



**SNS COLLEGE OF ENGINEERING**  
Kurumbapalayam (Po), Coimbatore – 641 107  
**AN AUTONOMOUS INSTITUTION**



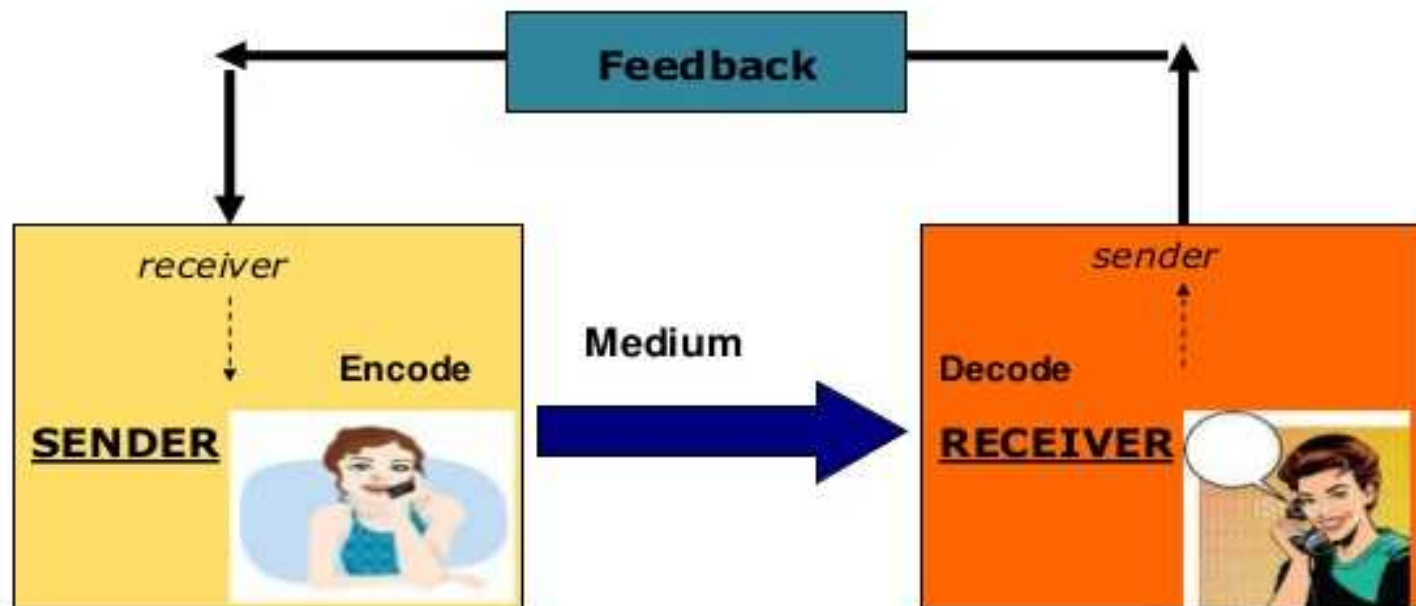
Accredited by NBA – AICTE and Accredited by NAAC – UGC with 'A' Grade  
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

