

# [Mgmt chapter 15](https://assignbuster.com/mgmt-chapter-15/)

CommunicationThe transfer of information and understanding from one person to anotherSenderPerson wanting to share information-called a message ONMGMT CHAPTER 15 SPECIFICALLY FOR YOUFOR ONLY$13. 90/PAGEOrder NowReceiverPerson for whom the message is intendedEncodingTranslating a message into understandable symbols or languageDecodingInterpreting and trying to make sense of the messageMediumThe pathway by which a message travelsFeedbackThe receiver expresses his reaction to the sender's messageNoiseAny disturbance that interferes with the transmission of a messageMedium RichnessIndicates how well a particular medium conveys information and promotes learningRich MediumBest for non-routine situations and to avoid oversimplificationLean MediumBest for routine situations and to avoid overloadingFormal Communication ChannelsFollow the chain of command and are recognized as officialInformal Communication ChannelsDevelop outside the formal structure and do not follow the chain of commandGrapevineUnofficial communication system of the informal organizationManagement by Wandering AroundTerm used to describe a manager's literally wandering around his organization and talking with people across all lines of authorityPhysical BarriersSound, space, time, etc. Semantic BarriersWhen words matterPersonal BarriersIndividual attributes that hinder communicationSemanticsStudy of the meaning of wordsJargonTerminology specific to a particular profession or groupNonverbal CommunicationConsists of messages sent outside of the written or spoken word, expressed through interpersonal space, eye contact, facial expressions, body movements, and gestures, touch, setting and timeMulticommunicatingRepresents the use of technology to participate in several interactions at the same timeVideoconferencingUses video and audio links along with computers to enable people in different locations to see, hear, and talk with each otherTelepresence TechnologyHigh-definition videoconferencing systems that stimulate face-to-face meetings between usersSecurityA system of safeguards for protecting information technology against disasters, system failures, and unauthorized access that result in damage or lossIdentity TheftThieves hijack your name and identify and use your good credit rating to get cash or buy thingsCrowdsourcingThe practice of obtaining needed services, ideas, or content by soliciting contributions from a large group of people and especially from the online community, such as Facebook and Twitter usersAppreciative StyleListening to be amusedEmpathic StyleTuning into the speaker's emotionsComprehensive StyleFocusing on the speaker's logic