

# PENANG SANGAM HIGH SCHOOL

## YEAR 11

### OFFICE TECHNOLOGY

#### WORKSHEET 22

#### LESSON NOTES AND ACTIVITY

<b>STRAND</b>	OT 11.3 Office Administration
<b>SUB-STRAND</b>	OT 11.3.3 Business Communication
<b>LEARNING OUTCOME</b>	<ul style="list-style-type: none"><li>• Explain the communication process</li><li>• Identify levels of communication</li></ul>

### COMMUNICATION

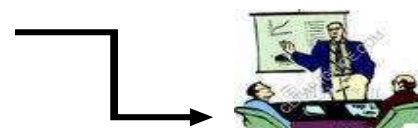
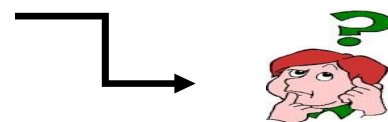
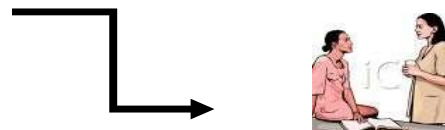
#### What is Communication?

Communication is the process by which people interact with and relate to, one another. This interaction can be expressed orally, through spoken language, actions such as gestures, music and dances or in graphics or writing. Communication is defined as the transmission of a message, idea or emotion from one person to another. The communication process further explains it as a process whereby information is sent, received and a feedback is received.

#### A) Levels of Communication

There are **five** levels of communication

1. **Interpersonal** – (two-way or face to face)  
communication whereby conversations and discussions occur.
2. **Intrapersonal** – communication that occurs within oneself.
3. **Mediated** – (two-way but not face to face)  
communication through the use of telephone, reports, letter and memos.
4. **Person to group** – (one-way, face-to-face)  
Communication from one person to a group of people like lecturers, preaching traditional speakers, etc.



5. **Mass communication** (one-way, not face-to-face) – reaches the general – either through print media (eg. Magazines, newspapers) or through electronic media

(eg. Television, internet)

### **What is a Meeting?**

A meeting is when two or more people get together to discuss matters of interest.

### **Reasons for Calling a Meeting**

Meetings are a valuable group communication process, and can be more effective than communicating individually.

### **Other names for meetings**

There are many terms given to people meeting together.

- A **committee or sub-committee** is a group of people with knowledge and skills who are put together to complete a specific task.
- A **Convention** – is a meeting of delegates representing various groups and usually the largest gathering of people.
- A **Conference** – is a meeting for consultation, discussion and information. It usually has a theme. It is a gathering of people who interested in the same thing.
- A **Seminar** – is uaually a meeting of small number of people, organized to discuss a particular topic. This type of meeting is often takes place in colleges or universities.
- A **Video Conference** – is when people meet through computer telecommunication using video screens throughout many locations. This saves time and expenses of travelling to other countries.

### **Activity**

1. What is communication?

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2. List five levels of communication.

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3. Explain the reason for calling a meeting.

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THE END 😊