

Course Learning Outcomes for Unit I

Upon completion of this unit, students should be able to:

1. Explain foundational communication concepts that can affect professional communication.
 - 1.1 Discuss workplace communication barriers.
 - 1.2 Analyze how communication skills can overcome workplace communication barriers.

Course/Unit Learning Outcomes	Learning Activity
1.1	Unit Lesson Unit I Principles of Communication PowerPoint Presentation Unit I Noisemakers PowerPoint Presentation Video Segment: "Summary: Barriers to Communication" Video Segment: "Gender Differences: Communication Styles" Video Segment: "Common Communication Barriers" Video Segment: "Physical and Organizational Communication Barriers" Video Segment: "Physical and Organizational Communication Barriers: Solutions" Video Segment: "Emotional and Nonverbal Communication Barriers" Video Segment: "Emotional and Nonverbal Communication Barriers: Solutions" Video Segment: "Cultural and Language Communication Barriers: Cultural" Video Segment: "Cultural and Language Communication Barriers: Language" Video Segment: "Cultural and Language Communication Barriers: Solutions" Video: <i>4 Communication Skills Everyone Needs</i> Video: <i>What Do We Mean by Communications Skills?</i> Article: "What's So Hard About Soft Skills?" Unit I Assignment
1.2	Unit Lesson Unit I Principles of Communication PowerPoint Presentation Unit I Noisemakers PowerPoint Presentation Video Segment: "Summary: Barriers to Communication" Video Segment: "Gender Differences: Communication Styles" Video Segment: "Common Communication Barriers" Video Segment: "Physical and Organizational Communication Barriers" Video Segment: "Physical and Organizational Communication Barriers: Solutions" Video Segment: "Emotional and Nonverbal Communication Barriers" Video Segment: "Emotional and Nonverbal Communication Barriers: Solutions" Video Segment: "Cultural and Language Communication Barriers: Cultural" Video Segment: "Cultural and Language Communication Barriers: Language" Video Segment: "Cultural and Language Communication Barriers: Solutions" Video: <i>4 Communication Skills Everyone Needs</i> Video: <i>What Do We Mean by Communications Skills?</i> Article: "What's So Hard About Soft Skills?" Article: "Exemplary and Unacceptable Workplace Communication Skills" Unit I Assignment

Required Unit Resources

In order to access the following resources, click the links below.

Videos

The transcripts for these videos can be found by clicking the “Transcript” tab to the right of the videos in the Films on Demand database.

Films for the Humanities & Sciences (Producer). (2015). [Common communication barriers \(Segment 1 of 12\) \[Video\]](#). In *Barriers to communication and how to overcome them*. Films on Demand.
<https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPlayer/Player.aspx?wID=273866&xtid=58375&luid=286242>

Films for the Humanities & Sciences (Producer). (2015). [Physical and organizational communication barriers \(Segment 2 of 12\) \[Video\]](#). In *Barriers to communication and how to overcome them*. Films on Demand.
<https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPlayer/Player.aspx?wID=273866&xtid=58375&luid=286243>

Films for the Humanities & Sciences (Producer). (2015). [Physical and organizational communication barriers: Solutions \(Segment 3 of 12\) \[Video\]](#). In *Barriers to communication and how to overcome them*. Films on Demand.
<https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPlayer/Player.aspx?wID=273866&xtid=58375&luid=286244>

Films for the Humanities & Sciences (Producer). (2015). [Emotional and nonverbal communication barriers \(Segment 4 of 12\) \[Video\]](#). In *Barriers to communication and how to overcome them*. Films on Demand.
<https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPlayer/Player.aspx?wID=273866&xtid=58375&luid=286245>

Films for the Humanities & Sciences (Producer). (2015). [Emotional and nonverbal communication barriers: Solutions \(Segment 5 of 12\) \[Video\]](#). In *Barriers to communication and how to overcome them*. Films on Demand.
<https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPlayer/Player.aspx?wID=273866&xtid=58375&luid=286246>

Films for the Humanities & Sciences (Producer). (2015). [Cultural and language communication barriers: Cultural \(Segment 6 of 12\) \[Video\]](#). In *Barriers to communication and how to overcome them*. Films on Demand.
<https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPlayer/Player.aspx?wID=273866&xtid=58375&luid=286247>

Films for the Humanities & Sciences (Producer). (2015). [Cultural and language communication barriers: Language \(Segment 7 of 12\) \[Video\]](#). In *Barriers to communication and how to overcome them*. Films on Demand.
<https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPlayer/Player.aspx?wID=273866&xtid=58375&luid=286248>

