



Department of Psychology
and Pedagogy

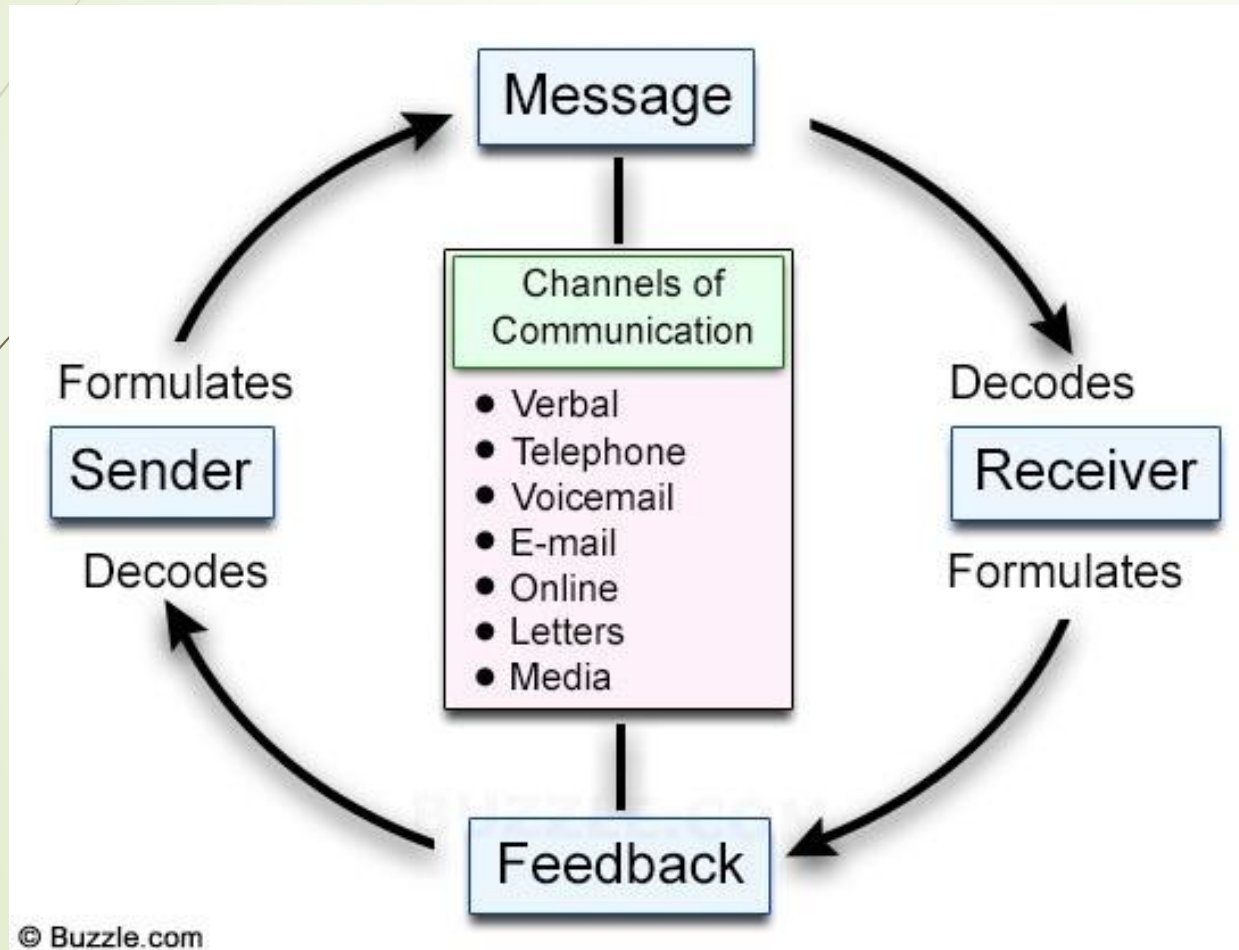


Communication activities of health workers.

Boyko SL, PhD



Communication. Interaction, interpersonal interaction and cognition, social perception.



First step

1. Wanting to initiate a communication.
He formulates the message that he wishes to convey.



Second step

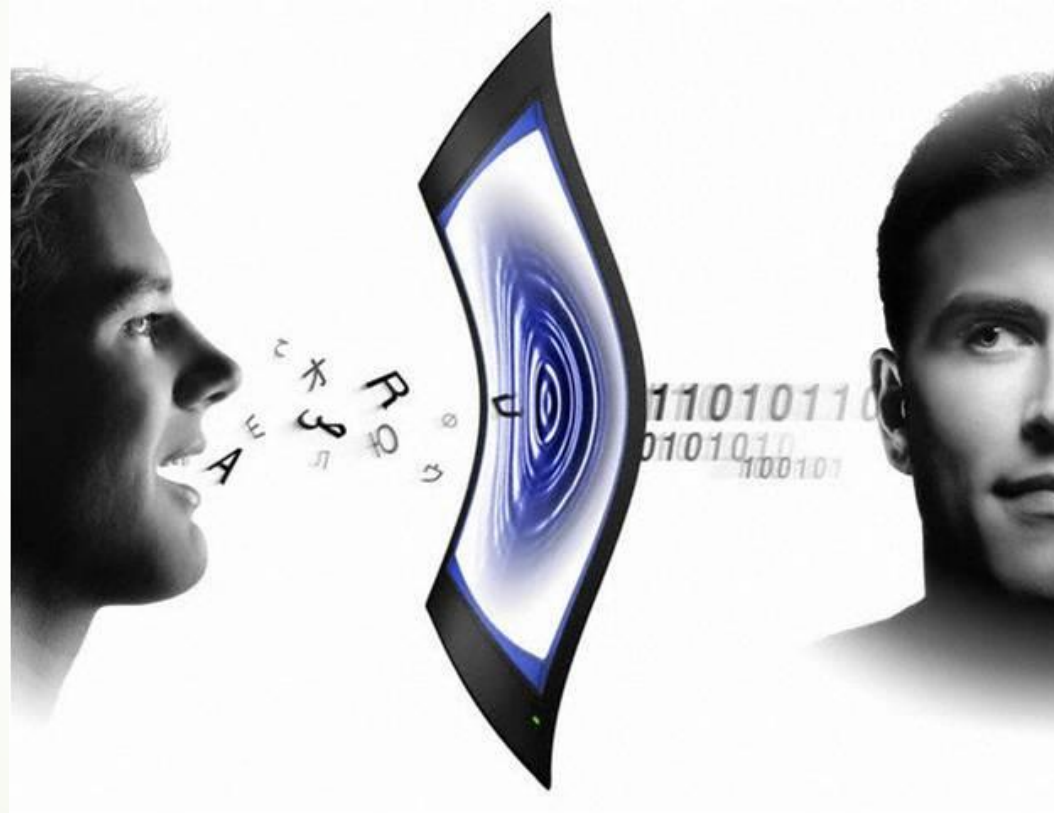
2. Channel of communication.

