



Communication

Why: the reason for the communication

Who: the person who is to receive the communication

Communication allows the exchange of information and the co-ordination of actions, both of which are essential for team performance. The sender has a message that they want to get to the receiver. The sender has to encode the message and transmit it to the receiver, who then has to decode it to obtain the meaning. This process can fall apart at any stage.

How: the means to communicate the information

One Way & Two Way

There are four steps involved in communication [12]:

- send information clearly and concisely
- transmit context and intent
- receive information
- identify and address barriers to communication

What: the information being communicated