Films for the Humanities & Sciences (Producer). (2015). [Cultural and language communication barriers: Solutions \(Segment 8 of 12\) \[Video\]](#). In *Barriers to communication and how to overcome them*. Films on Demand.
<https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPlayer/Player.aspx?wID=273866&xtid=58375&luid=286249>

Seven Dimensions (Producer). (2019). [4 communication skills everyone needs \[Video\]](https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPI/aylists.aspx?wID=273866&xtid=204053). Films on Demand. <https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPI/aylists.aspx?wID=273866&xtid=204053>

Makematic (Producer). (2019). [What do we mean by communications skills? \[Video\]](https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPI/aylists.aspx?wID=273866&xtid=195642). Films on Demand. <https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPI/aylists.aspx?wID=273866&xtid=195642>

Articles

Foster, S. K., Wiczer, E., & Eberhardt, N. D. (2019, December). [What's so hard about soft skills?](https://go-gale-com.libraryresources.columbiasouthern.edu/ps/i.do?p=AONE&u=oran95108&id=GALE|A609009408&v=2.1&it=r&sid=ebsco) *ASHA Leader*, 24(12), 52–60. <https://go-gale-com.libraryresources.columbiasouthern.edu/ps/i.do?p=AONE&u=oran95108&id=GALE|A609009408&v=2.1&it=r&sid=ebsco>

Coffelt, T. A., & Smith, F. L. M. (2020, December). [Exemplary and unacceptable workplace communication skills](https://libraryresources.columbiasouthern.edu/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=bsu&AN=147312899&site=ehost-live&scope=site). *Business and Professional Communication Quarterly*, 83(4), 365–384. <https://libraryresources.columbiasouthern.edu/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=bsu&AN=147312899&site=ehost-live&scope=site>

Unit Lesson



Overview

This unit will establish the fundamentals of communication including the process, principles, barriers, and the importance of communication in the workplace. This unit will also explore communication styles and how they influence professional communication.

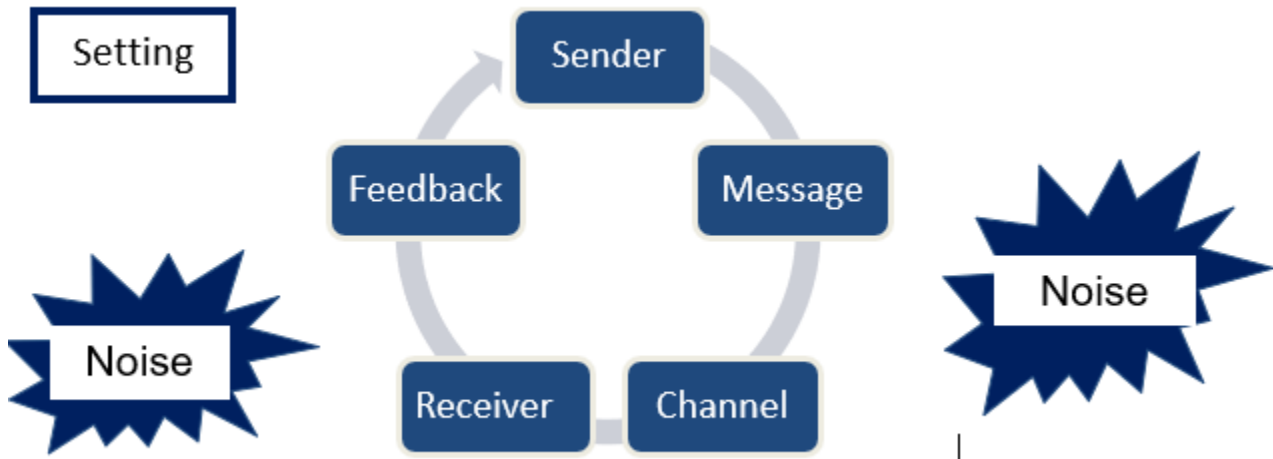
I Already Know How to Communicate

One question students often ask is, “Why should I take a professional communication course? I already know how to communicate!” Learning the “hard skills” of a profession such as safety protocols, inserting an IV, counseling patients, or detecting cybersecurity threats is often a student’s priority. However, Foster et al. (2019) note that it is the “soft skills” that students should consider as important because they help you get hired, keep, and advance in your job.

Fundamentals of Communication: The Communication Process



Most often, the communication process is thought to be in one straight line from sender to message to receiver. However, the process is more complicated and includes more elements. A true representation of the process would look more like this.



