

Life Skills

(Lesson 2)



Dr Bindu G R
Professor
Dept of Electrical Engineering

Flow of communication

(in a broad sense)

1. One way communication

2. Two way communication

- i. **One to One communication** (eg: telephonic conversation)
- ii. **One to Many communication** (eg: classroom)
- iii. **Many to One communication** (eg: interview)

Flow of communication

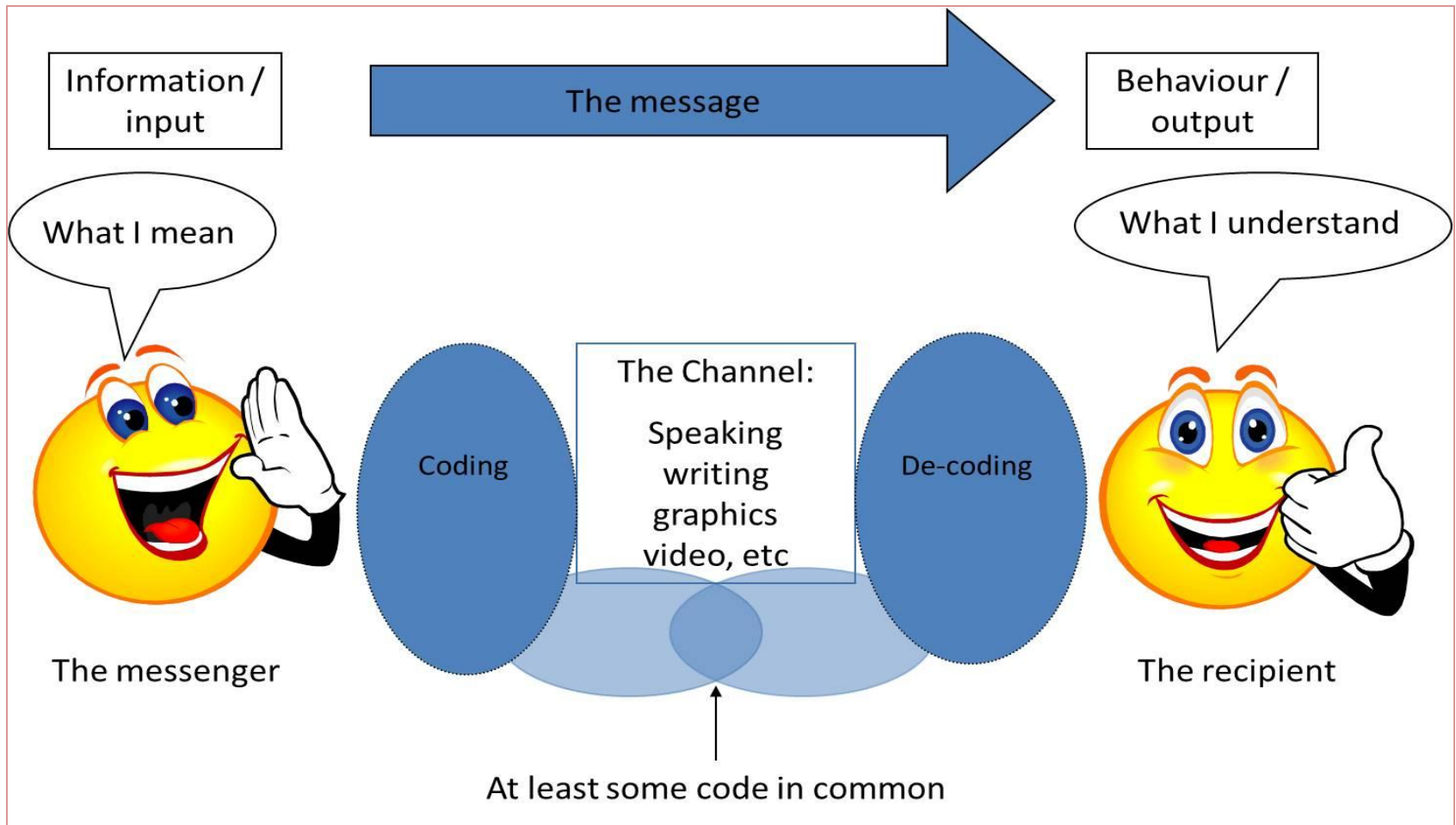
(in an organizational context)

- 1. Upward communication**
- 2. Downward communication**
- 3. Horizontal communication**

Effective Communication



Effective Communication (Encoding.....Decoding)





