

Chapter II:

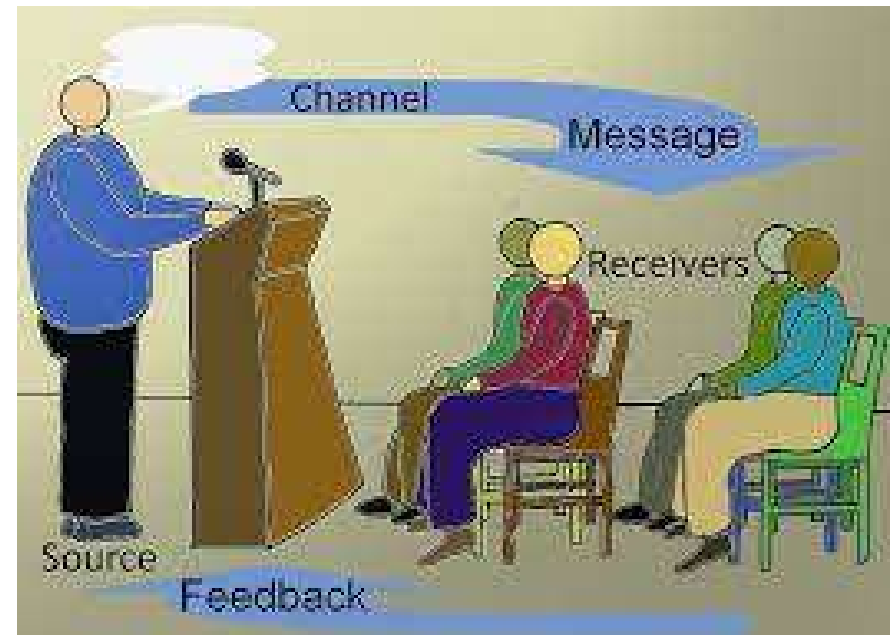
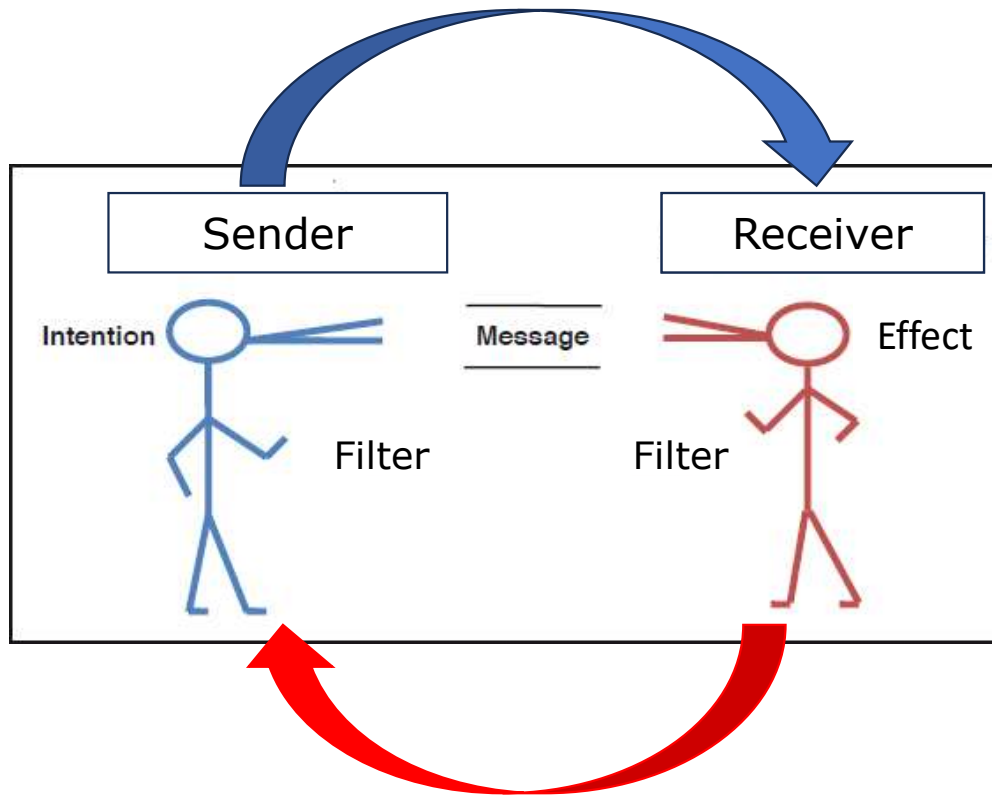
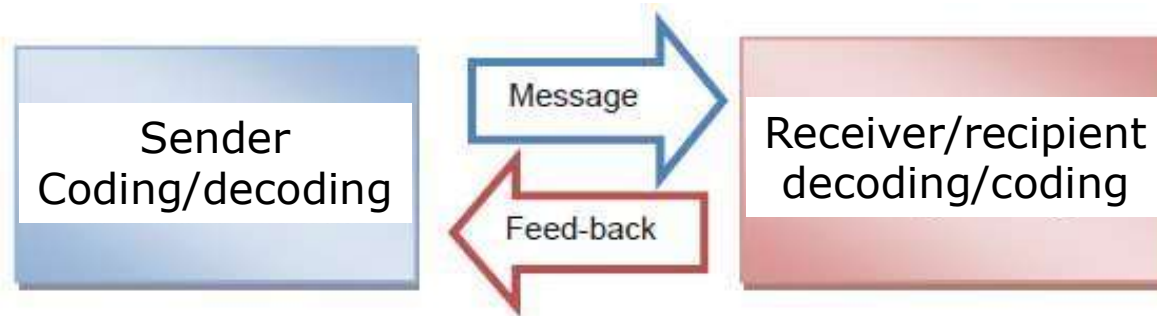
Functionality of communication

