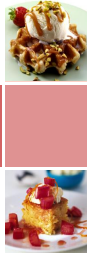


# **FUNDAMENTALS OF HUMAN COMMUNICATION**

**VO THI DUNG, PH.D**



# INTERNATIONAL ARRIVALS





# Vocabulary

- ❖ To constraine: ràng buộc
- ❖ Blunder (n,v): sai lầm
- ❖ Cultural barrier (n): rào cản văn hóa
- ❖ Dichotomy (n): sự phân đôi
- ❖ different guideline (n): hướng dẫn khác nhau
- ❖ neutral listener (n): người nghe trung gian
- ❖ Simultaneous (a): cùng lúc
- ❖ To nod: gật đầu
- ❖ To advocate: biện hộ, bào chữa
- ❖ Icebreaker (n): hoạt động làm quen
- ❖ To set up: cài đặt
- ❖ Ticket machine (n): máy/quầy bán vé tự động
- ❖ Randome (n,a): ngẫu nhiên
- ❖ Ethnocentrism (n) chủ nghĩa dân tộc
- ❖ To perceive: nhận thức
- ❖ Demographic change: thay đổi nhân khẩu học
- ❖ To handle: xử lý, giải quyết
- ❖ Nutshell (n): vỏ hạt dẻ, trái lại
- ❖ Oppression (n): sự áp bức





# Vocabulary

- ❖ **time constraint (n): ràng buộc thời gian**
- ❖ **fixed-time (n): thời gian cố định**
- ❖ **to distract: làm mất tập trung, làm mất tập trung**
- ❖ **philosophical belief: niềm tin triết học**
- ❖ **Intrapersonal communication (n): giao tiếp nội bộ**
- ❖ **To erupts into conflict: bùng nổ thành xung đột**
- ❖ **Interdependent (a): quan hệ phụ thuộc**
- ❖ **To counsel: tư vấn**





## Pre-task

• **Pair work: Answer and discuss with your partner the following questions:**

1. Have you ever spoken to a friend from another country in English?
2. Who did you communicate with more often in English, non-native-English-speaking people (e.g., Chinese, Thai, French,...) or native-English-speaking ones (e.g., American, Australian, Canadian, British)?





# Telling a real experience:

❖ *When I travelled to Thailand on my last vacation, I met many friends from many countries around the world such as China, Indonesia, the Philippines, Thailand, Japan, Australia, and so on. When I took a car to a Japanese restaurant, I spoke English with a Thai driver. And when reaching the restaurant, I met two Japanese and talked with them in English as well. In fact, I had much more chances to communicate with non-native-English-speaking people than with native-English-speaking ones.*