Dr Bindu G R

Need for Effective Communication

- **Social Context**

- *Maintaining social order*
- *Better interaction*
- *Ensuring continuance of culture*
- *Ensuring flow of knowledge from generation to generation*
- *Sharing of love and concern to foster family & relationship*

Need for Effective Communication

- **Work place Context**

- *Facilitating flow of information up & down*
- *Ensuring, clarity regarding specifications etc*
- *Avoiding “reinventing the wheel” due to lack of proper and effective documentation*
- *Understanding customer needs and responding appropriately*
- *Maintaining organizational harmony*

Two Schools

(Process school and the Semiotic school)

- **The process school** is more concerned about the effectiveness of the communication – mainly on how the messages interact with each other to produce the correct meanings. It is less concerned about the grammatical constructs and is more focused on the desirable actions based on the communication flow.
- **The semiotic school**, relies more on the text or the language used in the communication and treats study of communication as a study of text and culture.
- Due to this difference in concept, these two schools interpret the question of what constitutes the message in a different way.
- *For the process school, the key attributes that determine the intent of a message is important while for a semiotic school the construction of message is important*

Barriers in Communication



Barriers to Communication

1. *Physical Barrier*
2. *Semantic Barrier*
3. *Psychological & Emotional Barrier*
4. *Cultural Barrier*
5. *Gender Barrier*