1. Clarification

a) Information (from latin *informare*, to format) is based on codes (alphabet, pictograms, numbers, etc.). **The content of the message.**

b) Communication (from latin *communicare*, in common) is the action to establish a relationship with yourself, with another person, or more people, to transmit a message and to implement **means** and **techniques**. It is also based on specific codes, common between the communicator and his/her audiences. **The communication is an ART (process).**





2. Filters:



Different elements (education, prejudices, personal experience, cultures ...) according to the context.



They have a particular role in the codage /decodage system of each and thus in the interpretation of a message.

3. A question of place

The **way** of communicating expresses the **position** we wish to occupy and, correlatively, the position we assign to our interlocutor; reciprocal positions that can be based on **similarity** or **complementarity**, that is, equality or difference.

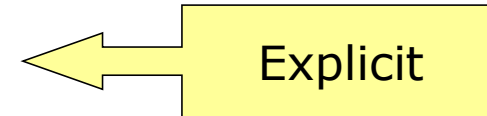
Either **agreement** (the interlocutors acknowledge the position assigned to them in this communication) or **disagreement** (which may result in conflict) might arise from this determination of **location**.



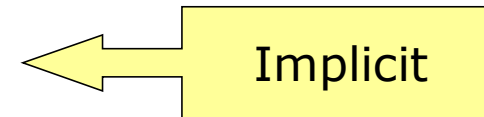
4. Explicit vs implicit

There is always an explicit side in our interpersonal communication. There is:

- 👤 What someone says
- 👤 What someone does



- 👤 What someone wants to say/underlying intention
- 👤 What is the implication in the relationship



IMPLICIT VS EXPLICIT

A simple change in the prefix is usually enough to give the word a different meaning or even turn it into its antonym. This is why words such as Implicit and Explicit are very tricky and cause many problems to all the speakers of English. It often happens that these words are misused, and this leads to a lot of confusion.

DEFINITION	DEFINITION
IMPLICIT is something that is implied, i.e. not expressed directly but still understood because it is suggested by the choice of words, the tone of voice,	EXPLICIT is something that is stated directly and fully, with no room left for implications.

