COMMUNICATION

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COMMUNICATION

Most frequently cited source of interpersonal conflict.

70% of working hours.

75% of managers' time.

Transference and understanding of meaning among its group members.

Latin word ‘communis’ – common + concept of transmission, meaning and information.
COMMUNICATION

• Interpersonal process of sending and receiving symbols with meaning attached to them.

• Purpose - Communication the meaning.

Provide attitude necessary for motivation, co-operation, job satisfaction.

Keith Devis –’Rules of Five’ – Essential to complete a common receive, understand, accept, use, Feed back.
EFFECTIVE COMMUNICATION

Skill – Improves interpersonal communication.

Skill – Recognizing and Controlling Communication barriers.

Requires effective listening & effective feedback.

Listening – Hearing or preparing to respond- no listening
EFFECTIVE COMMUNICATION

RAPID SEQUENCION

LEARNING

ATTENTION

UNDERSTANDING

REMEMBERING

- Physical act of receiving sounds
- Passive process which occur even when we are asleep
- Brains screens various stimuli & permits only A few come into focus

SELECTIVE PERCEPTION OF STIMULI

- Interpreting & Evaluating symbols. (Verbal &Non-Verbal) (Sound of Siron)
- Storage of symbols in memory bank.
  (Storage – Different from –seen & heard?)
JOHARI WINDOW

Joseph Luft & Harrington Ingham.
Technique of supportive behaviour.

KNOWN TO OTHERS

<table>
<thead>
<tr>
<th>KNOWN TO SELF</th>
<th>UNKNOWN TO SELF</th>
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<tbody>
<tr>
<td>OPEN AREA</td>
<td>BLIND AREA</td>
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<tr>
<td>HIDDEN AREA</td>
<td>UNKNOWN AREA</td>
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UNKNOWN TO OTHERS
• True relationship – Large open areas thro’ supportive feedback.

• Receiving Feedback – Blind → Open
  Giving Feedback – Hidden → Open

Premises → Relations are more Retain the right to decide what to reveal and Act voluntary information exchange.
Communication Audit – Tools to examine communication, Policies, network and activities

1) Regular or task related network – Policies, Procedure
2) Innovative network – Problem solving, Suggestions
3) Integrative network – Praise, rewards
4) Informative – Instructive network
BARRIERS

• Factors which hinder conveyance of meaning

  • I. Yourself (Rx)
    Preoccupied
    Emotional blocks
    Stereo typing of Tx past
    need to know info.

  • II. Other (Tx)
    Chasisma –source credibility
    Inarticulateness physical appearance Perceived attitude towards Rx.
    Status of Tx vis-a-vis Rx
BARRIERS

III. Message

Hidden agenda
Emotive words colour
Perception
Use of language.

IV. The Channel

Right Channel?
Right Person?
In Effective Feedback Channel
Length of Channel

VI. Location

Physical barriers
TEN COMMANDMENT TO EFFECTIVE LISTENING

• Stop talking
• Emphathise
• Ask Questions
• Don’t get Overstimulated
• Concentrate on what is said
• Establish Eye Contact
• Be aware of your own emotions
• Get rid of distractions- Noise, pen, etc.
• Share responsibility for common
• Guard against difference in rate
TEN COMMANDMENT TO EFFECTIVE LISTENING

• Thinking is faster than speaking
• (250-500 words) (100-150 wp. min)

Feedback-
- Self 
- Normal Development
- Listener - Constructive, descriptive, Specific, solicited, immediate
  - Supportive – Sharing thoughts
TEN COMMANDMENT TO EFFECTIVE LISTENING

Noise – Where Encoded & Decoded message is not the same.
Semantic Problem
Status Effect
Physical distractions
Information overload
Time Pressure
Cultural Difference
Trust Level
Perceptual Distortion
Self Concept – Cross Transactions – ego state.
Absence of two-way communication.
MEDIUM

Written – Where formal records necessary

Visual- Can be ‘seen’ rather than ‘heard’ shop names, exhibits, etc.

Verbal-Most widely used- face-to face(choose words)

Vocal – Total quality accompanying words.

Non-Verbal- Gestures, facial, body language, expression, etc
MEDIUM

Scott & Mitchell – purpose
  * acceptance of organisation rules
  * greater commitment of organisation objectives
  * clarity responsibilities task etc

Functions – Control
  Motivation
  Emotional expression
  Information
MEDIUM

- Forms of Communication
  - Formal
  - Informal

Orders, technical information, procedures etc

Written, verbal, vocal, visual, non verbal
Senders intended Message

Encoding

Medium Mode Of transmittal

Receiver interpreting

Note

Feedback