



UNIT II: Interpersonal Leadership Skills

Module 2: Communications Basics

The ability to effectively communicate with other people is an important life skill. Through communication, people reach some understanding of each other, learn to like each other, influence one another, build trust, and learn more about themselves and how people perceive them. People who communicate effectively know how to interact with others flexibly, skillfully, and responsibly, but without sacrificing their own needs and integrity.

What is Communication?

Communication = The exchange of ideas or feelings from one person to another.

Talking does NOT = communication!

We hear only half of what is said to us,

understand only half of that,

believe only half of that,

and remember only half of that.

The communication process is complex. We send from 100 to 300 messages a day. These include:

- The message we intend to send.
- The message we actually send.
- The message as the hearer interprets it.
- The response of the hearer based on what he or she heard.
- Our reaction to the exchange of words, meaning and interpretation.

Why do people talk to each other? When we talk, it is because we have an idea or feeling that we want to share with someone. We talk in order to:

- Get acquainted.
- Build relationships.
- Express emotions to others.
- Share information.
- Persuade others to understand our personal views.

In order to have communication, both speaking and listening are required.¹

Types of Communication

Communication can be classified in many different ways. People in leadership roles have many opportunities to communicate with others.

Intrapersonal Communication

When individuals talk to themselves, communication takes place within the brain. It includes their thoughts, experiences and perceptions during a communication event. Behavior that we see on all other levels of communication begins on an