

CHAPTER 1

What Is Communication?

Communication is the sharing of thoughts, feelings, and ideas among people. At least two people must be involved for communication to take place. Communication can be classified as either verbal or nonverbal. Speaking is verbal communication. Nonverbal communication may use written messages, body movements, or facial expressions. Electronic communication uses both verbal and nonverbal communication but involves machines such as phones and computers. We use each form of communication every day of our lives. Different communication skills are needed to express different thoughts, feelings, and ideas.

Communicating is not all about the messenger. The receiver is a vital member of this process. In a conversation, people take turns being messengers and receivers. As messengers share their thoughts, listeners interpret the message they receive. A skilled communicator must be able to both send and receive messages.

Communication skills involve speaking and listening, writing and analyzing the written word, as well as gesturing and interpreting the body language of others. In other words, communication is what you think other people are telling you. Communication is also what other people think you are telling them.





Check It Out

1-1

Read the following situations. Find the messages being sent.

Situation No. 1: Following a meeting with her supervisor, Tasha slams the door as she enters the break room. She throws her file folder and pen on the table, where Nick, a coworker, is reading a magazine. Nick smiles and asks, “How did the meeting go?” Without saying a word, Tasha stomps out of the room, slamming the door behind her.

1. What message is Tasha sending Nick? _____

2. What message is Nick sending Tasha? _____

Now read this second situation; a few actions have changed. What messages are being sent this time?

Situation No. 2: Following a meeting with her supervisor, Tasha enters the break room. She throws her file folder and pen on the table, where Nick, a coworker, is reading a magazine. She smiles at him as she grabs a cool drink from the refrigerator. Nick’s eyes never leave the magazine. Without saying a word, Tasha stomps out of the room, slamming the door behind her.

3. What message is Tasha sending Nick? _____

4. What message is Nick sending Tasha? _____

