



CHAPTER ONE



Communication contributes to physical health, plays a major role in defining our identity, and forms the basis for our social relationships.



Communication is transactional. It is a dynamic process that the participants create through their interaction.

Messages can be intentional and unintentional.



Communication models represent how communicators usually send and receive messages simultaneously.

Message meaning lies within those involved in the communication exchange and not in the message itself.



Communication
meets physical,
identity, social, and
practical needs.

There is a strong link
between the quality
of communication
and the success of
relationships.



Communication Principles:

1. Communication is Transactional

Communication is Intentional or Unintentional

3. Communication is Irreversible

4. Communication is Unrepeatable

5. Communication has a Content and a Relational Dimension



Interpersonal communication can be defined quantitatively based on the number of people involved, and qualitatively based on the nature of the interaction.



Effective communication is not a natural ability and must be developed.

Two persons interacting communicatively is called a dyad.



Anything that interferes with the transmission and reception of a message is called noise.

Noise can be external, physiological, and psychological.

A channel is the medium through which messages are exchanged.



The content dimension involves the information being explicitly discussed for example, moving a book, whereas, the relational dimension expresses how one feels about another.



**Characteristics of
Competent - communication
that is described as both
effective and appropriate.**

- 1. Adaptability – when and where, with whom and under what circumstance to communicate in a particular way**
- 2. Ability to perform skillfully**



3. **Empathy/Perspective Talking**
4. **Involvement**
5. **Cognitive Complexity**
– the ability to construct a variety of different frameworks for viewing a single issue



7. Flexibility

8. Self- Monitoring



**Feedback is a
receiver's response
to a message,
whereas,
environment is**



The channel is the pathway by which verbal and nonverbal messages are transmitted from source to receiver.