The sender has to zero in on the most efficient means of communication. It could be verbal, or electronic.



Third step

3. When the receiver comes into the picture. The receiver has to interpret or decode the sender's message.



LAST STEP

4. Upon decoding the message successfully, the receiver has to formulate a response and send it in the form of feedback.



Communication IS processes of information transmission





Brief History of Communication

- If we stepped into a time machine and traveled back to a moment in history that gave us communication
- The history of communication began with man communicating with others like him, using **oral communication** that was understandable to the listener. **Hand signs and body language** played important roles while our ancestors communicated with one another.

Let's take a look at how communication progressed over the years.



Pictograms

- Pictograms are forms of imagery that depict a single object, situations, or other forms of image depiction.



Petroglyphs

➤ A petroglyph is a method that involves carving/incising/picking rocks, using a sharp instrument to produce works of art.



Egyptian Hieroglyphs



- Egyptian hieroglyphs heavily relied on a logographic system that represented a grapheme (the translation of a grapheme is called a morpheme).

Greek and Roman Alphabets



- The Greeks adopted their alphabetical system from the Phoenician alphabet, which later served as the basis for scripts in the Middle East and Europe. It contains **24 letters** in both modern and classical scripts

Postal Services





Smoke Signals

- Smoke signals were an important form of communication between parties, of impending **danger** or **important messages** that needed to be encoded via the signal.

Pigeon Post / Flag Signals (Flag Semaphore)

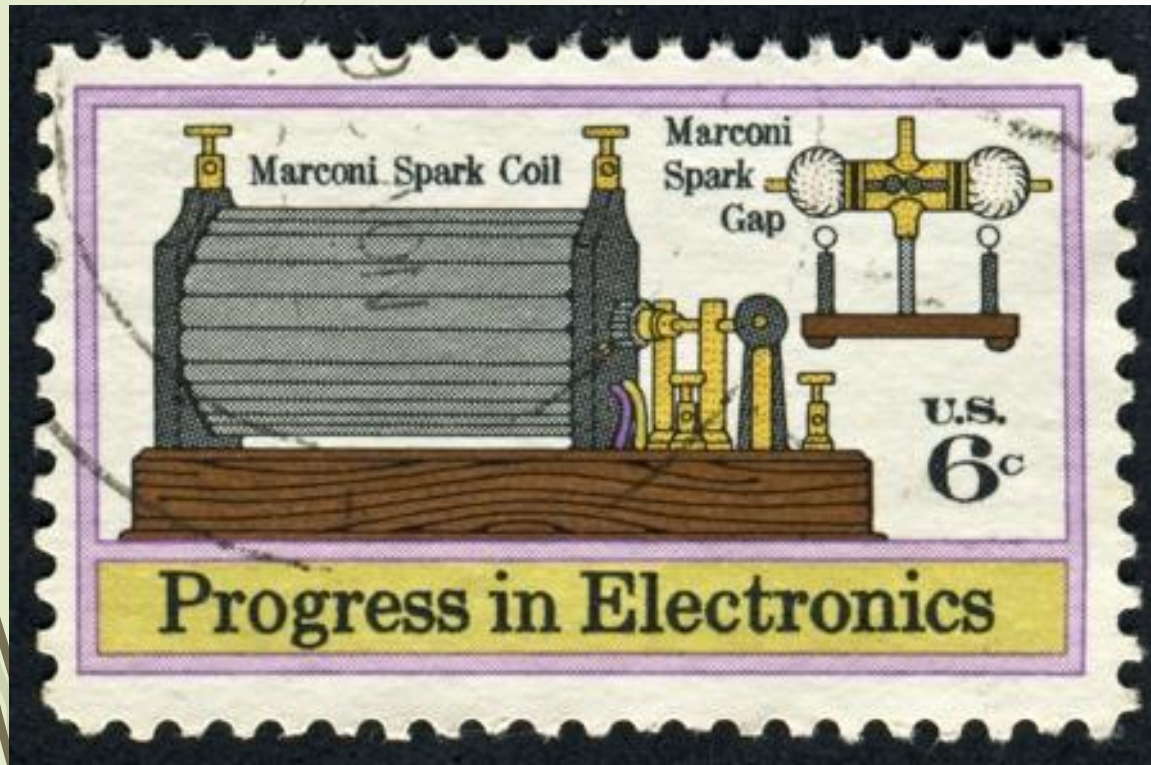


Morse Code



- This method of communication changed the way people communicated - those who were trained to understand what the code signaled. This code uses a set of lights, on-off tones, and clicks, that encodes ISO basic Latin alphabet, Arabic numerals, and other Latin letters.

