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Communication and Counselling

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



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Communication is What ?

- It is a process of exchanging ...
- Information
- Ideas
- Thoughts
- Feelings
- Emotions

Through

- Speech , Signals, Writing and Behaviour

5 Steps of Communication Theory

- Encoding
- Planned, Organised and Sent
- Medium
- Decoding
- Feedback

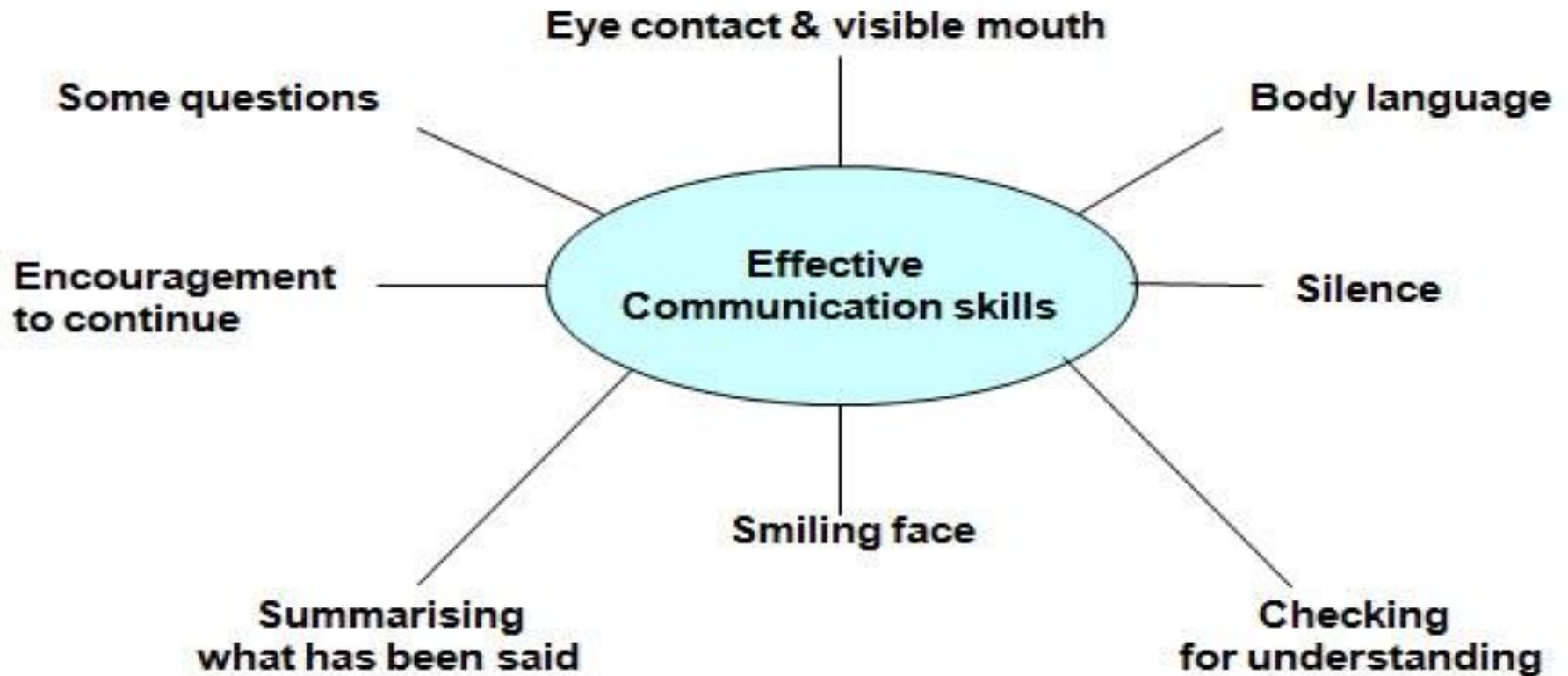
- Communication is a complex system in which ...
- **Encoding** and **Decoding** takes place often when noise and barriers present .
- **Encoding** = a process of turning thoughts into communication. The encoder uses a medium to send the message for example a phone call , face to face or other communication tool. The level of conscious thought that goes into encoding messages may vary from person to person .

