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**PROGRAM: Doctorate in Educational Administration and Leadership**

**COURSE NAME: Human Communication Process**

**ATLANTIC INTERNATIONAL UNIVERSITY**

**APRIL 2022**

**Introduction**

Communication is a skill that is needed across sectors of life. There are different ways and channels in which we express ourselves or communicate with one and another. We have human communication and animal communication (AIU Notes, 2021). Human communication is different from animal communication. Human communication or Anthropos miotics is understanding how people communicate (AIU Notes, 2021).

Communication is a Latin word “communico”, which means “to join or unite”, to “connect”, to “participate”, invariably communication can therefore be defined as a process by which information or ideas are shared with other people (Wrench et. Al., 2020).

Human communication has two different approaches namely Rhetorical and Relational (AIU Notes, 2021). Communication is said to be rhetorical when it has to do with influence; It is a form of persuasive communication (AIU Notes, 2021). On the other hand, the relational approach sees communication from a transactional perspective where two or more people agreed on a certain perspective AIU Notes, 2021).

**ESSAY**

Communication has been defined as the process of transferring information from a place, person or group to another through an agreed symbols and signs. (Aiu, Notes, 2021). This root word for ‘’communication’’ is also the root word for common, commune, communion, and community which have something that is mutually connecting them, ‘’unity’’ (Wrench et. al, 2020).

Communication is a symbolic process; one communicates in different ways; mostly talking. However, communication is much broader and larger than speech (Wrench et. al, 2020). There are different ways we communicate such as, eyes, facial expressions, hand gestures, body position or body language, and movement (Wrench et. al, 2020).

**What then is human communication?**

Human communication literally is the process of sending and receiving verbal and non- verbal messages between two or more people. Human communication is understanding how humans communicate (Aiu, Note, 2021).

**Human communication is broken down into 5 types; namely**

1. Interpersonal communication
2. Group dynamics
3. Organizational communication
4. Intrapersonal communication
5. Cross-cultural communication (Aiu note, 2021)

**Intrapersonal communication**

Through various definition, successful communication has been classified to be between two or more individuals. However, intrapersonal communication has proved that this definition is too narrow (Aiu Note, 2021).

Intrapersonal communication was been defined as communication with one’s self, this type of communication may include but not limited to self-talk, act of imagination and visualization, and recall and memory (Mclean, 2005, as cited in ecampusontario). Communication expert like Leonard Shedletsky examined intrapersonal communication from the eight basic components of the communication process; which are source, receiver, message, channel, feedback, environment, context and interference as transaction; even though all the interaction occurs with the individual (Shedletsky,1989 as cited in ecampusontario).

Communicating with ourselves come from planning to problem solving, internal comfily resolution, and evaluations and judgment of self and others. Thinking aloud (talking to oneself), reading to oneself aloud, repeating what one hears; re-affirming what one hears by repeating it to increase concentration and reflection, are all forms of intrapersonal communication (Aiu note 2021).

**Interpersonal communication**

Interpersonal communication can be classified as the exchange of information between two or more persons (Aiu, Note, 2021.).

It could be through the exchange of idea, charity e.t.c. Interpersonal communication can be face to face, via mail and text messaging, telephone and the likes (Aiu, Note, 2021).

In interpersonal communication, how an information is passed across is as important as the content of the information. The tone of voice, the body language, the gestures, facial expressions e.t.c all have an impaction on the recipient of the information (Aiu, Note, 2021)

The conceivability of interpersonal communication is its ability of reaching others with facts, ideas, thoughts and values (Aiu, Note, 2021). Interpersonal communication can be seen as the process of interacting simultaneously with another and mutually influencing each other, mainly for the purpose of managing relationships (Akor & Udensi, 2013).

While interpersonal communication as being studied on its own, it also occurs within the context of a group and an organization (Akor & Udensi, 2013).

There are several factors or barriers that affect the communication process, these factors are connected to do with the sender and receiver or both sender and receiver of messages. These factors or barriers are inferiority complex, stereotype, frustration due to poor working conditions, etiquette and decorum, boundaries in relationship, low level of education, improving communication effectiveness.

**Group Dynamics**

“Never doubt that a small group of thoughtful citizens can change the world. Indeed, it is the only thing that ever has.” Margaret Mead

In order to discuss improvement of group dynamics, there is need for us to understand what a “group” is, and what “dynamics” means.

