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Communication is what ??

It is a process of exchanging –

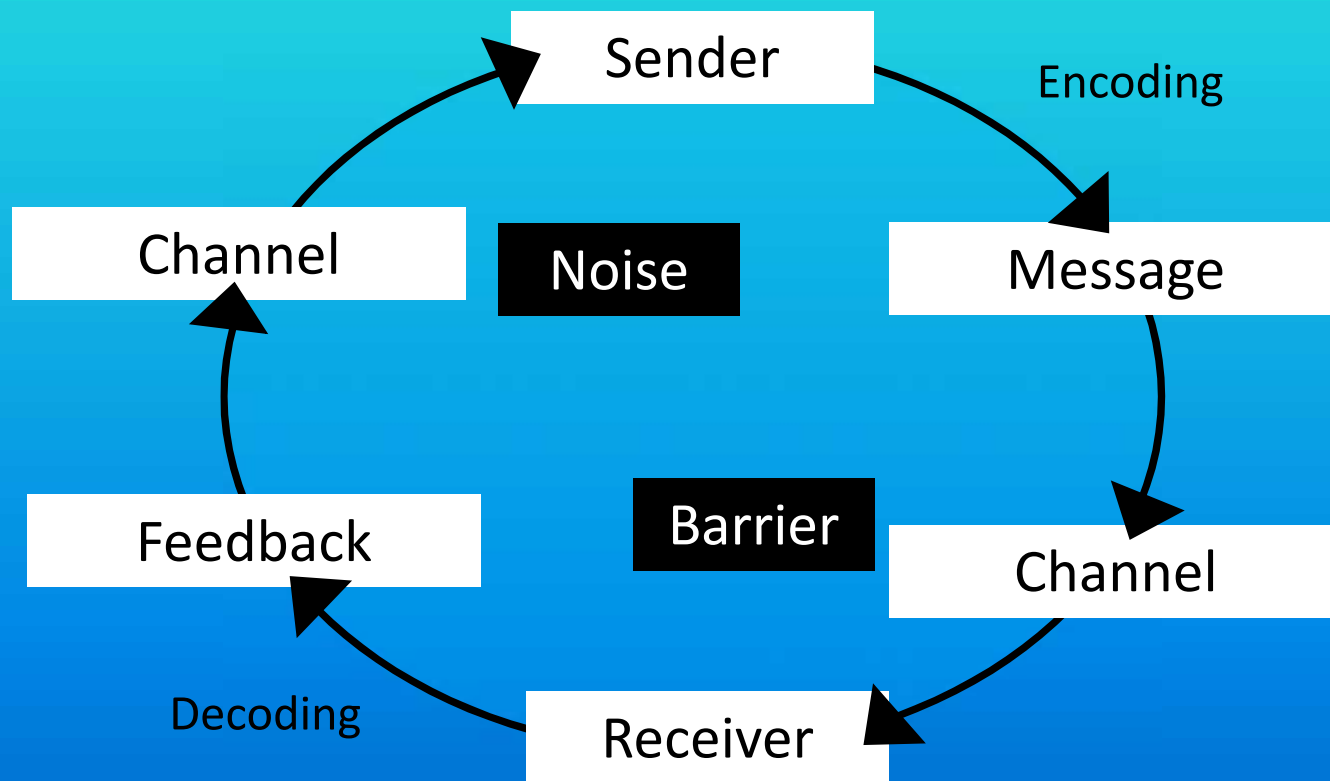
- Information
- Ideas
- Thoughts
- Feelings
- Emotions

Through –

- Speech
- Signals
- Writing
- Behavior

Process of

Communication



Types of

Communication.

People communicate with each other in a number of ways that depend upon the message and its context in which it is being sent.

Types of communication based on the communication channels used are –

- ❖ Verbal Communication
- ❖ Nonverbal Communication

Verbal

Communication

- It refers to the form of communication in which message is transmitted verbally.
- Communication is done by word of mouth and a piece of writing.
- In verbal communication remember the acronym “**KISS**” (keep it short and simple).

