Communication & Management Communication N4

*see terms and conditions

Interpersonal relationships and social interaction

Module 2

Overview

Self-image
- Elements
- Dimensions
- Imbalances
- Characteristics
- Practical ways to improve self-image

Interpersonal relationships

Barriers to interpersonal communication:
- Physical
- Physiological
- Psychological
- Perceptual: stereotyping, generalisation, ethnocentricity
- Semantic

Interpersonal relationships and social interaction

Maslow's hierarchy of human needs
- Diagram of Maslow's hierarchy
- Progress through the levels
- People at different levels in the workplace

Gatekeeping

Interaction of barriers

Self-image, needs and relationships

Unit 2.1

Elements of self-image

Your self-image is formed by these elements:

- Your private and personal view of yourself

- The way you would like to be

- The way you believe others see you

Many self-image problems start in childhood, often based on negative feedback from parents or teachers

Dimensions of self-image

The dimensions of self-image

Dimension	Explanation
Physical	How you view your appearance (e.g. your voice, body shape, fitness, any imperfections) at any stage of your life.
Dexterity or skill	How you see your technical abilities, talents and acquired skills.
Intellectual	How you view your intelligence and ability to solve problems.
Psychological	Your view of your personality (e.g. sociable or shy), identity (e.g. based on your culture or country), values and moral convictions.
Sexual	Your view of your sexuality – how masculine or feminine you feel, your attractiveness to others, and the ability to enjoy intimacy.

Characteristics of a good self-image

A person with a good self-image displays certain characteristics. Some of these are:

- Communication

- Social skills

- Achievements

- Confidence

- Responsibility

- Contentment

- Interpersonal relationships

A healthy self-image is a source of positive energy

Characteristics of a poor self-image

People with low self-esteem might resort to any or more of these behaviours:

- Withdrawing from people
- Being intensely shy, and suicidal
- Bragging, showing off
- Criticising others
- Becoming addicted
- Being excessively generous
- Wearing too much make-up
- Trying to shock

Someone with a poor self-image might try to use a device to avoid eye contact

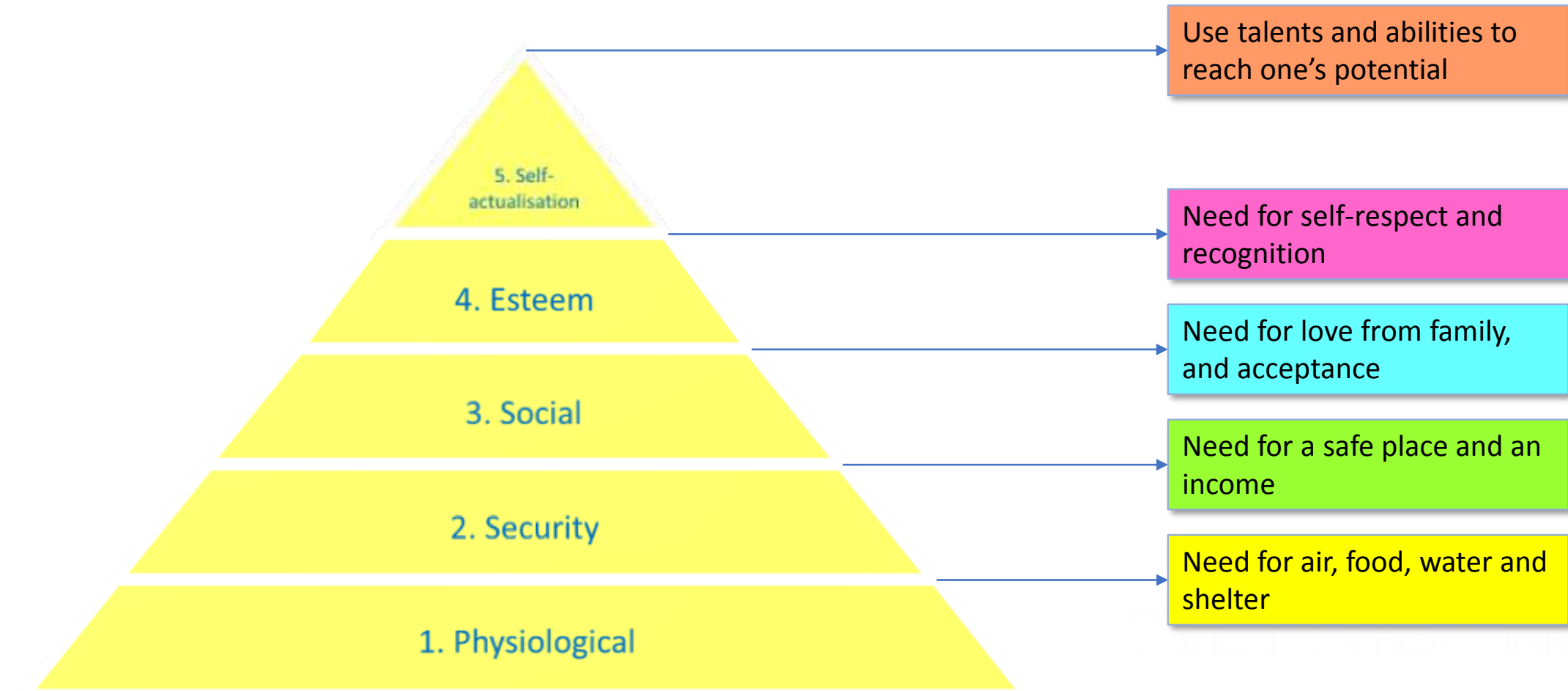# Practical ways to improve self-image

Steps to improve your self-image include:

