barrier. Anything that prevents clear, effective communication.

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

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

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.

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.

decoding. Translating the message once it has been received.

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

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

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

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

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

peers. Persons of equal standing or work position.

personal space. The physical space you place between yourself and others.

protocol. A custom or rule of etiquette based on a tradition.

receiving barriers. Occurs when the receiver says or does something that causes the sender’s message not to be received.

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

verbal communication. Communicating with spoken words.

written communication. Recording words through writing or keying to communicate.