

Name _____

Communication Choices

Communication is the process of creating and exchanging meaning through symbolic interaction.

These symbols may be verbal or nonverbal.

Examples of nonverbal communication include: sign lang., facial expressions, gestures, posture, attire, tone of voice.

Making Choices

Context. is the situation in which communication occurs. It includes the people present, the occasion and the task.

Appropriateness is what is suitable for a specific situation.

A role is a part played in a specific setting or situation. It will vary depending on the context you're in. what roles do you play every day? Student, son/daughter, employee, ensemble / club member - i.e. spch. (dress, behavior etc.)

A Norm is a stated or implied expectation. In other words, it is a guideline of what's appropriate for a given context. School norms, wedding leaving a tip. Could be 'written' rules or 'unwritten' → dating. Can vary from place to place.

A standard is an established level of requirement of excellence. It is important because they are the foundation in which you make your communication decisions.

You have the responsibility for establishing your own standards for the situations in which you find yourself. You must consider the following:

What is appropriate for self. This means knowing who you are, what you want to achieve, and how you want others to perceive you. EX: serious student, employee etc. be on time, courteous interview - what would you wear?

What is appropriate for your listeners. If you want others to respond to your messages, you must consider their needs, desires, and limitations. Teachers-students, parents-kids, dr-patient lawyer-jury

What is appropriate for the occasion. The time, place and purpose of an event. wedding, funeral, classroom,

What is appropriate for the task. What you're trying to accomplish in your context. TAKS test

Sometimes in the role you must play and the norms you must obey in order to be Successful you must put aside your preferences, wants, or needs. Going to court, principal's office, church,

My Big Fat Greek Wedding

Summer School

Dream Team. not talking, commercial

The Importance of Communication Skills \rightarrow determine success on job, in school, in relationships.

Every time that you interact with another human being you are communicating. You cannot NOT communicate. way you walk, words, clothing, sit, action

Comm. imp. now - even more imp. in future \rightarrow more relationships, more msgs. + comm.

A Competent communicator is someone who incorporates Knowledge, attitudes, and skill into his or her communication to communicate effectively and appropriately.

Knowledge: It is important to have complete, accurate, and recent information in order to support ideas and to process the messages from others. *If not take school seriously \rightarrow disadv. may not realize it now. If don't have knowl. \rightarrow won't be taken seriously.*

Attitudes: Influence the way you see yourself and other people. *affects choices you make. Neg. att. about teacher or class \rightarrow not listen/learn.*

They impact others. *Employee attitude can affect others @ work.*

They can be managed and changed. *- Compromise - In school Based on experiences. Can change -- environment, ppl assoc. with,*

Skills: Necessary for making appropriate communication choices. There are two kinds:

Task skills are those needed to do a job, complete a task, or reach a goal effectively. *Task: to listen, giving clear instructions, effectively using n.v. behaviors. explain so others can understand.*

Relationship skills are those needed to nurture and maintain good will with people. They include the ability to give and receive Suggestions and praise. Good relationship skills to have are: Listening

Tact (Being sensitive to what is proper and appropriate in dealing with others, including the ability to speak or act without offending.)

Courtesy (Polite behavior, gesture or remark.)
Ex: holding door open, please and thank you, you're welcome.

and respect (Willingness to show consideration or appreciation.) *Give an ex. of how a student can show respect to a teacher.*

When choosing to say something to someone else, before speaking ask yourself:

- Is it true?
- Is it kind?
- Is it necessary?

should have 2/3 to make a comment.

self-fulfilling prophecy