1. Physical Barrier

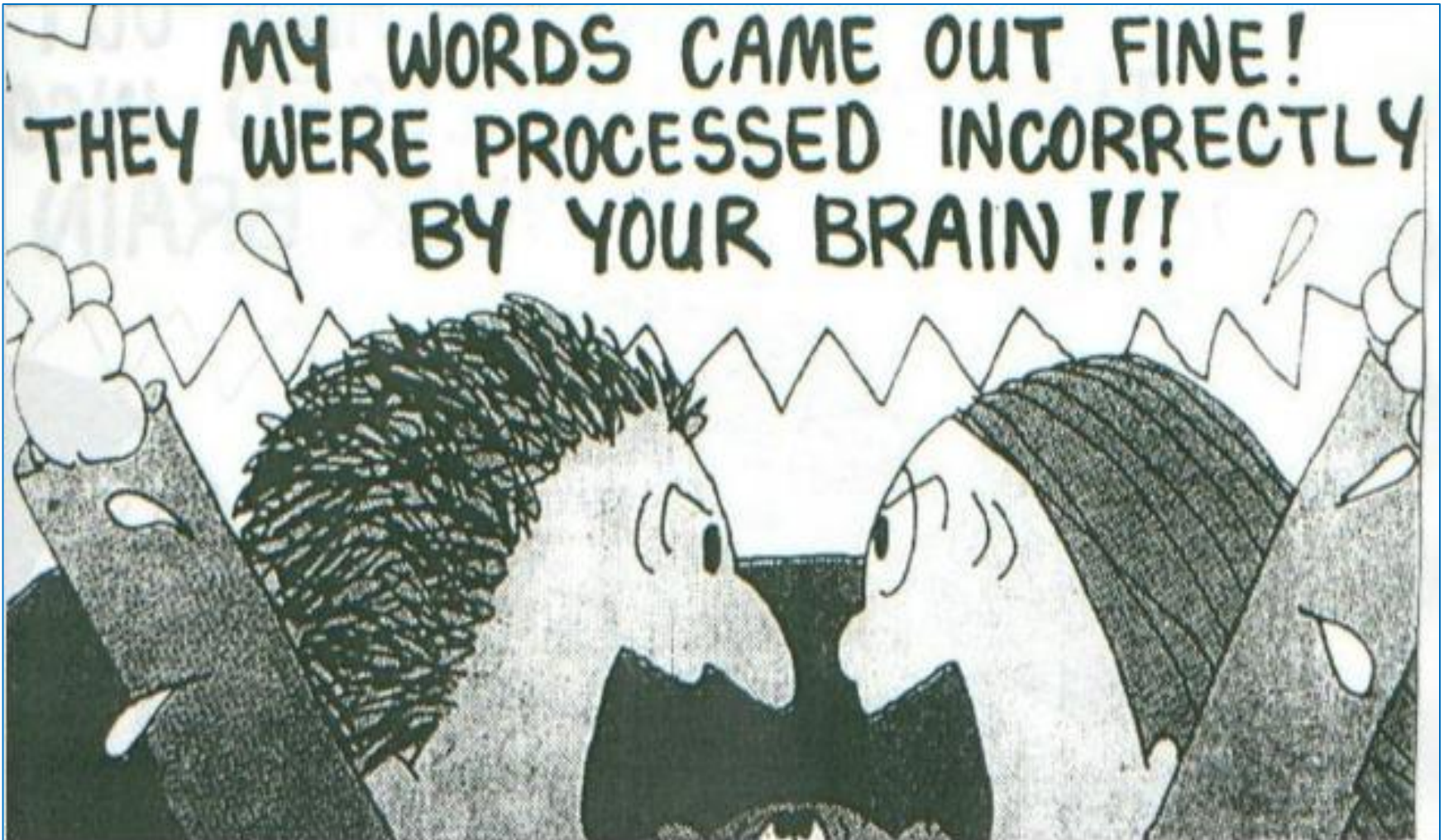


PHYSICAL BARRIERS



2.Semantic Barrier

(confusion regarding the meaning of the message)

