**14.Communication and its forms**

**Types of communication and its meaning, verbal, non-verbal communication**

Communication is the **act of exchanging (vymieňania) thoughts, ideas, messages or information through** (cez, prostredníctvom) **speaking, writing, signals, sounds and behavior.**

We can communicate with other people in many different ways. We talk and write, we can send messages with our hands and face. We send and receive new pieces of information when we talk to somebody about common or specific things, explain something, persuade (presviedčame) somebody, apologize (ospravedlňujeme sa) for something.

**DIRECT** (priama) communication happens in real time when participants (účastníci) communicate face to face (zoči-voči). Communication can also be realized I**NDIRECTLY** (nepriamo)through various communication channels (telephones, contracts, letters, songs, posters, pictures) where senders (odosielatelia) and receivers (prijímatelia) of information do not see each other and do not necessarily know each other (a nemusia sa nevyhnutne poznať).

In the past, people exchanged their thoughts (myšlienky) in the same way as animals do: through sounds, facial expressions, gestures and body posture (držaním tela). This was very primitive and inefficient (neefektívny) way of communication. Later on, spreading (šírenie) information through pictures, signs and finally letters (písmen) meant significant (významný) progress in communication development (vývoj). Native Americans used smoke signals (dymové signály) to transmit (na prenášanie) important news and to warn their relatives. They also used to put their ear on the ground to listen if someone was coming/arriving. In the 15th century, after Johann Guttenberg had invented printing, written texts were easily spread (sa ľahko šírili) among people, which increased (čo zvýšilo) general education in European countries.

**Speaking and writing are two forms of communication**. Both are included in **VERBAL COMMUNICATION**. Speaking is more or less spontaneous process and does not require (nevyžaduje si) as much concentration as the written form does. Speakers and listeners communicate in real time. It enables (umožňuje) listeners to ask for a repetition of information which was not heard or understood. The message is given immediately (okamžite) without much thinking and so speech (reč) often contains (obsahuje) many **pauses**, **fillers** (actually, well, you know what I mean, right…) and **hesitation words** (slová váhania) (uhm, er, ou). Grammar is usually incorrect because people tend (majú tendenciu) to leave out (vynechávať) words that do not carry any meaning. **Intonation** (intonácia) **of the voice** (hlasu) often varies (sa často mení) according to the emotions of speakers. WRITTEN FORM of communication is more complicated and usually more formal. It requires precise choice (presnú voľbu) of words and correct grammar. Written texts should be well-planned and organized. The content (obsah) and structure of a text should be very clear because there is no possibility for re-explanation (znovuvysvetlenie).

Speaking can also be accompanied with a **non-verbal communication**, body language (reč tela). Our facial expressions (výraz tváre) (happy person is smiling, angry-nahnevaný one is frowning –zamračený), eye contact (looking into eyes), gestures (gestá), the movements of our hands, touches (dotyky), approximation (priblíženie sa) or maintaining personal space (udržiavanie osobného priestoru), body and overall appearance (celkový vzhľad), clothes talk for us (hovoria za nás). They show our feelings and reveal (odhaľujú) our mood (náladu).

In the office and at work people usually use formal and polite forms of language. On the other hand, students among themselves use informal and usually incorrect language, filled up (zaplnený) with slang, jargon and sometimes swear words (nadávkami). Breaking (porušovanie) grammatical rules and leaving out (vynechávanie) words which do not carry (nenesú, nemajú) the main meaning is also quite typical for informal communication among the young.

**Communication in various situations – mobile, computer, internet**

The new inventions (vynálezy) in the 20th century, such as **radio, television and computers**, **enabled** (umožnili) **mass communication** among people through the spreading (šírenia) of information in a very short time. Most of us have mobiles which we use for various things: we text our friends, send sms and mms to our relatives, family, friends and colleagues (kolegom), listen to the radio and MP3 players, send e-mails, search for information, play games etc. Nearly every family has got a computer which is connected to the Internet. We can hardly (ťažko si vieme) imagine our lives without computers. We use computers/Internet for storing (uchovávanie) and searching for (vyhľadávanie) information, downloading and uploading files, music, films, booking tickets/flights, holidays, buying things, social networks for talking to our friends and relatives, e-mail for sending electronic mail to our business partners and friends. However, there is a real threat (hrozba) that people will spend more and more time in front of (pred) computers which weakens socializing (oslabuje spoločenský život) and the oral (ústnu = spoken) form of communication. Internet communication is leading to (vedie k) development (rozvoju) of written communication. New inventions have made communication faster and easier.

There are many languages in the world. Some of them are international, e.g. **ESPERANTO** or **SIGN LANGUAGE** of deaf (hluchých) and deaf-and-dumb (hluchonemých) people, the **MORSE CODE** and **Braille** of the blind (slepých). English is most spoken language in the world. It is followed by Spanish, Portuguese, German and French. People learn foreign languages (cudzie jazyky) for different reasons (z rozličných dôvodov). In Slovakia, foreign languages are part of the curriculum (sú súčasťou učebných osnov). All students have to take a final exam (robiť maturitnú skúšku) in one foreign language. The final language exam tests all language skills (zručnosti), such as listening, comprehension (porozumenie), reading, writing and speaking.

* Advantages and disadvantages of the internet A – email, shopping, downloading, uploading, online chatting, accessing information, booking… D - personal data, pornography, spamming, weakening of socializing, people no more read books, impersonal, causes poor eyesight, children spend too much time at computers instead of being outdoors, ….