4.1. Explicit :

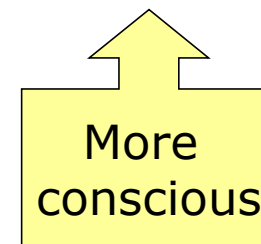
It is mainly conveyed by words

It I love you!

It Get out!

It Could be conveyed par the non-verbal

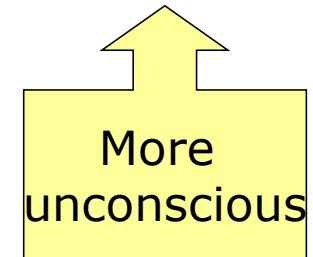
- A kick
- A stroke
- A gestural insult



In the explicit, The intention is **manifestly expressed**.

4.2. Implicit:

- 👤 is mainly conveyed by **non verbal** cues
 - gestures, facial expressions, touch, distance
- 👤 By **paraverbal** cues
 - Accent, rythm, intonation
- 👤 By words themselves
 - You / they

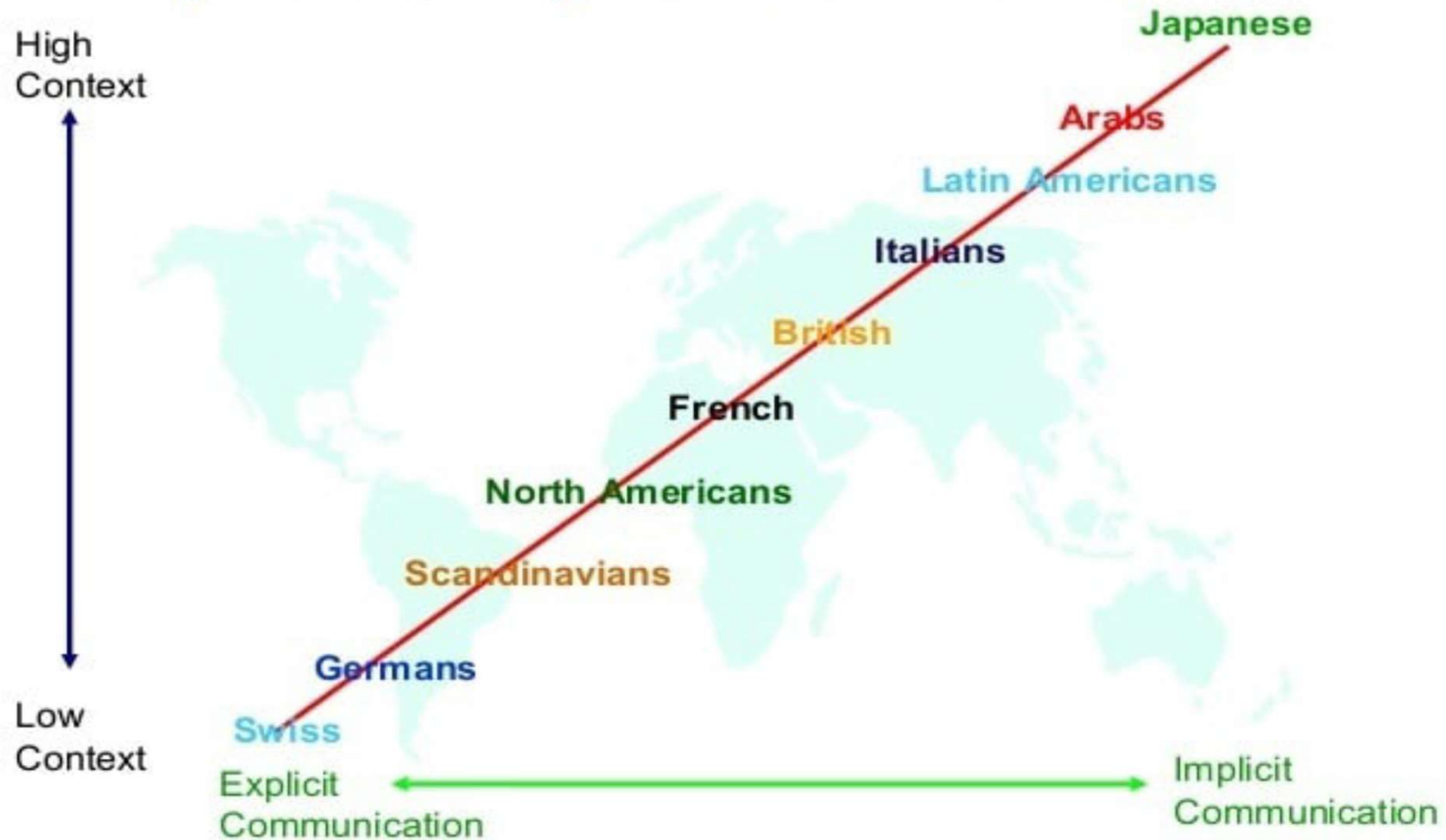


The sender's choice of words is mainly **arbitrary**. This choice depends mostly on the sender's intentions and the relationship (social and psychological), existing between him/her and the receiver-recipient.

