

WHAT IS COMMUNICATION? #0159

1. Communicating is something we do everyday.



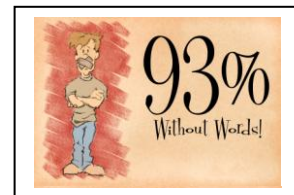
2. If we were to ask people to define communication they might say, "We communicate by talking".



3. But talking is only a small piece of communication. It represents only 7% of the communication process.



4. This means that the other 93% of communication takes place without words.



5. Talking is easy, but communicating is hard work. It's hard because many things need to happen for it to be successful.



6. The goal of communication is to achieve understanding. The sender wants to be understood and the listener wants to understand.



7. If understanding is not reached, then communication has not been successful.



8. To figure out the communication process, we need to start at the beginning.



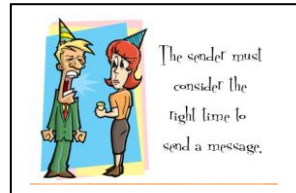
9. A sender or speaker begins by creating the message.



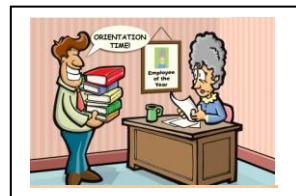
10. The message should have only one main idea or thought. Trying to send too many different thoughts at one time makes the process difficult. Try to keep it simple.



11. The sender must consider the right time to send the message. Don't send a conflict message at a party or a fun message at an upsetting time.



12. For example, the right time to orient a new employee is during their first hour and throughout the first day and week. Don't orient a new employee after they have already been employed one month.



13. The message must be created taking the listener's skills into consideration. What is the age, the literacy level, and the language skill of the person who will be receiving the message?



14. If the message is for a group, the entire group's skill level should be considered.



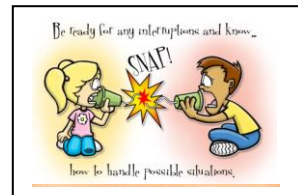
15. A good guideline to use is to create the message for a sixth grade listener. This will cover the majority of the population.



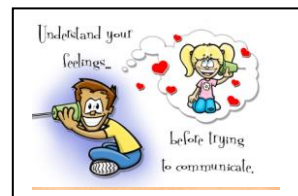
16. The sender must also consider the place or room where the message will be delivered. For example, if the message is serious, be sure the space is quiet.



17. Be ready for any interruptions and know how to handle possible situations.



18. It is important for the sender to understand his or her own feelings before trying to communicate. If there is anger, understand the risk of communicating when angry.



19. Remember that there is no rush to begin the communication process, especially when you think you might make a mistake.



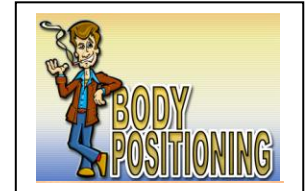
20. Finally, the sender should practice the volume, speed, and body positioning that will be used in sending the message.



21. The sender does a lot of preparing before sending the message.



22. The role of the listener is to hear the message. The listener has no other task but listen. The listener should not plan a response or think of other things. Just listen.



23. Once the message has been delivered, the listener should tell the sender what they heard. In other words, what do they think the sender wanted the listener to learn?



24. Asking questions to clear up a confusing idea is good.



25. It is important that the listener not respond to the message too soon. Make sure the speaker is done sending the entire message.



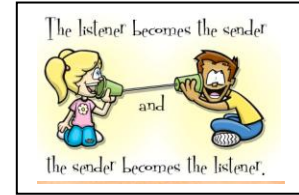
26. Then the roles switch. The listener becomes the sender and the sender becomes the listener. The communication process continues until understanding has been reached.



27. The communication process can fail if not done right. Sometimes we don't say what we mean and we don't mean what we say.



28. Good communication requires an articulate speaker with a clear message given at the right time and with the right manner.



29. It also needs an active, attentive listener.



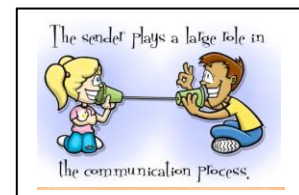
30. Communication takes a minimum of two people that want to understand. Without this, it will fail.



31. The sender plays a large role in the communication process. They need to make sure the message has been understood.



32. Good communication can't be faked. It takes a lot of time and effort to communicate well.



33. Practice how you communicate and try to understand how to improve the communication process.

