Communication

Is a process in which people share information, ideas, and feelings

Video

- https://youtu.be/gCfzeONu3Mo
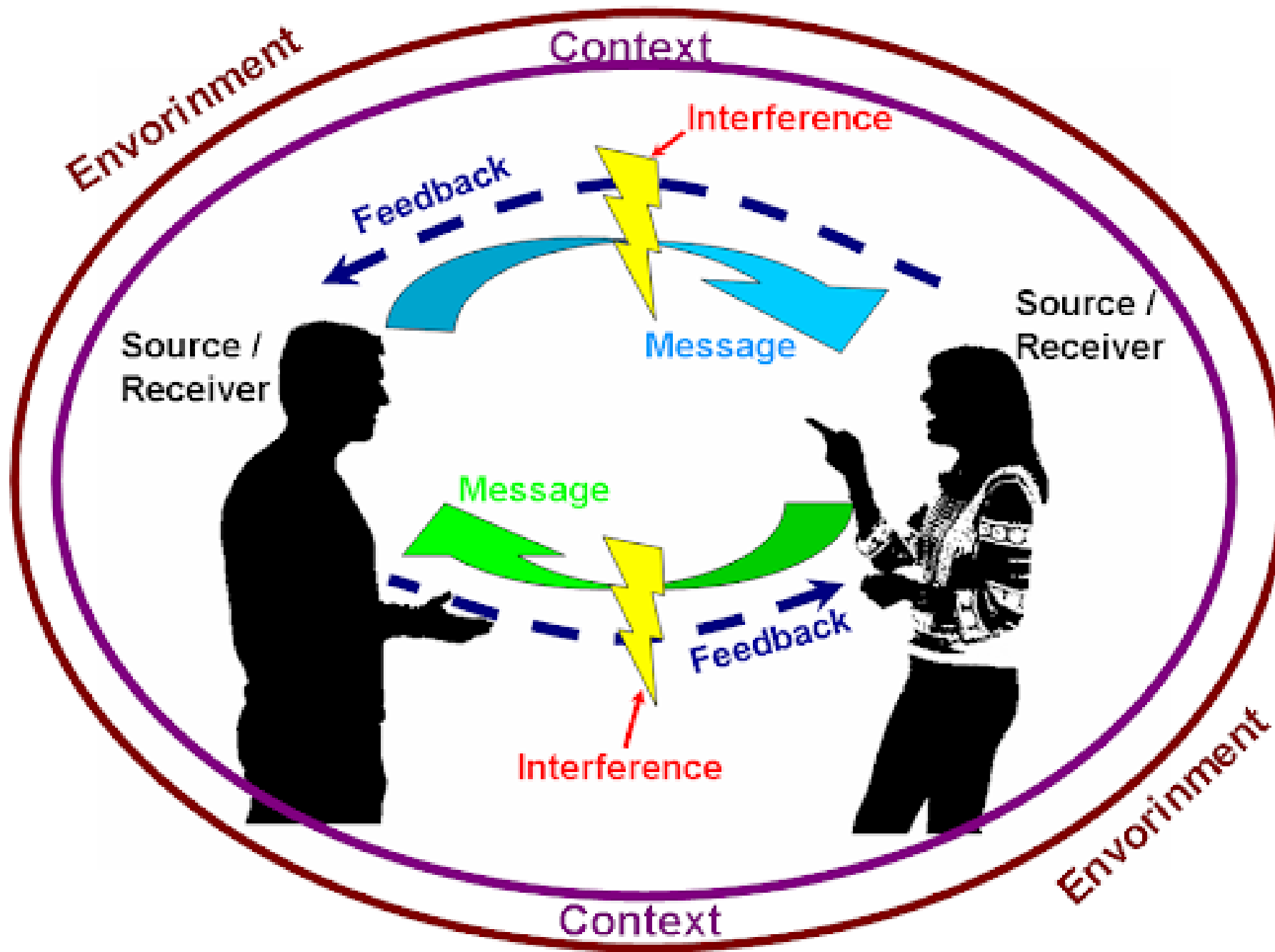
Elements of Communication
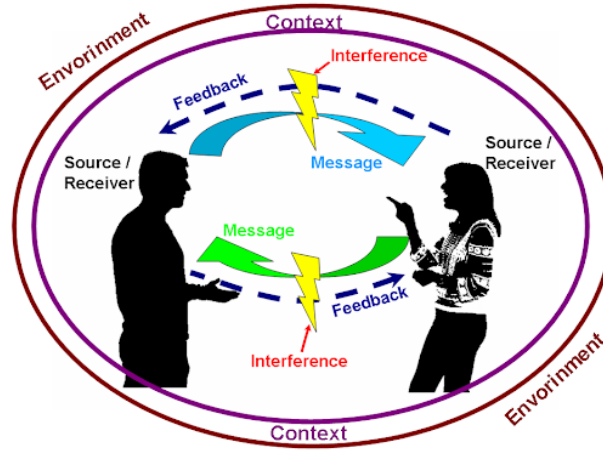
Senders
Receivers
Messages