Understanding Implicit Communication

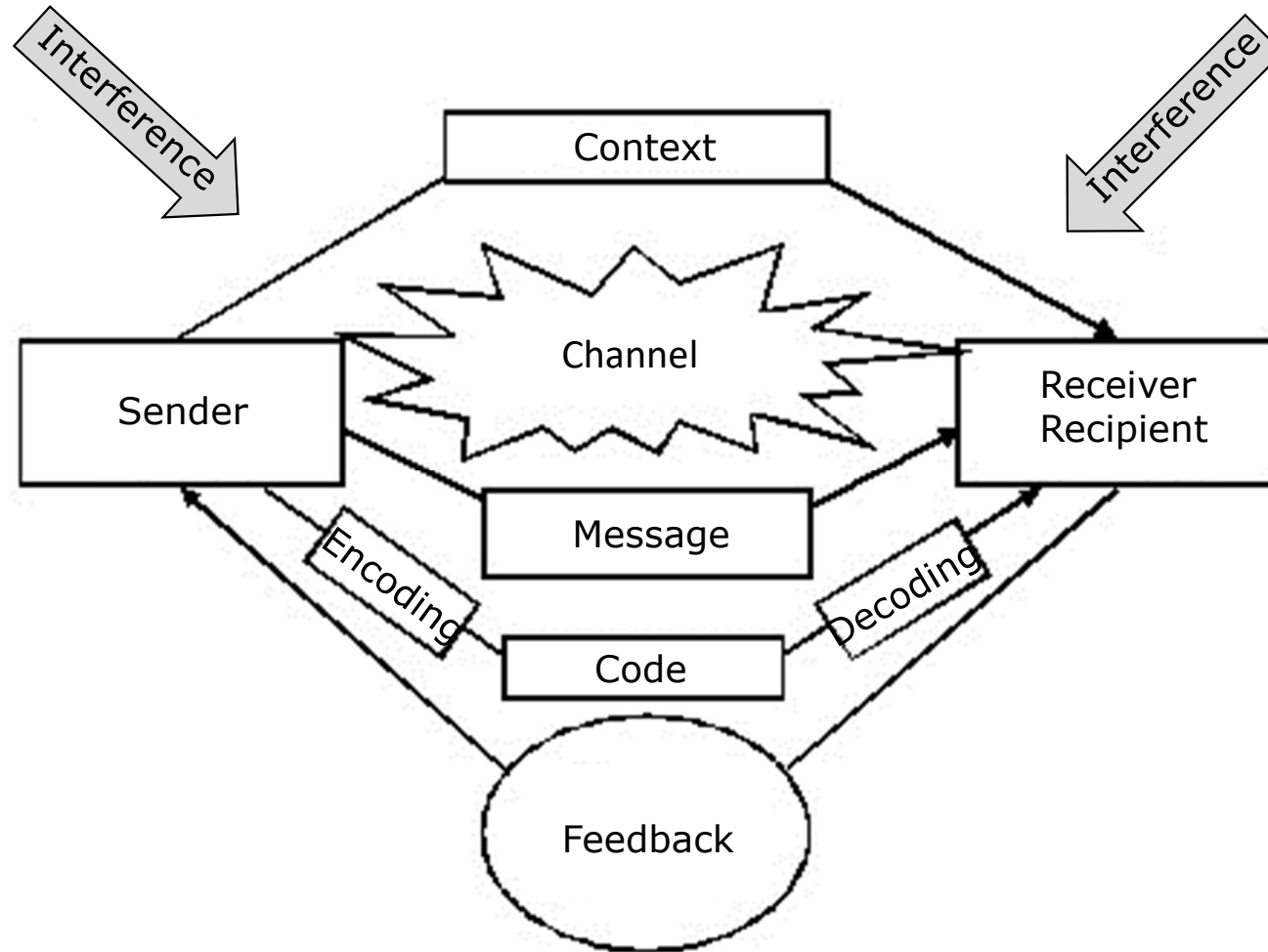


Explicit & implicit communication



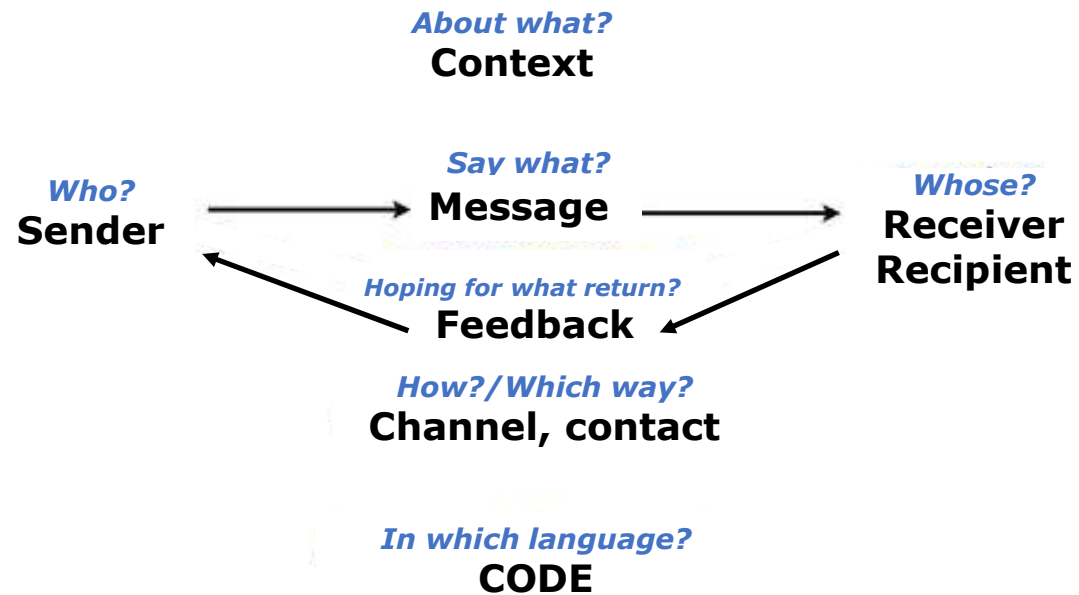
Explicit and implicit communication cultures (Tayali and Sakyi, 2020).

5. Different elements of communication and their role



Communication plan according to Roman Jakobson.

