

# **Levels Of Communication**

## **Communication:(def)**

Communication is a means of sending and receiving messages. It is the process of passing information and understanding from one person to another.” In simple words it is a process of transmitting and sharing ideas, opinions, facts, values etc. from one person to another or one organization to another .

### **Types of communication:**

- 1.Intrapersonal Communication
- 2.Interpersonal Communication
- 3.Mediated Communication
- 4.Person to Group Communication
- 5.Mass Communication

### **1.Intrapersonal Communication:**

Intrapersonal communication is basically communication with oneself using reflective thinking. It is the kind of communication which is initiated by us in our minds. Its also known as self talk. For example when we wake up to when we go to bed we are always communicating with

ourselves about what to eat where to go every decision that we are making through out the day is intrapersonal communication.

There are some factors that affects intrapersonal communication such as self concept which is made up of two components:

1. Self image

2. Self esteem

**1. Self image** is who we are as a person. we could be students, mother, daughter ,son, father ,doctors etc.

Self esteem is how we view ourselves in these roles.

**2. Self esteem** plays a very important role in our success in daily life. self esteem is believing in oneself and his abilities.

### **For example:**

If someone is the the most beautiful women of planet but if that women doesnot feel this way about herself then she must probably be having self esteem issues. Our self esteem is also affected by how others treat us.

we form an understanding of who we are based on how others communicate with us. A person may consider

himself shy based on how other people associated his behaviour with shyness.

Low self esteem may hold us back from succeeding because we dont believe in ourselves to be capable of success.

Interpersonal communication processes depends on communicators

- 1.Frame of reference
- 2.Creativity
- 3.Self talk
- 4.Risk taking behaviours

### **Frame of Reference:**

Frame of reference is how we percieve something or how we see the world.everyone has their own way of looking at things and this is what makes them different.

It consists of our beliefs,attitudes,values,past experiences,cultural background,stereotypes and self concept etc.

### **Creativity:**

Creativity means using imagination/ideas to create something new. Creativity helps us in creating new solutions to our problems. Because of creativity we have such great artists in the world.

### **3. Self talk:**

We use self talk to process emotions ,think through things ,rehearse what we plan to say or do in the future. It helps our social interactions and with our well being.

### **4. Risk taking behaviours:**

our ability to take risks depends largely on our past experiences. if we were hurt in the the process of risk taking then we would avoid it the future but overall risks is necessary for our growth and development of ourselves.

### **Examples of Intrapersonal communication:**

1. for example: After waking up each day we decide what to wear,or when to leave for work or what should we have for breakfast. All these decisions we take are through the intrapersonal communication happening in our minds.

2. Thinking about what steps should we take in future to avoid getting hurt is also an example of intrapersonal communication.

## **2. Interpersonal communication:**

Interpersonal communication happens b/w two or more than two people by sharing ideas , feelings and emotions. It can both be verbal and non verbal. It can be done in the form of voice or body language and gestures. The effectiveness of interpersonal communication depends upon the how two people exchange their ideas/ information with each other.

### **Uses**

Interpersonal communication can be used for business, social, personal and professional purposes. while communicating with someone we make a perception about the other person by how they act during the communication.

### **Organizational purpose:**

For organizational purposes interpersonal communication is very crucial. It is necessary to possess verbal skills that would help develop a better relationship with colleagues and bosses in a work place.

### **Tips for better Interpersonal communication:**

For better interpersonal communication we must have to have better understanding of our ourselves and only then we will be able to understand another person and have effective communication with them.

### **Why people fail to do effective interpersonal communication:**

Following are the reasons for which people fail to assess other people.

1. We neglect the emotional state of another person ,of what they could be going through and hence we expect them to behave the same way in every situation which leads to conflict and failed interpersonal communication.
2. We judge other people by the first impression we make of them.
3. We focus on one negative trait of a person so much that we forget to appreciate the other good qualities of another person. For example if someone is not good at taking smaller life decisions then we will certainly assume that he/she cant take bigg decisions of his life as well.

### **Interpersonal communication consists of**

#### **1. Psychological context:**

Meaning our desires, values personality all are involved in an interpersonal communication which influence the outcome of the communication. For example two persons one introvert and the other one is an extrovert will have different kinds of interpersonal communication because their personalities are quite different from each other.

### **2.Situational context:**

meaning where the communication is happening. Communication in a classroom will be different than the one at a funeral. Different settings requires different styles of communication so we dont seem inappropriate. Also the communication done at home will be different than the one in a resturant so we have to care about the place where the converstion is happening.

### **3.Relational Context:**

Relational context means what relation we have with the person we are in communication with. For example the communication between a father and son willll be different than the one between mother and father so, we must communicate differently keeping in mind the relationship we have with another person only then we will have an effective communication

### **4.Environmental Context:**

\_noise ,temp,season,time of the day are all the factors in environmental context. For example during the night time our communication will be different than the one during the day.