Verbal Communication is divided into:

- Oral Communication
- Written Communication

Oral *Communication*

- In oral communication, Spoken words are used.
- It includes face-to-face conversations, speech, telephonic conversation, video, radio, television, voice over internet.
- Communication is influence by pitch, volume, speed and clarity of speaking.

❑ Advantages –

It brings quick feedback.

In a face-to-face conversation, by reading facial expression and body language one can guess whether he/she should trust what's being said or not.

❑ Disadvantages –

In face-to-face discussion, user is unable to deeply think about what he is delivering, so this can be counted as a fault.



Written *Communication*



- In written communication, written signs or symbols are used to communicate.
- In written communication message can be transmitted via email, letter, report, memo etc.
- Written Communication is most common form of communication being used in business.

Advantages –

Messages can be edited and revised
Written communication provide record and backup.
A written message enables receiver to fully understand it and send appropriate feedback.

Disadvantages –

Written communication doesn't bring instant feedback. It take more time in composing a written message as compared to word-of-mouth and number of people struggles for writing ability.⁸

Nonverbal

Communication

- Nonverbal communication is the sending or receiving of wordless messages. Such as **gesture, body language, posture, tone of voice or facial expressions**, is called nonverbal communication.
- **Nonverbal communication is all about the body language of speaker.**

Nonverbal communication have the following three elements –

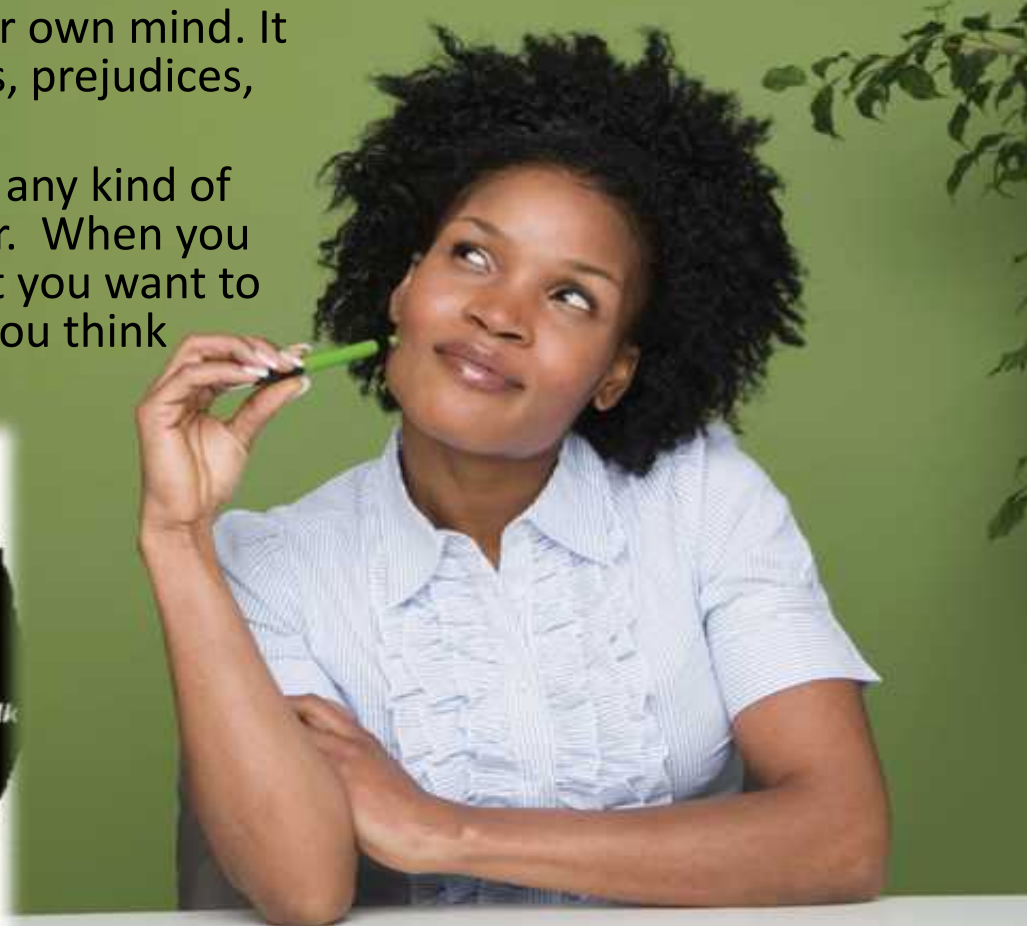
- **Appearance**
Speaker – clothing, hairstyle, neatness, use of cosmetics
Surrounding – room size, lighting, decorations, furnishings
- **Body Language**
facial expressions, gestures, postures
- **Sounds**
Voice Tone, Volume, Speech rate

