

ASSIGNMENT

CCA (PAPER : 103)

SUBMITTED BY

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Elaborate the process and elements of communication in detail through suitable examples.

There are Seven critical elements of the Communication process :

1. The Sender is the person who wants to convey a message with the purpose of passing information and ideas to others. The Sender's job is to take deep breaths and try to stay out of "attack / blame" mode. Perhaps reminding themselves that if they believe the other person to generally be a good-hearted person, whatever happened or however the receiver responds to the message is not to purposely harm the sender.
2. The message is the topic of the communication. The information may include wants, needs, opinions, preferences, ideas, tasks and emotions. The topics may be an area of challenge for the sender to express and the receiver to hear because of differences or an uncomfortable past with the subject matter.
3. Encoding involves converting a subject matter that is the theoretical and intangible (i.e. feeling loved or respected) into symbols such as words, actions, pictures or gestures. Here is where the sender can fail at making special effort to use "softened" words that are gentle, concise, positive and non-blaming. Additionally, non-verbal cues that can be overlooked to enhance clear communication are giving eye contact, using a respectful tone of voice providing a gentle touch and softening facial features.

4. The communication channel is the means or method by which the message is sent. The channels included face-to-face, letters, telephones, and social media formats (i.e. text, email, facebook, instagram, etc). This can be an area of miscommunication as communicating, for example, over email or text can easily be misconstrued because of the lack of non-verbal communication (i.e. facial expressions, tone of voice, and body language) as well as the unreliability of technology at times.

5. The receiver is the person who receives the message or for whom the message is meant for. The receiver is the one who tries to understand the information in the best possible manner. The receiver is best to take some deep breaths, let go of defences, and remind themselves that they are not a bad person but that this is an opportunity to clarify and work things out.

6. Decoding is the process of the receiver converting the message in a way so that they may extract its meaning to their complete understanding.

Things that the receiver may do that can get in the way of decoding the message content properly are being distracted, interrupting the sender, thinking about what one wants to say while the sender is speaking, and making judgments and assumptions.

Feedback is the process of ensuring that the receiver has understood the accurate meaning of the sender's message. This is an important step that can go wrong such as when the receiver argue, counterattacks and defends themselves. Conversely, reflecting in advance of offering feedback involves repeating or paraphrasing what the receiver heard the sender say. It may involve asking question, "Did I understand what you were saying correctly?" This may avoid unwanted misunderstandings.

As you can probably see above there are many opportunities for communication to breakdown. The above process may seem simple in theory but because we are emotional beings who subconsciously use past memories and feeling to respond to present situations, communication can get easily derailed even with our best efforts.