Wireless Telegraph (Transmitter)



Typewriter

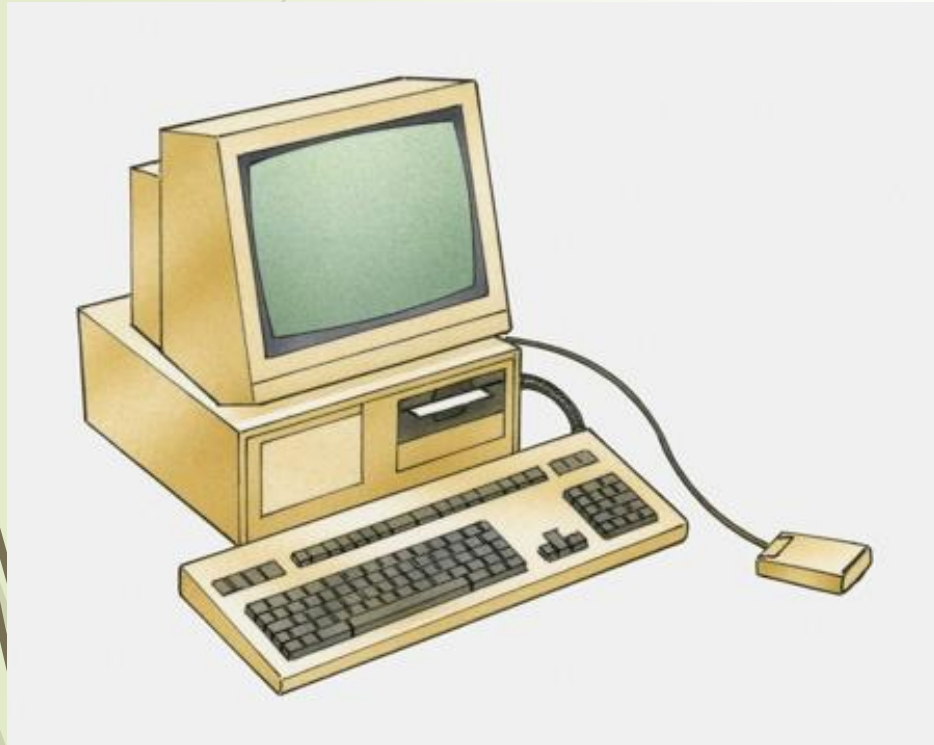


Telephone

- The telephone was a radical invention of its time, with many inventors contributing to the efforts behind the acoustic telegraph.



Computers



Television



- It would be extremely hard to imagine a world without some form of interpersonal interaction. **This interaction or act of sharing information is known as communication.**

- Some of the basic ways by which we communicate with one another is through speech, sign language, body language, touch, and eye contact.





Communication

Verbal

Nonverbal

Written

Visual

Four Types of Communication.

Communication is the process of exchanging information in the form of messages, symbols, thoughts, signs, and opinions.

Verbal Communication

Verbal communication include sounds, words, language, and speech. Speaking is an effective way of communicating and helps in expressing our emotions in words. This form of communication is further classified into four types, which are:

1. Intrapersonal Communication
2. Interpersonal Communication
3. Small Group Communication
4. Public Communication



Verbal Communication

1. Intrapersonal Communication

- This form of communication is extremely private and restricted to ourselves.

2. Interpersonal Communication

- This form of communication takes place between two individuals and is thus a one-on-one conversation.

3. Small Group Communication

- This type of communication can take place only when there are more than two people involved.

4. Public Communication

This type of communication takes place when one individual addresses a large gathering of people.

Nonverbal Communication

- Nonverbal communication manages to convey the sender's message **without having to use words.**
- Symbols and sign language are also included in nonverbal communication. Body posture and language convey a lot of nonverbal messages when communicating verbally with someone





There are many different types of non-verbal communication.

- **Body Movements** (Kinesics), for example, hand gestures or nodding or shaking the head;
- **Posture**, or how you stand or sit, whether your arms are crossed, and so on;
- **Eye Contact**, where the amount of eye contact often determines the level of trust and trustworthiness;
- **Para-language**, or aspects of the voice apart from speech, such as pitch, tone, and speed of speaking;
- **Closeness or Personal Space** (Proxemics), which determines the level of intimacy;
- **Facial Expressions**, including smiling, frowning and even blinking;
- **Physiological Changes**, for example, sweating or blinking more when nervous.

Written Communication



- Written communication is the medium through which the message of the sender is conveyed with the help of written words.
- Letters, personal journals, e-mails, reports, articles, and memos are some forms of written communication.

Visual Communication

- This form of communication involves the **visual display of information**, wherein the message is understood or expressed with the help of visual aids.

For example, topography, photography, signs, symbols, maps, colors, posters, banners and designs help the viewer understand the message visually.



Movies and plays, television shows and video clips are all electronic form of visual communication.



