



CREATING A POSITIVE ENVIRONMENT THROUGH COMMUNICATION

“Don’t Worry, Be Happy.”





Presented by:
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Proof of the saying:

“Those who can, do; those who can’t, teach.”
-George Bernard Shaw, Man and Superman, 1905





COMMUNICATION

*“The process of creating meaning through symbolic interaction.”
-Understanding Human Communication, 14th edition*



The goal of
communication is
UNDERSTANDING





“I know that you believe you understand what you think I said. But I’m not sure you realize, that what you heard is not what I meant.”

—Robert McCloskey, *Make Way for Ducklings*, 1941



PERCEPTION

“The process of gathering sensory information and assigning meaning to it.”

-Understanding Human Communication,
12th edition





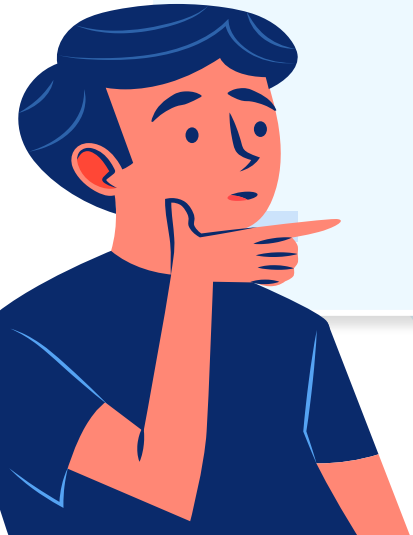
3 STEPS IN THE PROCESS

1. **Selection**
 2. **Organization**
 3. **Interpretation**
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The goal of
perception is
ACCURACY



3 STEPS OF A PERCEPTION CHECK:



BEHAVIOR

Describe the behavior or repeat what was said.



INTERPRETATION

Think of and offer at least two interpretations.



CLARIFICATION

Ask for clarification.



THANKS!

Do you have any questions?

Contact me:
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