A group is a set of two or more individuals who interact with each other and have a common objective (academlib, No Date).

The literary meaning of the word “Dynamic” is force. Dynamics is therefore the forces that stimulate growth, development, or changes within a system (Online, No Date). Group Dynamics therefore, can be said to be the forces operating within a group that stimulates and develops the social interaction that will cause change within the group (academlib, No Date). Group dynamics is concerned with the interaction of forces operating within a group.

Group dynamics is a psychological, attitude and behavior process that occurs within a social group. Just like human communication, group dynamics occurs in both in inter and intra dynamism. Group dynamics has been defined as a system of behavior and psychological processes occurring within a social group also known as intragroup dynamics, or between social group also known as intergroup dynamics. (Aiu, Note, 2021). Effective Group Dynamics is the process whereby a group of individuals work together as committed professionals to reach a meaningful goal (Laureate, 2014).

Group dynamics has its roots both in psychological and sociology. The group dynamics or group processes is based on a consistent premise which is ‘’the whole is greater than the sum of its part’’ (Aiu, Note, 2021). Understanding of group dynamics in a workplace is essential to the critical component of successful organisation. Group dynamics has also been defined as the attitudinal and behavioral characteristic of a group (McMillan, No Date). Group dynamics concern how group works, the structure, process and how the group functions (McMillan, No Date). It is important that as leaders of learning we create a good dynamic to exist within a group working together towards a common goal.

There are some benefits of the study of group help dynamics. The study of group dynamics helps in understanding decision – making, behaviour, tracking the spread of disease in society, it also helps in creating a good working environment, the list is endless (Aiu, Note, 2021). Part of the benefit of group dynamics is that groups exert a tremendous influence on its members and others thereby positively affecting our community. They are also the social mechanisms by which will acquire our beliefs, values, attitudes, behaviour e.t.c that mostly becomes our character (Johns & Saks, 2017). The clear understanding of the importance of groups in an organisational setting cannot be overemphasized because dynamics is part of a group behaviour. In most organizations there are several groups, such as management group, senior executive groups, group of supervisors, group of workers e.t.c. These groups and their behaviours are connected and related to the success of the management and the organization growth (Swagatika, No Date). Group behavior or dynamics of the group usually includes the qualities and personality traits of the group members (Swagatika, No Date). Group dynamics can be used in management as a problem – solving tool, it can help to create a better teamwork, it will also help the organization to be more innovative and productive (Chand, No Date). According to Chand (No Date). ‘’All teams are groups but not all groups are teams.’’ In as much as everyone wanting to work or be part of a team, but few understand how to build a team and make it work effectively. (Chand, No Date).

There are two types of groups, formal group and informal group.

**Formal groups** are groups that are established by organizations to facilitate the processes and achievement of organizational goals. (Johns & Saks, 2017). The primary goal of formal groups is to drive business goals, and they are as a result of organizations structure. (John & Saks, 2017). Formal groups consist of individuals with same objectives, set out to achieve a particular goal. Formal groups serve strictly functional purpose and individuals usually function together with a leader e.g manager (Johns & Saks, 2017). Formal groups are sometimes referred as teams. Formal groups are designed and are required to work with each other for a certain period (Johns & Saks, 2017). Formation of groups, most especially formal groups, are usually not a smooth process, because not everyone can build a good report (Johns & Saks, 2017).

**Informal group** are groups that emerged naturally. They are as a result of social – psychological forces that encourage people to interact and socialize with each other, in response to common interest (Johns & Saks, 2017). As individuals, we are bound to form social group because we are social animals. We socialize for various reasons; such as to minimize monotony in the workplace, avoid psychological fatigue and boredom e.t.c (Harappa, 2021).

An effective and successful group dynamics is highly dependent on the leader. As a leader of learning, having good communication and collaboration skills, will increase personal interaction, and will improve the group efficiency (Johns & Saks, 2017).

**Organizational communication**

Effective communication is a building block of successful organizations, it can be simply put as communication being the blood that runs organizations (Shrm. org, No date). Communication is regarded as a vital component to an organization. To be successful, organizations must have all-embracing policies and strategies for communicating with their employees, government agencies and stakeholders as well as the community at large (Shrm. Org, No date).

