

Qno1 Elaborate the process and element of communication in detail through suitable examples

Ans

Here are 7 elements that are essential to successful communication

1. **Sender** The sender is the person who is trying to communicate a message. The sender wants the other person to receive and understand his/her message. The intent of the message is usually to get the other person(s) to do or understand something.

Unfortunately in the transference of information the other person(s) may not understand the message the way the sender intended. In fact it is not uncommon for the other person(s) to respond in some affirmative manner (communication the message was understood the way the sender intended).

2. **Receiver** The receiver is the recipient of the message and must translate the words into thought. Processes the thoughts and determine how to respond to the thoughts. Sender. The challenge is that since the receiver's education and experience may be very different meaning.

Message.

While you may carefully choose the words you speak words alone represent a small percentage of what is received by the other person. In fact according to a life size words carry the least value in the message.

Hence what is said is not nearly as communicative as body language and voice inflection. Even when no words are spoken communication is taking place. If a person frowns, does not make eye contact, or looks at his/her watch a message is being sent. It may not be intended message.

Consequently it makes sense to pay attention to body language and voice inflection.

This makes more than casual watching and listening. It takes out full attention to be most effective. Ineffective means some of the where there is incongruency or agreement between the word meaning and emotion. Body language and voice inflection are essential in achieving congruency.

4. The fourth way is to reflect meaning the focus of this type of feedback is to identify the meaning being expressed but it comes a different meaning.

Feedback Examples

I came to work today
intending to do 1/8

undercover runs and these

Message: Are not vehicles available I will have
to go to another lab to obtain a suitable
vehicle

I heard you say that because there are no
vehicles here you will have to pick up a vehicle

Paraphrasing vehicle at another lab before you
can start work on your runs.

I heard you say you will have to get before
vehicle at another.

Summarizing lab before you start work you
sound frustrated.

Reflecting Are we having problems getting
undercover vehicles again.

Each of these different forms of feedback has
a place in the communication process. Two
things occur when feedback is provided first
it helps ensure the message was clearly
received second it is a way of valuing the
sender when the receiver takes the time

To make sure the time it communicate is as the sender is important valuable.

7 Context.

Context is another way of talking into the consideration the setting. Examples of Context include.

- What is going through the other person's mind when you show up did they just has a blow up with a customer.
- What is the environment like? is it noisy. Are there customer standing around.
- What was the outcome of the last contact and how did that go?
- What cultural factors should be considered?
- Are there notes or helpful information from person who took the initial call.

breathes can help. Excusing yourself to get go a drink of water may be the mental break needed to clear the mind. If the noise is external then try to find a quiet location for the meeting. If a necessary consider rescheduling the meeting for a time when there are fewer distractions.

6. Feedback

Feedback is the process of determining if the message has been properly received. This can be initiated by the sender or receiver. The sender for example may ask the receiver to repeat the message was received as intended. On the other hand a good listener will provide feedback to confirm that he/she correctly received the message.

Feedback may occur in four ways.

1. First and probably most common is paraphrasing. This involves repeating back what the other person said in your own words.
2. The second is summarizing. This involves making a brief statement of the key points and feelings expressed by the other person.
3. The third is reflect the feelings. The focus is not so much on the message as the emotion behind the message. This is often an effective way to reflect empathy.