Personalities Determining Styles of Verbal Communication

► Expressive Style of Communication

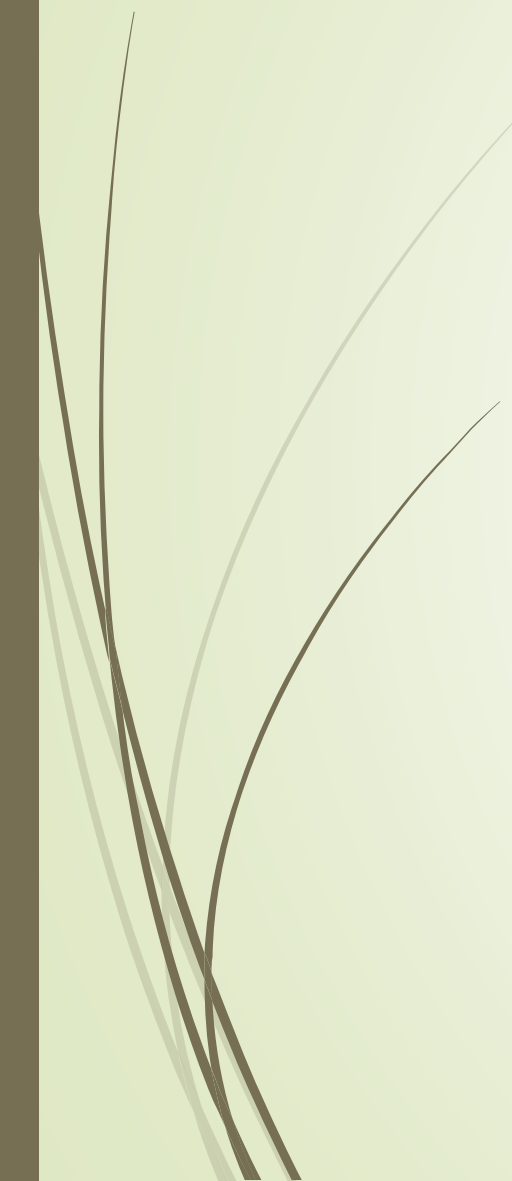
An expressive style is often an outcome of an expressive personality. These are often seen as sociable and amicable people in the crowd. Their imaginative and creative streak helps them in finding new ways to communicate their ideas to the audience. This helps them develop an expressive style of communication free of any reservations and hesitations. The speech of an expressive personality is animated, spontaneous, jovial, and conversational while communicating both, negative and positive thoughts.

Aggressive Style of Communication

- The aggressive style of communication is usually perceived as inconsiderate of others emotions. This style of communication stems from an aggressive personality. Aggressive communicators think of themselves to be above others and thus try to impose themselves through stating their opinions rather violently. Their derogatory tone of talking, makes the audience feel humiliated. The speaker is usually expressing authority or passing a judgment while using this style of speaking.



Passive Style of Communication

- The passive style of communication is exactly the opposite of aggressive style of communication. In a passive way of communication a person finds it difficult to express feelings and emotions with honesty. The genesis of this style of communication is a passive personality. A passive personality chooses not to react to situations and thus refuses any kind of confrontations or explanations.
- 



Passive-Aggressive Style of Communication

- The passive-aggressive style of communication stems from passive style of communication. The two are deeply interlinked, often resulting in defeating the purpose of communication. As passive person fails to communicate with honesty, his expectations are not met with, which thus results in passive-aggression. An aggressive style of communication is where the speaker states the objective clearly, although callously. In this way of communication, the speaker routes the message through indirect ways making things even more complicated.

Workplace and the Barriers



Difference in Perception
and Personality



Language Barriers
Channel Barriers



Cultural Barriers
Physical Barriers

Ways to Improve Communication Skills and Connect Effectively



OBSERVE

- If you have really poor communication skills and can't seem to get the right words across, be it at your workplace or even with regards to your personal relationships
- Remember, you also need to be a good listener.
- Think twice before you speak once.
- Think about your positive points before you start a conversation.
- Having a sense of humor helps to make any conversation light and fun to be in!
- Be it books or newspapers, develop a love for reading. A well-read person has knowledge on a variety of topics, and does not feel left out when discussing things with others.



LISTEN



TAKE YOUR TIME



POSITIVE THINKING



KEEP IT LIGHT



READ

Ways to Improve Communication Skills and Connect Effectively



DO NOT JUDGE



POLITENESS

- Avoid thinking that what you say is always right.
- Rethink about the ways you are framing your sentences in order not to offend the other person.
- Maintain eye contact as you speak; sit and stand in an erect position, and have a firm handshake; do not give wrong signals by crossing your arms and legs; avoid fidgeting excessively.
- Keeping the conversation interesting is extremely necessary.



