Communicate! 16e Chapter 1

Foundations of Communication.

"Human beings are the most meaning-seeking, emotional, social, and story-wired creatures on the planet."

–Retired LTC Scott Mann

Trust

- Understanding
- Motive
- Ability
- Character
- Track Record

By the end of this chapter, you should be able to:

1. Describe the nature of communication.

2. Define critical components in the communication process.

3. Explain the characteristics of communication.

4. Assess messages using the principles of ethical communication.

5. Develop a plan to improve communication competence when interacting with others in person and online.

Communication Competence

Communication competence is the degree to which our communication behavior is perceived as appropriate and effective.

Studies affirm employers seek effective written, oral, interpersonal, and teamwork communication skills when hiring and promoting employees.

The Nature of Communication

Communication is the process through which we:

express

interpret

and coordinate

messages with others

Messages

- Encoding
- Decoding
- Feedback

Canned Plans:

a "mental library" of scripts each of us draws from to create messages based on what worked in the past

Scripts:

an actual text of what to say and do in a specific situation

Communication context

Physical situation

Social presence

Social situation

Historical situation

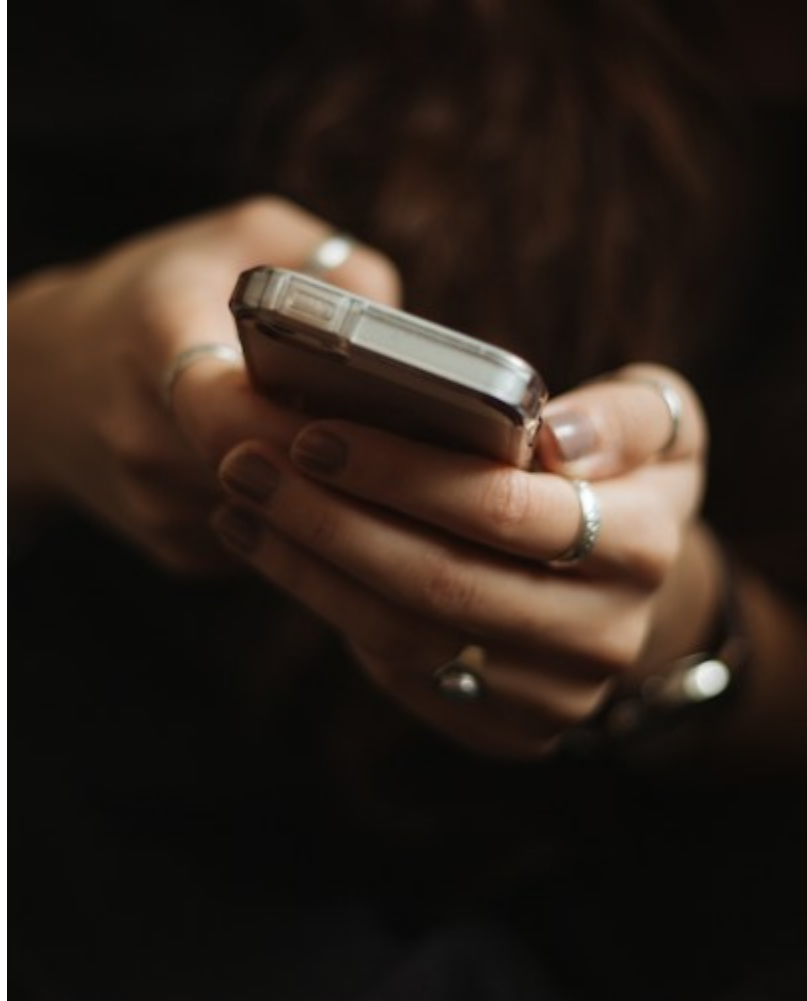Psychological situation

Cultural situation

Cultural identity

Physical Situation

includes the location, the environmental conditions (tempeture, lighting, noice), and the physical proximity of participants to each other.

Social Presence

a sense of "being there" with another person virtually is social presence.
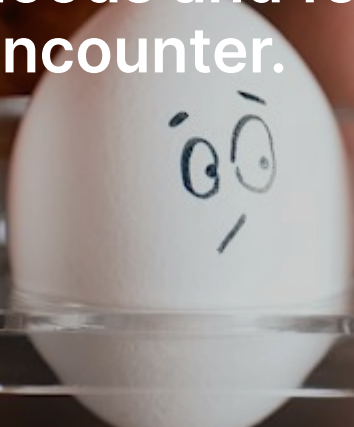
Social Situation

is the nature of the relationship that already exists between the participants.