Organizational communication has been defined by various scholars, one of which is sending and receiving of messages among interrelated individuals within a particular environment or setting to achieve individual and/or common goals (Shrm. Org, No date). Communication moves upwardly, downwardly or horizontally. It is paramount to note that communication is essential to the inner workings of a business (Reed, 2018).

Organizational communication helps to develop relations within and outside the organization. It helps with putting changes in place through individual and organizational creativity. It helps to accomplish task relating to sales, services and production. Organizational communication also helps to control the operations of the organization (Reed, 2018).

Organizational communication is approached from two dimensions, the first approach focuses on communication within the organization, while the second approach is communication as an organization, which means organizations are as a result of the communication of those within there (Lumen learning, No date).

There is need for communication for organizations to be successful (Lumen learning, No date).

Great organizations rely on effective and efficient communication skills from their members. Most successful organizations seek people who can give and follow instruction, listen accurately, provide useful feedback, who can get alone well with coworkers and customers, network, greet team members, and can creatively and critically solve problems (Lumen learning, No date).

On the other hand, ineffective communication in an organization may increase the chances for misunderstanding, damaged relationship, break of trust, and increased anger and hostility (Shrm org).

There are four different types of organizational communication, formal communication, informal communication, vertical communication and horizontal communication.

**Formal communication:** As the name implies, formal communication is communication that happens in a formal setting. It is a type of communication that takes place in most organizations (Bhasin, 2021). With formal communication, all stake holders are informed about and aligned with the business goals (Bhasin, 2021). There are pre- defined communication channels through which communication takes place. These channels are used by employees and management of the said organization (Bhasin, 2021). Formal communication mostly occurs in organizations that have organizational structure (Bhasin, 2021).

**Informal communication:** Informal communication is the opposite of formal communication. Informal communication doesn’t follow any pre-defined communication channels, this means communication between the management and employees of the organization can occur through multiple communication channels (Bhasin, 2021).

**Horizontal communication:** this is a type of communication in an organization that takes place between people working at the same level. It is a type of communication that occurs amongst teams, groups or individuals at the same hierarchical level. Horizontal communication basically brings everyone together.

**Vertical communication:** This is a type of formal communication that takes place between the managers and their subordinates in a structured organization (Bhasin, 2021). Vertical communication in a structured organization follows an up and down vertical pattern (Bhasin, 2021).

**Effective organizational communication:** It is the bedrock of an organization. There is no organization that can survive without proper communication. It is therefore imperative for organizations to set-up effective communication plan (Bhasin, 2021). Even though creating an effective organizational communication plan is not an easy task, it comes with a variety of challenges, but these challenges can be taken care of with critical planning. Effective communication plays a vital role in helping organizations grow their profits and minimize their cost of production and it is also important to know that ineffective communication can create misunderstanding amoung employees (Bhasin, 2021).

**Cross-cultural communication**

Discussing communication intensively without intently considering culture and its importance on communication both at the workplace and the community at large. Our culture, language, rules, and norms affect the way we communicate with each other (Fisic, 2022).

Cross-Cultural Communication is the process where information is exchanged between people of different cultures (Bhasin 2021). Every individual has a communication style that signifies the culture such individual belongs to (Bhasin,2021). In every organisation, Cross-Cultural Communication is commonly known as the diversity of culture and background of people working together. If its diversity should be effectively managed to prevent a predictable clash between their thoughts and way of approach (Bhasin,2021).

As humans, living and working together brings conflicts because of our cultural diversities, good cross-cultural communication is expected to reduce these conflicts in order to promote harmony among employees, if properly managed (Bhasin, 2021). Cultural differences bring different ways of thinking, analyzing, hearing, accepting, verbal or non-verbal (Bhasin, 2021). As a result of the diversity of culture and the complexity it brings to communication, cross-cultural communication can help individuals communicate effectively in the workplace, thereby producing better progress and more profit-earning for the organisation (Bhasin, 2021). Cross-cultural communication influences cultural issues within the organisation, thereby enhancing productivity (Bhasin, 2021).

It is important we improve cross-cultural communication in schools, organisations, and the community at large. This will help boost the relationships and progress and breed a successful lifestyle of all.