BODY LANGUAGE



EQUAL PARTICIPATION



**Effective Communication Techniques
for People to Interact Better**

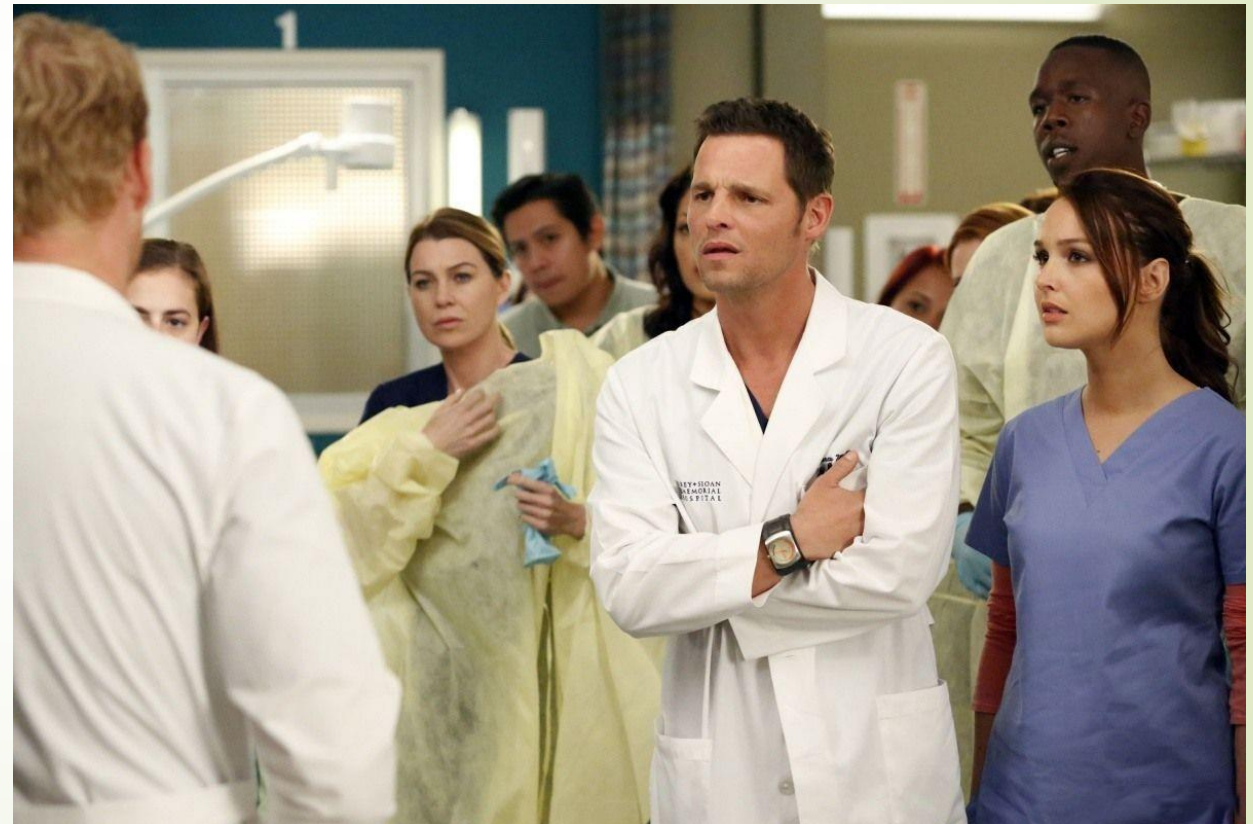
Listening



- You have to listen to the other party. Do not commit the mistake of thinking that communication is only a one-way street.
- Apart from speaking your mind out, communication is also about listening very carefully.
- Focus on what they are saying, and reflect on that conversation later.
- This will send out a message to them that you are grasping their point, and they should do the same when you are speaking.

Expression

- Honesty is very important here. Whenever you are expressing yourself, speaking truthfully and honestly will send out a signal that you trust your audience.
- Speak clearly and properly.
- Do not beat around the bush. This will only confuse your audience.



Taking Criticism Positively



- If someone comes to you with criticism, it's just a natural human response to defend your stance. But, try to take criticism positively and constructively.
- If the criticism is very hard to take and emotional, then the chances are that the person you are communicating with is in distress. Try to empathize with the person, and resonate your words in a very mild language.

Avoiding Arguments



- Most often than not, whenever you are trying to have a healthy conversation, it turns into an argument.
- Arguing is not going to help you any. Try to avoid getting into such situations.

Understanding the Audience



- You need to be able to understand your audience, as they are the ones for whom you are speaking.
- Do not send out your message before you are absolutely sure that they will grasp what you are saying.

Feedback



- It's one of the most common occurrence at the workplace, that a colleague does exactly opposite to what you want him to do, and you keep wondering why has he done so.
- You keep thinking of many reasons for the same. Maybe the colleague did not listen to you, or maybe he did not understand what you said.

Body Language



A diagram showing four components of body language. A vertical line on the left has four white circles connected by a thin line. Each circle is connected to a horizontal red bar containing text. The components are: gestures, posture, head and hand movements, and whole body movements.

gestures

posture

head and hand movements

whole body movements

Emblems

Gestures that serve the same function as a word are called emblems.

