

Communication is one of the fundamental elements of effective social contacts

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Social contacts

- interpersonal relations, practical and spiritual cooperation, as well as any verbal and non-verbal interaction between people.
- one of the forms of independent human activity - interaction, where human contacts take place.



The structure of social contacts

- Mutual perception
- ***Communication***
- Interaction



Indicators of effective communication

- Mutual understanding
- Agreement
- Satisfaction with the process and/or outcome



Concept of communication

Communication is a purposeful process of communication (structured process) between people, which uses the interaction of symbols in order to achieve a successful understanding of their meaning.

In order for communication to take place, all its participants must know the symbol system used in it.

Importance of Communication

Communication performs a socialization function. During it:

- the social environment acts on the individual,
- there is an individual's interaction with the information,
- the transfer of experience takes place,
- an individual's attitude and/or stance is formed.

The structure of communication

American psychologist R. Jakobson believes that the information exchange or communication process consists of 6 components:

Sender – a person who transfers information.

Recipient – a person who receives information.

Contact – way of transferring information, - speech, writing (letter, fax, electronic mail).

Message – information content.

Code – the rules of the language by means of which information is conveyed.

Context – the real communication situation in which the content of information acquires full meaning.

Sender and recipient in the communication process

We are all listening, but we also need to hear.

Transmission and reception of the message is affected by:

- knowledge;
- experience;
- skill to evaluate the situation;
- skill in selecting information;
- skill to identify communicating persons through intonation, gestures, etc.

The same message should be delivered differently to different recipients.

Communication barriers and obstacles

- Communication barriers stop, hinder the establishment of contacts between the sender and the recipient. They interfere with adequately perceiving, understanding and comprehending the message in the communication process.
- The concept of communication barriers is usually used to denote only the inhibition of communication (partial deformation), but not the suspension (complete deformation).

Types of communication barriers and obstacles

- Technical barriers and obstacles
- Psychological barriers and obstacles
- Psychophysiological obstacles
- Social barriers and obstacles
- Cultural and national barriers and obstacles
- Logical barriers and obstacles
- Stylistic barriers and obstacles
- Semantic barriers and obstacles
- Phonemic barriers and obstacles



Typology of communication barriers

- Avoidance barrier
- Authority as a barrier
- Not understanding
- Psychological barrier of relations
- Emotional barrier

Conditions for effective communication

- Defining the goal of communication - what is it that I want to achieve
- Positive thinking - formulating statements for achieving the desired result
- Accepting the peculiarities of people's perception
- Building short-term or long-term relationships
- Globalization or detailing of information and verification of information


The most common reasons for ineffective communication

- Tendency to add your own interpretation or judgment.
- A tendency to blame others or shift responsibility to others
- An inner resistance to letting others know your true desires.
- Tendency to hear emotions but not facts.
- Sympathies or antipathies towards the communication partner.



The basis of communication is trust in the partner.

- If people trust each other, then the communication is positive and the partners try not to hurt each other, every conversation gives positive results.



Thank you for your attention!