

# Shc 31

Sociology, Communication



SHC 31 1. 1 Within this section I shall be identifying the different reasons why people communicate. There are seven main types of communication, touch, verbal, written, behaviour, visual, sign language or gestures and body language. Each of these methods of communication has its advantages and its disadvantages, each are also done in a slightly different way. Touch can be something as simple as a hug or a pat on the back, this action tends to offer reassurance and comfort, however, it could also be a sign to tell a person to start or to gain their attention. A conversation cannot just be touch, it is normally an addition to a conversation which helps to give the right information. Verbal communication is normally talking, this can be done in a range of different ways. Raised voices tend to express anger whilst quiet voices tend to express anxiety. If a person were feeling happy then they may talk fast and in a slightly louder voice than normal. Verbal communication can be used on its own, as it is done through phone calls. However, it is best when matched with other forms of communication because, people can often misunderstand what is meant when just verbal communication is used..

Written communication can be done in the form of letters or, more commonly in today's society, emails. When written communication is presented it tends to be presented on its own. There is a strong likelihood that it will be misinterpreted, for example, if a person were to write something in capital letters then they may find that their misinterpreted and the person they are communicating to thinks that they are angry, whilst they may mean that they are excited or wish to point something out. A persons behaviour can be a form of communication. If that person was quieter than normal it may represent sadness. This is not always an actuate way to

communicate with others as many people do not outwardly express their emotions, or they change depending whom they are with. Visual communication works well with little children or older adults that are either reluctant to talk or are from a different country with a different language. Whilst this form of communication can work along it often is used alongside either written or verbal communication, an example is when younger children are colouring and cutting out the picture on the left is often displayed which shows what they should do after they have completed the activity. Another example is on public lavatories which state which sex is allowed into which, alongside the word they often have a picture of either a male or female. Sign language, while being a useful form of communication amongst deaf people, is often unknown by a lot of people that have full hearing. The signs that they use represent what they wish to say, however without knowing just how they word their sentences or how they use their body language and facial expressions, it is almost impossible to understand what they are trying to say. Gestures, whilst being similar sign language does not tend to be structured as most sign language is, it is normally used whilst communicating verbally. Some gestures are taken from sign language, such as the gesture for a drink. Mimicking a cup, which also means coffee in British Sign Language, is a common way to ask someone, whom may be on the phone or at the other side of the room, if they would like a drink. Body language, much like a person's behaviour, cannot be used on its own as a form of communication, but is more than likely used alongside other forms of communication. There are many different reasons why we would want to communicate. Three main reasons are to share information, build

relationships and to also support learning and play. If a person wished to share information with someone then they would take appropriate steps to ensure that the information was passed correctly. Depending on the type of information it would either be given in a verbal form or in a written form. A verbal form would be through talking, whilst a written form could be through notice boards, emails or letters. Information requires to be shared to ensure that roles are carried out efficiently and that there is confusion between the people that are having information disclosed to them. Building relationships is another reason people communicate. People need to build relationships with others as it helps they gain the ability to empathise and gain trust. People can build relationships by using any form of communication. Communication can be used to support play and learning, this allows the child that is being worked with to develop and it also helps gain their trust. This tends to be done in a verbal format, however is often includes gestures, touch and visual communication.