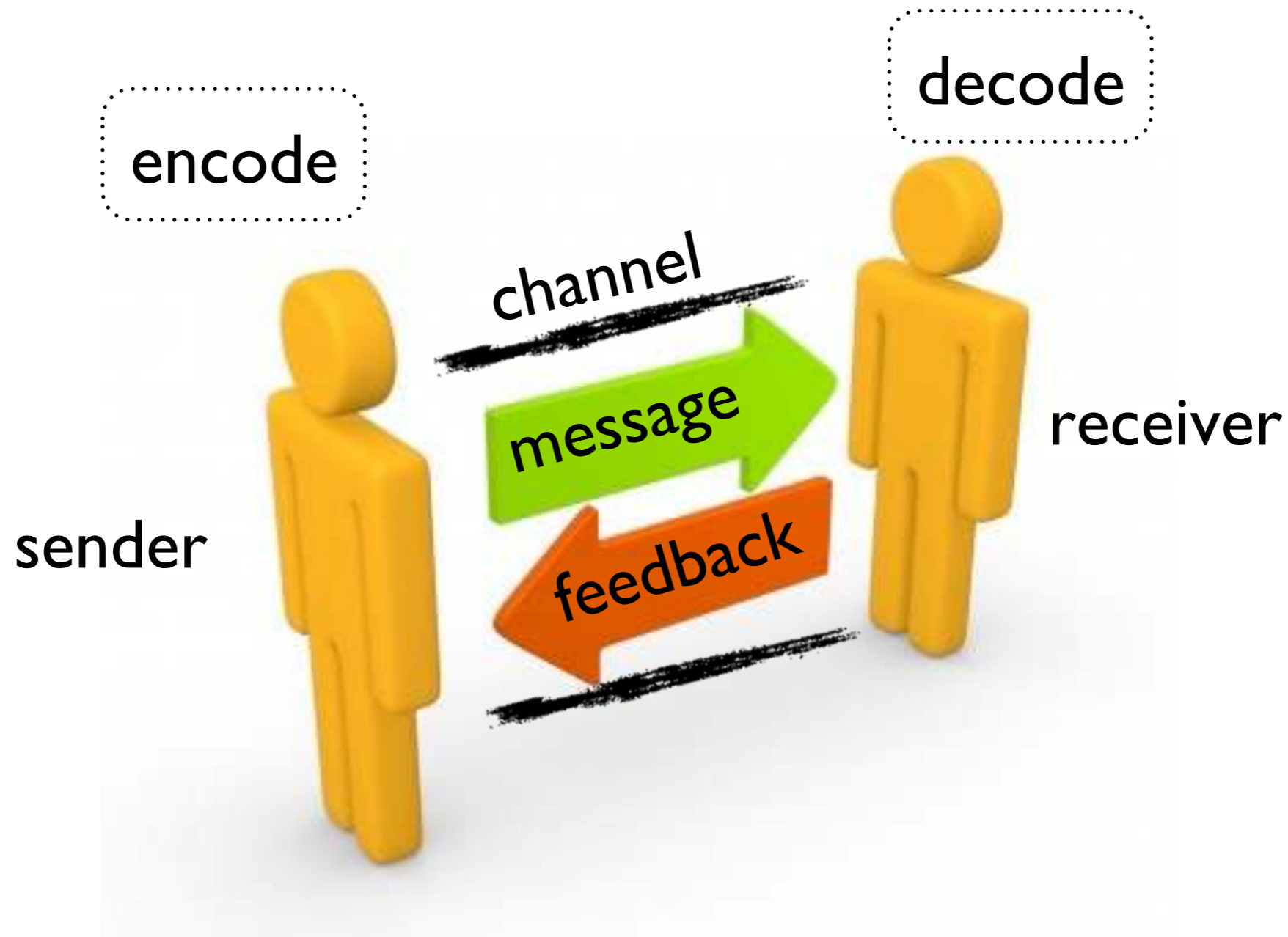


# **Interpersonal communication process**

# Topics

- ▶ The interpersonal communication process
- ▶ Sources of errors in the interpersonal communication process

