

**Communication skills**

**Interpersonal  
Communication**

# **Interpersonal Communication**


**is process in which messages are generated by one person and subsequently received and translated by another.**

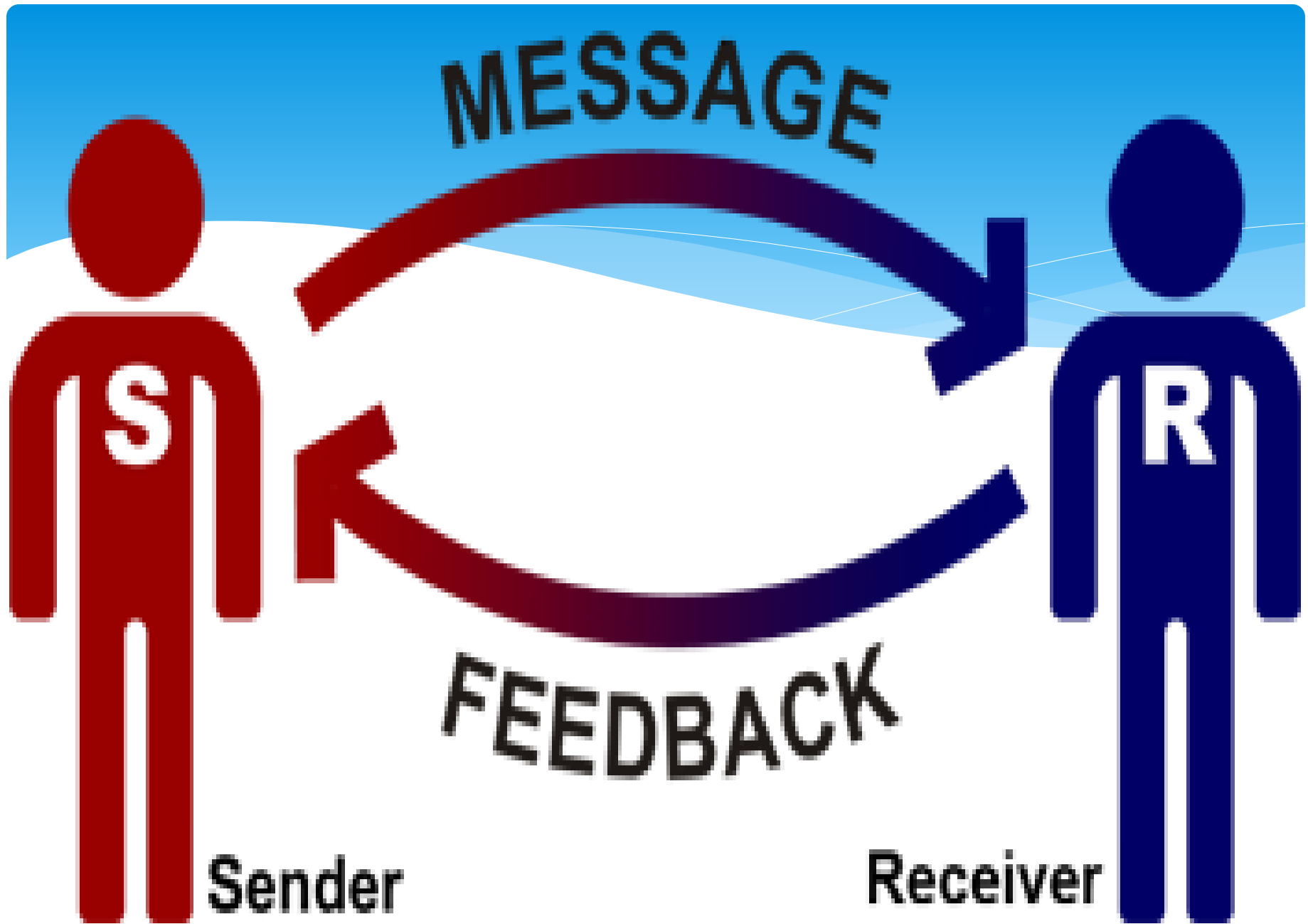
# Elements of Interpersonal Communication Model

- 1. Sender: transmit a message to another person**
- 2. Message: element that is transmitted from one person to another. This message can be thoughts, ideas, emotions, information, or other factors can be transmitted both verbal (by talking) and non-verbal (facial expression or hand gesture).**

# Element of Interpersonal Communication Model


- 3. Receiver: receives the message from sender**
- 4. Feedback: process whereby receivers' communication back to senders their understanding of the messages. Initial receiver becomes the sender of feedback and initial sender becomes the receiver of feedback.**

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- \* **Note:** feedback can be simple such as nodding head or more complex such as repeating set of complication instruction to make sure that you interpreted them correctly.
  - \* **Note:** feedback allows communication to be a two-way interaction rather than a one-way monologue.



Sender

Receiver



**5. Barriers: communication is usually affected by a number of interference or barriers. These barriers affected the accuracy of the communication exchange like high tone sound TV and running of telephone.**

# Personal responsibilities

**Senders are responsible for ensuring that the message is transmitted in clearest form, in terminology understood by the other person and environment conducive to clear transmission. Receiver have responsibility of listening to which is being transmitted by sender.**



# Meaning of message

**The critical component in this process that the receiver assigned meaning must be the same as the meaning intended by the sender.**

## **Words and their context:**

**In general individuals give meaning to verbal and non-verbal messages based on their past experiences and previous definition of these elements. If two persons do not share the same definitions and past experiences misunderstanding may occur.**

# Preventing misunderstanding

**To improve the communication process, we must remember that people give meanings to messages based on their background, values, and experiences. If other persons have different backgrounds, values, and experience, they may give a different meaning to our intended message.**

# Preventing misunderstanding

**Using feedback to check the meaning of the message, as sender of message asks from receiver is understood. After receiving the message, the receiver should indicate in same way what you understands the message. This help pharmacists to avoid misunderstanding.**



**THANK  
YOU**