Environment/Setting
Channels
Noise/Interference
Feedback

Message

- What it is that we are trying to Communicate
- Thoughts
- Feelings
- Information
- Ideas

Message

- Verbal vs Nonverbal
- Verbal
  - Words spoken

- Nonverbal
  - Body language
  - Silence

Message

- Positive
- Negative
- Neutral

Video Clip
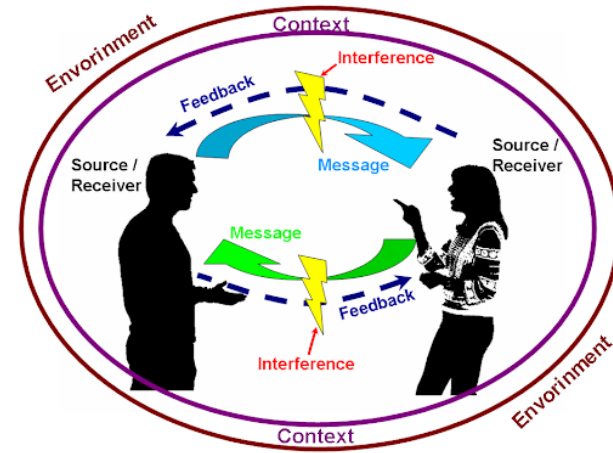# What Did you Do With My Sign

- https://www.youtube.com/watch?v=pzjEzohHmaM

Language

- Non-Verbal vs Verbal
- Inclusive vs Exclusive
- Defensive vs Supportive
- Gossip vs Slander
- Confidentiality

Sender/Receiver

- Sender is the person doing the communicating
- Receiver is the person who is listening to the communication

Check Out Our Perceptions

- A good deal of miscommunication can occur because people do not understand messages the way they were intended.

Self and Communication

Perceptions of the World

Self concept

Development of Perception and Self Concept

▶ Our Bodies
What other people tell us
Roles
Scripts
Self-fulfilling Prophecies
Our Past Experiences

Sender

- Message to communicate
  - Own preference of communication
  - Own learning style – visual/auditory
  - Own beliefs/values/Culture
  - Knowledge of language (verbal and non-verbal)
  - History
  - Projections

Receiver

- Listens to the message
  - Own preference of communication
  - Own learning style – visual/auditory
  - Own beliefs/values/Culture
  - Knowledge of language (verbal and non verbal)
  - History
  - Projections

Channel/Context
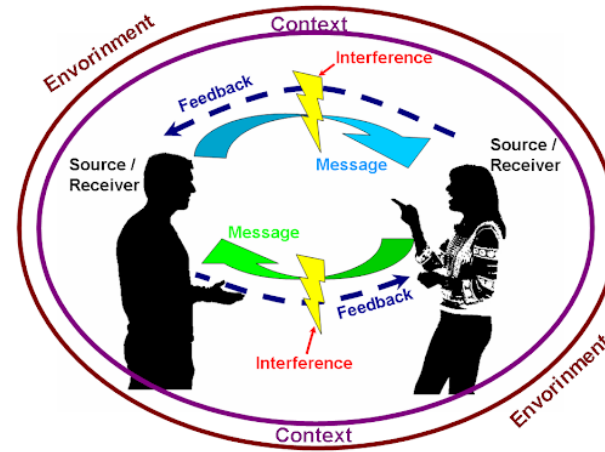
- Method of communication
  - In Person
  - Social Media
  - Text
  - Letter
  - Printed Word
  - Email
  - Telephone
  - On Line Interface – Zoom/Facetime/Skype/Teams