Schema of communication (Jakobson)



Interference or noise

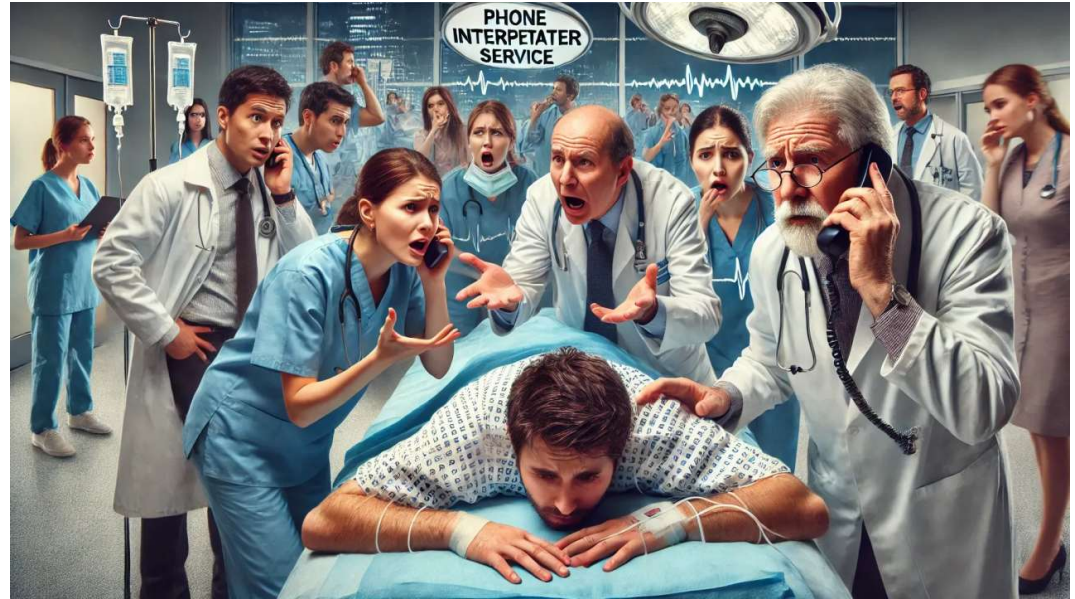
External noise



Internal noise



J1) Contextual noise: Due to poor knowledge or interpretation of the context.



J2) Physical noise: Caused by disturbances that come from the environment.



J3) Technical noise: Related to the quality of media.



J4) Physiological noise: related to health.



J5) Organizational noise: includes complicated processes, unclear roles, mismatched tools, and lack of trust among team members.



J6) Psychological noise: Mental interference that prevents you from listening. This is due to conditions that affect our thinking and feeling (lack of concentration, mind-wandering).



J7) Cultural noise: refers to misunderstandings and communication barriers due to differences in cultural backgrounds, leading to misinterpretations of message.

Top Barriers to Intercultural Communication



Language Differences



Cultural Stereotypes & Prejudices



Nonverbal Misinterpretations



High-Context vs Low-Context Styles



Emotional Barriers



Technological & Time Zone Challenges

J7) Cultural noise: refers to misunderstandings and communication barriers due to differences in cultural backgrounds, leading to misinterpretations of message.

High-context culture issues	Low-context culture issues
Bluntness (directness, frankness) seen as aggression leading to confrontation	Perceived as blunt = explicit verbal communication
Avoidance of saying "no" by using soften rejection	Disregard for nonverbal cues: focus +++ spoken word, leading to a misinterpretation for some messages that should be conveyed through other channels.
Slow decision-making: time to build relationship	Lack of emphasis on relationships
Confusion for outsiders: struggling with nuances, paraverbal and body language = misinterpretation	Over-reliance on "the fine print" = excessive focus on the literal wording, which may sometimes miss the big picture or underlying intent.

K) Location context: The environment of the communication situation.

L) Temporal context: the moment when communication takes place and the place of message in a sequence of events.



