

1.1 Communication Process

Q1: Define communication.

Q2: Write the appropriate term used for the following definitions:

1. The person who has a message.
2. The way through which a message is delivered.
3. The person who will get/receive the message.
4. The receiver's response to the message sent.
5. It can be spoken, written or symbolic.

Q3: Answer these questions using the following communication process chart for Al Andalus Company:

1. Who is the sender?
2. Who is the receiver?
3. What is the channel used?
4. What is the message sent?
5. What is the receivers' feedback?