Effective Channel

- Considerations:
  - Importance of message
  - Practicality
  - Sender and receivers preferences
 - Sender and receiver communication style
  - Need for feedback

Social Media

- E-mail
- Facebook
- Twitter
- Instagram
- Snapchat
- Others…

Best Practices in Social Media

▶Do unto others – "Please" and "Thank You's" do go a long way. If you wanted to be respected you first have to give respect.

▶Be nice – Remember, what you do on the internet is a reflection of you and quite possibly your business. Be positive and encouraging. No one wants to be associated with a negative individual.

▶Don't be too quick to judge – You know the old saying: "Don't judge a book by its cover"? It still holds true today.

▶Be respectful – Just because you are "hiding" behind a computer doesn't give you free reign to act as you please. You still need to treat people properly.

▶Don't be annoying – Don't continue to send emails out every hour on the hour. It's annoying and clutters up one's inbox. If you don't hear back from an individual right away, give them some time. Some people aren't surgically attached to their computers like some of us!

▶Play by the rules – Be respectful of group and community rules. Follow the terms of use of the social platform you are using.

▶Above all – don't be too quick to react. People are trying to figure out the most proper ways to communicate and millions are entering as rookies on a monthly basis, so show patience, kindness and assume those trying to interact are naïve before you assume they are malicious.

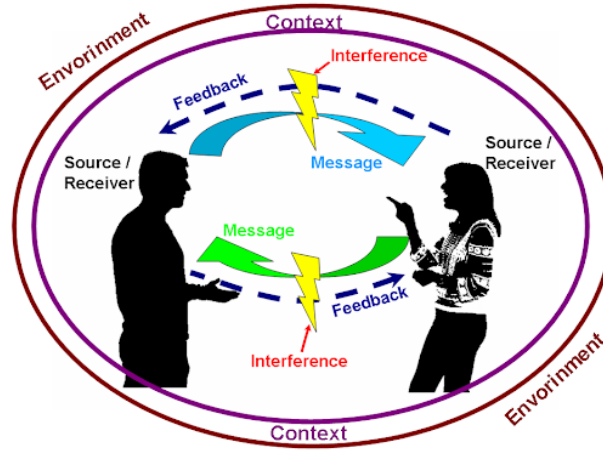Be thoughtful, kind and use common sense; the rest will come naturally

Environment/Setting
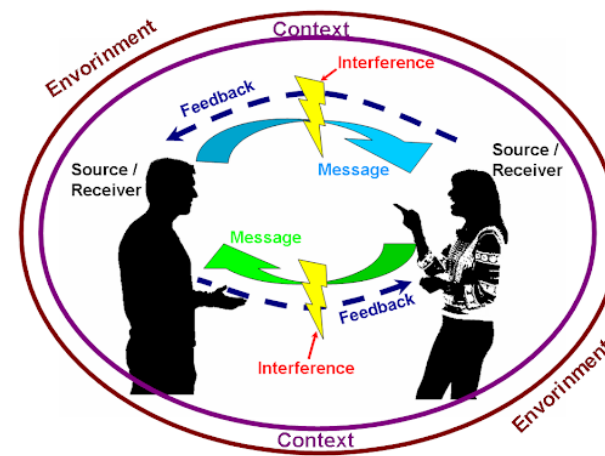
- Where the Communication is being sent from and being received
    - House
    - Coffee Shop
    - Church
    - Hospital
    - Nursing Home
    - Outside
    - Home

