



CHAPTER FOUR

COMMUNICATION AND INTERPERSONAL RELATIONSHIPS

Learning Objectives

The students will be able to:

1. Define communication
2. List the purpose and levels of communication
3. Discuss the types of communication
4. Explain the model of communication
5. Discuss the relationship of language and experience to the communication process.
6. State the basic characteristics of communication

Communication

- ✓ Communication is a complex process of sending and receiving verbal and nonverbal messages.
- ✓ Allows for exchange of information, feelings, needs, and preferences
- ✓ The process of creating common understanding
- ✓ The process of sharing information
- ✓ The process of generating and transmitting meanings

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Purposes of communication

- ☐ Information
- ☐ Education
- ☐ Persuasion
- ☐ Entertainment

Goals of communication

1. Mutual understanding of the meaning of the message.
2. Feedback/response indicates if the meaning of the message was communicated as intended

1. Verbal Communication

- ✓ It is an exchange of information using spoken and the written word.
- ✓ Language is a prescribed way of using words
- ✓ Characteristics:
 - simple, brief, clear,
 - well timed, relevant, adaptable,
 - credible

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2. Non verbal communication

- ✓ It is the exchange of information without the use of words.
- ✓ It is communication through gestures, facial expressions, posture, body movement, voice tone, rate of speech, eye contact.
- ✓ It is generally accepted that non-verbal communication expresses more of true meaning of a message than verbal communication.

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3. Meta communication:

- ✓ It is a message about a message.
- ✓ It includes anything that is taken into account when interpreting what is happening, such as the role of the communicator, the non-verbal messages sent and the context of the communication-taking place.

Levels of Communication

- ✓ Intrapersonal
- ✓ Interpersonal
- ✓ Public

Communication Model

- ✓ A conceptual model makes the abstraction of communication more concrete.
- ✓ The communication model comprises **six** elements:
 1. The referent—what idea
 2. The source-encoder
 3. The message
 4. The channel
 5. The receiver-decoder
 6. Feedback

