



**SNS COLLEGE OF NURSING**  
**Saravanampatti (po), coimbatore.**

**DEPARTMENT OF NURSING**

**COURSE NAME : BSC (NURSING) II YEAR**

**SUBJECT : CET**

**UNIT I : REVIEW OF COMMUNICATION**

**TOPIC : COMMUNICATION**



# INTRODUCTION



Communication refers to the reciprocal exchange of information, ideas, facts, opinions, feeling & attitudes through verbal or non-verbal means between two people or within a group of people.





# DEFINITION



- It is a process by which information is exchanged between individuals through a common system of symbols & signs of behavior.
  - Webster's Dictionary
- Communication is interchange of thoughts, opinions or information by speech, writing or signs.
  - Robert Anderson

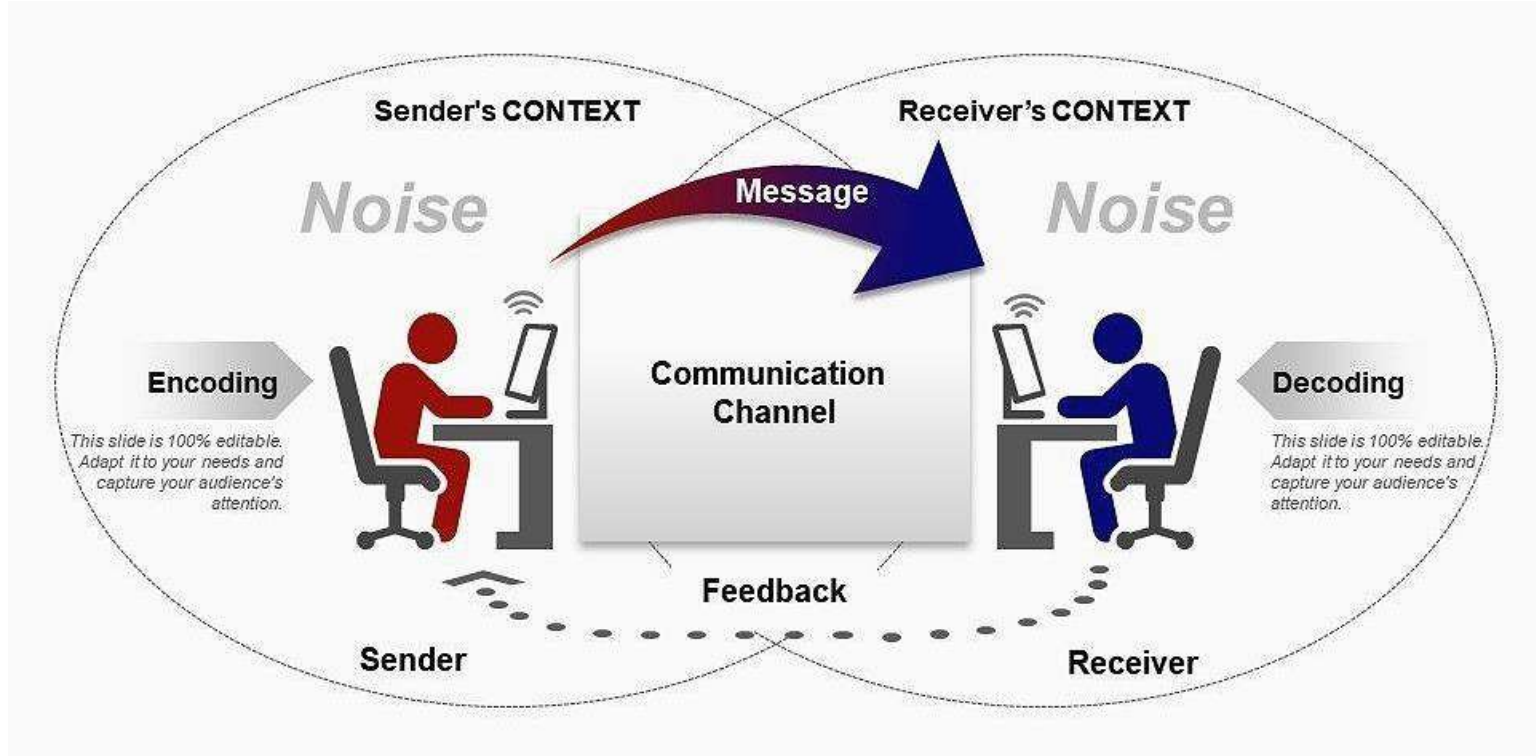


# MEANING



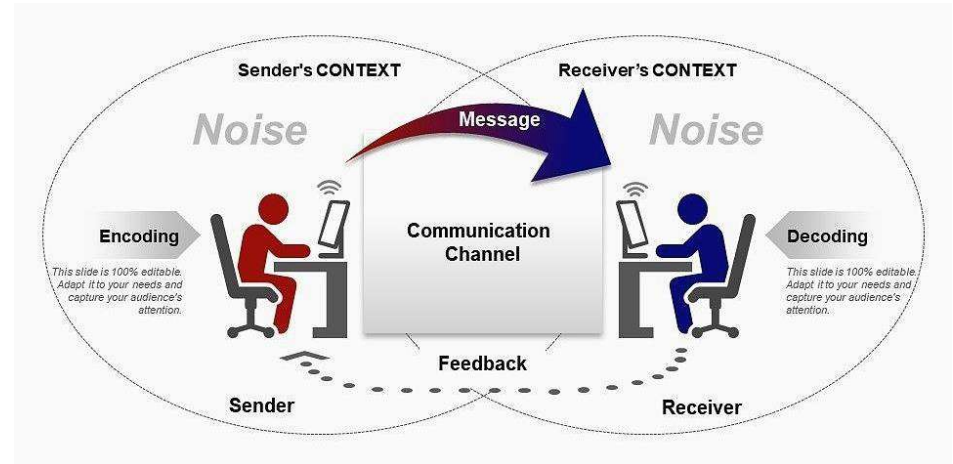
- A process through which individuals mutually exchange their ideas, values, thoughts, feeling & action with one or more people.
- The transfer of information from the sender to the receiver so that it is understood in the right context.

# PROCESS

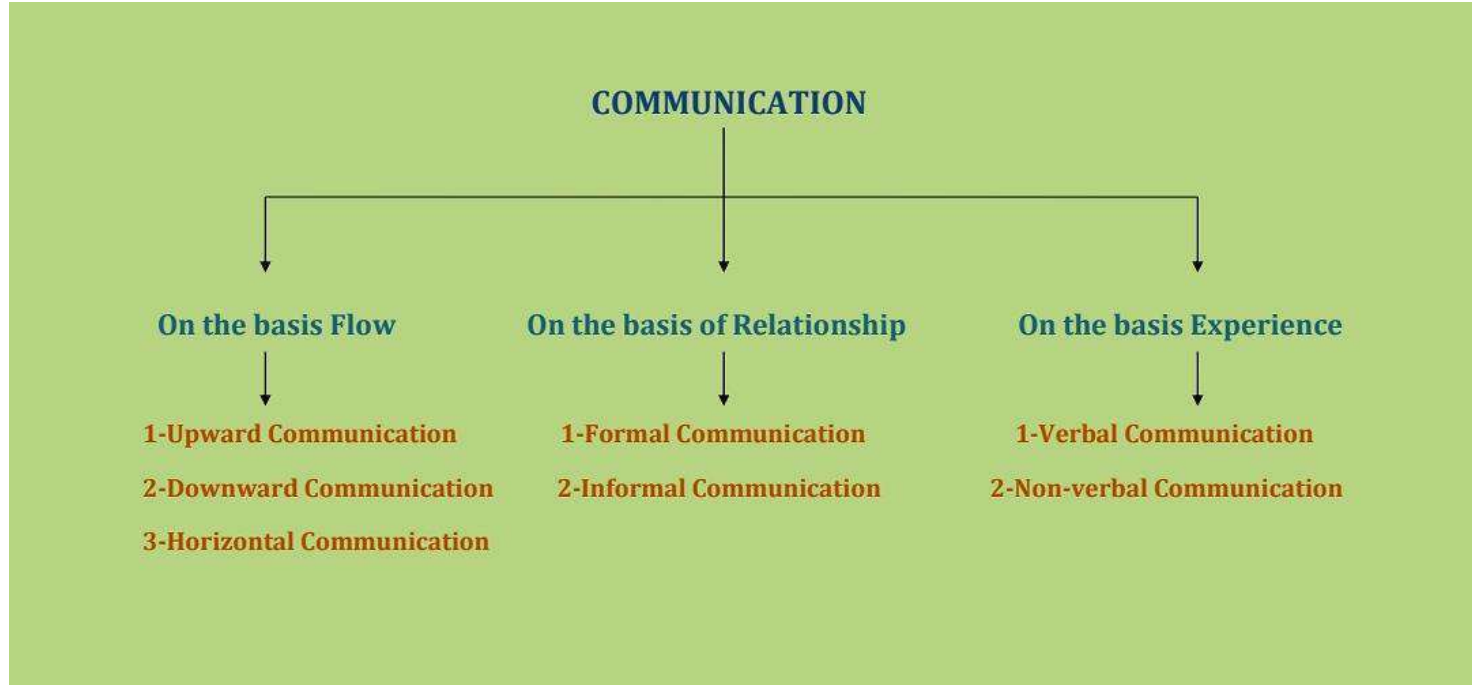


# ELEMENTS

- Sender
- Ideas
- Encoding
- Communication channel
- Receiver
- Decoding
- Feedback