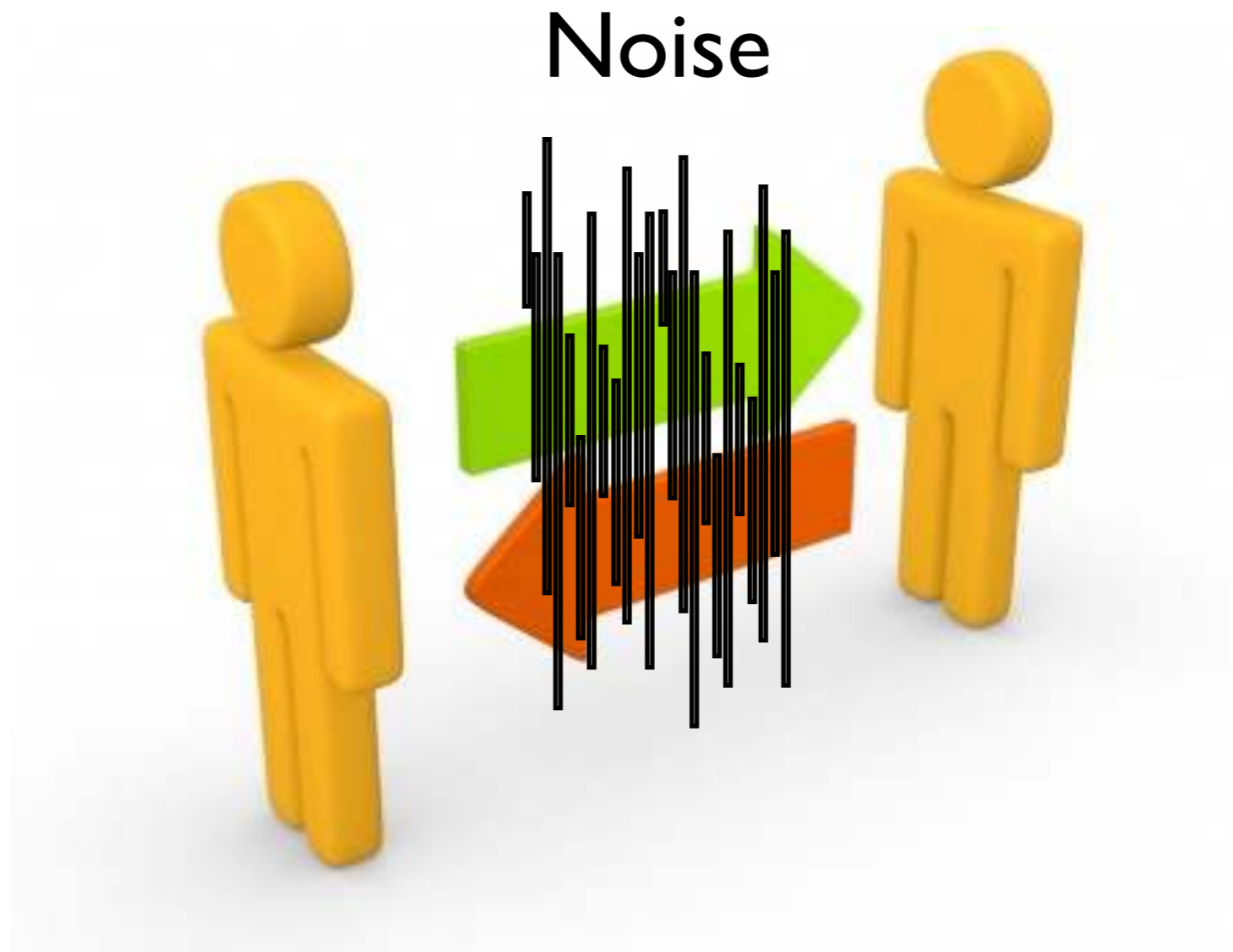
# The interpersonal communication process