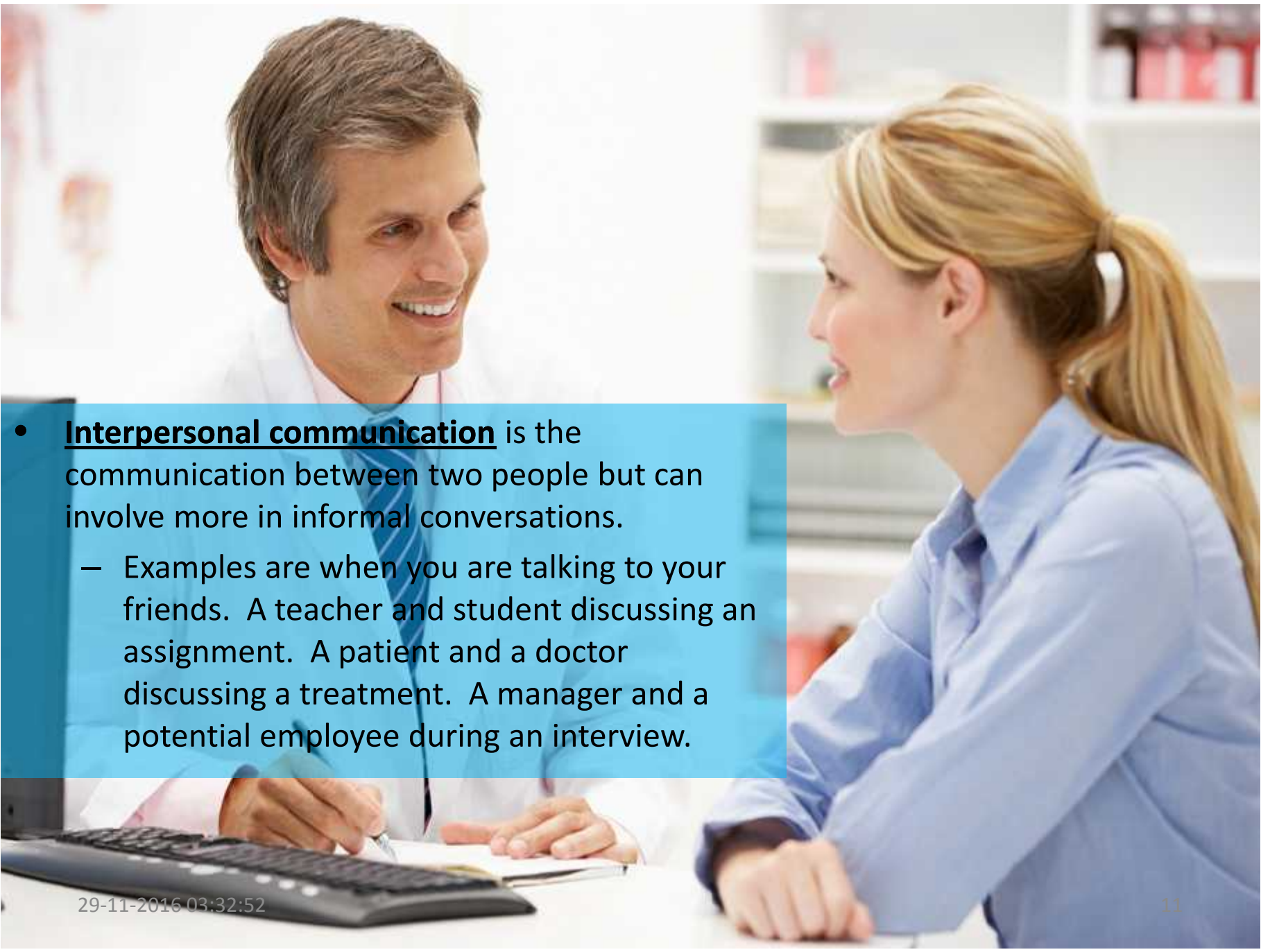
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Levels of *Communication*

