

Class: BSc Sem 5

Subject : Business Communication

Chapter: Unit 2 Chapter 3

Chapter Name: Interpersonal communication

Today's Agenda

1. Definition
 1. Interpersonal v/s intrapersonal communication
 2. Interpersonal need perspective in organisation
2. Methods to establish interpersonal communication
 1. Conversations
 2. Managing emotions
 3. Johari window
 4. Transactional analysis
3. Effective interpersonal communication
3. Styles of communication

1 Define Interpersonal Communication



Interpersonal communication involves the information, ideas, and feelings being exchanged verbally or non-verbally between two or more people.

It is the process where both the form and content of communication reflect the personal characteristics of the individuals as well as their social roles and relationships.

1.1 Interpersonal v/s Intrapersonal Communication

INTERPERSONAL	INTRAPERSONAL
Refers to something involving relations between persons	Refers to something occurring within the individual mind or self
There are two or more parties involved	There are no external parties involved
There are varied reasons for people to engage in interpersonal communications	May involve critical analysis or even a response to loneliness
There is feedback from the parties involved	There is only individual feedback

1.2 Interpersonal need perspective in organisation

Everybody in an organization has interpersonal needs. These needs differ from person to person and situation to situation. Identification of these needs would help in developing interpersonal compatibility. William Schutz identified 3 interpersonal needs:

1. Inclusion

It denotes the need to establish association with others, to be a member of the group and to be accepted as part of the process. This is done through conversations, interactions, team meetings and group formations.

Expressed inclusion

a person shows a desires be a part of the group

Wanted inclusion

a person waits for invitation from others.

1.2 Interpersonal need perspective in organisation

2. Control

It denotes the need to exercise leadership and prove one's authority over others.

Expressed control

a person has a strong urge to influence the decision of others

Wanted control

a person lets others influence and control the decisions.

1.2 Interpersonal need perspective in organisation

3. Affection

It denotes the need to develop relationships and positive feelings with people.

Expressed affection

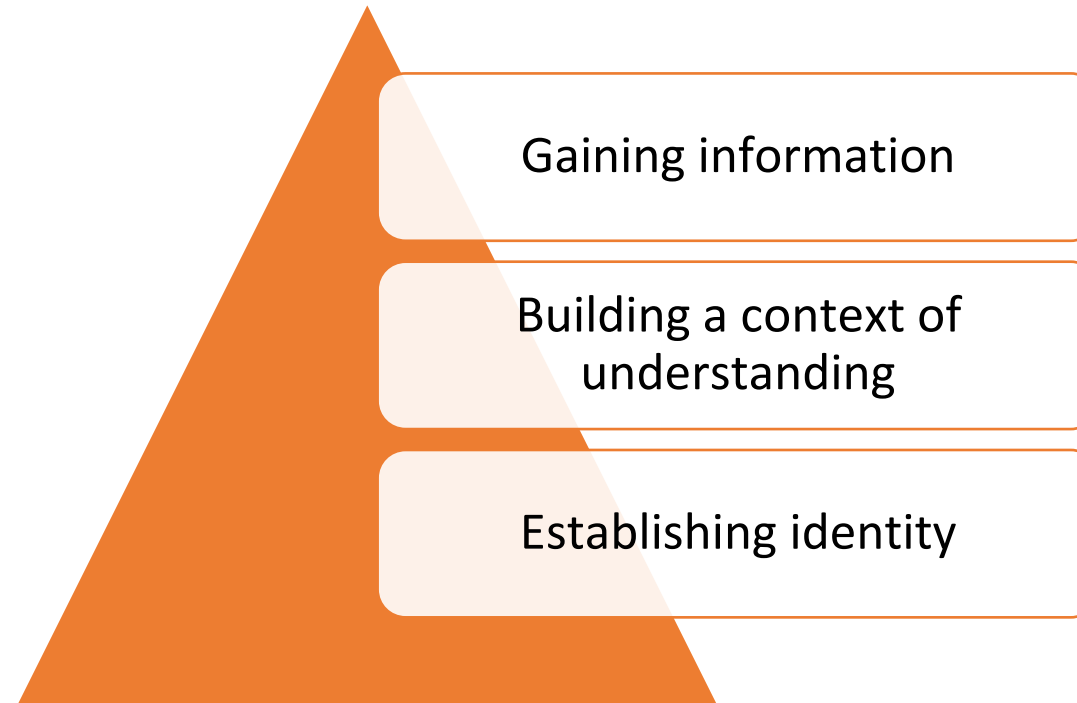
a person takes initiative to develop strong personal bonds

