

Mgmt chapter 15



**ASSIGN
BUSTER**

Communication The transfer of information and understanding from one person to another

Sender Person wanting to share information-called a message

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Receiver Person for whom the message is intended

Encoding Translating a message into understandable symbols or language

Decoding Interpreting and trying to make sense of the message

Medium The pathway by which a message travels

Feedback The receiver expresses his reaction to the sender's message

Noise Any disturbance that interferes with the transmission of a message

Medium Richness Indicates how well a particular medium conveys information and promotes learning

Rich Medium Best for non-routine situations and to avoid oversimplification

Lean Medium Best for routine situations and to avoid overloading

Formal Communication Channels Follow the chain of command and are recognized as official

Informal Communication Channels Develop outside the formal structure and do not follow the chain of command

Grapevine Unofficial communication system of the informal organization

Management by Wandering Around Term used to describe a manager's literally wandering around his organization and talking with people across all lines of authority

Physical Barriers Sound, space, time, etc.

Semantic Barriers When words matter

Personal Barriers Individual attributes that hinder communication

Semantics Study of the meaning of words

Jargon Terminology specific to a particular profession or group

Nonverbal Communication Consists 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 time

Multicommunicating Represents the use of technology to participate in

several interactions at the same time
Videoconferencing Uses video and audio links along with computers to enable people in different locations to see, hear, and talk with each other
Telepresence Technology High-definition videoconferencing systems that stimulate face-to-face meetings between users
Security A system of safeguards for protecting information technology against disasters, system failures, and unauthorized access that result in damage or loss
Identity Theft Thieves hijack your name and identify and use your good credit rating to get cash or buy things
Crowdsourcing The 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 users
Appreciative Style Listening to be amused
Empathic Style Tuning into the speaker's emotions
Comprehensive Style Focusing on the speaker's logic