

The header features a teal horizontal bar at the top. Below it, a row of white icons represents various aspects of modern life and technology, including an airplane, a satellite, wind turbines, a person with a musical note, a person with a laptop, a person with a bicycle, a person with a wheelchair, a person with a stroller, a person with a shopping cart, a person with a house, a person with a car, a person with a bus, a person with a train, a person with a plane, a person with a satellite, a person with a wind turbine, a person with a musical note, a person with a laptop, a person with a bicycle, a person with a wheelchair, a person with a stroller, a person with a shopping cart, a person with a house, a person with a car, a person with a bus, and a person with a train. The title "Communication Overview" is centered in a teal font below the icons.

Communication Overview

- Human And Interpersonal Communication

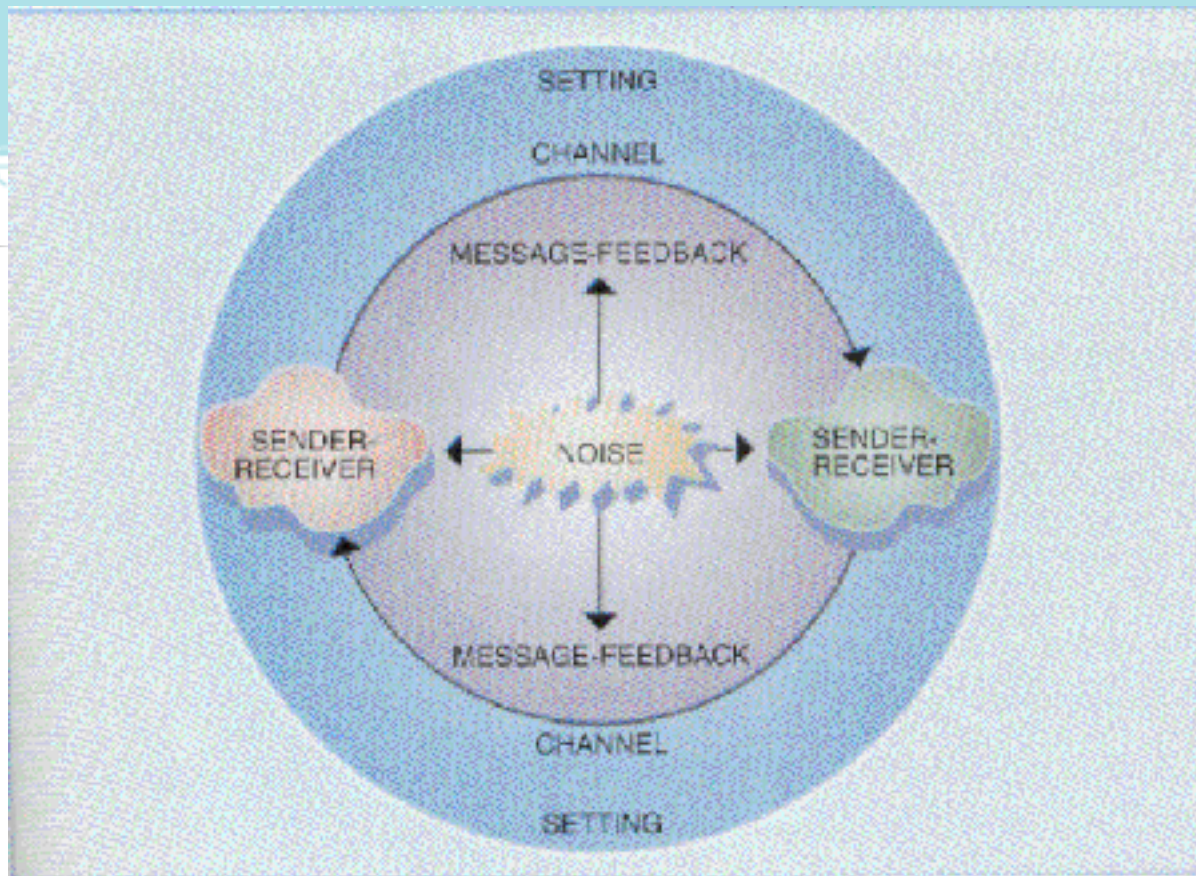


Diagram from *Communicating Effectively* by Hybels and Weaver

Noise

- External noise: Comes from environment. i.e. loud music, physical barriers, babies...
- Internal noise: Occurs in the minds of the sender receiver when their thoughts and feelings are focused on something other than the communication at hand
- Semantic: Caused by people's reaction to words.



Types of communication




- Intrapersonal communication is communication that occurs within us Self-talk Interpersonal communication occurs when we communicate on a one-to one basis- usually in an informal, unstructured setting.
- Interpersonal- occurs when you talk on a one to one basis--usually in an informal, unstructured setting.
- Small group communication occurs when a small number of people meet to solve a problem.
- Public communication the sender-receiver sends a message to an audience
- Intercultural communication is communication that occurs whenever two or more people from different cultures interact.

Problems with Intercultural Communication




- Totalize- Communication that emphasizes one aspect of a person above all others. When someone totalizes, he or she acts as if a single facet of an individual is the totality of that person or as if that single aspect is all that's important about that person.

Examples of Totalizing

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- "We need a woman's perspective"
 - Amputee - "If anyone refers to me as an amputee, that is guaranteed to get me madder than hell! I don't deny the leg amputation, I am me. I am a whole person."
 - Deaf Student - "When someone with a disability is described as disabled we highlight what that cannot do rather than what they can do."
 - Other examples: Gay, blue collar, white collar,

Sterotyping

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- The Nature of Prejudice by Gordon Allport says:
 - It reduces our uncertainty by grouping people into broad characteristics.
 - We rely on Implicit Personality Theory
 - One common prejudice is that imply fat people are lazy, happy, undisciplined
 - Another is that attractive individuals are more intelligent, extroverted & socially skilled.

Western

- Western refers to nations whose origins of law and of reasoning stem from Greek and Judeo-Christian tradition.
- The Universe was created and is controlled by divine power.
- The Universe is a lifeless mass
- The universe separates the knowing human from things to know
- Thinking leads to clear and distinct ideas in categories
- Knowledge leads to awareness of specific facts.
- Knowledge comes from the scientific method and analytical logic.
- Growth can lead to social changes.
- Time is moving from past toward future: humans synchronize their time with clocks and machines.
- Individual needs may come before group needs.
- Communication is direct and verbal.

Eastern

- Eastern as used here includes Asian and other indigenous cultures, such as Native American Indian cultures.
- The Universe unfolds itself, not due to outside power.
- The Universe is one vast living organism, continually changing and impermanent,
- The Universe is one vast living organism of many interrelated forces and parts: humans are a part of life force.
- Things are known holistically, not by analysis: thinking leads to imprecise statements
- The purpose of knowledge is to see the unity of all things
- Knowledge comes from intuition.
- Growth can lead to oneness with the Universe.
- Time is a continuous wheel: humans synchronize their time with nature.
- Group conformity is necessary for unity.
- Communication is indirect and often silent: understanding is often grasped by observation.