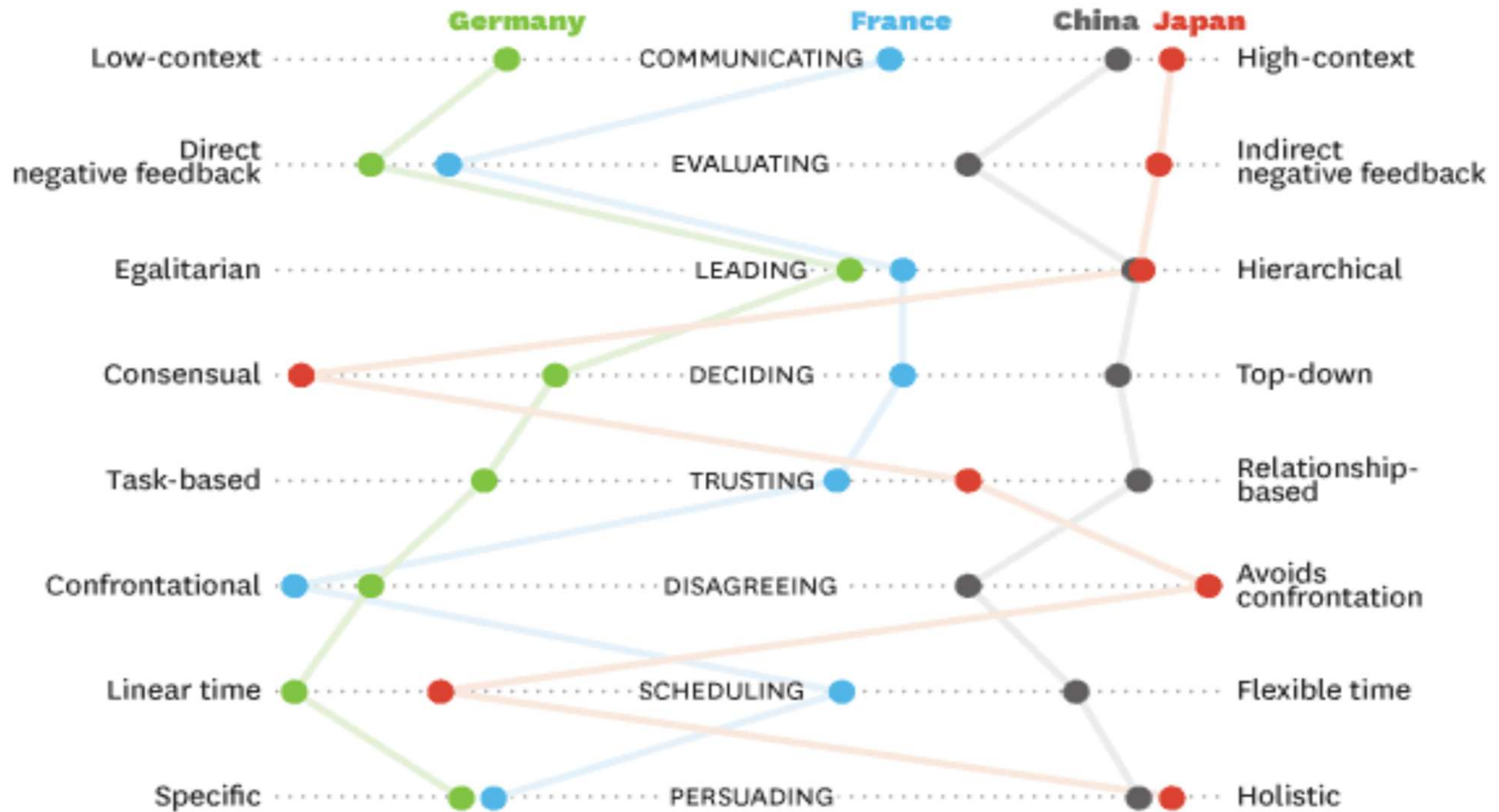
M) Relationship context: The type of the relationship between participants (boss, header, family, friends...), le status of the person in relation to other members of a given group.

N) Cultural context: The life style, the values, the social norms, the language codes, which influence in a very important way and often unconsciously our behaviors, our ways of acting and thinking.



The key to cross-cultural success is to develop an understanding of, and a deep respect for, cultural differences.

MANAGEMENT STYLES ACROSS FOUR DIFFERENT CULTURES



Management styles across four different cultures (Tayali and Sakyi, 2020).