

Faculty of Humanities and Social Sciences

Department of Human Science

Level: 1st year LMD Human Science

Instructor: Ms. Saci Meriem

Module: English

Lesson n°6: Communication

I. Meaning of Communication:

- The word communication has been derived from the Latin ‘**Communicare**, which means “**to share**». Communication may, therefore, be defined as the process of sharing (*exchanging*) information, ideas, thoughts, feelings and emotions between two or more persons.
- **Communication** is sending and receiving information between two or more people. The person sending the message is referred to as the sender, while the person receiving the information is called the receiver. The information conveyed can include facts, ideas, concepts, opinions, beliefs, attitudes, instructions and even emotions.

II. Process of Communication:

The communication process consists of the following elements:

- **Sender:** Sender is the person who initiates the process of communication. The sender may be a speaker, a writer, an actor, a painter, etc.
- **Encoding** : The process of converting the message into words, symbols, pictures, etc. is called encoding
- **Message:** Message means whatever is to be communicated. It is the heart of communication process
- **Channel:** The medium through which the message sent is called channel. It may be a speech, a letter, an e-mail, SMS, gesture, sound, etc.
- **Receiver:** The person to whom the message sent is the receiver. The receiver may be a listener, a reader or a viewer.

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- **Feedback:** The reaction or response to the message is called feedback
- **Noise:** Any disturbance, hurdle or barrier to communication is the notice.

III. Types of Communication:

Methods of communication vary, and you are almost certainly familiar with all of them. Let us look at some of the primary methods.

- **Verbal communication:** is simply sending a message through a spoken language that is understood by both the sender and receiver of the message. Examples of verbal communications include face-to-face talking, listening to a lecture or seminar, and listening to a television program. In fact, if you are listening to this lesson, you are engaged in a verbal form of communication.
- **Written communication:** is sending a message by the use of symbols that are understood by both the sender and receiver of the message. If you are reading the transcript of this lesson, you are engaged in written communication.
- **Body language:** is a form of nonverbal communication that can be used to send a message. You can often tell if your boss is pleased or upset simply by looking at his facial expressions, posture and gestures.

IV. Communication Skills :

1. **Listen:** Being a good listener is one of the best ways to be a good communicator. No one likes communicating with someone who only cares about putting in her two cents, and does not take the time to listen to the other

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person. If you are not a good listener, it is going to be hard to comprehend what you are being asked to do.

2. **Questions** :asking a good questions is a good way to show your interest in the other party
3. **Be interested**: take a real interest in what the other party in communicating. People are attracted to those that show an interest in them, and will watch more closely, what they are wearing.
4. **Relax**: body language says a lot, and bad body language sends the wrong message, so relax, stop twirling and stop fidgeting.
5. **Smile**: the use of eye contact and smiling are very important in communication because they show your interest in what the sender is communicating with you.
6. **Different points of view**: if the other part has different point of view, you have to ask questions about why the views are different because the more you understand, the better your communication will be.
7. **Be enthusiastic**: when you are speaking show the appropriate enthusiasm in your tone, and when you are listening, show the appropriate enthusiasm in your body language.
8. **Confidence**: It is important to be confident in all of your interactions with others. Confidence ensures your co-workers that you believe in and will follow through with what you are saying. Exuding confidence can be as simple as making eye contact or using a firm but friendly tone (avoid making statements sound like questions). Of course, be careful not to sound arrogant or

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aggressive. Be sure you are always listening to and empathizing with the other person.

9. Open-Mindedness: A good communicator should enter any conversation with a flexible, open mind. Be open to listening to and understanding the other person's point of view, rather than simply getting your message across.

10. Respect: People will be more open to communicating with you if you convey respect for them and their ideas. Simple actions like using a person's name, making eye contact, and actively listening when a person speaks will make the person feel appreciated. On the phone, avoid distractions and stay focused on the conversation. Convey respect through email by taking the time to edit your message. If you send a sloppily written, confusing email, the recipient will think you do not respect her enough to think through your communication with her.

v. Effective Communication

An **Effective Communication** is a communication between two or more persons wherein the intended message is successfully delivered, received and understood. In other words, the communication is said to be effective when all the parties (sender and receiver) in the communication, assign similar meanings to the message and listen carefully to what all have been said and make the sender feel heard and understood.