

# The Communication Process Study Guide

## How to Use This Study Guide

The Study Guide for this course is designed to help you take notes as you're taking the online course "The Communication Process". It is organized in sections that mirror the elements of the course, with plenty of room to make notes and capture your learning.

The use of the Study Guide is optional. Research shows that different people learn differently, and for many, the act of writing something down as you are learning helps to solidify the information in your brain. If you find the Study Guide helpful, use it. If not, feel free to omit it from your learning process.

## Course Overview – The Communication Process

As a leader, communication is one of the most important skills to master. After all, you're engaging with others all the time, whether they're employees, clients, or other managers. Understanding people, providing constructive criticism, assigning tasks, and sending emails are all of examples of how leaders communicate consistently throughout the day.

Therefore, as a leader, it's important to understand the mechanics of the Communication Process. Knowing this process can provide insight into how to engage effectively with those around you. After learning these skills, you will be able to have a more effective, smooth, and positive communication style!

## Learning Objectives – The Communication Process

By the end of this course, you will understand the following:

- Comprehend how the communication process works
- Understand why the communication process is important
- Learn the two-way communication model
- Learn how to increase listener engagement
- Know how to practice active listening

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### The Communication Process

"The Communication Process is a two-way process wherein the message in the form of \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ is transmitted between two or more persons with the intent of creating a shared understanding." – Business Jargons

### Elements of the Communication Process

#	Component	Notes
1		
2		
3		
4		
5		
6		
7		
8		
9		

### Why is This Model Important?

By mastering your ability to communicate effectively, you can foster and thrive in an environment that is \_\_\_\_\_, \_\_\_\_\_, and holds a strong work ethic.

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### Examples of Communication

We are having a meeting to organize a team-building day. We could use the hats to structure the meeting as follows:

Example	List How Each Color Could be Used to Structure Your Meeting

### Two-Way Communication

The sender \_\_\_\_\_ a message, the receiver \_\_\_\_\_ it, sends a reaction back to the sender, and so on.

### Two-Way vs. One-Way Communication

Two-Way Communication	One-Way Communication

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### Group Drawing Exercise

## Engaging the Listener

### Tips to create the environment for an effective conversation

Tip	Notes

## Asking the Right Questions

Type of Question	Notes

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### Practicing Active Listening

Showing someone that you're listening often gives room for a more \_\_\_\_\_ conversation.

#### 5 Ways to Show Someone That You're Listening

Way	Notes

#### Increasing Listener Engagement

Here are some general tips on increasing your listener's engagement in conversation.

Tip	Notes

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### Discussion Questions

Discussion questions are used by workgroups who are taking courses concurrently and want to engage in a conversation about the course content. The use of discussion questions is optional.

1. Why is good communication important for workplace success? How can you convey this belief to employees?
2. What are some ways you can use to determine that your listener understands your message?
3. How effective are we at listening to each other?
4. How could we improve our communication?
5. How can you ensure that employees understand the expectations for a project?
6. Can you list some examples of engaging questions for an upcoming project?