تقديــــم

أعزائى طلاب الفرقه الاولى حاسبات كفر الشيخ ، وإلى كل من يرغب فى فهم المنهج :

يسعدنى أن أقدم لكم شرحاً وافياً لأبواب المنهج فى صورة مركزة وبسيطة فى نفس الوقت ، وطريقة الوصول إلى الإجابة الصحيحة بأقصر الطرق المباشرة ، وشرحا ميسرا للمنهج .

مع خالص تمنياتى لكم بالتفوق

FCIGroup

التواصل الشخصي

Communication

Schramm	**Define Communication** as " a tool that makes societies possible and distinguish human from other societies"
Rogers	**Define communication as** "the process of transmitting information , ideas , attitudes from the source to the reciever"
Kar	**Define communication as** " planned or unplanned processes which one person influence behavior of others"
Berelson - Steiner	**Define communication** as "the transmission of ideas , information , skills through words , picture"
General	**The process of interaction with people and the environment**

Information is conveyed as :-

      $ words
      $ Vocaltone
      $ body language

Studies show that:-

    $ words: 7%
    $Vocal tone :55%
    $body language :38%

Other-oriented :- awareness of thoughts , needs , exprences , motives , desires

Human Communication:-

$ the core of our existence
$ email-radio-television

Forms of communication

Interpersonal communication	Occurs when two persons interact face to face
Impersonal communication	Occurs when you treat other as objects
Mass communication	Occurs when one person communicate the same message to many people at once
Public communication	Occurs when a speaker addresses an audience to persons
Small group communication	Occurs when a group" three to fifteen" to solve a problem or make a decision
Intrapersonal communication	Communication with yourself such as thinking

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Communication continuum:-Ranging on a continuum from impersonal to interpersonal communication

Impersonal		interpersonal
it	You	Thou
We treat others as objects	Communication with people not objects	The high level of communication continium

Types of communication

Verbal communication	Non-Verbal communication

Words(oral , written) are used as tools of interaction between two or more people	$ is very important in human interaction
	
	$ body language: 70%
	   Words :10%
	
	Such as :-
	# posture and body orientation
	# facial expression
	#eye contact
	#Gestures

Proxemics:-the use of social distance between people

Effective of communication skills

1	**Provide information when asked**
2	**Repeat is necessary to ensure communication**
3	**Request and provide Clarification when needed**
4	**Communicate all information needed by those individual or team work**
5	**Use non-verbal communication appropriately**

Put (true) or(false) and correct the false sentence:-

1 – interpersonal communication refers to Communication with yourself such as thinking (   )

2 – public communication Occurs when one person communicate the same message to many people at once (   )

3 – mass communication Occurs when a speaker addresses an audience to persons (   )

4 – "it" The high level of communication continuum (   )

5 – verbal communication most common used (   )

Write the scientific term:-
1:-Ranging on a continuum from impersonal to interpersonal communication   (   )

2 - the use of social distance between people (   )

Q3. Discuss different views of communication

Q4. Explain forms of communication

Q5. Explain types of communication

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☞ **Why we communicate ?**

According to psyologist **William schuiz**
:- to develop interpersonal needs for :

affection	inclusion	Control
The desire to give and receive Love and liking	The desire to be social or included in group	The desire to influence people

According to Ibraham maslow we communicate for:

Physical needs	**Human needs** to servive
Safety needs	**Protect us** from dangerous and harm
Belonging needs	We **need others** to sharing thoughts , talking with other , enjoy life , confortable , fit into social group
Self steam needs	**Respected ourselves** to be respected by others
Self actualization needs	**Develop talent, capacities , potentails** to learn new skills , engage in different experience

Models of interpersonal communication

|	
Linear model	**$ Depicted communication as linear "one way"** **$ process in which one person acts on another person who? , whom?** Drawback:-one way ![Linear model diagram: information source →msg→ transport →msg→ reciever]

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Interactive Model	**$ Depicted communication as process in which lisener give feedback that's response to the message** **Drawback:-** **$ not sequential , not dynamic** **sender** **msg** **feedback** **reciever**

