

COMMUNICATION

OVERVIEW

Communication is a broad term referring to the exchange of information between individuals, including expression and processing. The most common forms of communication include: Nonverbal (dance, eye and physical contact, facial expression, gestures, movement, sign and body language); Verbal (language, music, sounds, speech); Visual (charts, films, illustrations and pictures, television); and Written.¹

The intended meaning of a message that is expressed may be different from the way it is processed. The processing of information is often determined by the individual receiving that information. Culture, knowledge, past experience, perception, the nature of the relationship, and societal norms can all affect the way communicated information is processed.² In terms of verbal communication, not only is it important that the information is expressed clearly, but that the person receiving the information is practicing active listening. Active listening involves giving full attention and focus to what is being said and the way it is being said. In some cases, active listening may also require interpretation of body language, facial expressions, and gestures.³

RESOURCES

¹ <https://www.reference.com/world-view/many-different-types-communication-84ac45771781ca96>

² <http://www.who.int/bulletin/volumes/87/4/08-056713/en/>

³ <https://www.skillsyouneed.com/ips/listening-skills.html>

ADDITIONAL INFORMATION

For more information, tools, and resources about assertiveness, communication and empathy, visit:

<https://www.betterhealth.vic.gov.au/health/healthyliving/assertiveness>

http://www.cci.health.wa.gov.au/resources/infopax.cfm?Info_ID=51

<https://news.vanderbilt.edu/2007/09/27/top-10-social-skills-students-need-to-succeed-58465/>

<https://www.kent.ac.uk/careers/sk/communicating.htm>

<http://www.who.int/bulletin/volumes/87/4/08-056713/en/>

<http://www.simplypsychology.org/information-processing.html>

<https://www.psychologytoday.com/blog/ulterior-motives/201510/is-perspective-taking-skill>