

Communication skills study notes

A general revision aid. Follow your own course terminology and assessment instructions.

Use a concept: explain it, apply it, then check the result.

Term	Working meaning
Encoding	Representing an intended meaning in a message.
Decoding	Interpreting a received message.
Channel	The route or medium used for an exchange.
Feedback	A response that becomes part of the exchange.
Noise	Interference that can affect communication.

A short message check

- Purpose: what should the message accomplish?
- Audience: what information and access does the receiver need?
- Action: what should happen next, by whom and when?
- Meaning: what did the receiver actually understand?
- Repair: what one change would remove a specific gap?

Write your own example of one concept

Apply the notes to a new case

Fictional case: a team message says, "Bring the final version tomorrow to the usual room."

What is unclear about the object, time, place or status?

What questions would establish the missing information?

Write a revised message using details you have actually confirmed.

What response would check meaning separately from agreement?

Worked check

Possible gaps include which file counts as final, the calendar date, the room and whether approval is complete. A useful repair names the file, date, location and required action. Do not invent those details: ask or check them first.