- Finding the truth about yourself
- Being realistic about your strengths and weaknesses
- Being grateful for what you have and can do
- Letting go of past hurts and disappointments
- Making things right wherever you can
- Focusing on your strengths
- Changing your negative habits
- Using failure as a stepping stone
- Aligning yourself with success
- Actively deciding to enjoy life

Human needs: Maslow's hierarchy

Use talents and abilities to reach one's potential

Need for self-respect and recognition

Need for love from family, and acceptance

Need for a safe place and an income

Need for air, food, water and shelter

5. Self-actualisation

4. Esteem

3. Social

2. Security

1. Physiological

Interpersonal relationships

A reference group (primary or social) is a group of people with whom you feel a social bond of some kind. You:

- Interact with them

- Share some or most of their values

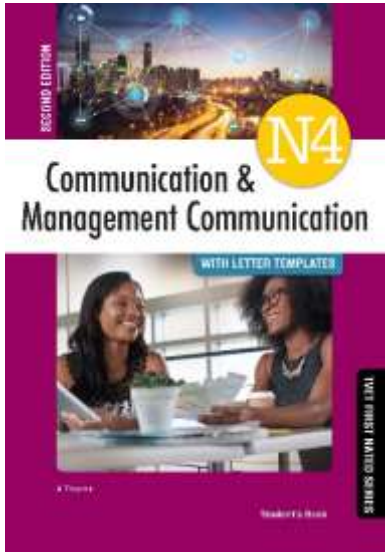- Derive your sense of self-identity from them

Your secondary reference group changes throughout your life

Click to play

Activity 2.1

Refer to page 33 of your Student's Book to complete Activity 2.1.

Barriers to interpersonal communication and social interaction

Unit 2.2

Physical barriers

These are physical or external things that can block communication. Examples include:

- *Parent/child*: A child wearing earphones won't hear his parents instructions.

- *Business/customers*: A business will lose customers if they can't find parking close enough to the shop.

- *Man/woman*: A couple won't be able to discuss their future plans in a noisy space.

Physiological barriers

Examples of physiological barriers

Barriers	Description of physiological barriers
Poor health	Poor eyesight or hearing, pain, stuttering or other physical health conditions affect people's interpersonal communication and social interaction.
Disability	People with a physical disability are often underestimated. Many people automatically think that someone in a wheelchair (or who is very old or hard of hearing) is mentally challenged as well, or they get ignored as though they aren't present at all.
Other barriers	Some physical barriers (e.g. weak lighting or a stuffy or smelly room) may cause even healthy people to experience a physiological barrier (e.g. they can't see the screen or can't breathe properly).

Psychological barriers

These barriers have to do with our thoughts and feelings. Examples of these barriers include:

- Personality traits
- Emotions
- Lack of credibility
- Poor reputation
- Poor organisation
- Poor client care
- Bad attitude

Mature people are able to keep their emotions from running wild

Perceptual barriers

Perceptual barriers occur where norms and beliefs are not the same:

- Perceptual differences between senders and receivers

- Stereotyping, generalisation and ethnocentricity

Don't let differences in views harm your interaction with colleagues

Semantic barriers

Examples of semantic barriers include:

- Multiple languages

- Multiple meanings in the same language

- Changed meanings

- Ambiguous sentences

- Pronunciation and accent

Some sentence structures may be confusing

Interaction of barriers

Here are basic practical solutions to overcoming barriers to effective communication:

- Respect the people you will be interacting with.
- Enter the communication with a positive attitude.
- Choose a venue that has the least noise.
- Speak face to face and make good eye contact.
- Speak clearly with normal talking speed.
- Avoid using jargon.
- Listen well and don't interrupt the person speaking.
- Be truthful, fair and constructive.
- Make sure the receiver understands what is expected.
- Follow up on the communication.

Gatekeeping

Gatekeeping is when someone filters information intentionally; it can either be positive or negative:

- *Positive gatekeeping:* Potentially harmful information is sometimes best withheld under certain circumstances.

- *Negative gatekeeping:* Information that people must know for the sake of their own safety, legal rights, etc. is withheld.
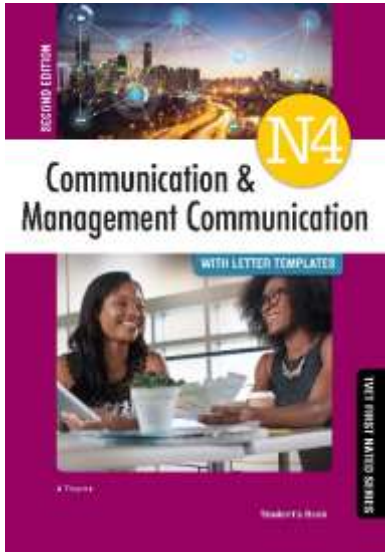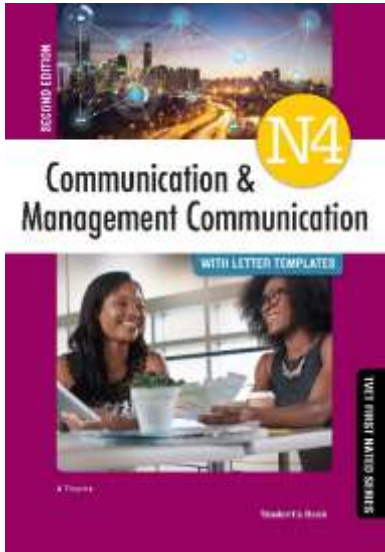

Censorship can be a positive form of gatekeeping

Activity 2.2

Refer to page 43 of your Student's Book to complete Activity 2.2.

Summative assessment

Test your knowledge of this module by completing the summative assessment on page 45 of your textbook.

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