

Intercultural Communication

Nature of Communication

- Sender is the information source
- Encoding is translating
- Channel is written, spoken, non-verbal
- Receiver is any one of the five senses
- Destination is the ultimate goal of the message
- The functions must be performed:
 - ⇒ Encoding – format decided, ideas formulated, sender translates into code/symbols
 - ⇒ Conveyance – through medium or channel
 - ⇒ Decoded – interpreted
- Feedback – response to message
- Can be interpersonal – two way, face to face, normal discussion
- Intrapersonal – within yourself, thinking, day dreaming, fantasising
- Mediated communication – two way but lacking face to face eg. Telephone
- Mass communication – one way, not face to face, immediate delivery means eg. TV or movies
- Communication
 - ⇒ Is a process – dynamic, ever changing and continuous
 - ⇒ It is circular, with inputs and outputs being linked
 - ⇒ Change is promoted because of feedback
 - ⇒ Involves verbal messages, non-verbal signals, and environmental analysis relating to the physical environment and social context
 - ⇒ Promoted when the atmosphere is relaxed and friendly
 - ⇒ Imminent criticism leads to defensiveness and strong feelings, and less likely to have mutual understanding
- Interpersonal orientation – the way a person receives and processed a message from others
- This can be influenced by your belief, value, morals position, personality type
- Interpersonal position –
 - ♦ actively processing the presented data
 - ♦ defining the other person leading to stereotypical responses
 - ♦ consistent beliefs, expectations and predictions choosing our view, processing and internalising
 - ♦ expectations determining behaviour towards others
 - ♦ our behaviours determining behaviour towards others
 - ♦ our behaviour towards the other person
 - ♦ our stuff affected the other persons behaviours towards us
- Stereotyping
- Simplifies perceptual judgements by extending generalisations about one particular person to cover all members of the group
- It limits our perceptions of people
- It perpetuates self fulfilling myths and prophecies