Decoding = will be the problem of the receiver

What has the receiver understood from the message sent to them ?

What elements can we include in the decoding process of the receiver?

Effective Communication Skills



Verbal

Communication

- It refers to the form of communication in which message is transmitted verbally.
- Communication is done by word of mouth and a piece of writing.
- In verbal communication remember the acronym **"KISS"** (keep it short and simple).

Verbal Communication is divided into:

- ☐ Oral Communication
- ☐ Written Communication

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Levels of *Communication*

- **Intrapersonal Communication** is communication that occurs in your own mind. It is the basis of your feelings, biases, prejudices, and beliefs.

- Examples are when you make any kind of decision – what to eat or wear. When you think about something – what you want to do on the weekend or when you think about another person.





- **Interpersonal communication** is the communication between two people but can involve more in informal conversations.
 - Examples are when you are talking to your friends. A teacher and student discussing an assignment. A patient and a doctor discussing a treatment. A manager and a potential employee during an interview.

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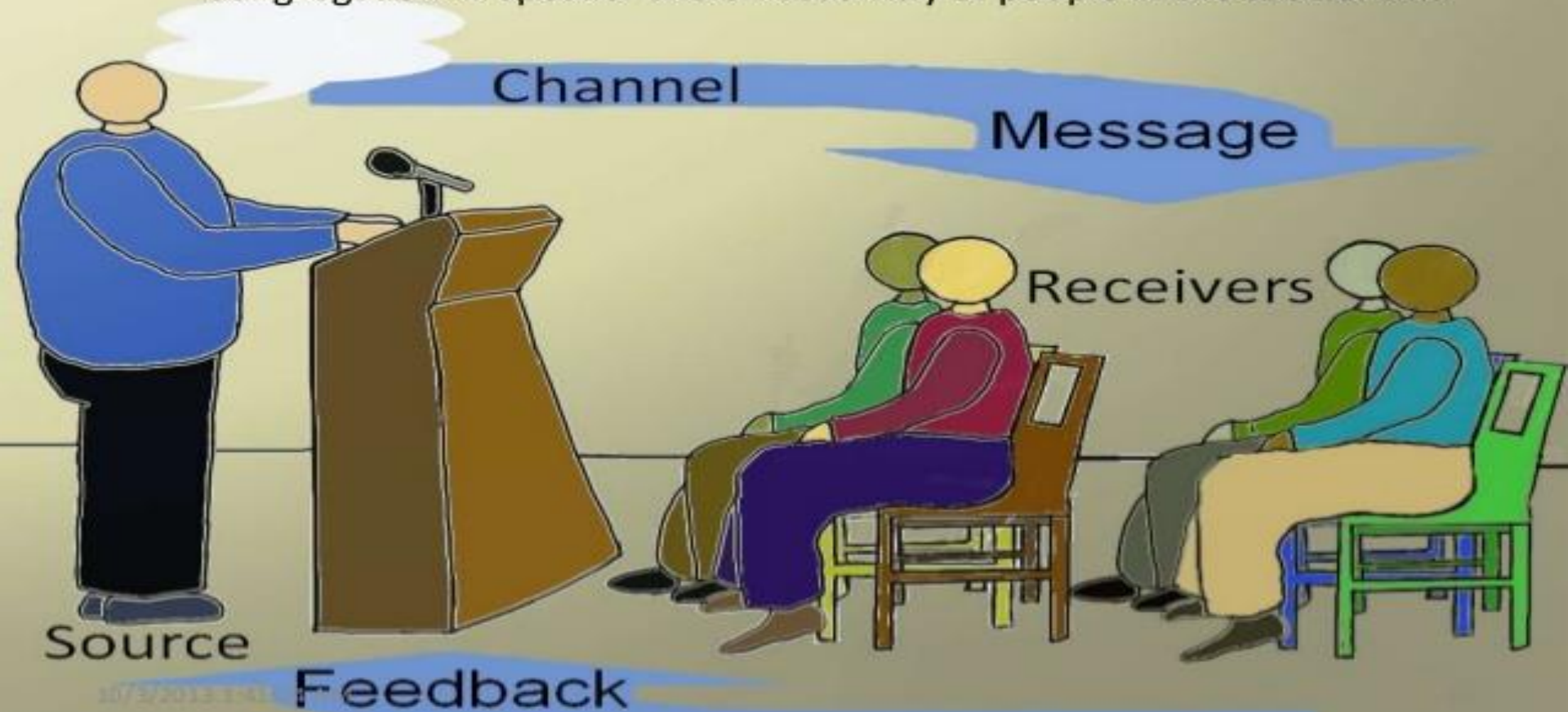
- **Small Group communication** is communication within formal or informal groups or teams. It is group interaction that results in decision making, problem solving and discussion within an organization.
 - Examples would be a group planning a surprise birthday party for someone. A team working together on a project.