Wanted affection

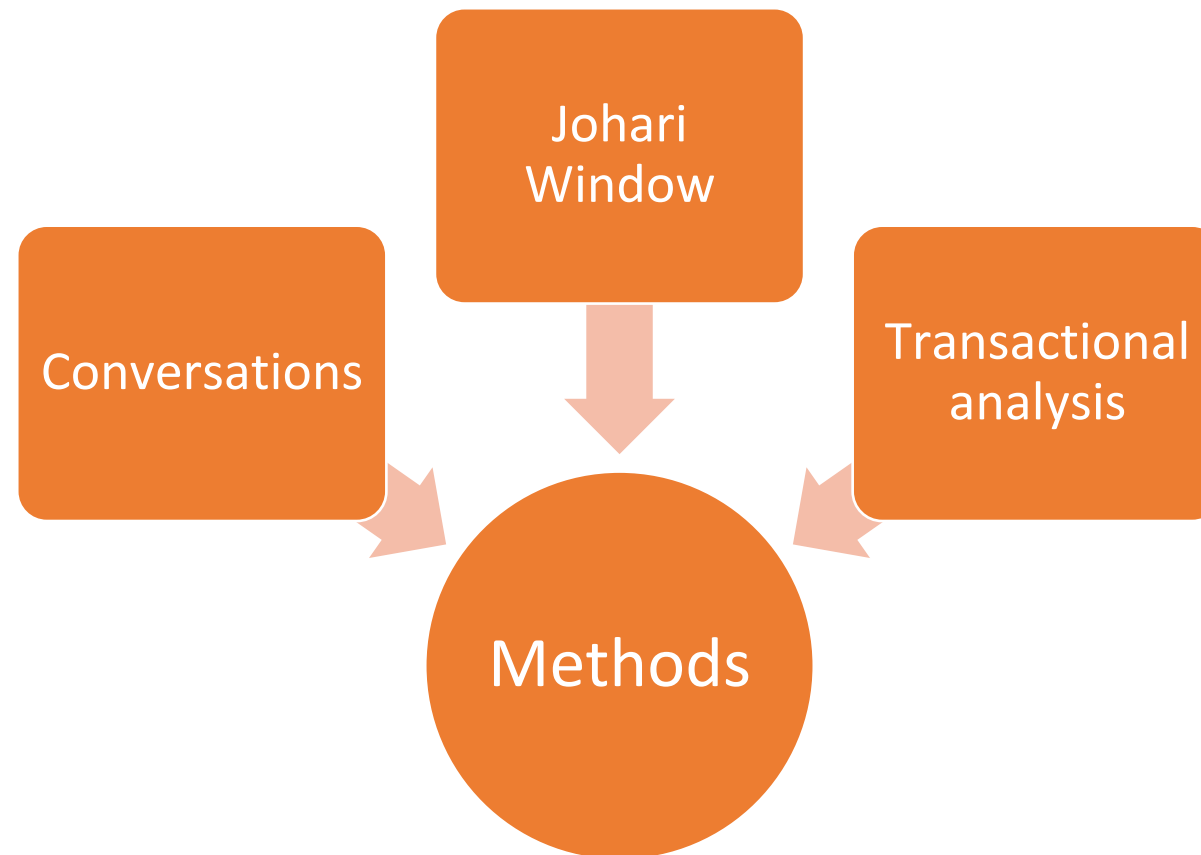
a person waits for others' choice first

1.2 Interpersonal need perspective in organisation

Interpersonal communication helps both the sender & the receiver in gaining information about each other and also dissipating information through both verbal and non verbal cues. Some of the key functions of interpersonal communication are as follows:



