Division of Vocational Rehabilitation

State Staff Conference

Interpersonal Communication

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Interpersonal Communication

- Communication takes place between two persons who have a relationship between them
- Send and receive verbal and nonverbal messages that are accurate and appropriate
- Interaction that is interesting and interested

Elements of Interpersonal Communication

- Source (sender) & Receiver
  Encoding and Decoding

Principles of Interpersonal Communication

- Listen with an inner ear
- Listen to the concerns
- Know when to just listen
- Assume nothing
- Say what one means
- Ask oneself, what is the message that is needed
- Communication is in the present

Interpersonal Communication is Transactional

- Each part of communication connects with and depends on the other part(s)
- Communication involves both content and relationship messages
- Interpersonal communication is inevitable
- Interpersonal communication is irreversible and unrepeatable

Interpersonal Communication is a Process

- Ongoing
- In a state of change
- Each person serves simultaneously as a speaker and a listener
- Process is continuous-perpetual
- Components are internally related to one another-interdependent
- Change in any one element causes changes

- No action or reaction is exactly repeatable
- All interpersonal interactions are novel experiences
- Each person acts and reacts as a whole
- A person responds intellectually, emotionally; with body and mind
- Two people listening to one message will often derive two very different meanings

- The words and symbols are the same, each person interprets them differently

Features of Interpersonal Communication

- People live in worlds of meaning, communication is process of collaboratively constructing meanings
- Culture is prominent in this process
- Words have power
- Communication takes place to extent each person communicating shares the same system of signals

- Communication is either facilitated or hindered to the extent that the language (signal) system is either similar or different
- No two persons share identical signal systems
- Different cultures and social groups have differing nonverbal communication systems

Interpersonal Relationships as Minicultures

- Relationships are private minicultures
- Each person's perception of the relationship is reality for that person
- Relationships are more than the sum of the parts
- When two people have a relationship,
  there is a third component,
  the relationship itself- which has a life of its own

- Each relationship is a miniculture with its own norms and rules
- Each participant has own conception of the relationship
- Are times when one person of the relationship sees the relationship one way and the other person sees the relationship another way

Social Intelligence

- Know what to do [appropriate, acceptable] in given social and interpersonal situations

Trust

- Trust is not all-or-nothing
- Trust or distrust to various degrees
  (trust some people more than other people)
- Relativized to specific roles or contexts
- Trust on the whole does not mean trust in every context
- Trust presupposes beliefs,
  often those beliefs are based on evidence

Self

- Way see oneself as a communicator influences one's general self-concept
- Johari Window Selves:
  open self
  blind self
  hidden self
  unknown self

- [Rogers]
  self one sees as oneself
  social self
  ideal self

Feelings - Emotions

- Feelings are mixed or derivative, occur as combinations, mixtures, or compounds of primary emotions
  (acceptance, fear, surprise, sadness, disgust, anger, anticipation, joy)
  (mad, glad, sad, afraid)
- Feelings about feelings
- Each feeling can exist in varying degrees of intensity or levels of arousal

- Feelings are states whose characteristics are inferred from various kinds of evidence

Who is responsible for one’s feelings?

Oneself

Own one’s feelings

Use of I to express feelings

Nonverbal

- Persons learn the language of nonverbal as the individual grows up and by imitating those around him/her
- Socialization - Culture

- Nonverbal behavior occurs in different channels -
  facial expressions
  eye contact
  proxemics (personal space)
  kinesics (gestures & body movements)
  vocal paralanguage (how people say what they say)
  time (see and use time)
  artifacts-clothing , body decorations

Percent of Communication that is Nonverbal

- A minimum of seventy-five percent (75%) of communication is nonverbal
- Some Cultures the Percentage is Greater

- Each person plays the role of –
  encoder (sender) &
  decoder (receiver)
- Each person produces communication –
  (verbal & nonverbal) &
  interprets communication –
  (verbal & nonverbal)

Ethics in Interpersonal Communication

- Principles of Ethical Behavior –
- 1. People should not intentionally deceive one another;
  responsibility to check out inferences before discuss the issues involved with others,
  be clear what one is saying is opinion or facts

- 2. People's communication should not purposely harm any other person;
  suggests that people have responsibility to assess the harm that may occur to others as a result of their communication

- 3. People should be treated justly;
  justice varies from one situation to another,
  make informed judgment about what is just
  within a particular context

- Ethical person tries to understand other's point of view and to empathize with the other as much as possible to encourage the other's ability to make choices
- Ethical person tries to present information accurately

- Ethical communication shows respect for the other person
- Ethical communication shows respect for the other person's ideas
- Ethical communication encourages (or at least does not inhibit) another person's ability to make choices

Conflict

- Interaction of interdependent people who perceive incompatible goals and interference from each other
- Most important feature of conflict is that it is based on interaction
- People in conflict perceive they have incompatible goals or interests and that others are a source of interference in achieving their goals
- Key word is perceive

Levels of Conflict

- Level 1 – Problem to Solve
- Level 2 – Disagreement
- Level 3 – Contest
- Level 4 – Fight or Flight
- Level 5 - Intractable

- Conflict – feelings one experiences when the behavior of another person interferes with the behavior one would like to do or probably would have done if the other person had behaved differently
- Involves prejudging another's behavior in a given situation and discovering that one's prejudgment was not correct

Conflict is not necessarily
a two-way street?!

Interpersonal Communication Exercise

Sending and Receiving Messages