Historical Situation

is the background provided by previous communication between the participants.

Psychological Situation

includes the moods and feelings each person brings to the encounter.

What is Culture?

what you allow or disallow, in other words, honor or shame in a particular group.

Cultural Situation

includes the beliefs, values, orientations, underlying assumptions, and rituals that belong to a specific cultural or co-cultural group.

Cultural Identity

what group or groups you identify with.

Communication settings

Intrapersonal communication
Interpersonal communication
Small group communication
Public communication
Mass communication

Intrapersonal

Interpersonal

Small Group

Public Communication

Mass Communication

Communication process:

A complex set of different and interrelated activities intended to result in shared meaning.

- Message production
- Message interpretation
- Interaction coordination

Channels

Both the route traveled by the message and the means of transportation

- Acronyms
- Media richness
- Synchronicity
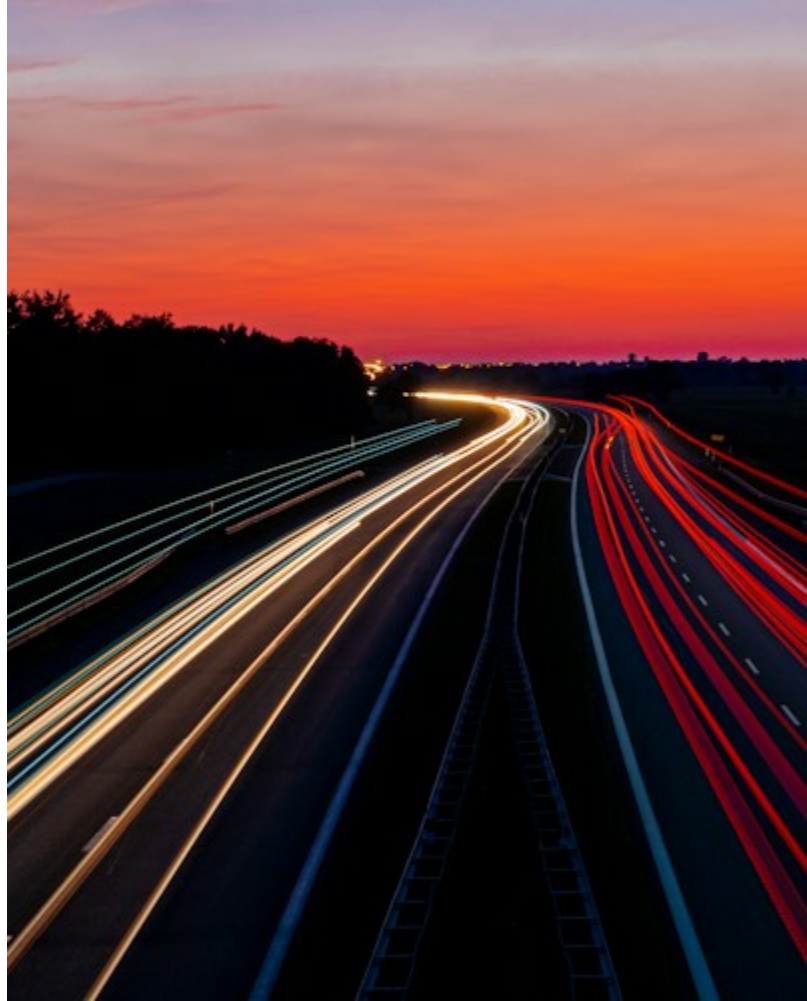
Acronyms

plus movements, touch, gestures, emoticons, and emojis

Media Richness

how much and what information can be transmitted via a particular channel.

Synchronicity

<u>synchronous</u> is immediate feedback (face-to-face);

<u>asynchronous</u> provides time to craft responses (bulk mail).

Interference and Noise

Any stimulus that interferes with achieving shared meaning.

- Physical noise
- Psychological noise

Physical Noise

sight, sound, or smell that distracts us from the message.

Psychological Noise

Thoughts and feelings that compete with the message.

Context

Messages through multiple channels
(verbal and nonverbal)

Participant
Simultaneously sends and
receives verbal and nonver-
bal messages.

(Internal Interference)

Participant
Simultaneously sends and
receives verbal and nonver-
bal messages.