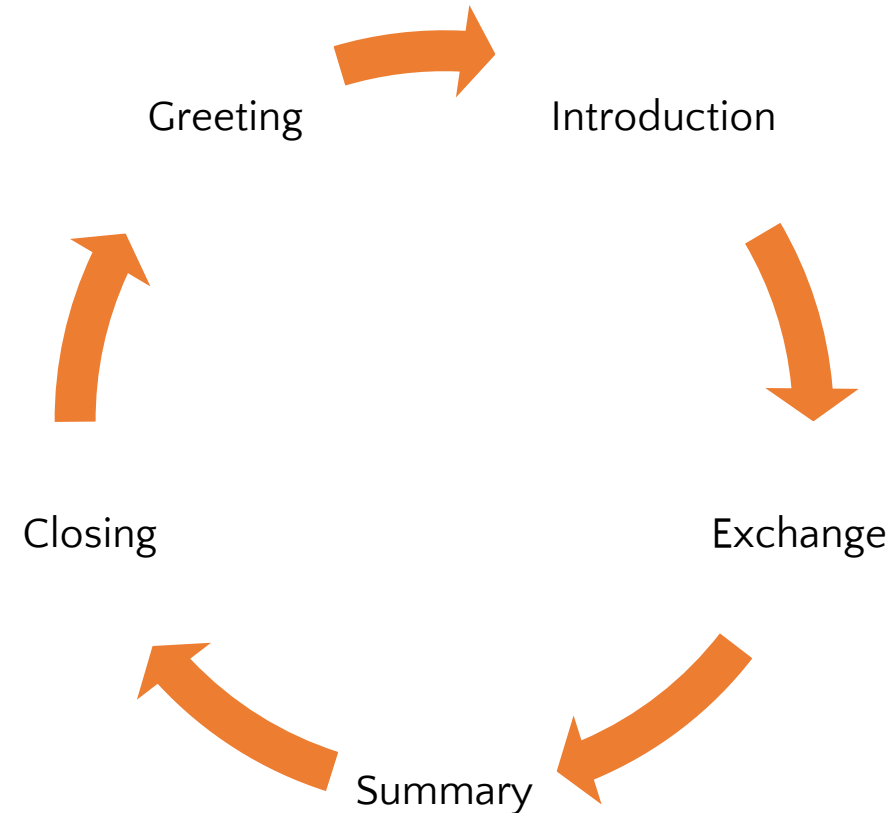
2 Methods to establish Interpersonal communication



2.1 Conversations

Conversations are a valuable business tool. It helps people to relate on emotional, personal and intellectual levels

The Conversation process



2.2 Managing emotions

Emotional intelligence plays a major role in interpersonal relations as it involves understanding empathising and managing emotions in order to handle relations efficiently and effectively. It helps in overcoming conflicts, efficient and effective negotiation, showing leadership and getting better results.

Following are some aspects of emotional intelligence working on which will result in effective interpersonal communication.

1. Understanding Self

As the name suggests, it involves understanding one's own emotions and feelings. Self-awareness is especially important for stressful and undesirable situations.

2. Managing Self

It is the ability to use self-awareness and helps one stay flexible and adapt to the situation. High self-management can help in controlling emotional impulses not related with work.

2.2 Managing emotions

3. Developing Empathy

Showing a sincere interest in the other person, trying to understand their needs and situation, their perspective and feeling, results in a better conversation which in turn helps in arriving at proper conclusion and resolving the matter.

4. Building Relations

Relationship building is a vital part of maintaining a connect with others which helps in collaboration on projects and other works.

