

## Lecture 1 (Chapter 1 & 2):

- **COMMUNICATION – An Introduction**

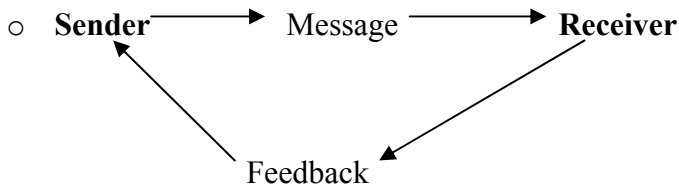
**Communication:** the process of **sending** and **receiving** messages to achieve understanding.

- This is important. There are two parts to this definition.

Types of Communication:

1. **INTRApersonal:** Communication with yourself (Self-talk)  
--helps you to reason out problems and plant what to say.
2. **INTERpersonal:** communication between two or more people.

- Draw communication chart on board:



- Sender:

- The one who transmits the message.
- Sender wants to communicate something—maybe a message, maybe an emotion. He then encodes this message. The sender sends the message.
- The receiver receives the message and decodes the message.
- The receiver then reacts and provides feedback.
- Take any of these out of the equation, you have poor communication.

Four ways to communicate:

1. Written
2. Verbal
3. Non-verbal
4. Symbols

When communication must be read you have **Written Communication**.

When communication is spoken it is **oral communication**, or **verbal communication**.

- Be aware of: **Denotation** – dictionary definition  
**Connotation** – an idea or meaning associated with a word or thing.

Examples: weird/eccentric  
Jock/athlete  
Food/cuisine  
Guy/gentleman  
Movie/film

When one communicates without words, it is called **non-verbal communication**.

- **Non-verbal communication** – communicates your attitudes or moods about a person, situation, or idea.

- Words are useless without nonverbal communication.

**\*\*Appearance:** 55% of what people think of you is determined within the first 30 seconds—before you ever open your mouth. Examples: bumper stickers, t-shirts, and so on.

- **Symbol** is anything that stands for an idea and is used for communication.
  - Flags, peace sign, OK sign, anarchy sign
- A good communicator is both **ethical** and **responsible**
  - **Ethics** – refers to a person's sense of right and wrong
    - Examples: police officers, judge, and teacher
      - An ethical communicator values using his or her words constructively and promoting what's right.
  - **Responsible** – answerable and accountable for your actions and that you will get done what you say you will.
    - Examples: responsible citizen votes, responsible driver wears seat belt.
      - Responsible communicator can be trusted to follow through on what he or she says. He or she chooses words wisely.
        - Doesn't lie, doesn't mislead, doesn't use other's words without giving credit, intends to do what he or she says, supports opinions and arguments
- **3 important factors** when speaking – **Value Structure Foundation**
  - **present yourself well/as** a good person.
    - Adolf Hitler, Matt Hale, Jim Jones, Charles Manson (examples of powerful speakers doing bad)
    - **Have confidence**
      - Intrapersonal
      - Interpersonal
        - Intrapersonal helps you to become a better speaker. Promote self confidence within yourself. Always discuss with yourself what was good, what was bad, and what can be changed.
  - **Communicate constructively** – need to communicate effectively
    - **Oratory**, or **rhetoric** - art or study of public speaking
  - **Caring about your audience**
    - Knowing your audience
      - Factors: age, gender, ethnicity, education
    - Tailoring your speech to the audience
  - **Appeal to your audience**
    - Logical, ethical, emotional

- Avoid **stereotyping**

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- **USING YOUR VOICE**

- Production of Voice

- Unlike other things (digesting, breathing) our voice is created by parts of the body that have other functions.
  - **Generators**
    - **Vocal Folds** (or vocal chords) – primary generator of sound
      - These are the muscles that make up the **larynx** (commonly called the voice box).
    - **Diaphragm** (dome-shaped muscle at the base of the lungs) – Sound starts to generate with the contraction of the diaphragm
      - It is important that we are fully using the diaphragm when speaking. Some people don't breathe right, and therefore, don't get loud enough.
    - **Trachea** (what people call the windpipe)
    - **Lungs**
      - The diaphragm contracts, brings air down passed the Larynx and then the Trachea into the lungs. (Inhalation)
      - The diaphragm relaxes, the air in the lungs is pushed back out of the lungs through the trachea and larynx and through the throat.

- **RESONATORS**

- Bones in the chest, neck, and head
- Cavities of the throat, nose, and mouth.
  - **Pharynx – Pharyngeal Cavity**
    - Resonance begins in the throat.
      - Because this cavity differs in everybody, everybody gets a different vocal quality.
        - You have control over how your throat creates sound:
          - When your throat is tense, it resonates high pitches, and your voice is likely to sound harsh. When your throat is relaxed, it resonates lower pitches, and your voice will usually sound mellow. When you tense your throat, it resonates high pitches—metallic sounds.
  - **Nasal Cavity** – effects nasal sounds (n, m, and ng)
    - B = M
    - D = N
      - Mom when someone is stuffed up might sound like Bob.
  - **Oral Cavity** – The mouth
    - Easiest to change.
      - You form various vowel sounds by changing the size of your oral cavity.

- **ARTICULATORS** – shape speech sounds into recognizable oral symbols.

- Many communication problems occur because of poor articulation.

- Tongue, hard and soft palates, teeth, lips
    - **Example:** Say “ah” and bring your tongue to the top of your gums. Say “ah” and close your lips.
- **Pronunciation –**
  - 26 letters and 45 different sounds
    - Voiced and voiceless; nasals, plosives, fricatives, glides
      - Activity: hold hand at throat. Say “p” and then change to “b”. And so on.
- **Vocalization –**
  - **Pitch**
    - Highness or lowness of the sound you make.
  - **Monotone**
    - no variation in pitch
  - **Inflection**
    - Upward or downward glide of your pitch as you speak.
      - Questions – Upward
      - Confident statements – Downward
        - Downward inflection indicates certainty, finality, or a completed thought.
  - **Volume**
    - Loudness, or intensity of sound
  - **Rate**
    - Normal speed is from about 120 to about 160 words per minute.
      - Rate will change based on emotion. Nervousness will cause you to speed up.
      - Rate increases when reading. Reading is at about 180 words a minute.
        - When giving your speeches, it is necessary to change your rate.
  - **Quality**
    - The tone of your voice
      - Nasality
        - Too much nasal resonance
      - Breathiness
        - Too much unvoiced air escaping
      - Harshness
        - Unpleasant, grating sound (Harshness is caused by speaking with too much tension in the larynx area).
      - Hoarseness
        - Muffled or rasping sound (too much tension in the larynx).
- **Articulation problems:**
  - **Substituting**
    - Da for the; radder for rather; dose for those; bref for breath; expecially for especially; git for get; pin for pen
  - **Omission**
    - Frien for friend; mos for most, proibly for probably
  - **Adding an extra sound**
    - Idear for idea; ascared for scared
  - **Transposing sound** – aks for ask; hunderd for hundred; prescribe for prescribe; children for children.