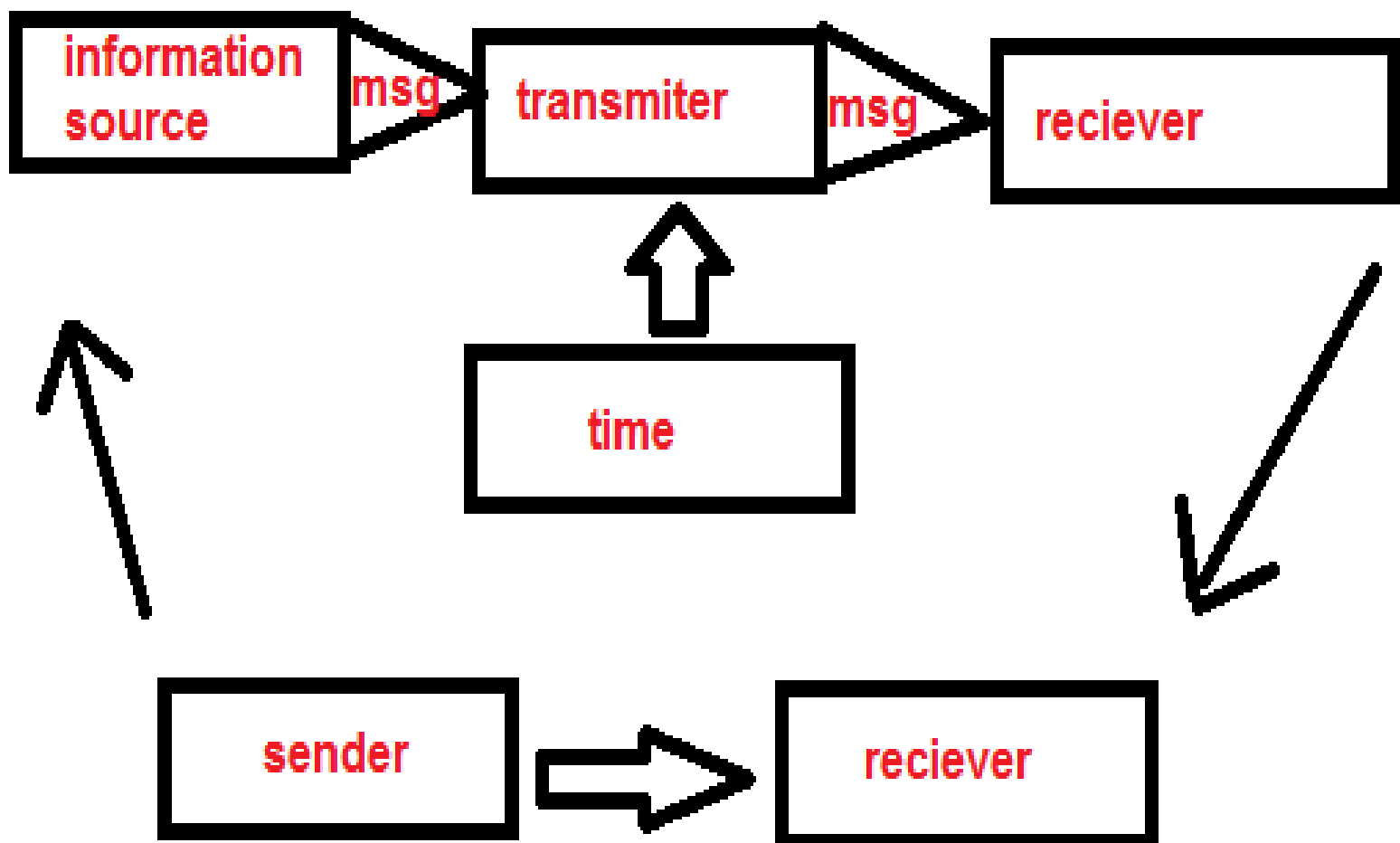|	
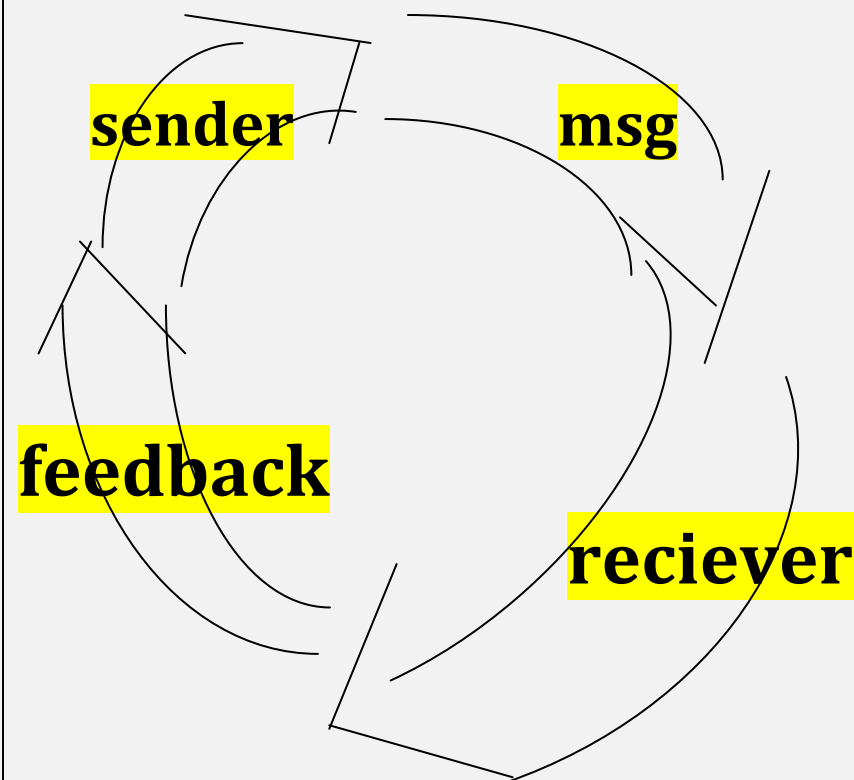
Transactional model	$ emphasize <mark>the dynamism</mark> of interpersonal communication
	
