



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



Tshwane South
TVET College

"achieve the future"

SUBJECT: COMMUNICATION N4

LEVEL: N4

MODULE/CHAPTER NO: Interpersonal relationships and social interaction

TOPIC

After completing this topic, you will be able to:

- Identify different dimensions of self image
- Differentiate between poor self image and good self image
- Know different types of barriers
- Understand what gate keeping is

Self image

- Definition: how you feel and think about your self
- Elements of self image
- How you see yourself
- How u interpret what others think of you
- How you would like to be

dimensions of self

- Physical dimension- how we see our bodies at different stages of our life
- Dexterity or skills- comparing social behaviour against that of others. NB skills in performing tasks especially using hands eg changing an electric plug
- Intellectual – judging our ability to think and reason and how people react to how we think
- Psychological- inner qualities eg. Honest, quiet shy etc
- Sexual dimension- do we feel popular to people of the opposite sex or whether we comply with traditional patterns of behaviour for man and woman.

characteristics

Good self image

- Think well of others
- Expect to be accepted by others
- Evaluate themselves more favourably
- Set realistic goals
- Accept criticism
- Prepared to take calculated risks

Poor self image

- Disapprove of others
- Expect to be rejected
- Evaluate themselves less favourable
- Set unrealistic goals
- Regard criticism as personal attack
- Do take risk because of fear of failure

Improvement of self image

- Know your weakness and strength- you can work on your weakness
- Set realistic goals
- Adopt positive I can do it attitude
- Do not make bad remark of yourself
- Accept compliments
- Make a habit of evaluating criticism
- Control your emotions

Maslow's hierarchy of needs

- Psychological or bodily needs- food water
- Security needs- shelter safety at home and income security
- Affiliation/social needs- relationship with family and friends
- Esteem needs- recognition and appreciation
- Need for self actualisation – reaching full potential(need to succeed)

Interpersonal relationships

Primary reference groups

- Direct contact
- Immediate family
- Best friend
- Favourite colleague

Secondary reference groups

- Indirect contact
- Relatives by marriage eg cousin
- Managers
- Colleagues

Different types of barriers factors that interferes with the message to be transmitted

- Physical barriers- can not be controlled by sender eg phone ringing
- Physiological affected by the state of health eg receiver is deaf or blind
- Psychological barriers

Psychological state of mind interferes with the message

Eg shyness, anger, fear, attitude and reputation

- Perceptual difference

Affected by values, background, and personalities, occupation, experience , age, gender, intelligence, culture, religion


Eg you can get irritated if someone takes longer to understand what u have understood quickly

Perceptual and generalisation

- Generalisation- general statement about a group of people based on limited facts.
- Stereotyping- lebeled based on a group characteristic negatively
- Ethnocentricity- judging culture based on its cultural norms

- Semantic barriers

Different meaning to certain words... how far Nigerian or language not well understood



Gate keeping Deliberate creation of communication barriers

Physical gate keeping

Information gate keeping