(Internal Interference)

External
Interference

External
Interference

External
Interference
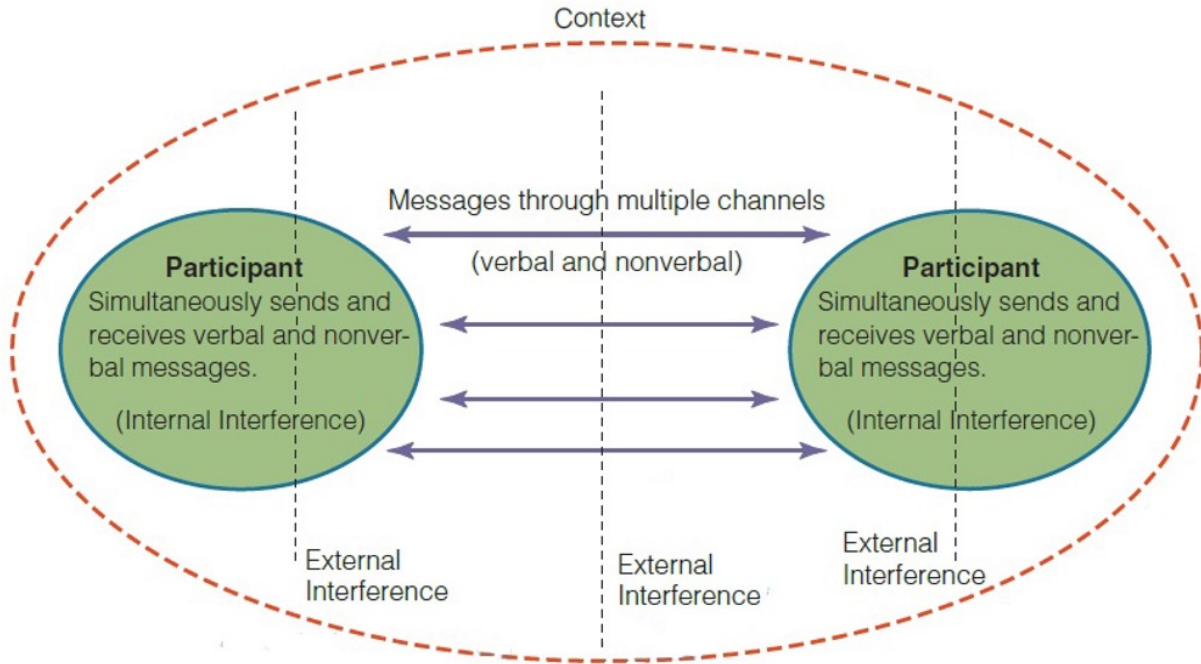
Communication Process Visual

Communication has a purpose.

To develop and maintain a sense of self.

To meet social needs

To develop and maintain relationships.

To exchange information

To influence others

Communication is continuous

always sending and receiving...

Communication is irreversible

we cannot reverse time

Communication is situated

how we communicate and interpret messages is influenced by the specific situation or context in which communication occurs.

Communication is indexical

our words and messages don't permanently have fixed meanings by themselves. Instead, their meaning can change based on the context and how they are delivered. Think of it like a pointing finger (index finger) - it doesn't mean much on its own, but when you see it pointing at something, you understand its meaning. In communication, things like tone of voice, body language, and the situation in which a message is delivered can all affect how we interpret what is being said.

Trust

- Understanding
- Motive
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Control

the extent one believes they are "in charge".

Complementary feedback = agreement on control
Symmetrical feedback = disagreement on control

Intimacy

how emotionally close
is the relationship?

Communication messages vary in conscious thought.

- Spontaneous expressions - are myopic
- Constructed messages - are thought out and scripted

Cultural norms guide communication.

Culture

includes shared beliefs, values, symbols, and behaviors.

Positionality is the distinct worldview a person brings to an occasion.

Rhetorical sensitivity

is communication expressing empathy and compassion for diverse perspectives, lived experiences, and worldviews.

Communication Ethics

Ethics are moral principles a society, group, or individual holds that differentiate right from wrong.

Ethical communicators:

- Are honest.
- Act with integrity.
- Behave fairly.
- Demonstrate respect.
- Are responsible.

Bright side messages

ethical and appropriate

Dark side messages

- "Hard dark side" = inappropriate
- "Easy dark side" = unethical
- "Evil dark side" = inappropriate and unethical

Communication Competence

is the impression that communicative behavior is appropriate and effective in each situation.

- <u>Credibility</u> = knowledge, trust, and warmth
- <u>Social ease</u> = calm
- <u>Communication apprehension</u> = fear and anxiety