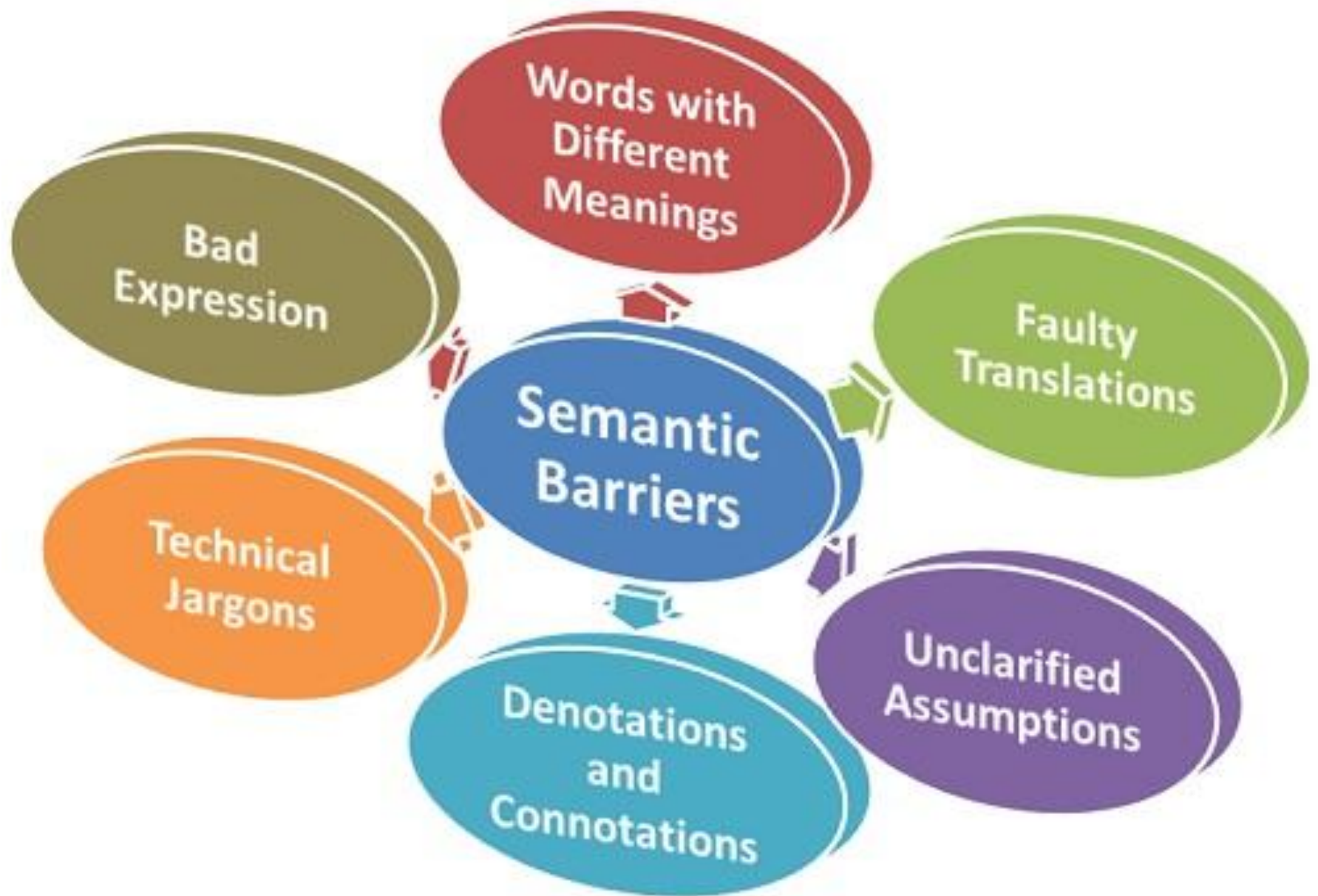


Semantic Barrier

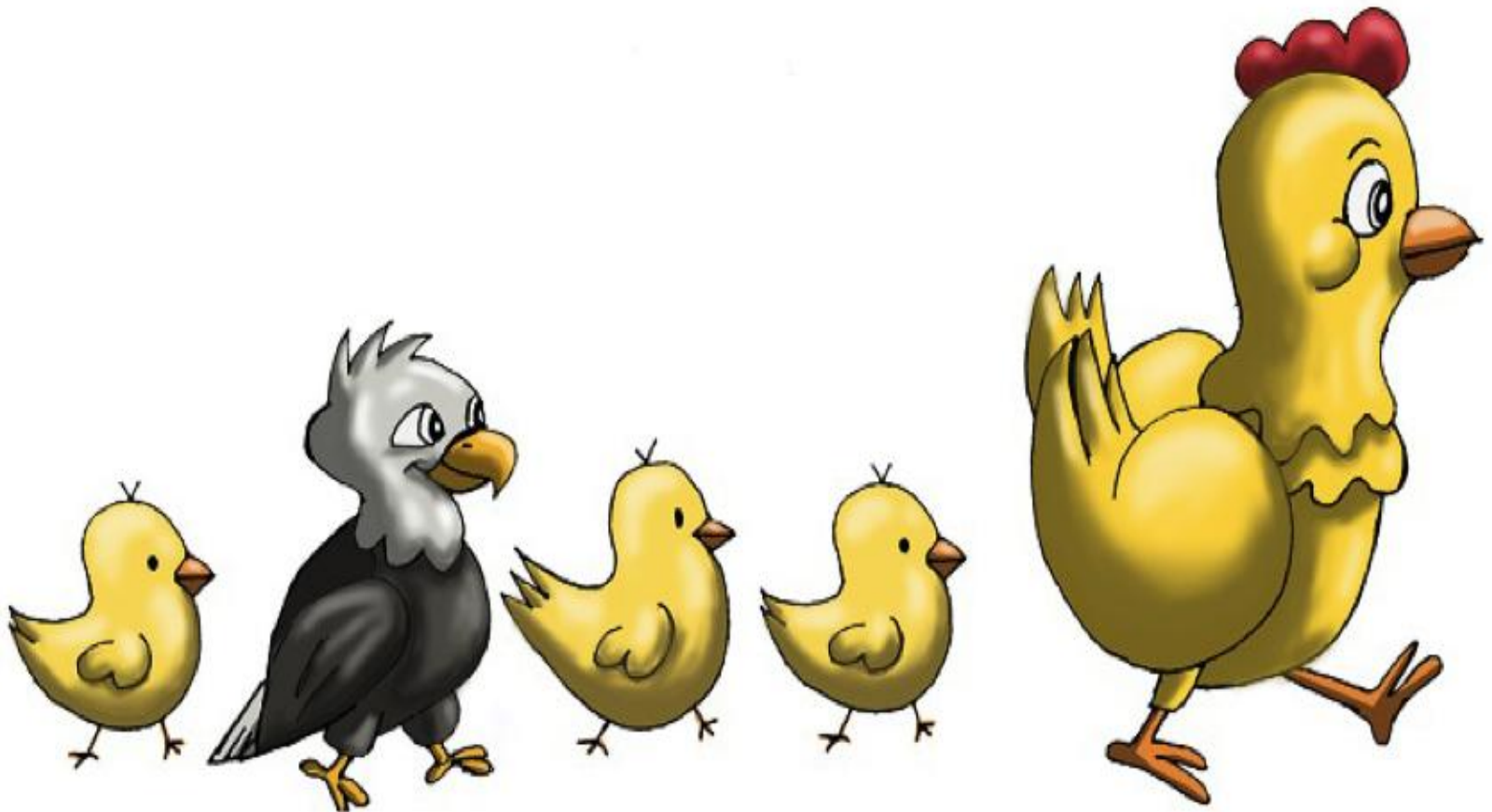
"I didn't **SAY** you were stupid."

"I didn't say **YOU** were stupid."

