

COMM 2202-01

- Kinesics- Body Language
 - Emblems → symbols like “ok”
 - Illustrators → complement spoken words
 - Regulators → hand movements
 - Adaptors → 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.