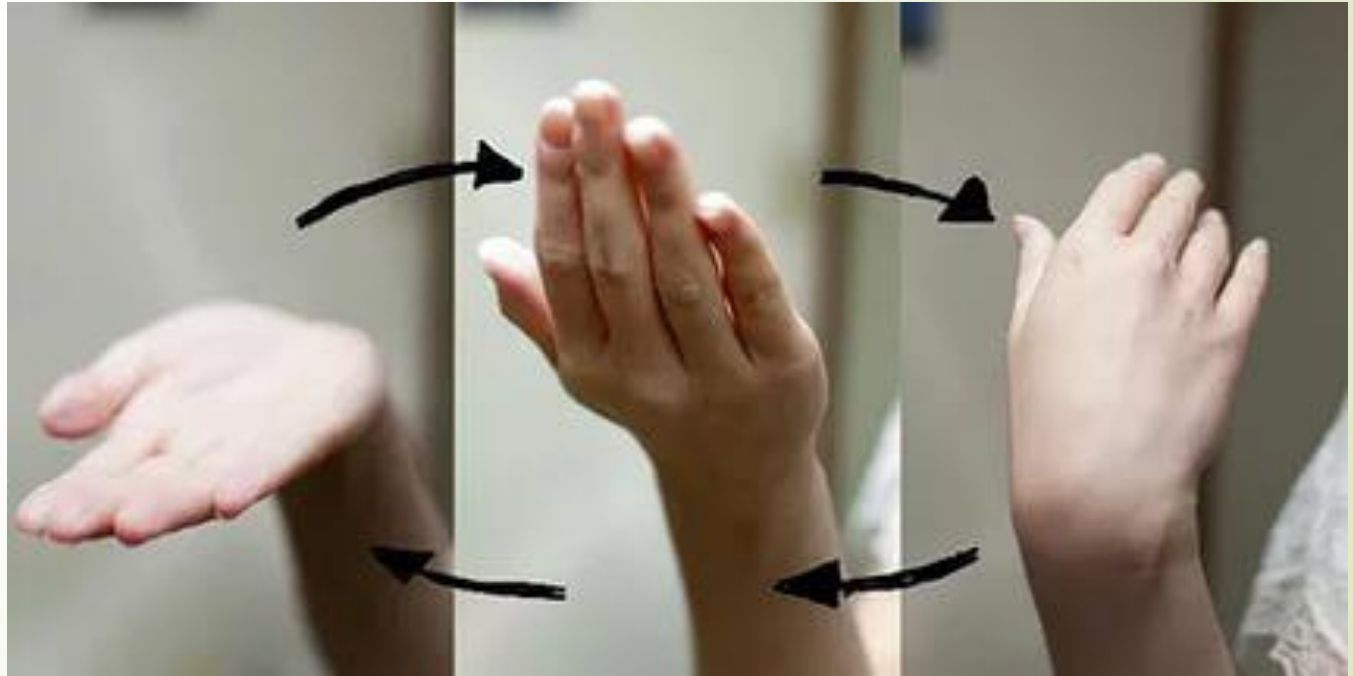
For example, the signals that mean 'OK', 'Come here!', or the hand movement used when hitch-hiking. However, be aware that whilst some emblems are internationally recognised, others may need to be interpreted in their cultural context.



Illustrators

Gestures which accompany words to illustrate a verbal message are known as illustrators.

- For example, the common circular hand movement which accompanies the phrase 'over and over again', or nodding the head in a particular direction when saying 'over there'.



Regulators

- Examples of 'regulators' include head nods, short sounds such as 'uh-huh', 'mm-mm', and expressions of interest or boredom. Regulators allow the other person to adapt his or her speech to reflect the level of interest or agreement.

Gestures used to give feedback when conversing are called regulators.



Adaptors

- Adaptors are non-verbal behaviors which either satisfy some physical need.

Adaptors include such actions as scratching or adjusting uncomfortable glasses, or represent a psychological need such as biting fingernails when nervous.

