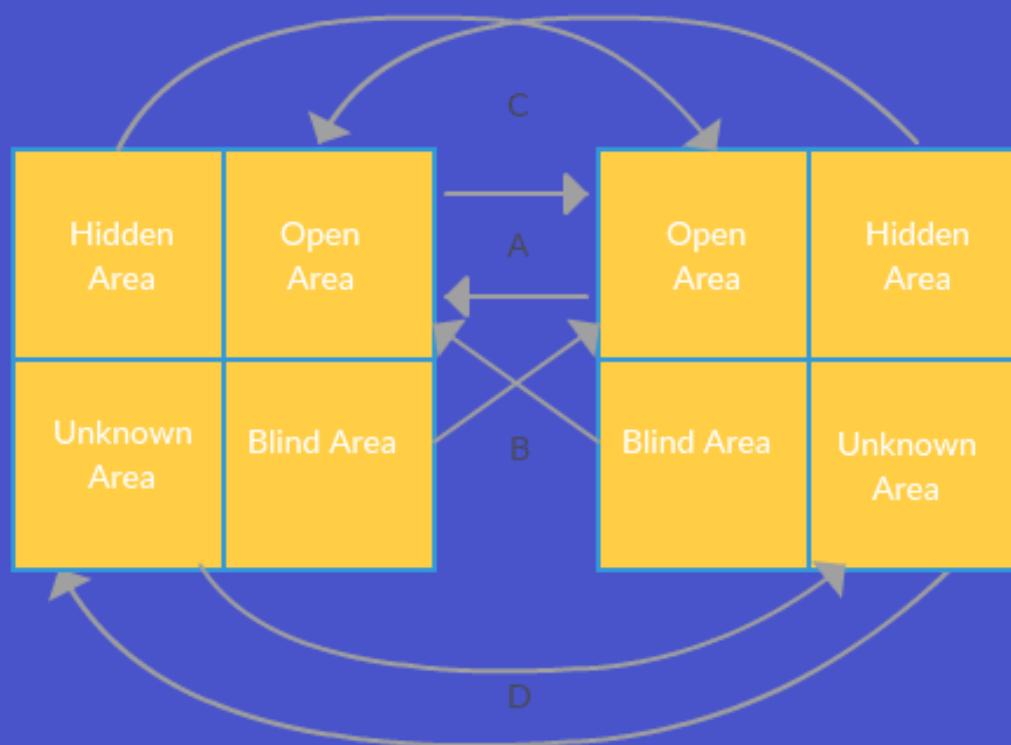


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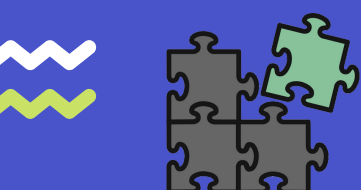
Types of communication

Typically, when we talk about types of communication, thought follows us on the five common ways of communicating in daily life, namely: verbal communication, non - verbal communication, written communication, formal / informal communication and communication visual. These ways of communicating are important, but now we will address the types of communication from the perspective of what each of us feels to communicate, in every moment we interact with our fellow people, in everyday activities, work situations, or personal situations. In addition, we approach the types of communication in each of us, starting from the areas we communicate, knowing that these areas are: the open area, the hidden area, the unknown area and the blind zone. These areas were first described by Joseph Luft and Harrington Ingham in 1950 through the Johari Window Window, and we talked extensively about each area in the previous article.



When we address from a certain area to a certain area of our interlocutor, by combining these areas we express, we have four types of communication.

1. Open communication is when we and our interlocutor communicate from the open area, which is an effective communication. We openly debate the elements of a service issue or a daily life situation without elements that block us or distort communication.



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2. Unintentional communication that occurs when someone communicates something in the hidden area, without realizing, unintentionally, our open space. In this case, the message we receive about that person is without that person knowing or wanting to communicate that message. For example, when a person is deeply angry, but he does not talk about it, but it is noticeable.

In the case of uninformed communication, the information highlights part of the personality of the interlocutor, and this information can be useful to give the person feedback, to guide the person to change behavior.

3. Intentional communication is the situation in which we deliberately and consciously communicate an aspect of our hidden area to the open area of the interlocutor. Practically when we disclose to the interlocutor the aspects we usually keep hidden, and in this way the self-exposing process, as well as the feedback or feedback request process take place. To be able to reveal the hidden area is an important element in the formation and development of healthy communication and collaboration relationships.

4. Communicating through contagion is the moment when each of the interlocutors speaks out of the blind spot. In this situation, what exposes a person inflates the feelings or behavior of the interlocutor, in turn, exposing a similar situation, through mooding, without either person being conscious of doing so intentionally. For example, when someone tells a look from the past and does not know a deep feeling of sadness, it may be that at that moment the interlocutor, even without being conscious, will begin to communicate a similar state of affection.

If we know these levels of communication and start to be aware of what part of us we are communicating or which part of us is transmitting important information about us, we can benefit from many aspects of communication that we do not usually use, provide feedback, ask for feedback, to expel us. These elements are important for a good communicator. For more details go to STRATAGAME.

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