

# **Communication Theory & Ministry**

## **Ministry Formation Program**

### **Diocese of Rockford**

#### **1. Communication Theory**

- a) Sender - Where the transmission of information takes place.
- b) Message – The information that is sent by the sender.
- c) Encoding - The process that the message goes through by the sender.
- d) Transmission – The manner in which the encoding of the information takes place.
- e) Decoding – The receiver converts the message that was sent.
- f) Receiver – The receiver gets the message and tries to make sense of it.
- g) Response – The receiver affirms that the information has been understood.
- h) Noise - Refers to any sort of disturbance throughout the communication process.

#### **2. Communication in Ministry**

- a) Human Condition - By exchanging feelings and ideas with other human beings we learn what being human is all about.
- b) Culture - As we live we convey information and interpret what is conveyed to us.
- c) God's Love – is revealed to us through Jesus Christ the Word.
- d) Prayer - Is an ongoing process of communicating with God.
- e) Context -
  - Communication gives us empathetic knowledge of other people, the kind of knowledge that we must have in order to love them. Therefore, communication is at the core of love.
  - Since love of God and neighbor is the heart of the Christian vision, communication is essential to the Christian way of life.
  - We must communicate in order to be the fully alive persons of Jesus' dream for the kingdom of God.
- f) Characteristics
  - Genuineness means being honest and open about one's feelings, needs, and ideas.
  - Non-possessive love involves accepting, respecting, and supporting, another in a non-paternalistic way.
  - Empathy refers to the ability to really see and hear another person and understand his or her perspective.

#### **3. Exploring Language**

- a) Framing
  - Audio tunes into and retains information that is heard.
  - Visual notices information that is seen or read.
  - Kinesthetic experiences the emotional impact of what is said.

- b) Zoning
  - Blue captures attention with clear-headed persuasion.
  - Red arouses emotions with high impact words.
  - Gray lacks insight of the blue and the passion of the red.
  
- c) Styling Your Presentation
  - Pitch conveys the mood or feeling the is being expressed.
  - Inflection indicates different meanings when expressing ideas or feelings.
  - Tone can reflect attitudes toward the person topic or experience.
  - Rate should be adapted to the personality and needs of the receiver.
  - Enunciation will help avoid misunderstanding and the need to repeat.

#### **4. Exploring Listening**

- a) Hearing Predisposition
  - Belief about the person who is communicating.
  - Situation in which the communication is taking place.
  - Internal state that effects the desire and ability to hear and see, both physically and emotionally.
  
- b) Listening to Confirm
  - Message that relates to the form and substance of the thought, feeling, or emotion being transmitted.
  - Nonverbal responses of posture, facial expressions, body language, eye contact, nonverbal vocal cues which are consistent with the verbal content.
  - Verbal responses give the perception that we are committing more of our conscious selves to the relationship, especially if the verbal response relates directly to what the other person has just said.

#### **5. Communication Skills**

- a) Nonverbal - The intentional use of facial expression, sound of voice, and gestures.
- b) Verbal - Relates to the clarity of a message through the wording that is used.
- c) Presentation - Assists in helping other people to better understand who a person is.
- d) Listening and Responding - Helps to interpret another person's meaning.
- e) Influencing - Persuades others to change their attitude or behavior.
- f) Climate – The creation of a positive environment.

#### **6. Being Aware**

- a) How much do I talk? Too much? Too little?
- b) How frequently do I interrupt when others are talking?
- c) What does my body posture say to people?
- d) What do my facial expression say?
- e) Do I welcome feedback?