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- **One-to-group communication** involves a speaker who seeks to inform, persuade or motivate an audience.
 - Examples are a teacher and a class of students. A preacher and a congregation. A speaker and an assembly of people in the auditorium.



- **Mass communication** is the electronic or print transmission of messages to the general public. Outlets called **mass media** include things like radio, television, film, and printed materials designed to reach large audiences.



- A television commercial. A magazine article. Hearing a song on the radio.

Books, Newspapers, Billboards. The key is that you are reaching a large amount of people without it being face to face. Feedback is generally delayed with mass communication.



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Barriers to Communication

- Physical
- Perceptual - How we feel , worry , fear , guilt ,
- Emotional
- Cultural
- Language
- Gender
- Interpersonal

How to Overcome Barriers of *Communication*

- Taking the receiver more seriously
- Crystal clear message
- Delivering messages skilfully
- Focusing on the receiver
- Using multiple channels to communicate instead of relying on one channel
- Ensuring appropriate feedback
- Be aware of your own state of mind/emotions/attitude

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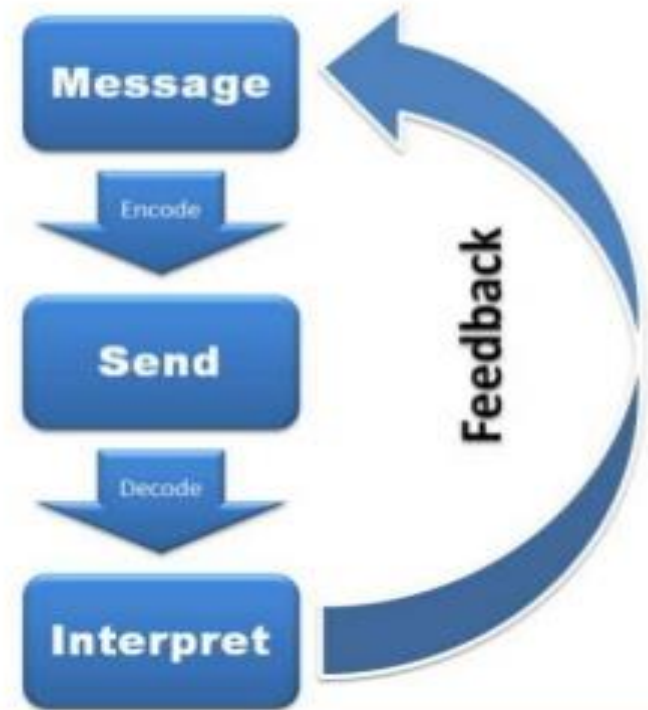
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Tools of effective

Communication

- **Be Brief**
- **Manners**
- **Using “I”**
- **Be Positive**
- **Good listener**
- **Spice up your words**
- **Clarity**
- **Pronunciation**

Effective Communication Cycle



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