Communicating in Your Life

Chapter 1



Name:

Class: Period:

State Standard:

Identify, analyze, and critique the basic components of communications, such as the message, the sender, the receiver, the mode, the noise, and the response. This includes conducting responsible research when necessary, developing effective arguments, composing meaningful and coherent messages appropriate to the intended audience, and polishing one’s delivery skills to deliver an effective and credible message, followed by listening.

Learning Objectives:

* Identify the elements of the communication process.
* List the purposes of business communication.
* Identify the types of business communication.



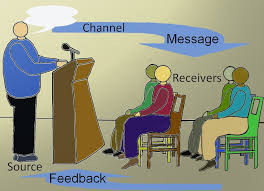
**Introduction**

Read “Antonio’s Mistake” page 3 and answer the following questions be prepared to openly discuss your responses.

1. What was Antonio’s first mistake?

2. Should Antonio go and apologize to Mr. Kim? If so, what should he say?

3. Should he go to Mr. Kim and tell him that he was visiting Cecile to ask about a work-related issue even though he was not?

* 1. **The Communication Process**

**Directions: Reflect on section 1.1 and respond to the following tasks**.

1. What is the process used to send and interpret messages so they are understood?
2. Forms of communications are:

a.

b.

c.

1. Communication is important because it allows people to:

a.

b.

c. such as a poem or movie.

4. Communication allows people to have contact with one another and to fill

**Task 1. Page 5 - Answer the following questions.**

* What are the five elements of the communication process?

1.

Two types of symbols are:

a. b.

2.

3.

4.

* What must a receiver do for communication to occur?

**Purpose Of Communication**

5. Sending and interpreting messages related to products, services, or activities of a company or an organization is referred to as .

**Task 2. Page 7 – Answer the following questions**

* List the four purposes for business communication.

1.

2.

3.

4.

* Why are goodwill and a positive image important for business success?

**Types of Business Communication**

6. Business employees communicate with people inside the company. They also send messages to customers and others outside the company. Messages sent to people within the company are called communication. Messages created within the company and sent to people outside the company are called communication.

7. List three types of Business Communication.

1.

2.

3.

8. Informational communication is sometimes called the

9. Of all types of communication, communication is the fastest. It provides feedback to the sender.

**Task 3 Page 9 – Answer the following questions**

* Is a letter from the company president to employees an example of an informal communication or a formal communication?
* Give two reasons why using written communication may be appropriate.

1.

2.

**Task 4 - Define Confidential Information and give three examples.**

1.

2.

3.

**Research the laws that protect privacy and describe what they protect.**

**Task 5 – Ethics**

Read the ethical scenario about Mary Ann page 9. Answer the questions at the end of the scenario; be prepared to share your answers.

1. Has Mary Ann acted in an unethical way? Why or why not?
2. How will Mary Ann feel if the list of employees selected for promotions changes and Jacob is not promoted?
3. How will Jacob feel toward Mary Ann?

**Section 1.1 Applications**

Sender: Receiver:

Message:

Channel: Feedback:

**The Communication Process Scoring**

Open Questions 1 - 9 20/ \_\_\_\_\_\_\_\_\_\_

Tasks 1-3 Questions 40/\_\_\_\_\_\_\_\_\_\_\_

Task 4 – Confidential Information 20/\_\_\_\_\_\_\_\_\_\_\_

Task 5 – Ethics 20/\_\_\_\_\_\_\_\_\_\_\_

**Total Tasks 1-5 100/\_\_\_\_\_\_\_\_\_\_\_**

1.1A - The Communication Process 25/\_\_\_\_\_\_\_\_\_\_\_

Research of privacy laws 75/\_\_\_\_\_\_\_\_\_\_\_

**Total 1.1A Application 100/\_\_\_\_\_\_\_\_\_\_**