

Fundamentals of Business Communication © 2012

Chapter 1: Understanding the Communication Process

Tools:

- Printer
- 8.5" x 11" paper
- Scissors

Directions:

1. Print
2. Fold paper in half vertically
3. Cut along dashed lines

barrier

Anything that prevents clear, effective communication.

- FOLD -

01 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

body language

The expression of nonverbal messages through gestures, facial expressions, and other body actions or posture.

- FOLD -

02 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

communication

The process of sending and receiving messages that convey information, ideas, feelings, and beliefs.

- FOLD -

03 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

communication process

A series of actions on the part of the sender and the receiver of the message; the parts include the sender, message, channel, receiver, translation, and feedback.

- FOLD -

04 of 18 E-Flash Cards

context

The environment or setting in which something occurs or is communicated; context is the other words or situation that surround a word, action, or idea and helps clarify meaning.

- FOLD -

05 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

decoding

Translating the message once it has been received.

- FOLD -

06 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

encoding

Putting the message into the format it will be sent to the receiver.

- FOLD -

07 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

formal communication

Sharing of information in which specific protocol or rules of etiquette must be followed.

- FOLD -

08 of 18 E-Flash Cards

informal communication

Casual sharing of information with
no customs or rules of etiquette
involved.

- FOLD -

09 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

nonverbal communication

The expression or delivery of
messages through actions, rather
than words.

- FOLD -

10 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

paralanguage

The attitude you project with the tone
and pitch of your voice.

- FOLD -

11 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

peers

Persons of equal standing or work
position.

- FOLD -

12 of 18 E-Flash Cards

personal space

The physical space you place between yourself and others.

- FOLD -

13 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

protocol

A custom or rule of etiquette based on a tradition.

- FOLD -

14 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

receiving barriers

Occur when the receiver says or does something that causes the sender's message not to be received.

- FOLD -

15 of 18 E-Flash Cards



Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

sending barriers

Occur when the sender says or does something that causes the receiver to not receive the message.

- FOLD -

16 of 18 E-Flash Cards

verbal communication

Communicating with spoken words.

- FOLD -



17 of 18 E-Flash Cards

Fundamentals of Business Communication © 2012
Chapter 1: Understanding the Communication Process

written communication

Recording words through writing or
keying to communicate.

- FOLD -



18 of 18 E-Flash Cards

- FOLD -



- FOLD -