

## **Fundamentals of Business Communication © 2012**

### **Chapter 1: Understanding the Communication Process—Glossary**

**barrier.** Anything that prevents clear, effective communication.

**body language.** The expression of nonverbal messages through gestures, facial expressions, and other body actions or posture.

**communication.** The process of sending and receiving messages that convey information, ideas, feelings, and beliefs.

**communication process.** A series of actions on the part of the sender and the receiver of the message; the parts include the sender, message, channel, receiver, translation, and feedback.

**context.** The environment or setting in which something occurs or is communicated; context is the other words or situation that surround a word, action, or idea and helps clarify meaning.

**decoding.** Translating the message once it has been received.

**encoding.** Putting the message into the format it will be sent to the receiver.

**formal communication.** Sharing of information in which specific protocol or rules of etiquette must be followed.

**informal communication.** Casual sharing of information with no customs or rules of etiquette involved.

**nonverbal communication.** The expression or delivery of messages through actions, rather than words.

**paralanguage.** The attitude you project with the tone and pitch of your voice.

**peers.** Persons of equal standing or work position.

**personal space.** The physical space you place between yourself and others.

**protocol.** A custom or rule of etiquette based on a tradition.

**receiving barriers.** Occurs when the receiver says or does something that causes the sender's message not to be received.

**sending barriers.** Occur when the sender says or does something that causes the receiver to not receive the message.

**verbal communication.** Communicating with spoken words.

**written communication.** Recording words through writing or keying to communicate.