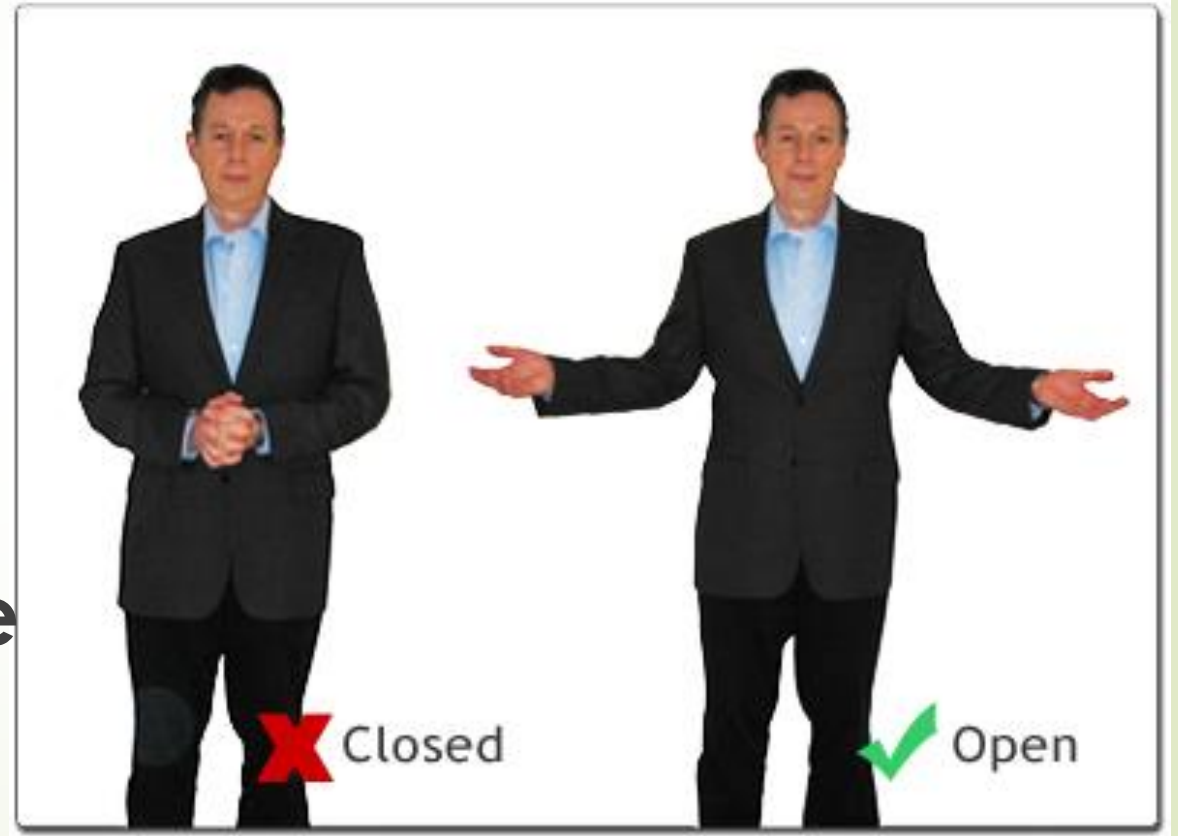


Posture

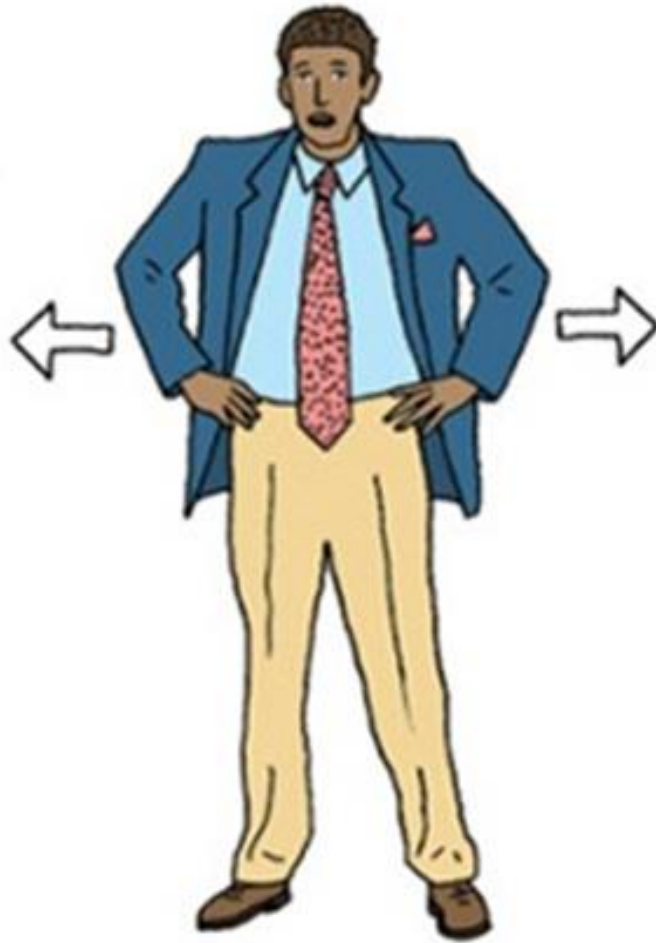
Posture can reflect emotions, attitudes and intentions.

Research has identified a wide range of postural signals and their meanings, such as:

➡ Open and Closed Posture



ARMS AKIMBO:



Establishes dominance or communicates there are 'issues.'

ARMS BEHIND THE BACK:



Says "don't draw near"
—keeps people at bay.



**Defensive
standing
position**



Closed body and closed attitude



Open body and open attitude





Fig. (A) Open posture
More relaxed, open
attitude



Fig.(B) closed posture
defensive or negative
attitude



Fig.(C) Sitting up straight sends a
message of smartness,
confidence and credibility.




Closeness and Personal Space (Proxemics)

➡ The Four Main Categories of Proxemics

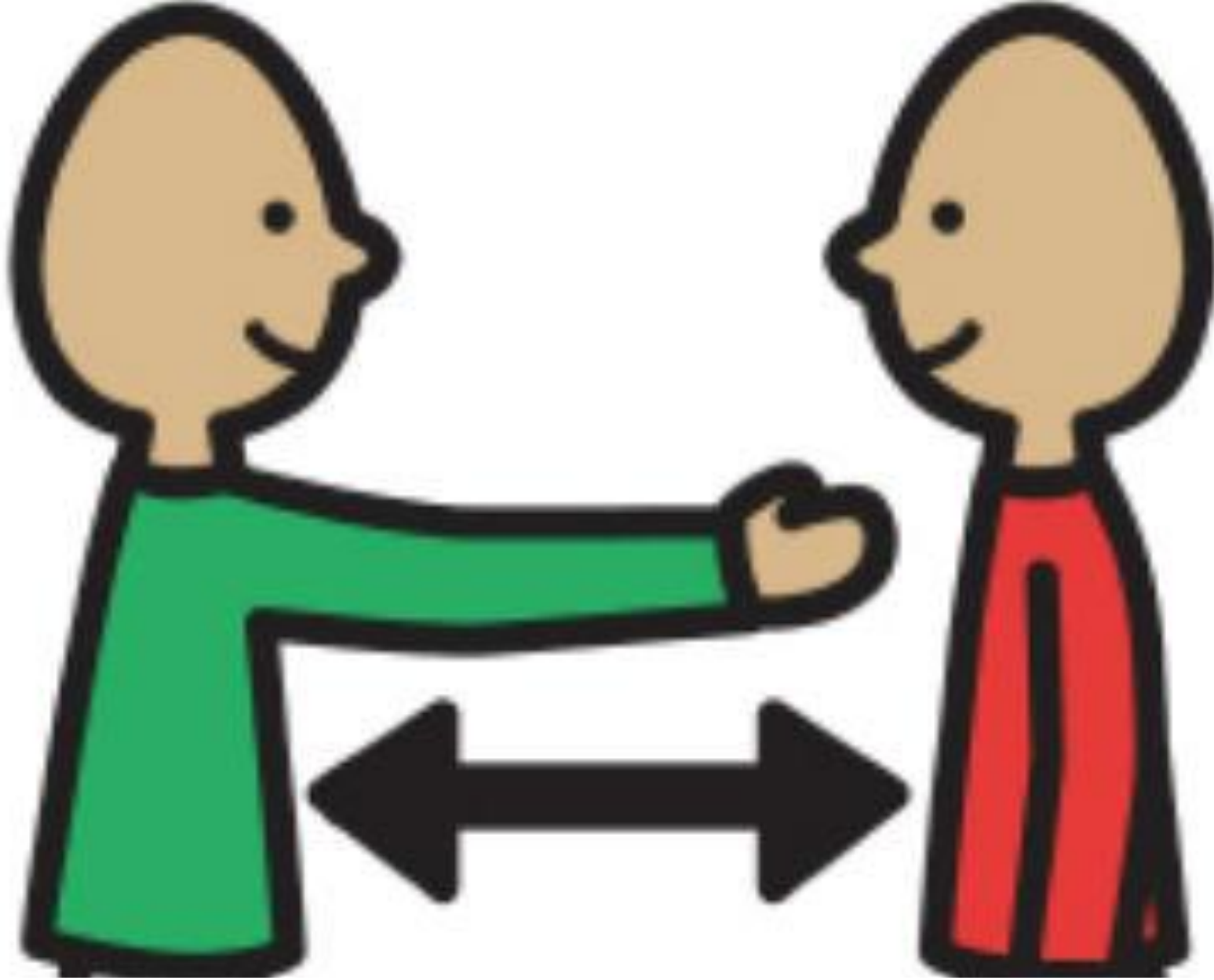
- ❑ Intimate Distance (touching to 45cm)
- ❑ Personal Distance (45cm to 1.2m)
- ❑ Social Distance (1.2m to 3.6m)
- ❑ Public Distance (3.7m to 4.5m)

