

A group of approximately 15 fluffy, grey and white Emperor penguin chicks are gathered on a snowy, icy landscape. The chicks are standing upright, looking in various directions. The background is a pale, overcast sky. The text "Communication, Perception and Your Life" is overlaid in the center of the image, with a thin white horizontal line underneath it.

Communication, Perception and Your Life



What is Communication?

"Communicare" - to make common, to share (Latin). The process of using messages to generate meaning.



Components of Communication



People (The source transmits the message to the receiver)



Message (verbal, nonverbal expression) Messages can be both intentional or non-intentional



Channel (The means by which the message travels: text, face-to-face, etc.)



Feedback (The receiver's verbal and nonverbal response to the source's message)



Code (The way we communicate with different types of people: We speak with friends differently than we do our teachers, for instance)

How does how you
see yourself impact
your communication?

Our perception of events impacts our ability to communicate effectively. In communicating it is common for there to be different perceptions of the same event. [Do you see a cat walking down the stairs or up the stairs?]



All communication happens in a **context**.

(Context includes the situation and circumstances surrounding the communication)

Face-to-face

Non face-to-face (digital
communications – text,
email, social media,
phone)

Perception

The process of using our senses to acquire information about the surrounding environment or situation. (What do we see, hear, feel?).

How we perceive things depends upon



Identity (gender, age, race, height, weight, body type, acuity of senses, etc.)



Past experiences



Roles we play (friend, sibling, parent, child, co-worker, etc.)



Current feelings and circumstances

Communication becomes complicated when

We realize everyone has his/her own viewpoint developed both inside and outside of the mind.



Errors in perception are common

First Impressions “a positive first impression may be easily reversed by information to the contrary, but a negative first impression may persist even in the face of contradictory information.” (Introduction to Communication, McGraw Hill, 2019)

Stereotyping and our own biases can often get in the way of correctly perceiving a situation or person.



Ways to check your perception

- Describe to the other person the behavior (verbal and nonverbal cues) that you are seeing.
- Suggest possible interpretations
- Ask questions to check if your understanding is accurate





How is our self perception developed?

Personal Identity is shaped by family and experiences

This includes our backgrounds and culture.



The impact of culture on communication

Our perception of reality is shaped by culture (language, ancestry, beliefs, values), experiences, age, gender, pop culture/media, ethnicity, etc.





Our "manner" is how we present ourselves verbally and nonverbally

Appearance and personality type impact communication

How we dress may suggest a role we are playing (employment or position)

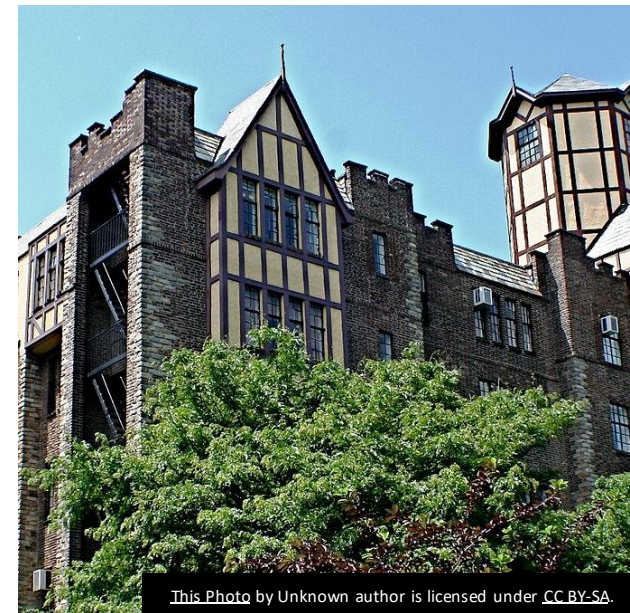
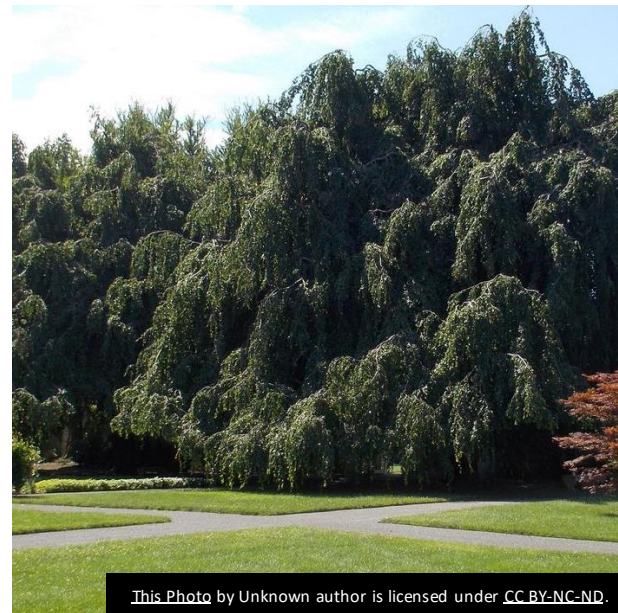
A value we hold (concern for the environment for example)

Personality types are varied (studious, easy going, uptight, friendly, energetic, cautious, etc.)



Setting can have an impact on communication

Setting includes the immediate environment we are in, the space in which we communicate, as well as other public displays of who we are (*the kind of home we live in, where we spend our leisure time, the car we drive, etc.*)



Strategies to improve verbal communication include



PERCEPTION CHECKING
(ASKING QUESTIONS
"WHAT DID YOU MEAN BY
THAT?")



PARAPHRASING (RE-
STATING WHAT THE
OTHER PERSON HAS SAID)



DESCRIPTION (OF WHAT
WAS OBSERVED)



DEFINING TERMS



BUILDING VOCABULARY



PAINTING PICTURES WITH
WORDS/USING FIGURES
OF SPEECH TO BE MORE
DESCRIPTIVE



MAKING ACCURATE
OBSERVATIONS



BEING SPECIFIC AND
CONCRETE