The communication process is a continuous cycle. This cycle contains seven major elements.

1. Sender
2. Message
3. Channel
4. Receiver
5. Setting
6. Feedback
7. Noise

Senders and *receivers* are the people communicating. *Message* is the content being sent. *Channel* is how the message is being sent: face-to-face, text, email, Twitter, or Facebook post, for example. *Setting* is the context of and where the communication takes place. *Feedback* is the reactions to the message. *Noise* is what prevents the receiver of the message from receiving the message as the sender intended.

Noise can be *external* such as a room that is too hot or cold, a ringing cell phone, or even an unpleasant odor. *Internal* noise can be described as self-talk and is often caused by these communication concepts:

- Perception
- Self-Concept
- Language
- Nonverbal Communication
- Listening

Discover how these communication concepts become noisemakers by viewing the following [Unit I Noisemakers PowerPoint Presentation](#). You may also access this [presentation in printable form in the PDF](#).

Fundamentals of Communication: Barriers

Not only do we have to overcome external and internal noise as well as noisemakers to communicate effectively, but we also must break down barriers to communication.

- Physical and Organizational
- Emotional and Nonverbal
- Cultural and Language
- Written

To learn more about these communication barriers, view the [video segment "Summary: Barriers to Communication."](#) The transcript for this video can be found by clicking the "Transcript" tab to the right of the video in the Films on Demand database.

Foundation of Communication: Principles

At this point, you may be asking, "How can communication even exist with noisemakers and barriers negatively impacting the process?" Amazingly, communication does exist, and we often build relationships at work through communication that we keep for our entire lives. However, four communication principles will impact these relationships:

- Unavoidable
- Irreversible
- Symbolic
- Learned

Learn more about these principles of communication by viewing the following [Unit I Principles of Communication PowerPoint Presentation](#). You may also access this [presentation in printable form in the PDF](#).

Fundamentals of Communication: Communication Styles

Our communication styles or how we prefer to communicate may clash with our coworker's, supervisor's, or customer's style.

How many of us have found an alternative route to our desk so we do not get trapped by an endless talker who must tell us about their weekend adventures? Perhaps we have run out of excuses to not join a drama king or queen for lunch. Yet, what about a frequent flyer customer who constantly returns to the store for one more question about the product they bought? Do we avoid them?

Our communication style may depend upon many factors including our personality type, culture, and gender.

To learn more about gender differences and communications styles, view the [video segment "Gender Differences: Communication Styles."](#) The transcript for this video can be found by clicking the "Transcript" tab to the right of the video in the Films on Demand database.

Please be mindful to not play into stereotypes when thinking about gender differences and communication styles. Men are not *always* more direct than women; women are not *always* more emotional than men.

Our Unit I discussion offers a further examination of communication styles.

Summary



The fundamentals of communication are the first piece in our Professional Communication puzzle. Key concepts overviewed in this lesson included the communication process (and noisemakers), communication barriers, principles, and styles.

As we continue putting together our puzzle, let's remember that being a perfect communicator is not the goal. Becoming a better communicator is—and doing so is truly a lifetime journey (Makematic, 2019).

References

- Foster, S. K., Wiczer, E., & Eberhardt, N. D. (2019, December). What's so hard about soft skills? *ASHA Leader*, 24(12), 52–60. <https://go-gale-com.libraryresources.columbiasouthern.edu/ps/i.do?p=AONE&u=oran95108&id=GALE|A609009408&v=2.1&it=r&sid=ebsco>
- Makematic (Producer). (2019). *What do we mean by communications skills?* [Video]. Films on Demand. <https://libraryresources.columbiasouthern.edu/login?auth=CAS&url=https://fod.infobase.com/PortalPlayerlists.aspx?wID=273866&xtid=195642>

Suggested Unit Resources

In order to access the following resource, click the link below.

This article highlights how the Meyers-Briggs Type Indicator can be applied and be used as a tool to strengthen communication between healthcare teams as well as between nurses and patients.

- Terry, L. (2020, July). [Understanding and applying personality types in healthcare communication](https://www-proquest-com.libraryresources.columbiasouthern.edu/docview/2433287836/fulltextPDF/F7AF26BBA6DE452BPQ/1?accountid=33337). *Nursing Standard*, 35(7), 27–34. <https://www-proquest-com.libraryresources.columbiasouthern.edu/docview/2433287836/fulltextPDF/F7AF26BBA6DE452BPQ/1?accountid=33337>