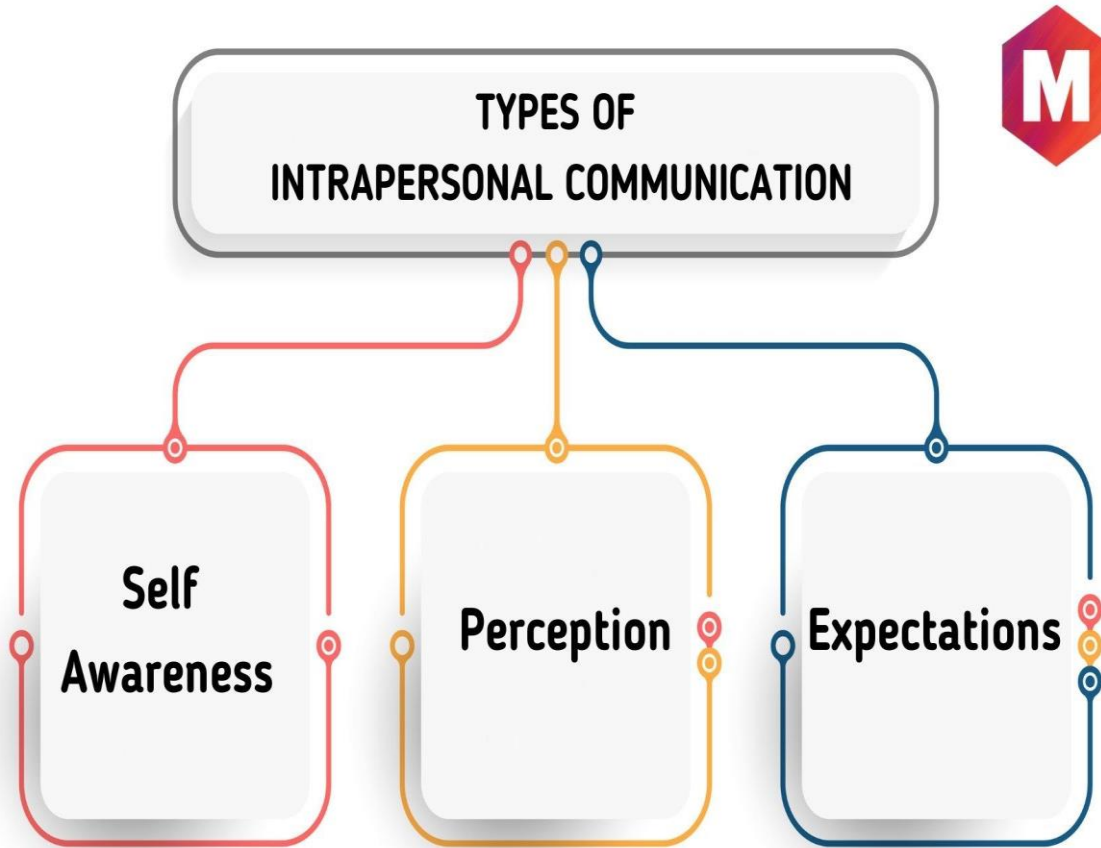




# I. THE NATURAL OF HUMAN COMMUNICATION

## 1. The forms of human communication

### a. *Intrapersonal communication*



# I. THE NATURAL OF HUMAN COMMUNICATION

## 1. The forms of human communication

*a. Intrapersonal communication*

*b. Interpersonal communication*

*c. Interviewing*

*d. Small group communication*

*e. Organizational communication*

*f. Public speaking*

*g. Computer-mediated communication (CMC)*

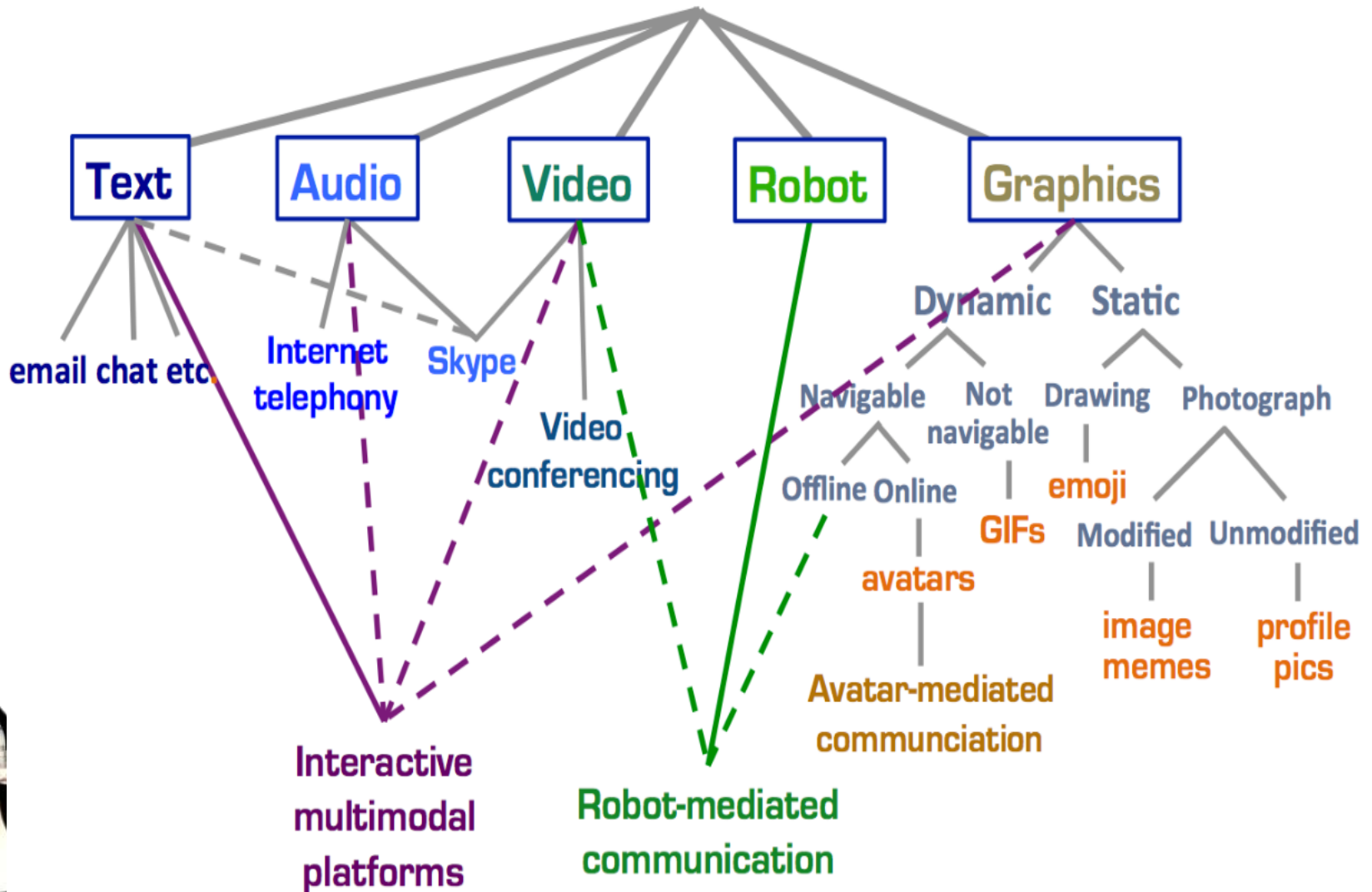
*h. Mass communication*





# I. THE NATURAL OF HUMAN COMMUNICATION

## Computer-Mediated Communication

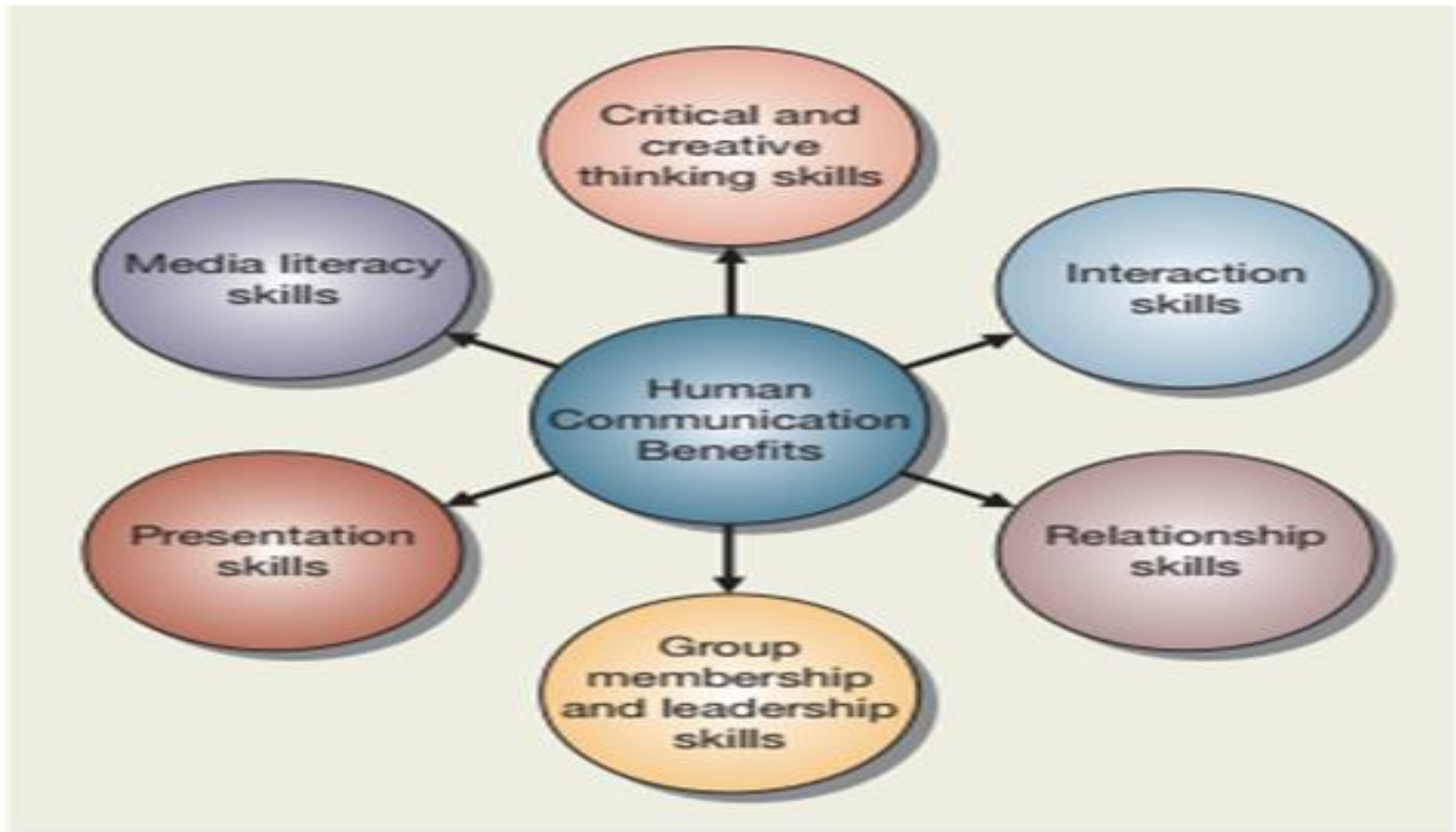




## 2. The benefits of studying human communication

- ❖ *Critical and creative thinking skills; Presentation skills*
- ❖ *Media literacy skills; Interaction skills*
- ❖ *Relationship skills; Group membership and leadership skills*

**Figure 1.1** The Benefits of Studying Human Communication





## PRACTICE

❖ **True/False statements: Which of the following statements do you believe are true, and which do you believe are false?**

- 1. Good communicators are born, not made.**
- 2. The more a couple communicates, the better their relationship will be.**
- 3. When two people are in a close relationship for a long period of time, one person should not have to communicate his or her needs and wants; the other person should know what these are.**
- 4. Complete openness should be the goal of any meaningful interpersonal relationship.**