- **Intrapersonal Communication** is communication that occurs in your own mind. It is the basis of your feelings, biases, prejudices, and beliefs.
 - Examples are when you make any kind of decision – what to eat or wear. When you think about something – what you want to do on the weekend or when you think about another person.

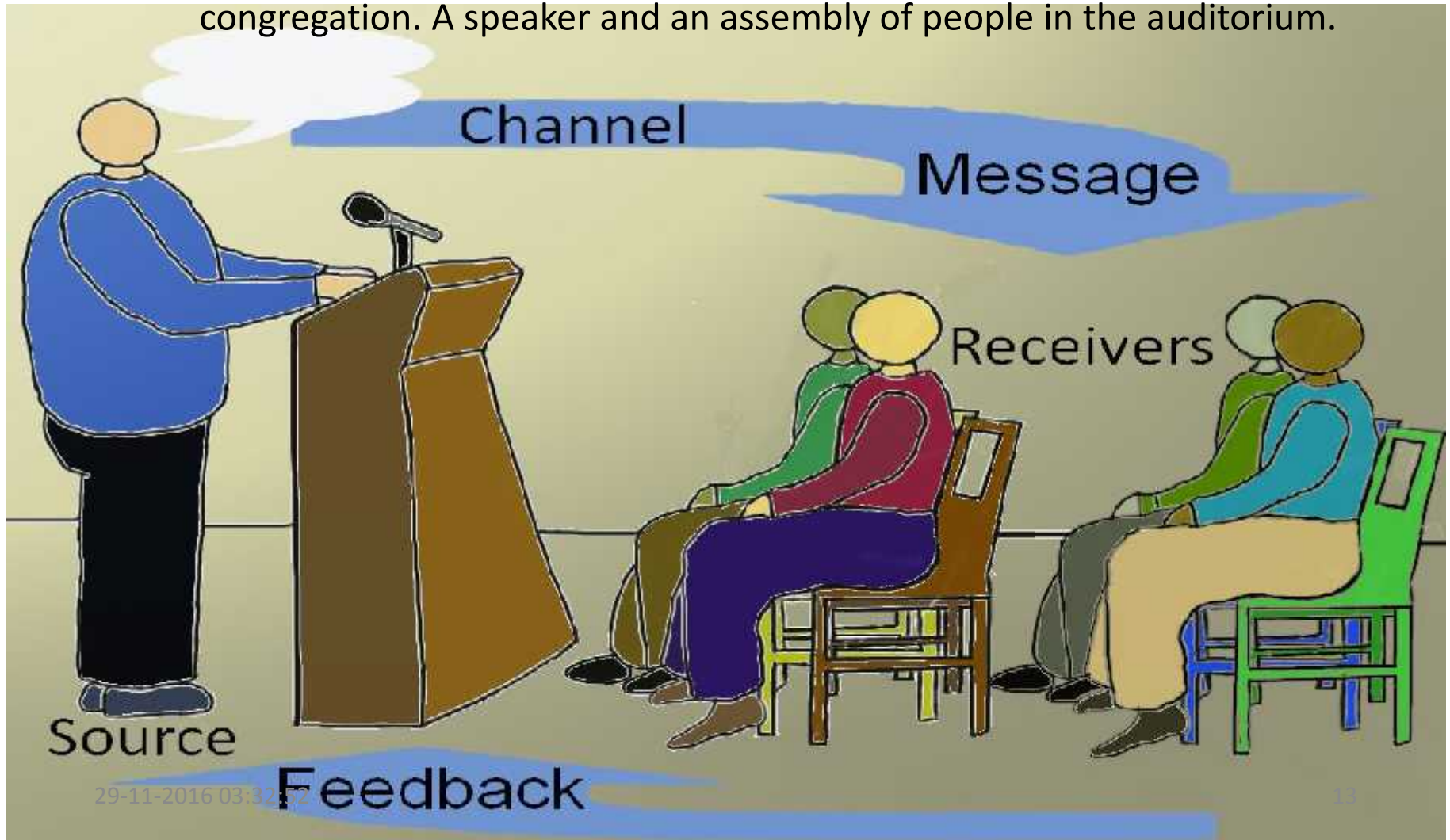


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- **Interpersonal communication** is the communication between two people but can involve more in informal conversations.
 - Examples are when you are talking to your friends. A teacher and student discussing an assignment. A patient and a doctor discussing a treatment. A manager and a potential employee during an interview.