# The Communication Process



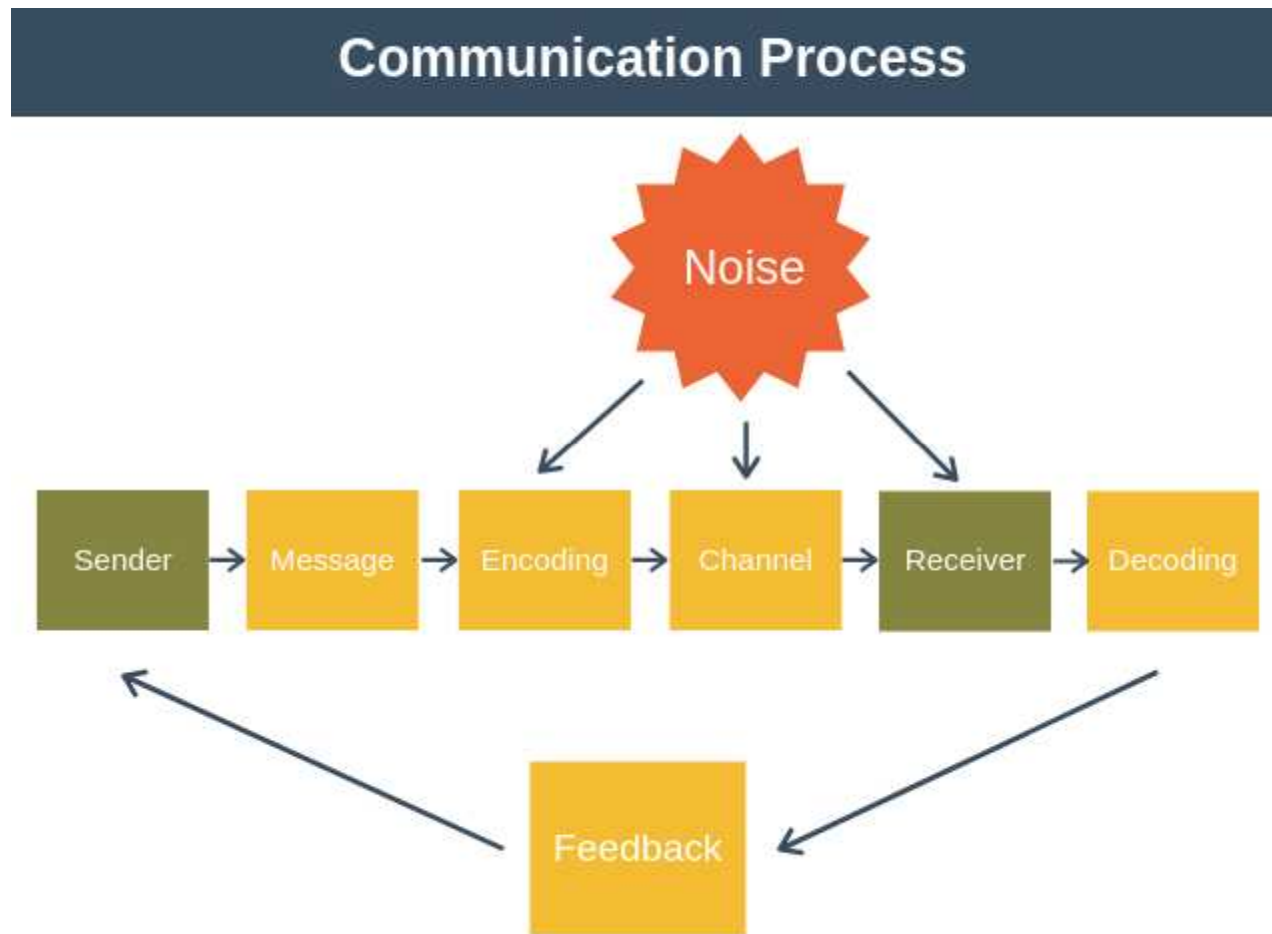
# Process of communication

- Communication is the process of sending and receiving information among people...





# Communication Process diagram





- Communication- the process of sharing information, thoughts, and feelings between people through speaking, writing, or body language.





# Types of Communication

- Intrapersonal Communication: occurs in one's own mind. (examples)
- Interpersonal Communication: occurs between two people. (examples)
- Group Discussion: Three or more people exchanging ideas on a specific topic for a specific purpose. (examples)
- Nonverbal Communication: A system of symbolic behaviors that communicates without words. (examples)
- Mass Communication: Electronic or print transmission of messages to the general public. (examples)



# Questions

- Which of the types of communication do you think is the most important? Why do you think this?
- Is it possible to not communicate? Why do you think this?
- Why is it important to focus on improving communication skills?

(ANSWER IN COMPLETE SENTENCES.)



# Communication Model

- **Sender-** the person who initiates a message
- **Encode-** the mental process of assigning meaning and language to data
- **Channel-** (medium)- the way in which a message is sent (examples)
- **Noise-** anything that interferes with a message and is usually temporary
  - Internal noise: interference that originates from and resides within a person (ex: hungry, sleepy, cold)
  - External noise: a distraction in the channel
- **Receiver-** the person who receives (or believes he/she has received) a message.
- **Decode-** the mental process used to create meaning from language (opposite of encode)
- **Feedback-** one person's observable response to another's response



# Types of Messages

- Intentional message: made up of the meanings and feelings one person wishes to send to another. (on purpose)
- Unintentional message: one that the sender either does not mean to send or is unaware of sending.





# Noise/Barrier

- What is the difference?
  - Noise-anything that interferes with a message and is usually temporary. (examples)
  
  - Barrier-any obstacle that blocks communication (internally or externally) and is usually permanent. (examples)



Thank you