Kinesics- Body Language
  - Emblems \(\rightarrow\) symbols like “ok”
  - Illustrators \(\rightarrow\) complement spoken words
  - Regulators \(\rightarrow\) hand movements
  - Adaptors \(\rightarrow\) nervous habits

Context- the physical location or setting in which the message is delivered

Organizational Communication- relevant information flowing between employees, between various units, and between management and employees.

Communication Model- a visual representation of the components and process of communication. Common types include actional, interactional, and transactional.

Communication Competencies- the set of knowledge and skills needed for effective business and professional communication. Four major categories include: organizational understanding, interpersonal communication, group and team communication, and public speaking.

Communication Axioms- fundamental framework that consists of four.

Organizational Culture – the unique set of factors that creates the context of a given workplace; includes commonly accepted attitudes, beliefs, behaviors, language, roles, procedures/rituals, scope/space, relationships, rewards, and values.

Noise- interference with the message interaction process; may be physical or psychological.

Channel- the medium or means through which information flows within a system; usually interpersonal or mediated.

Message Filtering- the process of revealing or denying information to individuals and groups; may result from poor information flow, faulty listening, or inadequate communication training or communication flow policy.

Message- the information exchanged through communication; can be verbal or nonverbal.

Participants- those individuals or groups who interact or interpret information in an organizational culture; the sender and the receiver in communication.

Public Presentation- speeches delivered to large groups of people; can take a variety of forms such as informative speeches, briefings, formal reports, transfers of technical information, spontaneous reports, inspirational messages, and persuasive speeches.

Group Communication- communication among the members of a small group or team.

Interpersonal Communication- communication between individuals; usually face-to-face, but can be mediated (such as telephone or email).

Occasion- the reason for a communication event.

Workplace Communication Competencies- interaction between people, either face-to-face or mediated, in which meanings and understandings are created so as to further the tasks and relationships of the organization.