COMMUNICATION

Dr. M. Thenmozhi
Professor
Department of Management Studies
Indian Institute of Technology Madras
Chennai 600 036
E-mail: mtm@iitm.ac.in

COMMUNICATION

Most frequently cited source of interpersonnal 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.
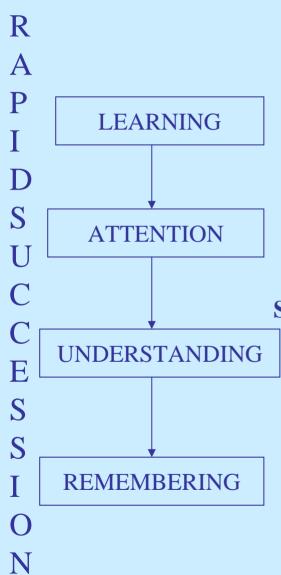
EFFECTIVE COMMUNICATION

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

R
A
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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

KNOWN TO SELF	UNKNOWN TO SELF
OPEN AREA	BLIND AREA

HIDDEN AREA   **UNKNOWN AREA**

UNKNOWN TO OTHERS

- True relationship – Large open areas thro' supportive feedback.

- Receiving Feedback – Blind $\longrightarrow$ Open

  Giving Feedback – Hidden $\longrightarrow$ Open

  Premices $\longrightarrow$ Relations are more
  Retain the right to decide what to reveal and
  Act voluntary information exchange.

Organisation
goals

Goals Related
Behaviour

Communication
Network Objectives

Communication
Activities

Communication
Policies

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)**   **II. Other (Tx)**

Preoccupied   Chasisma –source credibility

Emotional blocks

Stereo typing of Tx

past   Inarticulateness physical
   need to   appearance Perceived
   know info.   attitude towards Rv.

                                 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)

Feed back-

 - Self f- 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

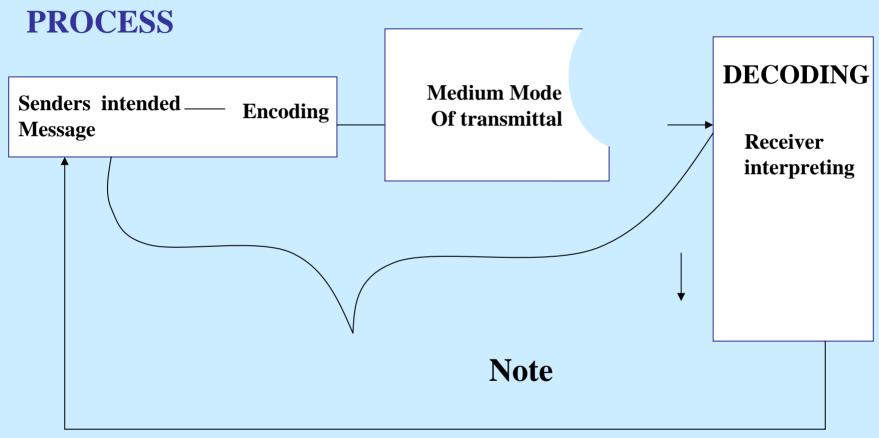   Emotional expression

                 Information

MEDIUM

- Forms of Communication
  - Formal
  - Informal

Orders, technical information, procedures etc

Written ,verbal, vocal, visual, non verbal

PROCESS

| Senders intended Message —— Encoding | Medium Mode Of transmittal | **DECODING**

Receiver interpreting |

Note

Feedback