	$ <mark>send and receive</mark> the message at the same time
	
	$ there were <mark>sender</mark> , <mark>receiver , time</mark>

سؤال :- مين الافضل في التلاته؟ **transaction**

لانة بيرسل ويستقبل في نفس الوقت اما الاول بيرسل فقط بينما الثاني ليست عملية ديناميكية ، ليست متتالية

Claud –warren weaver 1949

$ adding <mark>noise</mark> to interpersonal communication

$<mark>noise</mark> :- <mark>anything cause lose of information</mark>

```
[information source] --msg--> [transmiter] --msg--> [reciever]
                                   ↑
                               [time]

[sender] ==> [reciever]
```

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Elements of communication

Encoder	**Put the message in a code**
message	**Written or spoken , unspoken**
channel	**The means by which the message is expressed to the reciever**
reciever	**Receive the message**
feedback	**Response to the message**
noise	**Anything cause lose of information**

تمنياتى لكم بالتفوق
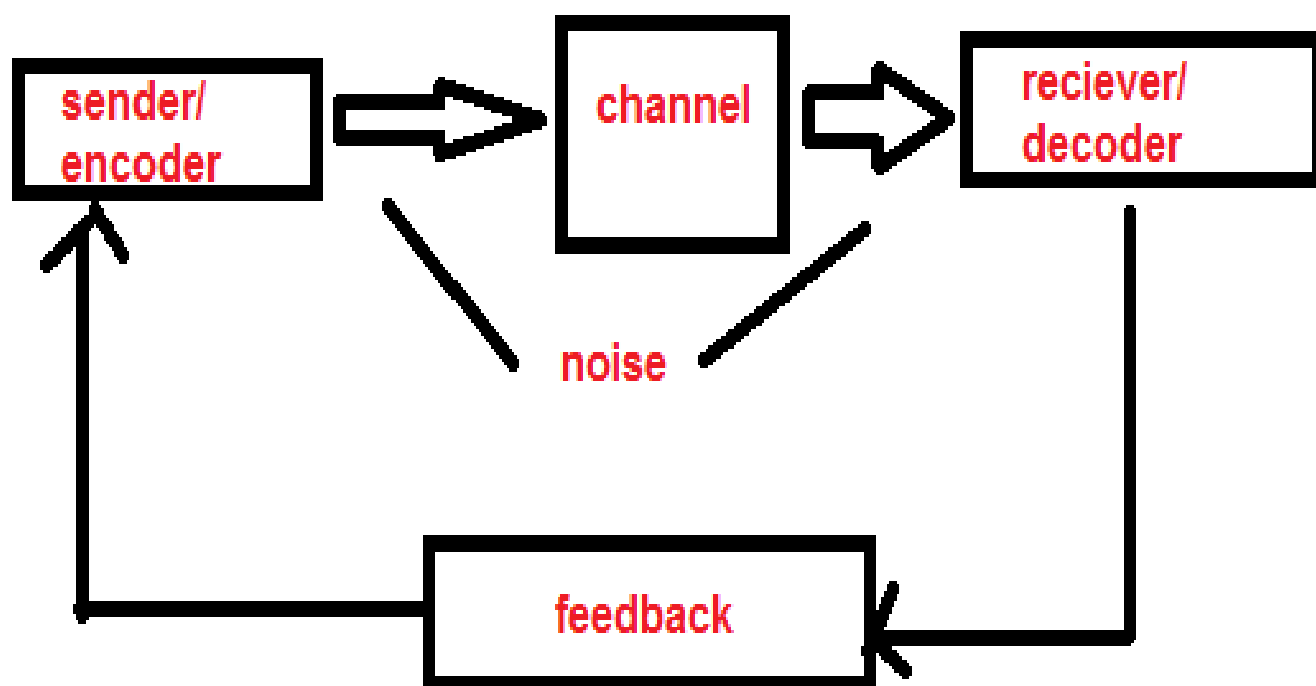
Interpersonal communication important