### **5.Cultural context:**

Every person comes from a different cultural background. Every person has different belief system. so we must keep in mind the cultural background of the person we are communicating with. For example in some cultures having a direct eye contact in a conversation with another person is considered bad while in other cultures its not.

## **Functions of Interpersonal Communication:**

### **1.Gaining Information:**

During interperosnal communication we recieve the information about another person. we also share the information about ourselves to another person. It helps us share our stories and ideas with another person. We can share our feelings and emotions and our state of mind through intrapersonal communication. without it we would be keeping all things to all things to our selves.

### **2.Building a context of understanding**



Through interpersonal communication we can understand the context in which a person is saying something. How we say things matters a lot e.g, two people could be using same words to convey a message one is rude while the other one is polite. so through interpersonal communication we can understand the way someone is conveying a message. It helps us better understand the motives of another person. It helps us understand each other better.

### **3. Establishing identity:**

We are known to the world through our identity. Our identity consists of our looks as well as the roles we play in our daily life. The way we talk the way we judge, the way we present ourselves all of these elements make our identity. Our interaction with others plays a big role in our public image and hence establishing our identity.

### **4. Make decisions and solve problems:**

Through interpersonal communication we can share our problems with one another and find a solution to our problems with another person's help. Sometimes we are unable to make a decision, so we can always ask for guidance from one another for better decision making. All of this could be done through interpersonal communication.

### **5. Influence others:**

We can always influence someone by sharing our thoughts with one another and by motivating them, by sharing our life stories, our experiences. We get influenced by listening to the success stories of successful people and by many more things that another person has to share with us about their lives. All of this is done through interpersonal communication.

### **Interpersonal needs:**

interpersonal needs add a new dimension to who we are and explains why we do things in a certain way. Understanding personality types helps us how we behave in certain way, how we make decisions and interact with the outer world.

Following are the interpersonal needs:

#### **1. Inclusion:**

The need to belong, the desire to be recognized or be a part of the group is inclusion.

#### **2. Control:**

Control is another interpersonal need that may influence one's behaviour. Some people want to take charge of every situation because they think other people are incompetent

or somewhat less than them. While some people want others to lead every situation in a group.

### **3.Affection:**

The warm connections and emotional ties between people is affection. Wanted affection is how much we want closeness in a relationship. While expressed affection is about how willing we are to develop a close and warm connection with another person.

### **Examples Of Interpersonal communication:**

1. Alia is talking to ali face to face and telling him about what happened with her the other day at the party.
2. John expressing his sorrow in front of jane because he lost 1 million dillars.

### **3.Mediated Communication:**

Mediated communication is the one which takes place between two people not face to face but through an intermediate channel/souce. In this type of communication we dont get a direct feedback. It can occur through telephone,radar,communication satellite,closed circuit television.It can also occur through letters,reports,forms, and interoffice memoranda.

# **Pros and Cons of Mediated communication:**

## **Pros:**

### **1.No restriction of time and place:**

This type of communication is not restricted to time and place. We can send our message to someone at any time of the day. We don't have to plan to meet someone and then communicate with them but rather it could occur anywhere at anytime of the day.

### **2. Removes the communication barriers:**

This type of communication removes communication barriers. For example: It would be easy for a shy person to communicate confidently on text messages rather than in person.

## **Cons:**

### **1.Lack Richness of Communication:**

Communication is not about just text messages and words. This type of communication lacks emotional and non-verbal cues and it can create a lot of misunderstanding when communicating with another person.

### **2.No Immediate feedback:**

During interpersonal communication we don't have to wait for the feedback of another person for longer periods of time while in this type of communication we may have to wait for mins to hours to get feedback of our message which can create a lot of anxiety.

### **Examples of mediated Communication:**

1. Asfia texted Sehr on WhatsApp to ask about the problem she is having in an assignment.
2. Saira sent a letter to Asif to ask about his health.

### **4. Person to group Communication:**

This type of communication involves a speaker and audiences. Audience include people with similar interests. A small private person to group communication can be similar to the interpersonal communication but for large groups it is dissimilar.

A person to group communication may involve projector, microphones, speakers and tape players etc.

### **Examples;**

1. Qasim Ali Shah delivered a speech to a small group of people about successful people.

2. A senior student lecturing a group of junior students on how to survive a medical school.

### **5. Mass Communication:**

Mass communication includes messages sent to a large, public, anonymous, distant audience that may have dissimilar interests. Mass communication includes instruments such as television, radio, film, tape. These are all electronic instruments while other means are newspaper, magazine, books, pamphlet etc. Advantage of mass communication is that your voice can be heard around the globe.

### **Examples of Mass Communication:**

1. Prime Minister IMRAN KHAN during a live press conference on television is an example of mass communication.

2. A live show of an RJ on radio is also an example of mass communication.