There are ways in which cross- cultural communication can be improved, these includes:

**Embrace Agility:** The ability of organisations to become significantly more flexible, faster, and responsive by establishing new ways of thinking, organizing, collaborating in their communication, the better and faster they will succeed (Zerfass & Duhring, 2018). According to Zerfass

“Agility is the overall capability of an organization to respond to and take advantage of the changes initiated by the drivers in the internal and external environments. It includes the ability to identify relevant changes and to respond proactively, efficiently and effectively, employing the right personnel based on competence, not hierarchical status. Additionally, it includes the ability to implement flexible structures and processes suited to the immediate tasks at hand and to employ the appropriate resources in the shortest possible time.” (Zerfass et al., 2018, p. 7).

Embracing agility is therefore embracing change. Culturally Responsive Practices that is a pre-requisite to successful cross-cultural communication is a journey that requires continuous change (Bennett, 1986). Change is therefore a movement towards reviewing and modifying processes and structures, in order to achieve a formidable success (Basu, No Date). Change within an organisation is intended to improve and transform the organisation (Burns, 1978). It is therefore imperative for every leader of learning to make coherent change for the change to be effective (Fullan, 2007).

**Be Open Minded:** It is important to have an open mind when it relates to communication. Closed-mindedness is one of the barriers to cross-communication that can hinder the success of an organisation (Stobierski, 2019). Exploring the concept of culturally responsive leadership has been evolving, and it has developed the sense of urgency to bring out the necessary change required in cross-cultural communication (Zerfass & Duhring, 2018).

**Facilitate Meaningful Conversation:** It is important to understand that a relationship without regular and meaningful conversation can exacerbate cultural differences between individuals (Stobierski, 2019). Creating an environment that allows for open communication will allow people to speak up or share comments and feedback with each other (Stobierski, 2019). It is also important to be curious, ask questions, most especially open-ended questions (Stobierski, 2019).

**Become Aware**: Another way to improve cross-cultural communication is to become culturally aware (Stobierski, 2019). Building an effective and efficient learning environment with collaborative and cultural responsibility will coherently depend on the type of strategies employed by the leader of learning in building a working team with a shared vision, who is culturally responsive to the diversities of a multicultural context, by incorporating cross-cultural communication continually to build healthy professional relationships (Cohen, 2009).

Intercultural sensitivity is something everyone must have; not only the educators in a learning environment, but all professional practitioners (Bennett, 1986). We all need to learn and understand our cultural diversity and the fact that being sensitive to others is what will help us in dealing with everyone and carry them along. With intercultural sensitivity, the issue of Bias, Stereotype and microaggression will be a thing of the past. When we are culturally sensitive, relating with people from other culture becomes easy and productive (Laureate Education, 2012).

**Augmentative and Alternative Communication**

# The silence of speechlessness is never golden. We all need to communicate and connect with each other—not just in one way, but also in as many ways possible. It is a basic human need, a basic human right. And much more than this, it is a basic human power. (Williams, 2000, p. 248)

Augmentative and alternative communication (AAC) can be described as various systems or devices used to replace speech and writing for individuals with severe communication or neurological disorders (Beukelman & Light, 2020). Augmentative and alternative communication (AAC) finds multiple ways to communicate in a way that can supplement or compensate for the impairment and or communication disorder (ASHA, No date).

The Augmentative and alternative communication (AAC) can be either aided or unaided, through the use of objects or devices. Unaided method of communication are gestures, facial expressions, vocalization speech and sign language. Aided communications on the other hand are:

1. Conveying meaningful information through the use of actual objects, such as a child pointing to a cup to show or indicate that he/she is thirsty (Beukelman & Light, 2020).
2. The child pointing to symbols like pictures on a communication board to express that he/she is thirsty (Beukelman & Light, 2020).
3. A recorded speech device with an auditory output can also be activated for the use of the child to press when thirsty “ I’m thirsty” (Beukelman & Light, 2020).

The ultimate goal of Augmentative and alternative communication (AAC) is communication intervention for people with speech and writing challenges, providing technological solution to their communication problems, to enable individuals with this challenge to efficiently and effectively engage in a variety of interactions and participate in any activity of their choice (Beukelman & Light, 2020). Light (1988) identified that the AAC will fulfil communication needs /wants, information transfer, social closeness, and social etiquette (Beukelman & Light, 2020).

**Conclusion**

Understanding human communication requires us to know that there are various things that affects effective communication between individuals, within an organisation and the community at large. There are various things that affects communication, such as, culture, believes, bias and stereotypes, microaggression and disabilities (Beukelman & Light, 2020).

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