

Levels of Communication

85% of our Success in Business is due to our Interpersonal or Communication Skills and 15% due to Technical Skills.

Intrapersonal Communication: occurs when an individual processes information based on his or her own experiences. It is, in a sense, communication within one person.

Interpersonal Communication: takes place primarily when two people are involved in the process. They have two goals: (1) They want to accomplish whatever task confronts them, and (2) They want to feel better about themselves as a result of their interaction. These two goals are commonly referred as *task goals* and *maintenance goals*, respectively, and they exist side by side in varying degrees in most daily activities.

Group Communication: occurs among more than two people: a committee, a club, or all the students enrolled in a class. Groups are formed usually because the combined efforts of a number of people result in greater output than the individual efforts of the same number of people. In other words, groups can do more for the individuals than the individuals can do for themselves. $2 + 2 = 5$ effect.

Organizational Communication: arises when groups discover that they are unable to accomplish their goals without some kind of organization. Thus organizations are combinations of groups formed in such a way that large tasks may be accomplished.

Managers Spend Their Communication Time:

9% Writing
16% Reading
30% Talking
45% Listening

Where is school training focused?

Definition of Listening: accurate perception of what is being communicated and taking in information from the speaker while remaining non-judgmental.

Hearing happens but listening is a choice.

