Cheat Sheet Module 1

Summary

Principles of Communication

There are seven principles by which you should evaluate any communication, be it verbal or written:

1. Clear
2. Concise
3. Objective
4. Consistent
5. Complete
6. Relevant
7. Considerate of the knowledge his audience possesses

If you adhere to these principles, you have a far better chance of being understood by your audience. Using these principles will also help you ensure that your communication is ethical.

Social Communication Model

We've also learned about the social communication model. Through that, we learned that you create the message in your head and encode it into a message that can be understood. Your audience decodes it to receive the message. In that process, there can be disruptive noise that distorts your message, but your audience can provide feedback that allows you additional chances to be understood.

Types of Communication

Verbal communication can be written but also spoken. With spoken communication, verbal, listening, and nonverbal communication are all taking place at the same time. Finding communication methods and tools that allow you to employ all three of those methods is the most efficient way to good communication.

Key Terms

active listening

a communication technique that involves fully concentrating, understanding, responding to, and remembering what is being said by the speaker

artificial intelligence

abbreviated AI, refers to the capability of a machine to imitate intelligent human behavior, such as learning, reasoning, problem-solving, perception, and language understanding.

decode

the process by which the receiver interprets and tries to make sense of the message as it was intended by the sender

encode

the process by which the sender translates their thoughts and feelings into a form that can be communicated, such as language, symbols, or gestures

feedback

the response or reaction of the receiver back to the sender, indicating whether and how well the message was received and understood

large language model

a type of artificial intelligence that responds to questions known as prompts and generates human-like text by recognizing patterns in a vast amount of written information

medium

the channel or method through which the message is transmitted from sender to receiver, such as spoken words, written text, or digital communication platforms

noise

any form of interference that disrupts, distorts, or impedes the message's delivery or reception

nonverbal communication

all forms of conveying messages without the use of spoken or written words, including body language, facial expressions, gestures, posture, tone of voice, and other visual, auditory, and physical cues

pauses

temporary breaks in communication

personal communication

the exchange of information between individuals in a non-professional context

pitch

the "highness" or "lowness" of the voice

primary audience

the audience that your communication is intended for and who are expected to take action or make decisions based on the communication

professional communication

the exchange of ideas, information, and instructions in a workplace or business setting

rate

the speed of speaking

receiver

the person or entity for whom the message is intended, who attempts to decode and understand it

secondary audience

includes individuals who are not the main focus of the communication but who may still read, hear, or use the information indirectly or have an interest in its outcomes

sender

the person or entity that initiates the message, intending to communicate information, ideas, or feelings to others

social communication model

model of communication where the sender encodes a message that is sent to a receiver who decodes it and may offer feedback; noise can interfere with the receiver's understanding

verbal communication

the sharing of information using words, written or spoken