- 5. Interpersonal or group conflict is a reliable sign that the relationship or group is in trouble.**
- 6. Like good communicators, leaders are born, not made.**
- 7. Fear of speaking in public is detrimental and must be eliminated.**



## II. ELEMENTS OF HUMAN COMMUNICATION

### 1. Communication Contexts:

- The physical context
- The social psychological context
- The temporal (or time) context
- The cultural context

### 2. Source–Receiver

### 3. Messages

### 4. Channels

### 5. Noise

### 6. Effects



### III. PRINCIPLES OF HUMAN COMMUNICATION

#### 1. Communication is purposeful

- ❖ to learn: to acquire knowledge of others, the world, and yourself
- ❖ to relate: to form relationships with others, to interact with others as individuals
- ❖ to help: to assist others by listening, offering solutions
- ❖ to influence: to strengthen or change the attitudes or behaviors of others
- ❖ to play: to enjoy the experience of the moment



### III. PRINCIPLES OF HUMAN COMMUNICATION



#### 2. Communication is transactional

Communication is transactional, which means that the elements in communication (1) are always changing, (2) are interdependent (each influences the other), (3) depend on the individual for their meaning and effect, and (4) result in each person in the communication act being both speaker and listener.

- Communication is an ever-changing process.
- Each element relates integrally to every other element.
- Communication is influenced by a multitude of factors.
- Each person in an interaction is both sender and receiver.



### III. PRINCIPLES OF HUMAN COMMUNICATION



#### 3. Communication is a package of signals

Communication behaviors, whether they involve verbal messages, gestures, or some combination thereof, usually occur in “packages,” an important principle originally articulated more than 60 years ago.

In many similar cases, the socially acceptable message is usually communicated verbally while the less socially acceptable message is communicated nonverbally.



### III. PRINCIPLES OF HUMAN COMMUNICATION



#### 4. Communication is a process of adjustment

Communication can take place only to the extent that the communicators use the same system of signals. You will only be able to communicate with another person to the extent that your language systems overlap.

Part of the art of communication is identifying the other person's signals, learning how they're used, and understanding what they mean. If you want to understand what another person means (by smiling, by saying "I love you," by making self-deprecating comments), you have to learn that person's system of signals.





### III. PRINCIPLES OF HUMAN COMMUNICATION

#### 5. Communication is punctuated

Communication events are continuous transactions. There is no clear-cut beginning and no clear-cut end. As participants in or observers of the communication act, you segment this continuous stream of communication into smaller pieces. You label some of these pieces *causes* or *stimuli* and others *effects* or *responses*.

