

CHAPTER 1

Interpersonal Process

Why Study Communication?

- Why study an activity that you've done your entire life?
 - New look at a familiar topic
 - Time we spend communicating
 - Increased effectiveness



Why We Communicate

- How does communication help to fulfill the following human needs?
 - Physical needs
 - Identity needs
 - Social needs
 - Practical needs



Human Communication: A Complex Process

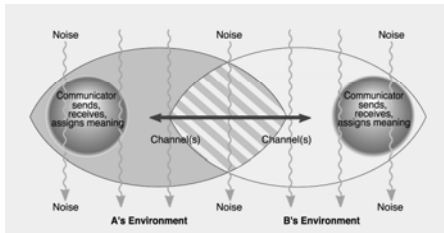


- Early models:
 - One way event: Sender "does" communication to another person.
- Later models:
 - Tennis game: Senders and receivers exchange messages and respond with verbal or nonverbal feedback.

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The Communication Process

- The Transactional Model of Communication



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Insights From the Communication Model

- How can communicators send and receive messages simultaneously?
- What is meant by the statement "Meanings exist in and among people?"
- What does "environment" represent in the model?



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Insights From the Communication Model

- What are the three types of noise and how do they affect communication?
- What is a channel and how does the choice of channel make a difference in communication?



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Consider this...

You want to end a romantic relationship. You can communicate this to your partner face-to-face or e-mail. How does the choice of channel potentially change the message for the receiver?



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Communication Principles

- Principles that guide our understanding of communication:
 - Communication is transactional
 - Mutual influence
 - Interdependent behaviors
 - Uniquely created
 - Intentional versus unintentional
 - Content and relational dimension
 - Irreversible
 - Unrepeatable

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Statements About Communication: True or False?

- All communication seeks understanding.
- More communication is always better.
- Communication solves all problems.
- Effective communication is natural ability.



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Interpersonal Communication Defined

- **Qualitative Definition**
 - Any interaction between two people
 - Dyadic communication
- **Quantitative Definition**
 - Certain types of exchanges "count" as interpersonal communication.



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Interpersonal Communication Defined



- What distinguishes qualitative interpersonal communication from less personal exchanges?
 - Uniqueness
 - Irreplaceability
 - Interdependence
 - Disclosure
 - Intrinsic Rewards


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Personal and Impersonal: A Matter of Balance

- Sometimes difficult to classify interactions as strictly personal or impersonal
- All interactions have varying degrees of impersonal or personal elements.

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Mediated Versus Face-to-Face Communication




- Research
 - Lacks richness
 - Discourages community
 - Quality suffers
- OR....
- Can be rich and satisfying
- Improves connections
- Easier communication

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Consider this...

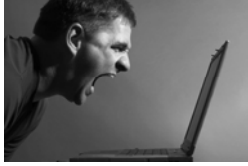
- How has computer-mediated communication (CMC) impacted interpersonal communication?
- How does CMC impact the quality of communication?
- How does CMC impact the quantity of communication?



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Challenges of Mediated Communication

- Leaner messages
 - "Richness"
- Disinhibition
- Permanence



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Choosing the Best Communication Channel

- Consider:
 - Time required for feedback
 - Richness of information conveyed
 - Sender's control over how message is composed
 - Control over receiver's attention
 - Effectiveness for detailed messages



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Communication Competence, Defined

- Competent communication:
 - Effective
 - Appropriate
- What does it mean to say a competent communicator is an effective communicator?
- What does it mean to say a competent communicator is an appropriate communicator?



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Communication Competence

- There is no single ideal or effective way to communicate.
 - Competence is situational.
 - Competence can be learned.

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Characteristics of Competent Communicators

- A large repertoire of skills
- Adaptability
- Ability to perform skillfully
- Involvement
- Empathy/perspective taking
- Cognitive complexity
- Self-monitoring



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