- **Small Group communication** is communication within formal or informal groups or teams. It is group interaction that results in decision making, problem solving and discussion within an organization.
 - Examples would be a group planning a surprise birthday party for someone. A team working together on a project.



- **One-to-group communication** involves a speaker who seeks to inform, persuade or motivate an audience.
 - Examples are a teacher and a class of students. A preacher and a congregation. A speaker and an assembly of people in the auditorium.



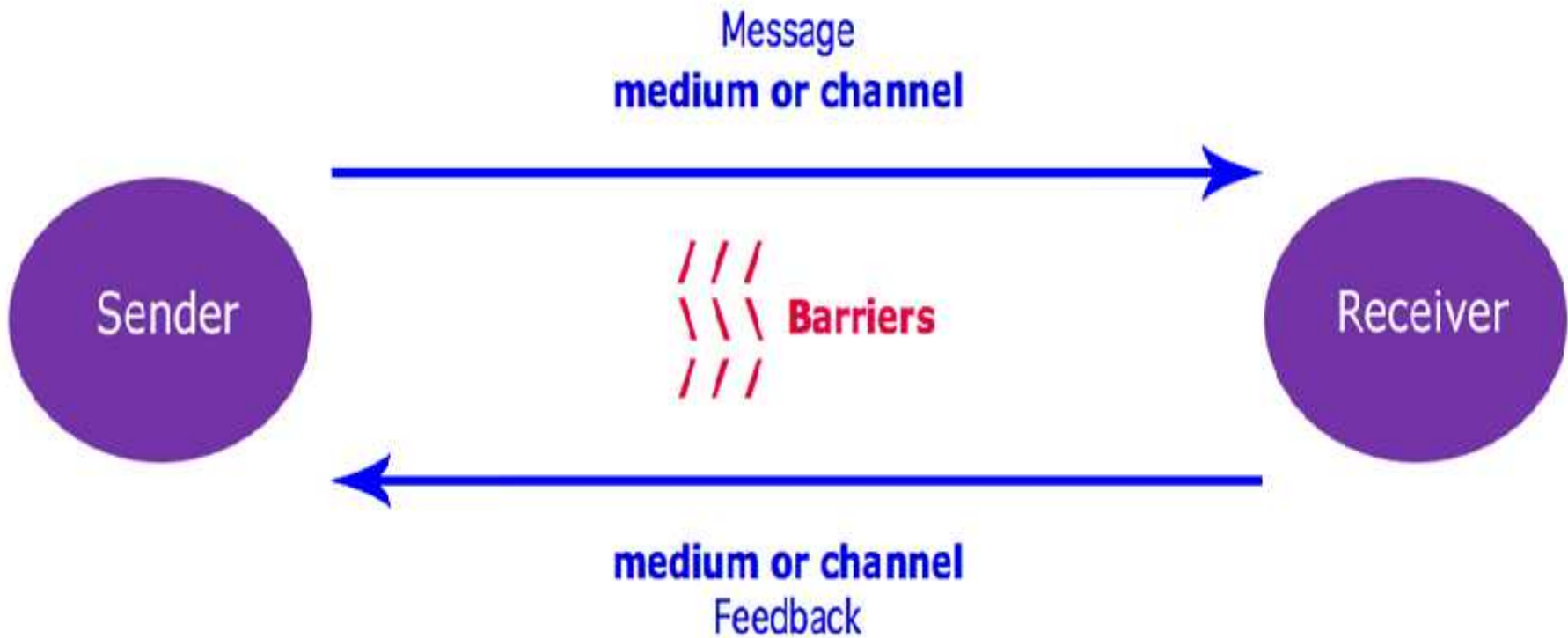
- **Mass communication** is the electronic or print transmission of messages to the general public. Outlets called mass media include things like radio, television, film, and printed materials designed to reach large audiences.

