

Because of this, Gregg decided he was going to do whatever he could to help his students succeed. Gregg was only part time, but was sure to be accessible to his students both in and outside the classroom. He stayed longer than required to tutor, advise with schedules, and just talk with students. In the spring of 2009, a full-time reading coordinator position became available. Gregg interviewed for the position and was chosen. Now Gregg is able to touch many more lives and help many more

students. Gregg is rarely in his office alone; students are with him getting help with homework, seeking advice, or just talking.

"I feel that I can make a difference in so many students' lives now. I know the help and guidance I received at SCCC has helped me be a better teacher and mentor to my students. It is because of the guidance and motivation of the teachers at SCCC when I was a student that I want to become the best teacher I can be for my students."

THINK about it

1. How did attending college help Gregg achieve his goals?
2. What qualities do you look for in a teacher? Who were some of your best teachers and why?

THE COMMUNICATION PROCESS

How Does Communication Work?

Look around in any store, at any red light, in any restaurant, and, often, in any classroom, and you will see someone on a cell phone. Increasingly, they are not talking, rather texting. Technology is one of the dominant forms of communication in today's world. Does texting count as communication? You bet it does. Does writing an e-mail count as communication? Yes, it does, too. We are living in a world where communication through technology is a way of life that is here to stay. This chapter is included to help you understand the communication process face to face or using technology, how to communicate more effectively, how to appreciate the diverse nature of your institution and work environments, and how to manage the inevitable conflicts that arise from time to time.

Communication is not something we do *to people*, rather it is something that is done *between people*. Communication can take on a variety of forms, such as oral speech, the written word, body movements, electronic messages, and even yawns. All of these actions communicate something to another person. As you begin thinking about communication, it is paramount that you know this: If you are in the presence of another person, communication cannot be stopped.

Basically, the communication process involves **six elements**: the source, the message, the channel, the receiver, barriers, and feedback. Consider Figure 13.1.

Barriers (represented by the lines in Figure 13.1) are things that can interfere with the source, the message, the channel, or the receiver. Barriers can occur anywhere within the communication process, and can include things like external noise (others talking, cell phones, and traffic), internal noise (self-talk, doubt, and questioning), interference, and poor communication habits. Your emotions, past experiences, social norms, communication expectations, and prejudices can also be barriers to effective communication. Think about a time when your feelings for someone interfered with your ability to listen to them objectively. This is a perfect example of a barrier. **Feedback** is the verbal and nonverbal responses given to you by the receiver.

"I see communication as a huge umbrella that covers and affects all that goes on between human beings."

—Joseph Adler