$ <mark>improve relationships</mark> with friends, people , colleagues , family

$ <mark>manage relationship</mark>

Choose the correct answer:-

1 – the **means** by which the message is expressed to the receiver (noise- **channel** – feedback)

2 – needs that protect us from dangerous and harm (**safety**-physical- belonging)

3 – needs that's the most basic level (safety-**physical**-belonging)

2-Why we communicate according to Ibraham maslow?

3- Explain models of communication?

Define communication?

The art of transmitting knowledge, ideas , information and thoughts from one person to another

---

Define Barriers to communication?

Factors which breakdown the continuous of communication loop

Types of barriers?

1 – process

2 – semantic

3 – psychosocial

4 - physical

Process barrier

Every step in communication is <mark>important</mark> to create effectively and good communication

sender	**There's a problem in <u>speakinmg out</u> at meeting because of <u>fearing</u> of ciriticism**
encoding	**$ there's a problem in <u>language</u>** **$ spanch member <u>can't understand</u> English member**
decoding	**$ there's a problem in <u>understanding</u>** **$ old <u>man can't under</u>stand what a young department head mean when he refers to a teacher as spaced out**
feedback	**$ when a doctor explain experiment to his students and he <u>doesn't know</u> if they understand or not**
medium	**$ when member send message to his administrator instead of transmitting of her feelings face to face**
reciever	**$ When the administrator ask member to repeat again**

Semantic barrier

$ the words we use , the meaning we give them lead to communication barriers

$ the words we use with a meaning , will have different meaning to different people

$ jargon :- A specialized technology that only other similar staff and technical experts can understand and if people don't understand the words , they can't understand the message

Physical barriers

$ all number of physical distractions can interfere with the effectiveness of communication that is including:

$ telephone call
$ drop-in-vistors
$ distance between people

Psychosocial barriers

$ there're things ==associated with== psychosocial such as :

$ field of experience
$ filtering
$psychosocial distance

==**Sincerity**==	**Without** <u>**sincerity , honesty**</u> **the communication fail**
==**emphasy**==	<u>**The empathistic person**</u> **who can see the world from the eyes of other people**
==**Self-perception**==	<u>**Health**</u> **is very important to communicate with others**
==**Role-perception**==	**unless people know what's their role , what's expected of them they** ==**can't know**== **:** **$ what to communicate?** **$when they communicate?**
==**Efforts to distort the message**==	<u>**Pitfalls**</u> **may occurs distort the message**
==**image**==	<u>**Image / video**</u> **is very important in communication**

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Write the scientific term:

1 - A <mark>specialized technology</mark> that only other similar staff and technical experts can understand (**jargon**   )

2 - Factors <mark>which breakdown</mark> the continuous of communication loap (**Barriers**)

3 - The art <mark>of transmitting knowledge</mark>, ideas , information and thoughts from one person to another (**communication**)

Put true or false and correct

1 – Drop in Vistors is a <u><mark>semantic</mark></u> barriers   (<mark>false</mark>   )
                              (**physical**)

Difference between <mark>process barriers , physical barriers</mark>

☺ lecture 4 ☺

How to communicate effectively?

Connect	$ establish <u>bond</u> with people $pay <u>attention</u> to people who talk you $ Avoid <u>criticism</u>/don't say you are wrong $ <u>show interests</u> to other person's interests
Listen	$ listen to what they are trying to communicate not just what they are saying $Nod your head and show verbal cues
communicate	$ <u>speak</u> with sincerity $know what you want to accomblish $show facial expression , eyes

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speak	$ keep it short and simple
	$ ask for feedback to sure that the message is understood

How to win people cooperation?
1 – make people feel understood
If people trust you and feel you care about them they will corporate with you
2 – find common ground
Show people how their needs , dreams mesh with you
3 – Listen
Acknowledge thaughts and fealings
4 – Don't argue
The more you try to prove them wrong , the harder try to resist you
5 – Help people believe the chance is possible

6 – care about people to want to influence

7 – be open for other's ideas

How to precent?

