

SPC1017- EXAM 1 STUDY GUIDE

CHAPTER 1

Communication- any process in which people, through the use of symbols, verbally and/or nonverbally, consciously or not consciously, intentionally or unintentionally, generate meanings (information, ideas, feelings, and perceptions) within and across various contexts, cultures, channels, and media

Elements of Communication:

Sender Receivers- people both sending and receiving messages at the same time

Message- made up of ideas and feelings that sender-receivers want to share

- There is no message at all if there aren't common symbols

Symbols- something that stands for something else

1. **Verbal**- words in a language that stand for particular things or ideas
2. **Concrete**- symbol that represents an object
3. **Abstract**- stands for ideas
4. **Nonverbal**- without using words → include facial expressions, gestures, posture, vocal tones, and appearance

Channel- the route traveled by a message; it is the means a message uses to reach the sender-receivers

- Primary channels (sound and sight) → radio, TV, CD's, newspapers
- Nonverbal channels (touch, sight, sound) → appropriate clothing, firm handshake, respectful voice

Feedback- the response of the receiver senders to each other

Sensory Acuity- paying attention to all elements in the communication environment

Noise- interference that keeps a message from being understood or accurately interpreted

1. **External (Physical)**- comes from the environment and keeps the message from being heard or understood
2. **Internal (Psychological)**- occurs in the minds of the sender receivers when their thoughts or feelings are focused on something other than the communication at hand
3. **Semantic**- caused by people's emotional reactions to words (ex: foreign country)

Setting- the environment in which the communication occurs

The Internet/Model of Communication:

Synchronous Communication- talk that occurs at the same time with no time delay (ex: one to one, one to a few, one to many)

Asynchronous Communication- does not occur at the same time (ex: email, IM, or seeking information from websites)

Communication is a Transaction:

Transactional Communication → involves 3 principles

1. *Participation is continuous and simultaneous*- whether or not you are actually talking in a communication situation, you are actively involved in sending and receiving messages
2. *All communications have a past, present, and a future*- you respond to every situation from your own experience, your own moods, and your own expectations
3. *All communicators play roles*- parts you play or ways you behave with others. Defined by society and affected by individual relationships, roles control everything from word choice to body language

Types of Communication:

Intrapersonal Communication- language use and/or thought that occurs within you, the communicator (daydreaming, talking to oneself, reading aloud). It involves your active internal involvement in the symbolic processing of messages

Interpersonal Communication- occurs when you communicate on a one-to-one basis → usually in an informal, unstructured setting (all elements of the communication process ex: interview)

Small Group Communication- occurs when a small number of people meet to solve a problem (5-7 ppl). Messages are more structured in small groups because the group is meeting for a specific purpose

Public Communication- the sender receiver (the speaker) sends a message (the speech) to an audience. The setting is usually formal

Intercultural Communication- (a mix of all contexts) 2 or more people from different cultures interact

- **Culture**- the ever-changing values, traditions, social and political relationships, and worldview created and shared by a group of people bound together by a combination of factors
- **Co-Culture**- people who are part of a larger culture but also belong to a smaller group that has some different values, attitudes, or beliefs

Communication Competence:

Competent Communication- the ability to communicate in a personally effective and socially appropriate manner

3 Components:

1. *Knowledge*- recognize what communication practice is appropriate
2. *Skill*- the ability to perform that practice

3. *Motivation*- the want to communicate in an effective manner

Needed Elements for Competency:

- *Respect*- communicators must be courteous, polite, and civil
- *Empathy*- identifying with, sharing the feelings of or being on same wave as other people
- *Tolerance*- communicators must be open minded, understanding and patient
- *Flexibility*- must be willing to adjust/compromise
- *Interactive Management*- how they participate or involve themselves in any communication situation (posture, comfort, appropriate role, and willingness to disclose)

Strategic Flexibility (SF) → used in feedbacks- expanding your communication repertoire (your collection or stock of communication behaviors that can readily be brought into use) to enable you to use the best skill or behavior available for a particular situation

6 Steps:

1. *Anticipate*- potential situations and needs/requirements arise from them
2. *Assess*- factors, elements and conditions of situation involved in
3. *Evaluate*- value and worth of factors, elements, and conditions of all involved
4. *Select*- choose from collection of available skills and behaviors
5. *Apply*- according to factors/their relevance
6. *Reassess and Reevaluate*- for every action taken, there is likely to be feedback as well as actions taken by others as a direct result of those taken by you

Active Open-Mindedness (AOM)- a tool that they can apply, flexibly, that will help them digest, master, and use knowledge

Communicating Effectively- understanding process of communication you can understand why or why it doesn't work

Ethical Communication- a component of each of the six types of communication, is communication that is honest, fair, and considerate of others rights

CHAPTER 2

Self Concept- accumulation of messages you received throughout your life (things said to you, things let go, things you believe in) how you think and feel about yourself

Perception- how you look at others and the world around you