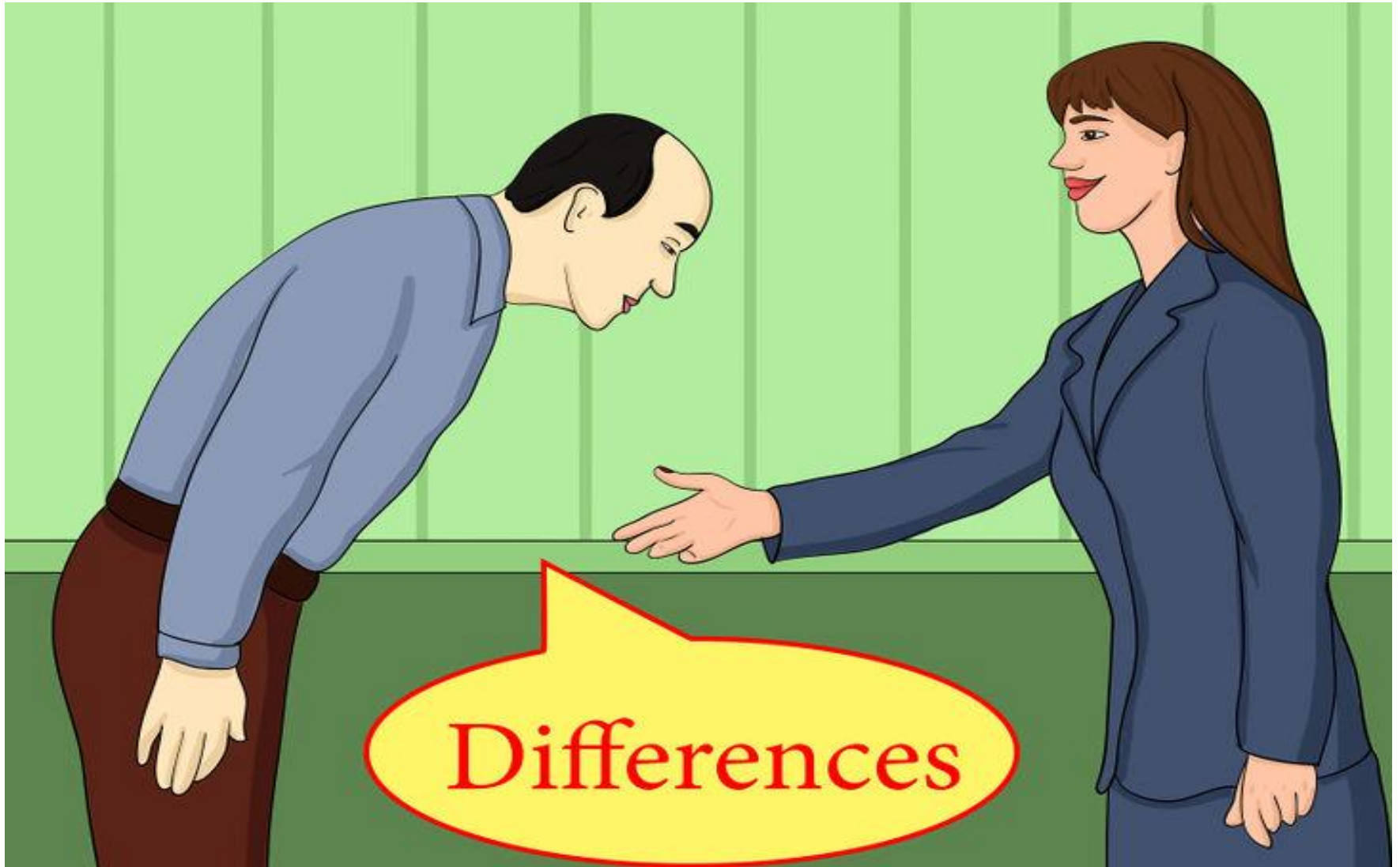
"I didn't say you were **STUPID**."



3. Psychological & Emotional Barrier



4. Cultural Barrier











5. Gender Barrier

Men are from Mars and women are from Venus



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Hearing vs. Listening



“Was I paying attention?”

Use of Language

- Language expresses;
 - *Need*
 - *Observation*
 - *Thought*
 - *Feeling*



Hearing- sense that allows you to perceive sound; physical act- only requires reception of sound waves



Listening- mental process that requires concentrating on sound, deriving meaning from it, and reacting to it

**The biggest
communication
problem is we do
not listen to
understand.
We listen to reply.**

Barriers to Listening

(PM IM EE LN)

1. *Prejudice –preconceived notions*
2. *Misunderstanding*
3. *Interrupting*
4. *Mental Noise-preoccupied by his own thoughts*
5. *Emotions-like anger, fear, depression etc*
6. *Excessive Talking*
7. *Limited span of attention-distracted quickly*
8. *Narcissism-egoism*





Where we stand today