5. Self-Disclosure

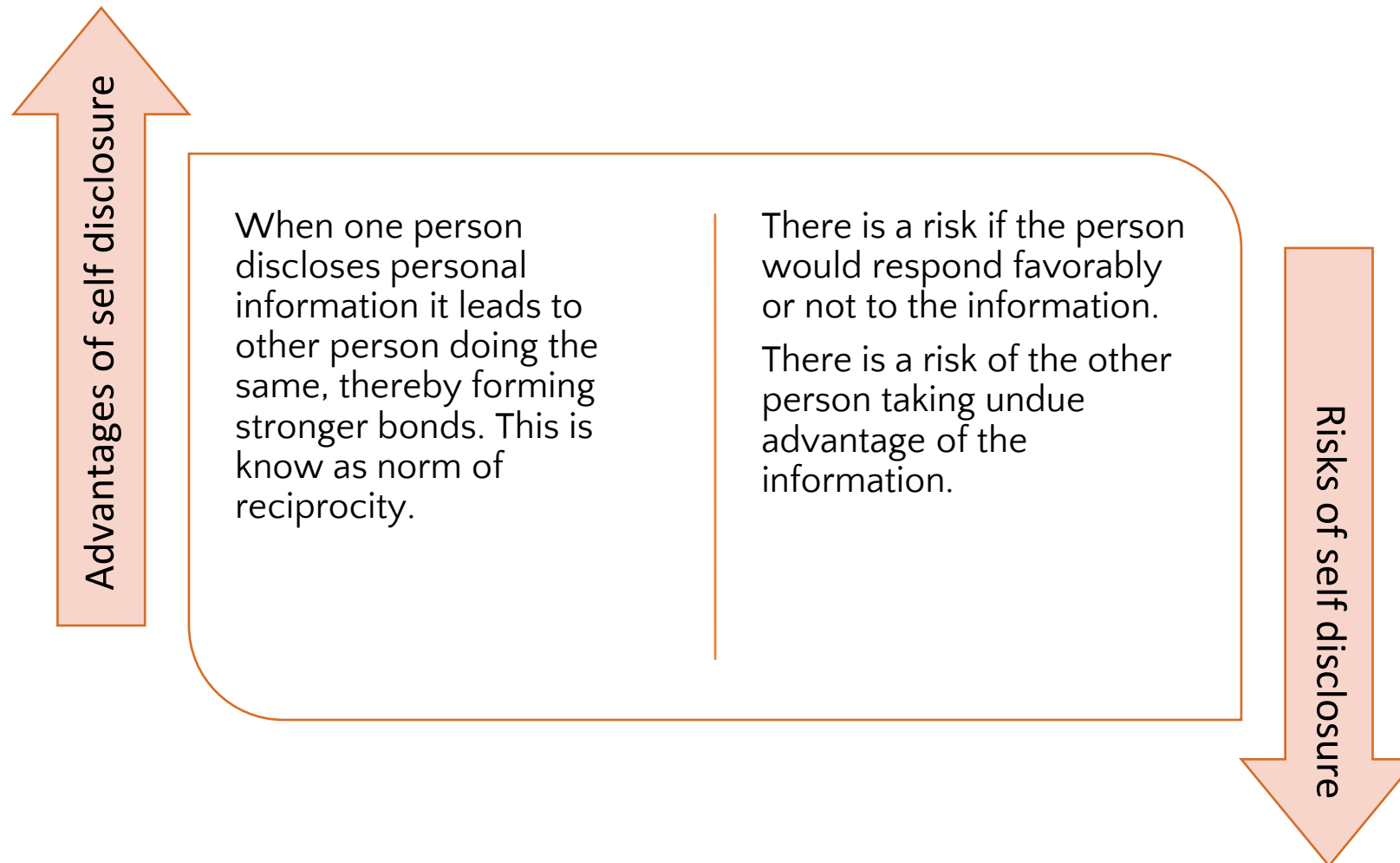
Disclosure is seen as another useful strategy for sharing information with others as it induces intimacy and strengthens the relationship.

