email _____

Instant Messenger _____

Texting _____

Verbal with visual and instant feedback is best for clear communication

As visual and feedback ability decline, so does clarity of the communication

Auditory: volume & tone

Visual - "body language" can change the meaning of verbal message

Lighting and smells can set a mood for a verbal conversation: Consider these settings and their value for particular kinds of communication:

Candlelight dinner at a quiet table
Soft lighting in a home living room
Talking around a dinner table
Benches around a campfire

Brightly lit cafeteria
Office with chairs opposite desk of individual
Brightly lit classroom with tables
Chairs in a circle in a class room