- A television commercial. A magazine article. Hearing a song on the radio. Books, Newspapers, Billboards. The key is that you are reaching a large amount of people without it being face to face. Feedback is generally delayed with mass communication.



Barriers of

Communication



- 1. Physical barriers



- 2. Perceptual barriers



- 3. Emotional barriers



- 4. Cultural barriers



- 5. Language barriers



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- 6. Gender barriers



7. Interpersonal barriers



How to Overcome Barriers of

Communication

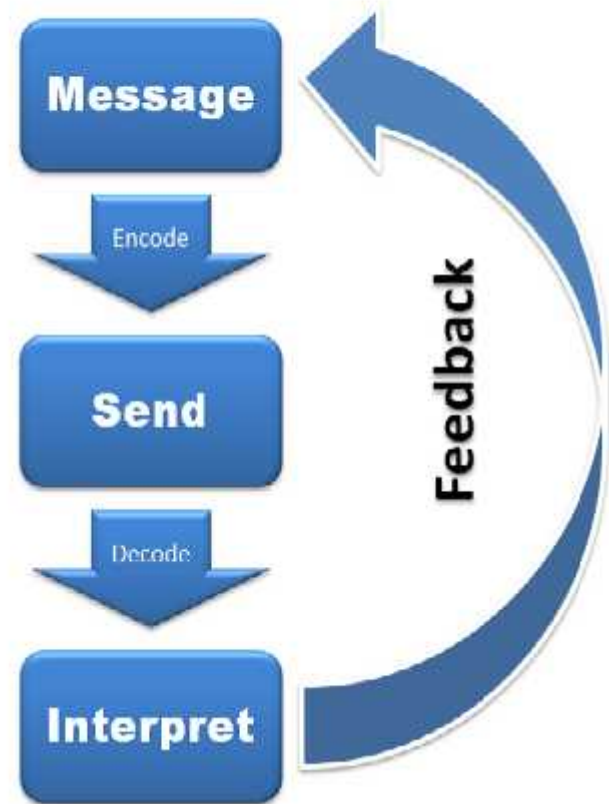
- Taking the receiver more seriously
- Crystal clear message
- Delivering messages skilfully
- Focusing on the receiver
- Using multiple channels to communicate instead of relying on one channel
- Ensuring appropriate feedback
- Be aware of your own state of mind/emotions/attitude

Tools of effective

Communication

- **Be Brief**
- **Manners**
- **Using “I”**
- **Be Positive**
- **Good listener**
- **Spice up your words**
- **Clarity**
- **Pronunciation**

Effective Communication Cycle





**GOOD LUCK
ALWAYS 😊**



Tugas Essay! Komunikasi sosial-budaya

adalah proses menafsirkan perilaku pihak lain sebagai landasan berinteraksi dalam tindak komunikasi dan sosial.

1. Komunikasi resistensial dari orang-orang apatetik
2. Komunikasi inequalitas dalam kehidupan sehari-hari
3. Komunikasi multikultural dalam masyarakat multietnik
4. Komunikasi non-verbal dalam komunitas budaya lisan (Jawa)
5. Komunikasi, media dan kekuasaan
6. Komunikasi, pengendalian sosial dan represif
7. Komunikasi, media dan gender
8. Komunikasi, pengendali kekuasaan dan perilaku anarkhis
9. Interakasi simbolis dalam masyarakat Jawa
10. Peran Karaton dalam membangun solidaritas budaya Jawa