**CHAPTER 1: THE COMMUNICATION PROCESS**

**\*Communication**- the interdependent process of sending, receiving and understanding messages

Old model of communication→→→→ linear model

**\*Linear Model**- communication as a one-way process; from the sender to the receiver

New model of communication→→→→ transactional model

**\*Transactional model**- interdependent process; the speaker and receiver are simultaneously sending and receiving messages



←←←FEEDBACK→→→

\***Frame of Reference**- allows us to create and interpret messages (encoding and decoding)

\***Source**- the person who creates and sends a message

\***Receiver**- the person the message was sent to; the receiver also sends messages back to the source

\***Message**- the thought, feeling, or action that is sent from the source to the receiver with the use of symbols (verbal and nonverbal)

**\*Channel-** the vehicle (newspaper, radio, television, Facebook, Twitter etc.) by which the message is communicated from the source to the receiver

\***Feedback**- the receiver’s response to the sender’s message (verbal and nonverbal)

\***Context**- the conditions surrounding communication with others (physical setting and psychological climate)

\***Noise**- intended and unintended stimulus that affects the fidelity of a sender’s message, disrupts the communication process (external and internal)

FUNCTIONS OF COMMUNICATION

* Communication creates and maintains our sense of self or our identity.
* Communication helps us create communities.
* Communication forms and strengthens relationships.
* Part of being in a relationship is the ability to influence the other person.
* Communication conveys and creates information.

TYPES OF COMMUNICATION

\***Intrapersonal Communication**- communication with ourselves; it is an ongoing process that includes such activities as evaluating ourselves and our relationships with others, planning for the future and doing some internal problem solving

\***Interpersonal Communication**- the informal exchange between two or more people (dyads and small groups)

\***Dyadic Communication**- the interaction between two people

\***Small Group**- interactions with three to eight people present

\***Public Communication**- having an individual share information with a large group; the usual structure has a speaker presenting ideas to an audience