
Chapter 8 Communication Skills

Section 8.1 Defining Communication

Section Outline with Content and Academic Vocabulary

Section Outline

The Communication Process

Channels or Media

Feedback

Barriers

Setting

Listening

Techniques for Effective Listening

Identify the Purpose

Look for a Plan

Give Feedback

Search for a Common Interest

Evaluate the Message

Listen for More than Verbal Content

Listen for a Conclusion

Take Notes

Barriers to Listening for Understanding

Reading

Know the Purpose of Your Reading

Reading for Meaning

Chapter 8 Communication Skills

Section 8.1 Defining Communication

Section Outline with Content and Academic Vocabulary *continued*

Content Vocabulary

communication The process of exchanging messages between a sender and a receiver. (p. 191)

channels/media The avenues through which messages are delivered. (p. 191)

feedback A receiver's response to a message. (p. 191)

barrier An obstacle that interferes with the understanding of a message. (p. 191)

setting Where communication takes place, including place, time, sights, and sounds. (p. 191)

distraction Something that competes with the message for the listener's attention. (p. 195)

emotional barrier A bias against a sender's opinions that prevent a listener from understanding. (p. 195)

jargon A specialized vocabulary used by members of a particular group. (p. 196)

Academic Vocabulary

process A particular course of action intended to achieve a result. (p. 191)

respond To reply or show a response or a reaction to something. (p. 192)