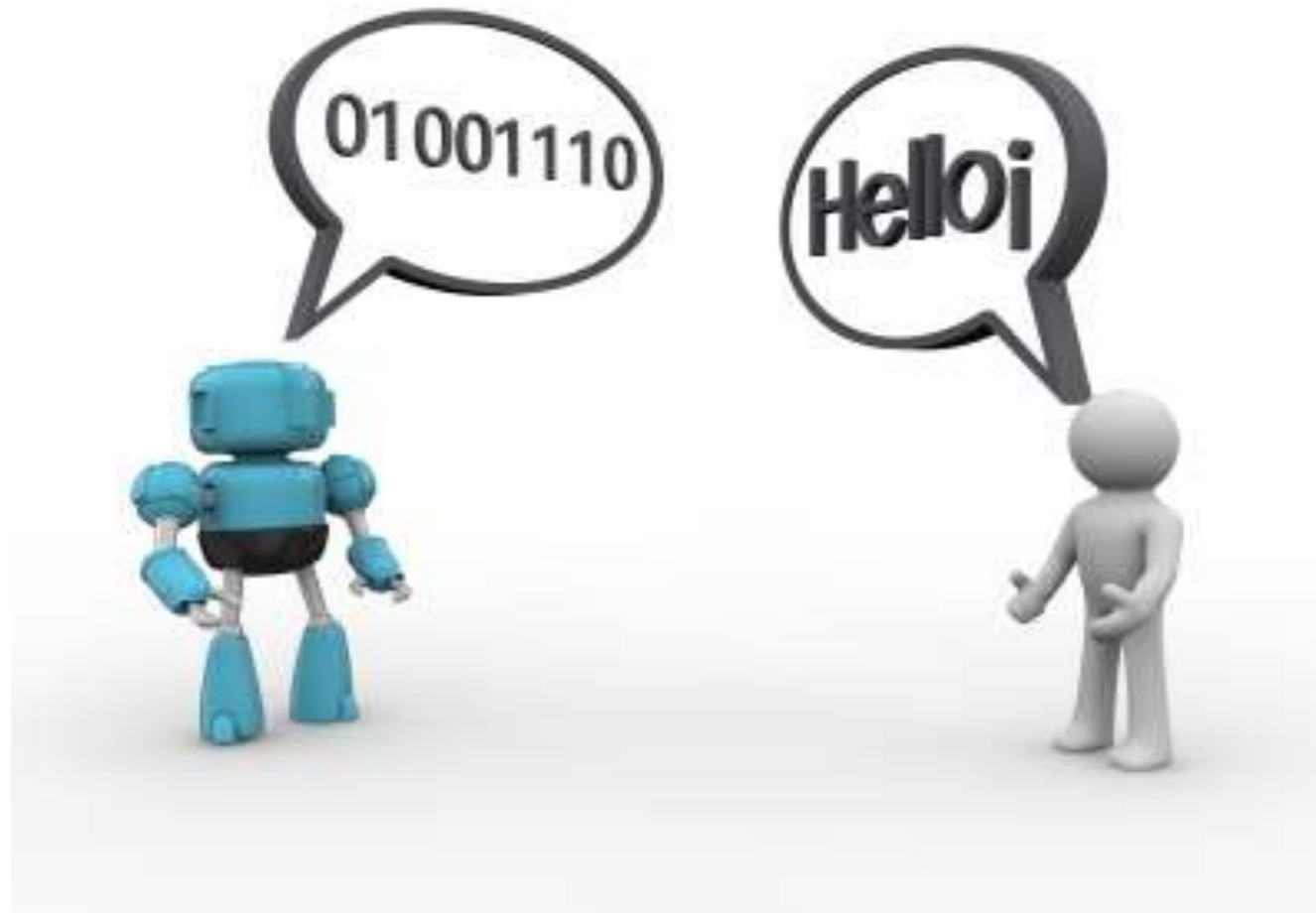
# Rich or lean channels

- ▶ ‘Rich’ channels can carry more information than a lean channel and is less likely to result in vague or ambiguous messages.
- ▶ Targeted to a specific receiver, offer opportunities for feedback, and incorporate a full range of verbal and nonverbal signals.
- ▶ ‘Lean’ channels do not have the capacity to carry as much information.
- ▶ Convey simple information to specific individuals.

# Sources of interpersonal communication errors



# Sources of interpersonal communication errors (cont'd)



# Sources of interpersonal communication errors



# Key points

- ▶ The interpersonal communication process consists of:
  - ▶ Sender who encodes and sends a message
  - ▶ Receiver who receives and decodes the message and provides feedback
- ▶ Rich channels carry more information than lean channels
- ▶ Errors can occur:
  - ▶ Due to noise
  - ▶ Decoding / encoding errors
  - ▶ Synchronization errors