Feedback

- Information coming back to the sender
- Verbal/Nonverbal
- Positive/Negative
- Heard accurately or inaccurately
  - "I heard you say"
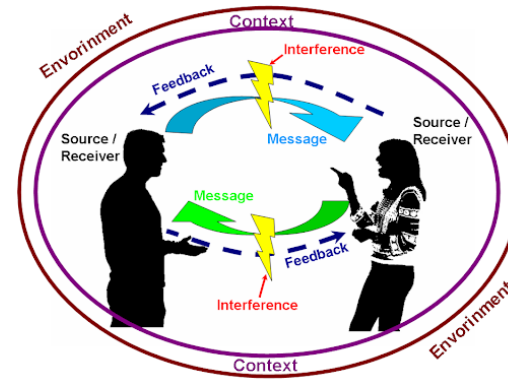 - Check and balance

Listening

Critical Listening

- Determining the speakers motives
- Challenging and questioning ideas
- Distinguishing fact from opinion
- Recognizing our own biases

Reflective Listening

- Listening for feelings
- Negative listening responses
- The reflective listening response

Noise/Interference

▶ Other communication occurring at the same time – effects the ability to hear and accurately interpret the message

- ▶ Actual Noise

- ▶ White Noise

- ▶ Temperature

- ▶ Emotional – ie Depression

- ▶ Thoughts – ie Grocery List

- ▶ Physical – hard chair, migraine

Types of Communication

- Prayer
- One on One
- Small Group
- Church Service - Public Speaking

Church Service

- Message to Convey
- What are we trying to Accomplish
- Setting
- Feedback
- Participation
- Noise

Public Speaking

- How you Look
  - Appearance
  - Body Movement
  - Eye Contact
  - Facial Expressions
  - Gestures
  - Posture

Public Speaking (Continued)

▶ How You Sound
  ▶ Volume
  ▶ Pace
  ▶ Pitch and Inflection
  ▶ Enunciation

Interpersonal

- One on One
  - Pastoral
  - Social
  - Meeting
  - Authority
  - Conflict

- Small group
  - Educations
  - Meeting
  - Social
  - Facilitation
  - Member

Small Group Considerations

- The Meeting Place
- Seating Arrangement
- Group Norms
- Cohesiveness

Conflict Resolution

- **Going Down Another Person's Iceburg**

- **Matthew 18:15-17**

- If another member of the church sins against you, go and point out the fault when the two of you are alone. If the member listens to you, you have regained that one. But if you are not listened to, take one or two others along with you, so that every word may be confirmed by the evidence of two or three witnesses. If the member refuses to listen to them, tell it to the church; and if the offender refuses to listen even to the church, let such a one be to you as a Gentile and a tax-collector.

COMMUNICATION ERRORS

Adapted from

Cleaning Up Bad Communication Habits

by Kibbie Simmons Ruth , Karen A. McClintock

"The single biggest problem in communication is the illusion that it has taken place. "

George Bernard Shaw

▶ **TRIANGULATION** – Talking with someone about a third person/group instead of talking directly with that person/group.

▶ **PASS-THROUGH COMMUNICATION** – communicating a message to someone through someone else.

▶ **CARRYING A PASS-THROUGH MESSAGE**

▶ **ACCEPTING ANONYMOUS FEEDBACK**

▶ **LISTENING TO VENTING*** without asking the speaker what action they plan to take to resolve the situation.

▶ **DOING TOO MUCH VIA E-MAIL** where communication can easily be misunderstood and then circulated in selective cut-and-paste portions that support the sender but do not capture the originator's intent.

* It is understood that people need to "tell their stories" which is positive and necessary. The word "venting " in this bullet point depicts a negative, unhelpful act.

Full article available at: https://alban.org/archive/cleaning-up-bad-communication-habits/

Prayer

- Communicating with God
  - Noise
  - Sender/Receiver (perceptions)
  - Listening
  - Channel
  - Setting/Environment

Video Clip – Field of Dreams

- https://www.wingclips.com/movie-clips/field-of-dreams/hearing-voices