

Name and Student Number:

Learning Unit 1: Interpersonal Communication

WORKSHEET

THEME 1: Unpacking the Communication Process

LO1.1: Define interpersonal communication

(Du Plooy-Cilliers, F & Louw, M: 1-2)

Activity 1: Creating a definition for interpersonal communication

Instructions: Create your own definition of interpersonal communication using the words in the boxes

Two-way

Messages

Create
meaning

Transaction

Between

Dynamic

Participants

Process

Exchange

example? _____

LO1.2 Identify the various parts that make up interpersonal communication

(Du Plooy-Cilliers, F & Louw, M: 1-2)

Activity 2: Understanding what constitutes interpersonal communication

Instructions: Read the excerpt below and answer the questions that follow:

Thandeka and Gareth are colleagues in a large organization. Yesterday, they had a team meeting with three other colleagues, Tom, Linda and Sandra. At this meeting, the team discussed strategies to better improve communication in the team. All team members agreed and wrote some notes. However, Janice, another team member, could not attend the meeting live but used Zoom to join the meeting.

Identify the following elements in the above extract:

1. *Two to five people in conversation*

2. *Mutual sharing of meaning*

3. *Real (synchronous) time*

LO1.3 Discuss the functions of interpersonal communication

(Du Plooy-Cilliers, F & Louw, M: 3)

Activity 3: Reflecting on our own experiences with IPC

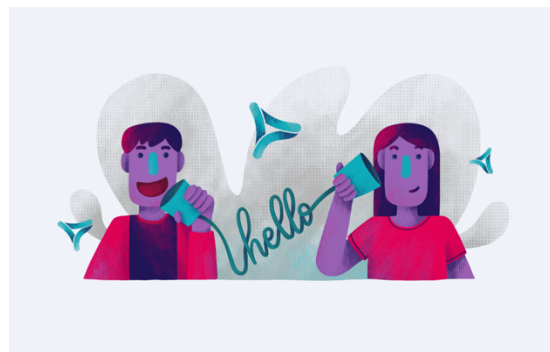
Instructions: Give an example from your own experience where IPC served each of the following functions:

1. *Psychological function:*

2. *Social function:*

3. *Information function:*

4. *Influence function:*



THEME 2: Components of the Interpersonal Communication Process

LO2.1: Identify the components of the interpersonal communication process

LO2.2: Discuss how each of the components of interpersonal communication fit into the communication process.

(Du Plooy-Cilliers, F & Louw, M: 3-11)

Activity 4: Understanding the Elements of the Communication Process

Instructions: Read the excerpt below and answer the questions that follow:

A young job applicant arrives five minutes late for a job interview. He doesn't think much of it, but older interviewer who meets him in the reception area is very annoyed with his lack of promptness, thinking that it demonstrates a lack of responsibility. They go to a large boardroom for the interview, where the applicant is intimidated by the discovery that a panel of four people will interview him. During the interview, one of the panel members uses words that the applicant does not understand, and another speaks very softly and is not audible. The applicant becomes increasingly nervous and finds it hard to formulate good answers to the panel's questions. By the end of the interview, the applicant feels that the panel did not get a clear idea of who he is and what he can do.

1. Identify and discuss the various elements of the communication process in this situation

2. Do you think the communication episode was successful? Why/why not?

3. How can you improve communication in this type of situation?



LO2.3 Draw a model of interpersonal communication

(Du Plooy-Cilliers, F & Louw, M: 11)

Activity 5: Drawing a model of interpersonal communication

Instructions: Draw a model of interpersonal communication



LO2.4 Apply systems theory to interpersonal communication

(Du Plooy-Cilliers, F & Louw, M: 12-17)

Activity 6: Applying systems theory to our own experiences

Instructions: Using the discussion of systems theory in the PowerPoint slides, choose any one of your relationships and apply each of the following system's principles to it by giving practical examples from the relationship:

1. *Holism*

2. *Structure*

3. *Function*

4. *Evolution*

5. *Openness*

6. *Hierarchal organisation*

7. *Entropy and equilibrium*

