

COMMUNICATION: OUTLINE

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In partial fulfilment of the requirement for the course

ATH115OL Success for life and Ministry Online

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15<sup>th</sup> July 2020

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## **1. INTRODUCTION**

In this paper, I am going to discuss on the general topic of communication. This will entail its definition, types of communication, process of communication, elements of communication and the aspects of communicators.

### **A. COMMUNICATION.**

Communication is the imparting or exchanging of information by speaking, writing or other medium. It can also be defined as sending or receiving information

Often time's communication is referred to as the art of conveying messages and meanings from one person to another by using signs, symbols and semiotic rules following a system that is unilaterally acceptable.

## **2. TYPES OF COMMUNICATION.**

### **a). Verbal**

This is the use of language to transfer information through speaking or use of signs. It involves the use of spoken or written language to carry its message. It is organized by language systems that are tightly organized into meaningful phrases, sentences, paragraphs that have distinctly clear beginnings and endings. These messages are open to the sight and sense organs and are less suited but not limited to carry cognitive content.

**i) Steps to develop verbal communication.**

a. Use a strong, confident speaking voice- showcase confidence and be audible without being overly loud. Moderate your voice when speaking and so not use a shrilly voice that may be otherwise considered annoying or irritating to the ear. Your tone of voice should exude confidence without necessarily sounding like a braggart.

b. Use active listening- You should involve the audience when speaking. You should not have a conversation with yourself without involving the audience. When you have a monologue it will culminate into boredom and so the audience will zone out and thus this will dilute their concentration.

c. Avoid filler words- You should avoid being verbose and take a deep breath instead. It might be highly tempting to use filler words like “um” and “like” and this tends to bring into focus the fact that you are nervous and shaky. Instead of using these words then you should take a calming breath in and out and this will help diffuse the tension.

**2. Non-verbal communication**

This is the use of body language and facial expressions to convey information to others.

i) Steps to develop non-verbal communication. It does not involve a written or spoken medium.

It however may at sometimes involve vocalizations that are intelligent and that can be understood. It carries a message in various forms such as:

a) Bodily language- One can tell the expressions gestures, body movements, facial expressions, eye behavior and posture.

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b) Physical appearance - this are body shapes forms part of peoples judgement about others;

fat people are presumed to be jolly, general attractiveness, height, weight, hair and skin tone.

c) Artifacts- This are objects such as perfume, clothes, lipsticks, eye glasses jewelry and beauty aids.

d) Physical touch – some people use stroking, hitting, holding, and stimulation in communication.

e) Paralanguage- This includes vocal volume, quality and vocalization.

f) Space – This is a form of communication where people use space depending on gender, sex, status and cultural orientation.

g) Time- each culture has its time. Some respect exactness while others don't mind time.

Non- verbal communications are best used to communicate emotional states and can utilize all of the senses. Their meanings may change depending on the different diversity of cultures and hence can be misinterpreted under different cultural contexts.

**i) Steps to develop non-verbal communication.**

a. Notice how your emotions feel physically- identify an emotion and relate it to how it affects it physically. An emotion may not be expressed through words but can be expressed through verbalization.

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The body language and appropriate facial gestures can be used to convey the feelings that the speaker is trying to put across. Paying attention to punctuations and pausing appropriately injects the appropriate emotions that are required.

b. Be intentional.

Display positive body language and use appropriate body language to support your verbal communication. Sometimes a thought may not seem coherent until you support it with various gesticulations. Do not, however, gesticulate wildly as tis would be a source of distraction.

c. Mimic non-verbal communications you find effective.

Use appropriate body language body language and appropriate facial expressions when improving your own non-verbal communication. To improve your own non-verbal communications it is best to constitute various gestures so as to verbalize the meanings and provoke emotive responses.

### **3. Written Communication.**

It is the act of writing, typing or printing symbols like letters and numbers to convey information.

This information is stored and can be referred to later as it is permanently recorded either electronically or manually. A series of numbers can also be used to convey information. Secrets codes have been known to be hidden in the guise of numbers or weird wordings. Electronically,

information can be passed along without use of words and also emotions can be passed along through emoticons.

Written communication is as effective as verbal and non-verbal communication as a lot of information can be passed along more than the spoken or signed words. This type of communication is good because information that had otherwise been forgotten can be added or unnecessary information can be deleted.

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#### **i) Steps to develop written communication skills.**

a. Strive for simplicity.

Be as clear as possible for your audience to understand. Do not be verbose as too many words may milk the content from the message. This renders the communication moot and irrelevant and thus the communication is not important. Many words do not make the communication hefty as the content is not delivered through verbalism but through appropriate grasping and putting down of the content.

b. Do not rely on tone.

While writing, do not rely on tone but rather infuse this during verbal communication where you can include personality. Many emotions fade when a communication is written down as this solely relies on the ability of a speaker to articulate words and ideas. A writer should therefore be intent on realizing that a written communication may not be as effective as other forms of communication.

c. Take time to review your written communication.

Review and revise written communication to change something that can be presented verbally differently. When writing something, something that sounded good and effective may not be a good once articulated.

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This can be rectified by reviewing and revising your work and injecting humor or articulation that may alter the entire meaning or mode of articulation of the communication.

d. Keep a file of writing you find effective.

Do not throw away all your presentations but instead keep some that you can use as a reference.

When you have a presentation, you should not throw away the drafts but instead keep them for reference and for the future. This can prove beneficial as it can be used to correct yourself and add more unto what you already had.

#### **4. Visual.**

This is the act of using photographs, art, drawings, sketches, charts and graphs to convey information.

##### **i) Steps to develop visual communication skills.**

a. It is systematic.

The elements of oral communication fit and work together independently to produce a meaningful interaction. Each element affects the other and thus this affects the outcome of the communication.

c. It is adaptive.

The process adjusts to and copes with change. Good communicators are flexible and adjust to varying communication situations. Experiences from the past mold the type of talks between people and affects their future hence their subsequent talks.

Communication encounters vary from time to time with the difference in day and time, circumstances and the surroundings.

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c. It is irreversible.

Once something is said, it cannot be recalled. Denials do little to expunge the real meaning of words uttered. Hence this urges us to exercise caution.

#### 4. **COMMUNICATION ELEMENTS**

The elements of communication are the various processes that facilitate for a seamless communication. As the conversation accommodates more and more people, the roles alternate creating a dialogue.

They are all treated as separate entities and they include:

Speaker

Listener

Noise

Messages

Channel

Speaking situation.

## 5. COMMUNICATORS.

These are the speakers and the listeners. The speakers encode the message while the listeners decode the message. The process of communication begins with the speaker perceiving what to say and string it into a cohesive medium hence the encoding.

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Oral communication is systematic in that it represents something else but bears no natural relationship to it. They are not what they act they imply.

Two factors affect our communication with others. They are:

- a. No direct mind to mind occurs but just verbal or non-verbal expressions as human beings cannot convey ideas, feelings or experiences directly.
- b. The meanings learnt are a personal property because of the personal way we learn because we deduce what we hear from what the speaker is thinking or feeling.

## 6. **CONCLUSION**

Communication is of vital importance in all aspects of life. Through communication we share out our thoughts and feeling to live a full and happier life. The more we communicate the less we suffer and the better we feel about everything around us. It is important to learn the art of effective communication in order to be effective communicators

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