# CLASSIFICATION



# FACILITATORS

- 7 C's Completeness
- Clarity
- Courtesy
- Consideration
- Conciseness
- Concreteness
- Correctness



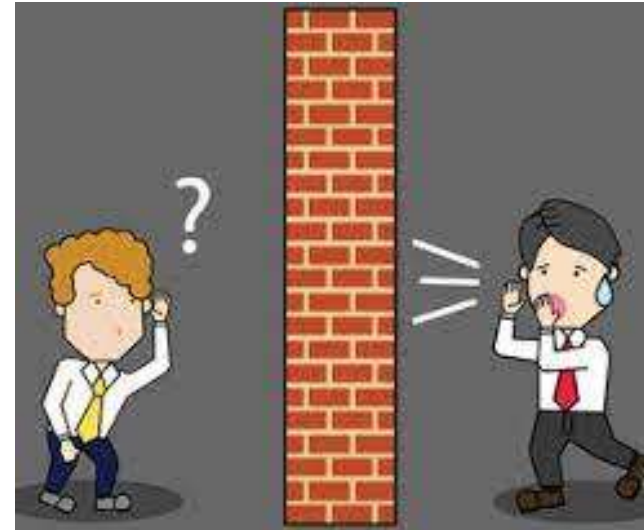




# COMMUNICAITON BARRIERS



- Physiological
- Environmental
- Psychological
- Social
- Cultural
- Semantic
- Organizational





# COMMUNICATION ELEMENTS



- Sender : Source of message to deliver to receiver
- Ideas : Subject matter of action. Ex: Views, feelings
- Encoding : Represents the conversion of subject matter in certain symbols.
- Communication channel : Medium used to send message



# Contd...



- Receiver – Decoder, receive and interpret the message
- Decoding – How an audience member is able to understand, and interpret the message.
- Feedback – Return message from receiver to sender.

# TECHNIQUES

- Conversational skills
- Listening skills
- Technical skills





# CONVERSATIONAL SKILLS



- Focusing
- Paraphrasing
- Sharing information
- Providing information
- Asking relevant questions
- Clarifying
- Summarizing

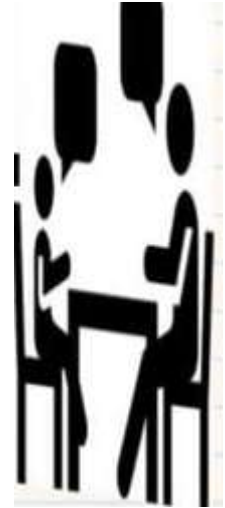




# LISTENING SKILLS

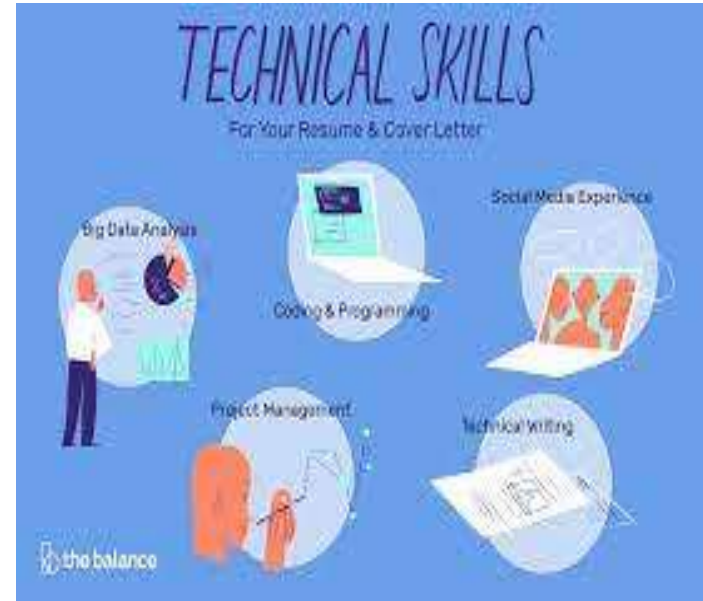


- Active listening
- Using silence
- Listening with purpose
- Acknowledgement of messages
- Giving feedback



# TECHNICAL SKILLS

- Using touch
- Using non-verbal cues
- Sharing feeling
- Sharing observations
- Sharing hope
- Presenting reality
- Sharing empathy





# CONCLUSION



Communication is usually defined as the transmission of information. The term can also refer to the message itself, or the field of inquiry studying these transmissions, also known as communication studies. The precise definition of communication is disputed







# ASSESSMENT



1. What is meant by communication?
2. What are all elements of communication?
3. List down the barriers of communication?
4. Enlist the techniques of good communication?





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Thank  
you