




INTERPERSONAL COMMUNICATION



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- Interpersonal: Transactional process through which people create and manage their relationships, exercising mutual responsibility in creating meaning.
- Interpersonal communication: The process of exchange of information, ideas, and feelings between two or more people through verbal or non-verbal communication.
- It often includes face-to-face exchange of information, in a form of voice, facial expressions, body language, and gestures.
- The level of one's interpersonal communication skills is measured through the effectiveness of transferring messages to others.
- Commonly used interpersonal communication within an organization include daily internal employee communication, client meetings, employee performance reviews, and project discussions. In addition, online conversations today make a large portion of employees' interpersonal communication in the workplace.
- The transfer of information from one person to another, both verbally and non-verbally.
- 75% of our waking hours are spent communicating.

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- Verbal and nonverbal communication are intricately interwoven.
 - If nonverbal cues do not match the tone and implication of the spoken word, the flow of communication is hindered.
 - The receiver of the message tends to base the intention of the sender on the nonverbal cues he receives.
 - In effect, a miscommunication from the sender results in a misinterpretation of the receiver.



The Importance of Interpersonal Communication in Workplace

- On a scale from 1 to 5, managers rate the importance of having good interpersonal skills at 4.37, just below the ‘ability to work in teams’.
- There are many reasons why they are so valued; even though most workplace business is now conducted through online communication channels, it is still **necessary to possess verbal skills** in order to work effectively with your colleagues and bosses.
- Interpersonal skills are crucial for business success. Let’s now take a look into why **interpersonal communication is crucial** for your career development and productivity in the workplace.



Functions of Interpersonal Communication

Interpersonal Communication

Meet our social needs

Maintain our sense of the self

Echange our information

Fulfil our social obligations

Influence others

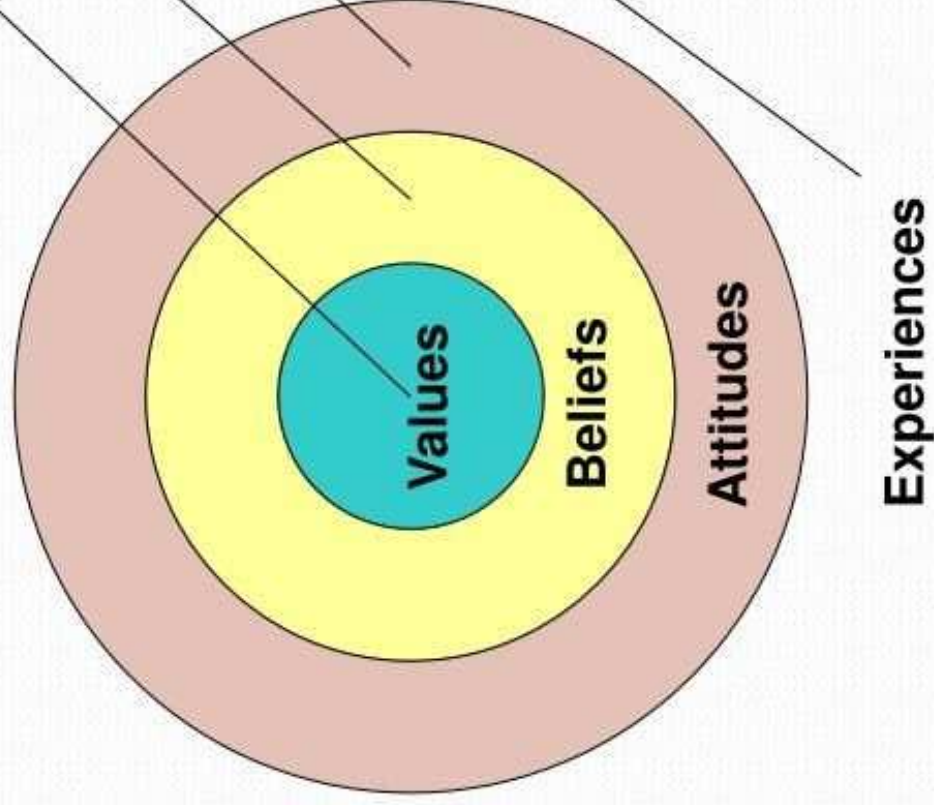
Get and improve our jobs

An enduring concept of right or wrong, good or bad.

What you understand to be true or untrue.

Represents our likes and dislikes.

Past events or activities that give knowledge.



Message Formation

1. **Message** – a person’s verbal utterances and nonverbal behaviors to which meaning is attributed during communication
2. **Meaning** – the substance of messages that you send – the ideas and feelings in your mind
3. **Symbols** – words, sounds, and actions that are generally understood to represent meaning

Context – the setting

- Physical – where communication takes place, the environment, the distance between participants, seating, time of day
- Social – the nature of the relationship
- Historical – the background of previous communication
- Psychological – the moods and feelings
- Cultural – the set of beliefs, values, and norms that are shared by a large group of people

Principles of Interpersonal

Communication (pps., 9-12)

- Is purposeful
- Is continuous
- Is Transactional (Messages vary in conscious encoding)
- Is relational
 - Symmetrical or Complementary
- Is Irreversible
- Has ethical implications
- Is learned

Communication has Purpose

- All communication is goal-directed
- Goal may be serious or trivial
- Successful communication achieves its goals
- People are not always aware of their goal in any particular act of communication.

Communication is Continuous

- Interpersonal communication can be verbal or nonverbal. Therefore, we are always sending messages to others--whether we are aware of it or not!



Communication is Learned

Communication about communication

When you develop skill in communicating about your and others' messages, you can increase the chance of creating shared understanding.



VERBAL COMMUNICATION

- Verbal communication is organized by language.
- Therefore, follow the Do's and Don'ts of sending messages
- Prescription for clear reception of messages

DO'S

- Do speak clearly and slowly.
- Do maintain eye contact.
- Do pay attention to tone, tempo, and pitch to ensure you are conveying the correct message.
- Do try to leave out extra emotions.

DON'TS

- Don't use meaningless words or expressions intermittently that distorts your message.
- Don't use phrases that lessen a person's verbal image such as "you know what I mean" or "sort of."
- Don't use harsh phrases such as "you don't understand" or "you're wrong" which downplay the intellectual capability of the listener.



Effective Reception

- ❑ The key to effective reception of messages is effective listening.
- ❑ Listening is a skill that can be learned to enhance clarity in message exchange.
- ❑ We spend 50% more time listening than we do talking.
- ❑ Better listening skills develop better speaking skills because of awareness.

INEFFECTIVE LISTENING

- ❑ Without listening to details and context, important information can be left out.
- ❑ Conflicts then arise.
- ❑ Overlooked information inhibits solutions and results in lost business time and revenue.
- ❑ Personal relationships will deteriorate.



HOW TO LISTEN EFFECTIVELY

- Eye contact is a number one priority for focus.
- It lets the other person know you are paying attention.
- Beneficial Listening: This means nodding or interjecting phrases such as “right” allows the speaker to know you are following his train of thought.
- Try not to translate what is being said into what you want to hear: self-fulfilling prophecy.
- Pay attention to nonverbal cues.