#### 6. Communication is inevitable, irreversible, and unrepeatable

Communication is a process that is inevitable, irreversible, and unrepeatable. Communication messages are always being sent, can't be reversed or uncommunicated, and are always unique and one-time occurrences.

Often communication is thought of as intentional, purposeful, and consciously motivated. In many instances it is. But in other instances communication takes place even though one of the individuals does not think he or she is communicating or does not want to communicate.





## **IV. THE COMPETENCE COMMUNICATOR**

- 1. The characteristics of the competence communicator**
- 2. The competence communicator makes reasoned choices**
- 3. The competent communicator thinks critically and mindfully**
- 4. The competent communicator is an effective code switcher**
- 5. The competent communicator is ethical**
- 6. The competent communicator is an effective listener**
- 7. The competent communicator is media literate**



# Read and choose correct answer A, B, C or D

## CHOPSTICKS

Chopsticks are small, thin sticks that (1)..... for eating in countries such as China, Japan and Vietnam. They are usually made (2)..... wood or plastic. The food in these countries (3)..... usually chopped up into small pieces, then (4)..... is brought to the table in small bowls. This makes using chopsticks easier.

Chopsticks were first used (5)..... people in China about 5,000 years ago. It (6)..... that the use of chopsticks was encouraged by the great Chinese philosopher Confucius. He was a very peaceful man who (7)..... that knives are like weapons and that chopsticks suggest gentleness.

If you visit China, you (8)..... eat with chopsticks, but it is a good idea. You should only ask for a fork if you really can't manage (9)..... chopsticks. But remember, it's much more fun if you can use (10)..... and practice makes perfect!

- |    |                |                 |       |        |
|----|----------------|-----------------|-------|--------|
| 1  | A be used      | C are used      |       |        |
|    | B use          | D is used       |       |        |
| 2  | A by           | B at            | C for | D of   |
| 3  | A are          | B be            | C is  | D were |
| 4  | A that         | B there         | C it  | D what |
| 5  | A with         | B at            | C of  | D by   |
| 6  | A is thought   | C thought       |       |        |
|    | B has thought  | D had thought   |       |        |
| 7  | A believed     | C is believed   |       |        |
|    | B was believed | D had believed  |       |        |
| 8  | A mustn't      | C don't have to |       |        |
|    | B shouldn't    | D can't         |       |        |
| 9  | A uses         | C use           |       |        |
|    | B to use       | D is used       |       |        |
| 10 | A their        | C they          |       |        |
|    | B theirs       | D them          |       |        |

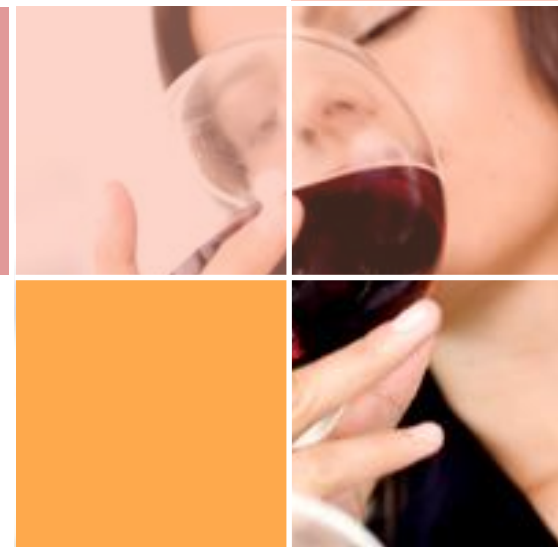


## Change our mind about the purpose and the way of learning English?



- With the growth of the internet, almost all of the world's documents are uploaded onto the internet to serve the needs of learners. So the English material is now countless, no shortage of any necessary materials for you.
- English approach has completely changed, before you only learn English through the board, paper, pen and books ... then now you even learn English right on the phone screen.
- With a familiar phone, laptop or tablet, learning English online has never been so easy, you can study anywhere, at any time, no longer have to study at home. Learning English offline requires students to attend a fixed-time English center.
- You need to get rid of the right mindset in any way you like, like learning how to play and how to learn superficially. You need to set the time and force yourself to actually follow the English-language orientation you set yourself, limit use of Facebook, chat with Skype friends ... instead,





# Thank You!