

#### WHERE CLASSICAL WISDOM MEETS INTELLIGENT LEARNING

### 1. Communication Process: Definition, elements, and models of communication

## **BVPT-104: English & Communication**

**Unit 1: Understanding the Communication Process** 

Chapter 1: Communication Process - Definition, Elements, and Models

## 1. What is Communication?

**Communication** is the process of **exchanging information**, **ideas**, **feelings**, **or messages** between two or more people to create understanding.

In simple words: **Communication is the bridge between people**—we speak, listen, write, gesture, or respond to share and receive meaning.

## 2. Definition of Communication

- "Communication is the process by which individuals share meaning through the transmission of messages." Michael Gamble
- "Communication is the transfer of information and understanding from one person to another." Keith Davis

## 3. Importance of Communication in Physiotherapy

In healthcare—especially in physiotherapy—clear communication is vital:

- To explain exercises or treatment plans to patients
- To coordinate with doctors, nurses, or caregivers
- To gain the trust and cooperation of patients
- To record accurate progress and feedback

## 4. Elements of the Communication Process

Every communication has **7 key elements**. Together, they form the communication cycle:

Element Explanation

**Sender** The person who initiates the message (e.g., physiotherapist)

**Message** The information, thought, or idea being sent

**Encoding** Converting the idea into symbols (spoken words, gestures, writing)

Medium/Channel The method of communication (e.g., speech, email, WhatsApp, body language)

**Receiver** The person who receives the message (e.g., patient) **Decoding** The process of interpreting or understanding the message

**Feedback** The receiver's response (e.g., questions, facial expressions, actions)

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Noise: Any barrier that distorts the message, like background noise, language gap, or emotional stress.

# 5. Simple Example in Physiotherapy

• Sender: You (physiotherapist)

• Message: "Do 10 leg raises twice daily."

• Encoding: Speaking in simple English, showing the exercise

• Channel: Face-to-face + visual demonstration

• Receiver: Elderly patient

Decoding: Patient tries to understand and perform
 Feedback: Patient nods, asks "Like this?" and repeats

If the patient didn't understand or couldn't hear—communication failed due to noise.

## 6. Models of Communication

## A. Linear Model (One-way)

→ Simple flow: Sender → Message → Receiver **Example**: Giving a speech or announcement

Limitation: No feedback, so you can't tell if message was understood.

### B. Interactive Model (Two-way with feedback)

- → Sender → Message → Receiver → Feedback
- ← Context and noise are considered.

**Example**: Asking a patient if they understood an exercise, and modifying your explanation based on their response.

### C. Transactional Model (Simultaneous)

→ Both people are sender and receiver at the same time

Example: Live conversation, where both respond to each other's words, tone, and body language in real time.

### 7. Barriers to Effective Communication

Barrier Type Example
Physical Noise, distance, poor lighting

**Language** Use of medical jargon the patient doesn't understand

Psychological Anxiety, anger, lack of interest

Cultural/Social Gender roles, traditions, accent differences

Physiological Hearing loss, speech difficulties

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# 8. Self-Check Questions

- 1. What is the role of the "receiver" in communication?
- 2. Give two examples of "channels" in physiotherapy communication.
- 3. What is the difference between linear and interactive models?
- 4. Name two common communication barriers.
- 5. Why is feedback important in clinical communication?

#### **ANSWERS:**

- 1. The receiver interprets and responds to the message
- 2. Spoken instructions, visual demonstration
- 3. Linear has no feedback; interactive includes feedback loop
- 4. Noise, use of complex language
- 5. Feedback ensures the message is understood and improves clarity

# ☐ Key Take-Home Points

- Communication is more than just talking—it's understanding and being understood.
- It involves clear messages, proper delivery, active listening, and adaptation based on feedback.
- Good communication improves patient safety, cooperation, and outcomes.
- Always consider possible barriers and choose your words and tone carefully.

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