

Human Communication: What and Why

Human Communication

- Simple Vs Complex
- Traditional Vs Modern
- Strong Vs Weak relationships

Types of communication

Intrapersonal vs. Interpersonal

- **Intrapersonal**- communicating with oneself
- **Interpersonal**- communication that takes place between two people

Small group communication

- Communication that takes place between more than two members, Group members usually communicate equally

Public communication

- Communication that takes place in a large group
- Too large for all members to communicate equally

Mass communication

- Messages are transmitted in large quantities to several people at one time through several sources: electronic, print, television, radio, magazines, etc.
- No personal contact between sender and receiver

Needs satisfied by communication

- **Physical needs:** benefits our physical health/well-being
- **Identity needs:** Impressions of who we are, are formed according to the ways in which others respond to us
- **Social needs:** Pleasure, escape, affection, relaxation, inclusion and control
- **Practical needs:**
 - to get where we need to go
 - to accomplish what we need to accomplish
 - to better understand our environment and what is expected of us

Communication competence: Ability to communicate effectively

Effective communication: Communication that maintains or enhances the relationship in which it occurs

Characteristics of a competent communicator:

- **Empathy:** Understanding another’s perspective
- **Cognitive Complexity:** ability to analyze the behavior of others in a variety of ways
- **Self-Monitoring:**
 - Observing your own behaviors as if you are outside yourself
 - Imagining how others are interpreting your behaviors
 - Being aware of how your behaviors affect others
- **Commitment to the relationship:** Level of commitment determines willingness to communicate effectively

Factors responsible for response

- The context (what is involved in the situation)
- Your goal (do you want this relationship to continue positively)
- The other person (where is he or she coming from and how is he or she feeling)

Noise

- Affects the message sent by the sender
- May prevent the message from reaching the receiver accurately
- May affect the way the receiver interprets the message.
- May take place before, during and after message is sent

Types of Noise

- External – factors that take place outside the receiver
- Physiological – biological, personal factors that prevent the receiver from accurately interpreting and decoding the message
- Psychological – when forces within a person prevent he/she from having the ability to send or receive a message effectively

Environment

- Refers to our surroundings or to our personal experiences and cultural backgrounds that communicators base their view
- Our environments may influence the way we encode or decode messages

The way we understand a message is based on several factors:

- How we interpret the message sent
- Environment we come from
- The environment we are in when the message is sent
- The amount of noise present when communication takes place

Conclusion

- Communication satisfies several human needs
- Effective human communication skills leads to effective relationships