- Intimate space
- Personal space
- Social space
- Public space



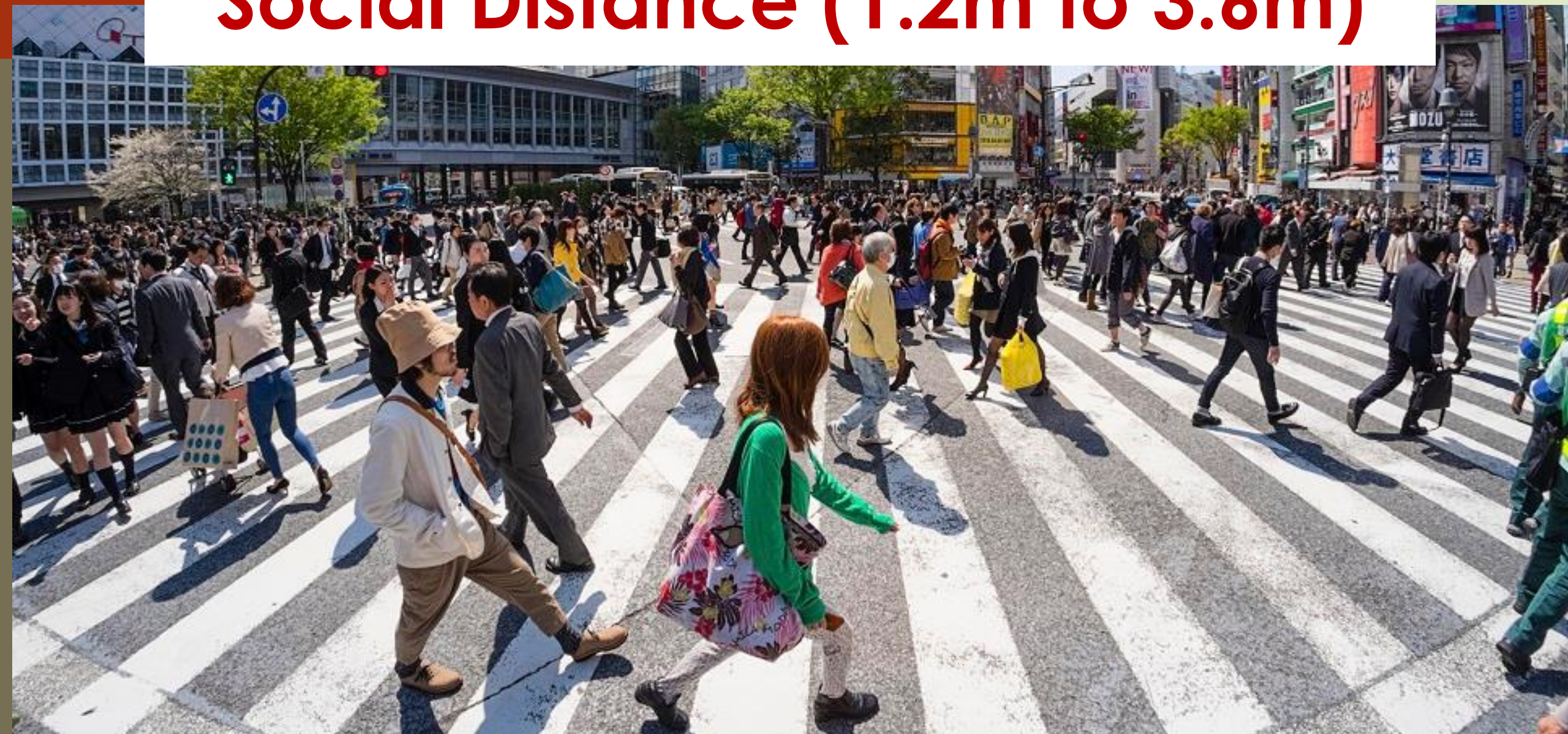


Intimate Distance (touching to 45cm)



Personal Distance (45cm to 1.2m)

Social Distance (1.2m to 3.6m)





Public Distance (3.7-4.5m)

THERE IS ONLY ONE RULE
FOR BEING A GOOD TALKER —
LEARN TO LISTEN.

— Christopher Morley