

## Chapter 1 Note - Look

### A first look at interpersonal communication:

- Humans need communication and relationships – friends, family, and colleagues
- Without communication - Withdrawal symptoms to those experienced w/drug addicts; Isolation is painful
- Communication is important aspect of our lives – fulfil physical, identity, and social needs to attain practical goals

### Physical Needs:

- Communication presence or absence affects physical health
- Ppl w/ strong networks of family/friends live avg 3.7 years longer than social isolated
- Lack of social relationships jeopardizes health; more susceptible to cold and longer to recover from injuries
- Positive relationships lead to better health; not everyone needs same amount of contact

### Identity Needs:

- Learn who we are/sense of identity through interactions with others – i.e., culture
- If deprived of communication no sense of ourselves; must be learned through others, especially early childhood

### Social Needs:

- Communication satisfies range of social needs: pleasure, affection, companionship, escape, relaxation, etc
- Link between effect inter-personal communication and happiness
- Close friendships in decline

### Practical Goals:

- Communication is used to satisfy our instrumental goals – getting others to behave in ways we want
- i.e., career success – speaking and listening effectively helped find jobs
- At work need good communication skills

## **Maslow's Hierarchy of Needs – Tri-angle**

Top to bottom:

Self-actualization

Self-Esteem needs

Social needs

Safety needs

Physical needs

\*if is through communication that we meet our physical, safety, social and self-esteem needs and rise to self-actualization

## **Culture and Communication:**

- Interpersonal communication and culture are inseparable; everyone belongs to a culture
- Everyday interactions (making plans, talking over meal, arguing, etc) are specific to cultural expectations
- Culture informs the communication that is happening; communication helps make the culture
- Culture: complex system of learned values, norms, traditions, languages and symbols shared by a group of people
- Identified similarities help to form a cultural in-group (same); if don't possess – out-group
- Ppl belong to many co-cultures that shape identity - Co-Culture: Multiple components of culture that shape individual identities
- Co-cultures not all treated same - leads to marginalization or violence, etc.
- Co-cultures 3 strategies: Assimilate (blend w/dominant), Accommodate to co-culture, or separation (separating from dominant culture)(
- Inter-cultural communication – when members from two or more cultures/co-cultures interact in a way that is influenced by their different symbol systems and cultural perceptions – both verbal and nonverbal
- Strong inter-cultural skills – better to navigate interpersonal communication interactions

## **Linear View:**

- Early days - researchers saw communication as one-way - sender to receiver and vice versa.
- i.e, texting, however texting lacks nonverbal skills

## **Transactional View**

- Expands linear model to capture complicated nature of human communication – i.e., negotiate chores

#### Environments

- Field of experiences that lead a person to make sense of another's behaviour
- i.e., 2 friends from different ethnic groups might not agree on 'good' food

#### Noise:

- External, physiological or psychological distractions that interfere w/accurate transmission and reception of a message
- Affects human communication in 3 forms:
  - External noise – i.e. loud music
  - Physiological noise – i.e., biological factors – illness, fatigue, hearing loss, etc
  - Psychological noise – i.e., forces w/in that interfere w/ability to understand the message

#### Communication Principles

- Communication can be intentional or unintentional; there is value to both
- Communication is irreversible – cannot unreceive message
- Impossible not to communicate – always sending non-verbal messages (posture, clothes, etc)
- Communication is unrepeatable – ongoing process, it is impossible to repeat an event – i.e. smile to one may not work on another
- Communication has a content and relational dimension
- Content Dimension: message that communicates information about the subject being discussed – would you close the door?
- Relational dimension: message that expresses the social relationship between two or more individuals – I'm busy tonight, maybe another time – diff. ways to receive message
- More communication always better saves on misconceptions; however, excessive communication is unproductive
- Meanings are in words
- Successful communication involves shared understanding – i.e., sacrifice clarity for kindness – that's an interesting dress (don't like it)
- Communication can solve many problems, but not all

#### Nature of Interpersonal communication:

- Quantitative definition of interpersonal communication: impersonal communication, usually face-to-face between two individuals
- Quantitative focuses on a number of people

- Dyad – two people interacting – dyadic community

#### Characteristics

- Uniqueness – interpersonal relationships characterized by unique rules and roles – every relationship different
- Irreplaceability – unique, cannot be replaced
- Interdependence – other's experiences affect you as well
- Disclosure of personal information
- Intrinsic rewards – i.e., spending time w/friends is enjoyable and rewarding
- Personal-impersonal balance changes over time

#### Effective Communicator

- Communication competence: ability to accomplish one's personal goals in a manner that maintains or enhances the relationship in which it occurs
- No ideal way to communicate
- Competence is situational – i.e., one setting might work but be blunder in another
- There are 'degrees' and 'areas' of competence
- Competence can be learned – set of skills that anyone can learn w/ training

#### Characteristics

- Effective communicators possess wide range of behaviours – i.e., saying nothing, ask third party, joke, etc. pick one that works best; having repertoire of options
- Choose the most appropriate behaviour – know when to use which skill to make decision
  - Context: time and place
  - Goal: your goal will shape approach you take
  - Knowledge of the other person – shapes your approach
- Skills at performing behaviours – difference between knowing *about* a skill and being able to use it- practice
- Cognitive complexity: The ability to construct a variety of frameworks for viewing an issue – friend is angry w/you, did you offend person? Or maybe something bad happened, Look at it from many angles to prevent you from overreacting or misunderstanding
- Empathy: ability to project oneself into another person's point of view so as to experience other's thoughts and feelings. Most important aspect of communication competence.
- Self-Monitoring: process of attending to your own behaviour and using these observations to shape the way you behave – understand *yourself* and emotions you feel. Observe own behaviours from detached viewpoint – too much is problematic.
- Commitment – commitment to other person – listening, spending time, etc

- The Message – effective communicators care about the message – they are sincere, demonstrate verbally and non-verbally that they care
- Motivation – important in inter-cultural interactions
- Tolerance for ambiguity will make it possible to accept equivocal and incomprehensible messages – i.e., Asian culture reticence is valued, but may viewed as lack of friendliness
- Open mindedness – be open about other cultural difference that don't match your own – it's not 'wrong'
- Knowledge and skill – knowing the rules and customs of other cultures – i.e. when travelling or different work customs (start late)
  - Passive observation – noticing behaviours used by different cultures and using insights to communicate
  - Active strategies – reading, watching films, asking questions
  - Self-disclosure – volunteering personal information to people from other cultures

\*being competent in one behaviour in one culture might be inept or offensive in another

Skill builder -4 skills

1. Beginning Awareness
2. Awkwardness
3. Skillfulness
4. Integration