1 – talk with people before presentation
Introduce yourself anf ask them about themselves

2 – establish eye Contact
Look people one at time

3 – speak simple , short
Use I, you , we

Effective email?

email should be written , read , understood

1 – use subject lines , HeadLines

2 – Be concise to the point

3 – make one point per email

4 – make it personal:

    $ don't use capitals

    $ Use short paragraphs

    $ read email before you send it to discover errors

How to telephone effectively?

1 – be prepared , know what you want to achieve , have a pen and paper at hand

2 – speak clearly

3 – Don't speak fast

4 – use first and second name

How to have an effective meeting?

1 – set <mark>clear objectives</mark>(decision making , brainstorm session)

2 – Be on time

3 – be prepared

4 – take break

5 – summary what you are saying

How to be a good communicator?

1 – pay attention to people

2 – encourage other people to talk

3 – check the message is understood or not

4 – develop relationships

Interal cultural communication:-

Communication between people from different cultural groups

اكتر حاجة بنضحك بيها علي نفسنا كلمة "مفيش حاجة مستاهلة " لا
فيه حاجات كتير تستاهل في امل متحققش ، في حلم مات ، في ظن خاب
، في ظروف بتعاند ، فية صدمات كتير" فوووق لنفسك

Write short note about:

$ interal culture communication

Communication between people from different cultural groups

$ how to communicate effectively?

$how to win people cooperation?

$.How to precentation?

$ Explain Effective email?

$ How to telephone effectively?

$ show to have an effective meeting?

$ How to be a good communicator?

تمنياتى لكم بالتفوق

☺ Lecture 5 ☺

there're many skills that developing writters such as:
   $ Hand writing
   $spelling , punctuation , captilization

Technological writing tools
  $ make the process of writing easier
   $ revision can made easily
   $ easier means to children to read and write
   $ the paper can be presented in a varety of professional
Looking formats(emails , web, messages , faxes)

Barriers to written communication
Not thinking about the needs of the reader
$ message isn't clear
$ message is too long
$ message is poor quality
$message isn't timely
$message is badly present
$message is an inapporiate format

Health care:- such worried relatives , financial loses , serious problems

Longer pieces of writing:-

$ gathering your thoughts into a coheret message

$ sort your ideas in key points

what's Good plain English?

$ short sentence

$ no unnecessary words

$ check your spelling

$ think about puncituation

$use positive rather than negative

$use verbs rather than names

$ sentence fragments

$ use commands

BLUF(Buttom Line up Front)

$ always put the main points of writing at the beginning of document

$ put recommendation , reasons , Lines for writing the bottom Line where the reader can catch it easy

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Steps in the effective writing process

researching	$ **gathering** your information and ideas $include : brainstorm , mind mapping $ **throw out the idea**s you don't need
revising	Is the **important step to improve** the coherence and effective style
Planning and organization	
proofing	**Focus on Grammer , punctuation , spelling**
Drafting	**Give your document cohere**

Write short note about:

BLUF

---

what's Good plain English?

بادر الفرص واحذر فوتها

تمنياتى لكم بالتفوق

😊Lecture 6😊

Basic steps of a successful oral presentation?

Preparation|:-

1 – determine the topic carefully

Select a title to your topic that can affect an audience and make them ready to listen to what you say?

2 – determine the purpose of the topic

Determine the purpose to give idea to audience about the topic

3 – prepare a suitable introduction

Is essential to make an audience approperate what you say

4 – prepare a closing summary

Summary what you say in points

5 – prepare an outLine

Try to obtain answer about the questions required

instruction	Description pattern
Used if you are trying to tell your listener how to do something	Patteren of information used when describing an experiment

Practicing the presentation

1 – ==Create smooth transactions between sections==

2 – ==familiarize your self with the equipment you will be using==

3 – ==prepare yourself for questions==

4 – ==developing speaking style==

DeLivery
1 – Avoid fright

2 –Eye Contact" A good speaker looks at the audience , there will be three of four persons interested in what you are saying . return to them when you need feedback and try to address your self to each person in the room"

3 –Closing"==summarize== what upu say in points|"

4 – questions"Are there any questions? Try to answer "

-

Write the scientific term:-

1 - Pattern of information used when describing an experiment (Description pattern   )

2 - Used if you are trying to tell your listener how to do something (instruction   )

Difference between instruction and description pattern of information

---

Write short note about " Eye contact"

Explain basic steps of a successful oral presentation? (preparation , presentation , delivery)

☺كن سيد مزاجك

، لا تدع احد ينتزع منك شغفك لشئ

،افعل ما تحب ، ورافق من تحب☺