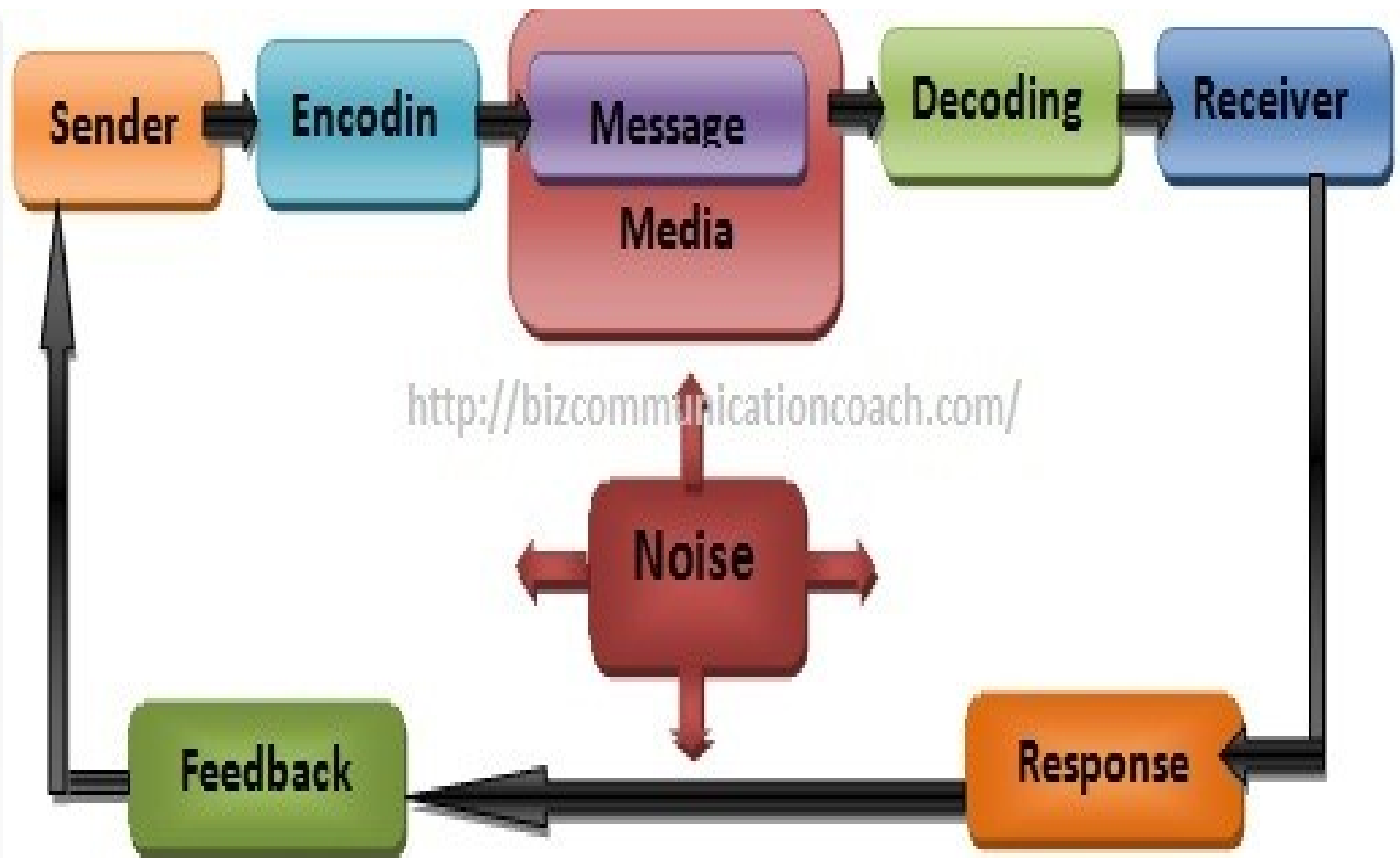


Figure: The Modern Model of Communication

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- ✓ The source-encoder is a term that describes one person who communicates with another.
- ✓ Our ability to form, use and understand the messages we transmit is continually influenced by our
 - Communication skills
 - attitudes
 - levels of knowledge
 - socio-cultural system.

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- ✓ The receiver-decoder
 - ✓ is one of the last links in the communication model.
 - ✓ is the person to whom the message is directed, or other individual who has been influenced by the same factors as encoder

Importance of language and experience in the communication process

- ✓ Language distinguishes humans from other animals.
- ✓ It is used not only to communicate but also to develop the person's view of life and the world.
- ✓ Thus, language and experiences are closely related.
- ✓ A person's view of the world is developed through several kinds of filters.
 1. The first filters consist of sight, hearing, touch, taste and smell
- ✓ Stimuli processed through these receptors

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2. The 2nd filter through which a person experiences the world is the particular language system into which the person is socialized.
 - ✓ Words and sentences give meaning to things and events.
 - ✓ Language allows us to conceptualize the world.
3. A third filter through which a person experiences the world is his or her unique personal history

Principles that guide communication

1. Clarity-words and sentences used to clarify events when they occur within the frame of reference and common experience of both MW and clients.
2. Clarity-in communication occurs when language is used as a tool for the promotion of coherence or connections of ideas expressed.

Characteristics of communication

- ✓ Communication is a reciprocal process
- ✓ Communication is a continuous process
- ✓ Communicating person receives and sends messages through verbal and non verbal means.
- ✓ Verbal and non verbal communication occurs simultaneously.
- ✓ Non-verbal communication is more likely to be involuntary.
 - ✓ Less under control of the person sending the message than verbal communication.

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- ✓ Non verbal communication
 - ✓ Is considered as being a more accurate expression of true feelings.
 - ✓ Often helps a person understand subtle and hidden meanings in what is being said verbally.
- ✓ There is a proverb that says" Action speaks more than thousand words".
- ✓ Communicating persons respond to messages they receive.

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- ✓ The message cannot always be assumed to mean what the receiver believes it to mean or what the sender intended to mean.
- ✓ Exchanging message requires knowledge
- ✓ Past experiences influence messages, sent and interpretation
- ✓ Communication is influenced by the way people feel at the moment or about the subject

Communication Techniques

1. Conversation skills

- Control the tone of your voice
- Be knowledgeable about the topic
- Be flexible
- Be clear and concise
- Avoid words that may be interpreted differently
- Be truthful
- Keep an open mind
- Take advantage of available opportunities

2. Listening skills

- It involves both hearing and interpreting what is said.

Techniques to improve listening skills

- ✓ Sit when communicating with a client
- ✓ Be alert but relaxed and take sufficient time
- ✓ Maintain eye contact with the client
- ✓ Indicate that you are paying attention to what the client is saying
- ✓ Think before responding to the client
- ✓ Listen for themes in the client's comments.

- ✓ Use of silence:
- ✓ The MW can use silence appropriately by taking the time to wait for the client to initiate or continue speaking.
- ✓ During period of silence, the MW has the opportunity to observe the clients verbal and non verbal messages simultaneously.
- ✓ Periods of silence during communication demonstrating comfort and contentment in the MW-client relationship.

Factors that influence communication

1. Perceptions
2. Values
3. Background
4. Knowledge
5. Roles and relationships
6. Environmental setting

3. Interviewing Techniques

1. Open-ended question
2. Closed question
3. Validation question
4. Clarifying question
5. Reflective question
6. Sequencing question

Interpersonal skills

1. Warmth and friendliness
2. Openness
3. Empathy
4. Competence
5. Consideration of client variable

Factors facilitating positive interaction

1. Have a purpose for interaction
2. Choose a comfortable environment
3. Provide privacy
4. Confidentiality
5. Client focus

QUIZ

Quiz

1. Write at least 3 factors which facilitate positive interaction.
2. Write at least 3 factors that influence communication.
3. Write the 6 elements of communication model.
4. Write the 3 types of communication.