2.3 Johari window

Johari window is a useful tool to evaluate self-disclosure. It indicates the amount of information a person knows about the self and how much others know about the person. The window contains four panes,



2.3 Johari window



2.4 Transactional analysis

Transactional analysis is a powerful tool to improve interpersonal communication skills of people in organisations. It has wide applications in clinical, therapeutic, organisational and personal development, encompassing communications, personality, relationships and behaviour. It can be used effectively to understand the interactions of people and to improve the human social- interpersonal communication environment in organisations.

Berne's starting point was that when two people encounter each other, sooner or later, one of them will speak to the other. This is called the **transaction stimulus**. The reaction from the other person is called the **transaction response**.

Based on these stimulus and response, he identified three ego states –

1. Parent ego states
2. Adult ego state
3. Child ego state.

2.4 Transactional analysis

1. Parent ego state:

The parent ego state reflects the values, attitudes and behavior of figures of authority, especially Parents. The person could either be a critical or commanding parent Who is strict and always gives instructions, such as 'do this, 'don't do that, behave in this manner and so on. This person keeps a look out to ensure that be other one does not get into any trouble.

Physical behavior patterns to identity a person in a parent state could be: angry or impatient body language and expressions, finger-pointing, worried look, caring expression.

Verbal expressions could be: always, never, judgemental words, critical words, instruction words such as do this and don't do this.

2.4 Transactional analysis

2. Adult Ego State

The adult ego state represents the rational part of personality. The person is logical, rational, willing to discuss to find solutions to problems, understands the other person's needs and responds accordingly.

Physical behavior pattern to identify a person in a parent ego state could be: attentive, interested straight-forward, tilted head, non-threatening.

Verbal expressions could be: Why, what, how, who, where and when, how much, in what way, comparative expressions, reasoned statements, true, false, probably, possibly, I think, I realize, I see, I believe, in my opinion.

2.4 Transactional analysis

3. Child Ego State

The child ego state reflects the experience and conditions of early childhood. It may be manifested in three ways. A natural child is the epitome of innocence, wide eyed, smiling, winning peoples hearts. The adaptive child is slightly artificial with the ability to manipulate and attract attention. There is also the little philosopher who is curious, inquisitive, experimenting and exploring nev possibilities to learn new things.

Physical behavior pattern to identify a person in a child ego state could be: emotionally sad expressions, making innocent faces, throwing tantrums, rolling eyes, teasing, delight, laughter, speaking, squirming and giggling, inquisitive, experimenting.

Verbal expressions could be: Baby talk, I wish, I want, I don't care, oh no, not again, may superlatives words expressing surprise and wonder.

2.4 Transactional analysis

Berne classified three types of transactions:

Complementary transaction

- It occurs when the ego states complement each other, resulting in a positive exchange. The response must go back from the receiving ego state to the sending ego state.

Crossed Transaction

- In case of crossed transactions, there is a high possibility of a negative conversation that may later result in confrontation or bad feeling.

Ulterior Transaction

- In an ulterior transaction, two messages are conveyed at the same time. One of these is an overt or social-level message, the other a covert or psychological-level message.

3

Effective Interpersonal communication

The following are the tips of how to make interpersonal communication effective:

1. Be interested
2. Listen first
3. Be emotionally intelligent
4. Select the appropriate word
5. Be sensitive to non-verbal communication
6. Ask questions
7. Be assertive
8. Be patient
9. Learn from interactions
10. Establish meaningful work relationships

4

Styles of communication

- Assertive communication is a way of expressing your point of view in a way that is clear and direct without being aggressive or passive.

- Passive communication refers to avoiding saying what one thinks and feels.

- Passive-aggressive behavior is defined as behavior that is seemingly accidental, or neutral but that indirectly displays an unconscious aggressive motive.

- Aggressive communication is described as expressing your feelings and opinions strongly and as they occur.

