

## MODELS AND FUNCTIONS OF COMMUNICATION PROCESSES IN PERSONAL INTERACTION

*Dr. Belichenko Margaryta,  
Matvienko Oleksiy*

*Taras Shevchenko National University of Kyiv*

The article presents models and functions of communication processes and the basic principles of interpersonal communication, which is based on different motives, goals and objectives of its members and may make the transfer or receipt of any information, encouraging partners to commit action, intention to change his views, the desire to provide emotional support.

*Key words:* function, model, communication, interpersonal communication, culture.

At the basis of interpersonal communication is based on different motives, goals and objectives of its members. As the determinants of this type of communication may make the transfer or receipt of any information, encouraging partners to commit action, intention to change his views, the desire to provide emotional support. Depending on these factors is taken to provide several models of interpersonal communication.

**The object** of the research is to examine the models and functions of communication processes and the basic principles of interpersonal communication, which is based on different motives, goals and objectives of its members.

**The subject** of research is the models and functions of communication of personal interaction and their role in communication. **An urgent problem** becomes the analysis of development of interpersonal communication and contacts.

The most widespread linear model, which considers communication as an action in which the sender encodes ideas and feelings in a certain type of message and then sends it to the recipient using any channel (speech, written communication, etc.). If the message reached the recipient, overcoming all kinds of "noise" or interference, the communication is successful. This model draws attention to some important moments in the communication process. This influence of the channel through which a message is received, the response of the recipient. Thus, a declaration of love when they met face to face will be interpreted differently than in a letter read or heard over the phone. Also, the linear model draws attention to the "noise" interference, distorting the message. These include both physical (crowded, noisy room) and psychological (they are related to physical or emotional condition of the person, preventing him to adequately perceive the message) interference. But this model has a drawback – it sees communication as a unidirectional process that goes from the sender to the recipient. Therefore, the model is suitable to describe written communication, media exposure, where the recipient is treated as an object of influence [Por 2006, 55–59].

Another model of interpersonal communication is a transactional model. It represents communication as a process of simultaneous send and receive messages communicators. After all, at any given point in time we are able to receive and decode the message to another person, to respond to it, and at the same time, another person receives our message and responds to it. Thus, the act of communication can not be separated from the events that preceded and followed him. This model draws our attention to the fact that

communication – a process in which people form relationships, constantly interacting with each other. This model is a much better description of the communication processes than linear.

There are also interactive, or a circular model of interpersonal communication. It is not simply the transfer of messages from the sender to the recipient, during which encodes the first and the second decodes the information. An important element of this model is the feedback. It's – response to the message recipient, which is expressed in the response message, the sender. The introduction of feedback demonstrates circular nature of communication: the sender and the recipient of the message sequence reversed.

The circular model, like the linear, depicts communication as a series of discrete acts that have a beginning and an end, and a key figure in them is the sender of the message, since it depends on the reaction of the recipient's information. That is why they are considered obsolete compared to the transactional model. But to describe the processes of intercultural communication and understanding of the specificity of this circular is more suitable model, which we shall use in the future.

We consider this model in detail. It consists of the following elements: the sender (source) – coding – message – channel – decoding – the receiver – feedback. This process creates a variety of interference "noise" that prevent effective communication. The effectiveness of communication is characterized by the fact that the transmitted information must be understood according to its original value. Therefore, communication – is not only a transfer but also an understanding of the information [Pot 2006, 75].

- The sender (source) – creator of the message, they can be both a man and organization (although in any organization, communication is made by people).
- Encoding – conversion of messages in symbolic form.
- Message – the information, the idea for which the communication. It consists of the characters may be oral, written or visual.
- Channel – the path of physical transfer of messages, the means by which the message is sent. It could be interpersonal and mass.
- Decoding – decoding messages, which as a result of various disturbances may be more or less adequate.
- Beneficiary – the object to which message is sent. They can also be as an individual and the organization.
- Feedback – the received message is the recipient of a reaction, as a result of communication he has been a change in knowledge, attitudes, behavior.

According to this model, the process of interpersonal communication begins with the sender, who is a man with only his peculiar experience of life, stable picture of the world, a model of perception, in a particular situation is a message in pursuit of certain goals. His message can be either verbal or nonverbal. The sender should seek to ensure that its message was as clear as possible, clear and convincing. The prepared message is encoded, ie converted into symbolic form. After that, it is the selected channel is transmitted to the recipient. Can be used by speech, writing, and communications equipment available today, including the increasing role played by electronic media. The recipient – is also a man with

his personal characteristics, of course, different from the qualities of the sender. Therefore, when the recipient receives the message and decodes it, deciphering the message is not complete and a partial distortion. Then the receiver responds to a message on the cognitive, emotional or behavioral level, and provides feedback. She is also a message that goes through the same steps until you come to the sender.

At the stages of encoding, transmitting and decoding the information possible interference. When coding noise appears due to the limited number of characters, inaccuracies in the letter. During the message transmission interference are largely technical in nature (poor audibility, visibility, etc.). When decoding the message recipient by virtue of a life experience, social status and other factors can be attributed to the symbols used in the message, a different meaning than the sender, and therefore does not understand the message as the sender wanted. Therefore, the effectiveness of communication is closely related to a decrease in noise. You can minimize technical interference with transmission of a message, you need to seek maximum simplification of language messages. But the unifying processes of perception which are of individual character, completely impossible. Therefore, the effectiveness of communication will never be absolute [Подольська 2003, 45].

Significant role in the process of interpersonal communication are not marked in the scheme, but a very important psychological and social characteristics of the act of communication. The psychological components of communication act primarily involve communicative intent, intent and purpose, that is motivational aspect of communication. They determine that, and why the author wants to inform the recipient, as well as an understanding of communication, that is, the cognitive component.

Communicative intent – a desire to enter into contact with another person. Such an intention is present among you, when you invite someone for a ride, but not if you go for a walk alone. The idea of communication – is the information in its original form, which the author wants to convey to the recipient, the project, the idea of the upcoming posts.

Goal posts are usually divided into two groups: those coming directly expressed by the author, and more distant, long-term. Among the immediate objectives usually are intelligent, involved in obtaining the information, clarification of positions and opinions, explanations and criticisms. There is also a purpose connected with the establishment of the nature of relations: the development of, or termination of communications, support or rejection of the partner's motivation to act.

For immediate goals is often the target subtext, deepening and complicating the message. This is – the more distant goal of communication. Thus, a person that supports not very interesting to him talk, can pursue a more distant goal of establishing a good relationship with your partner. People tend to hide or disguise their long-term goals of communication, but they can reveal the general nature of the communicative act of involuntary (verbal or nonverbal) manifestations of the author [Бондырева 2007, 253].

Understanding the message is in the interpretation of the addressee of the received message. It is because the extent to which will be decoded the message.

The social components of the communicative act are situational status and role of its participants, as well as the use of stylistic techniques.

Status indicates the role of behavior prescribed by a person of his social (age, sex, officials, etc.) position or status. At the beginning of each communicative act on its participants need adequate awareness of how their own social role and the role of partner. Without this, it is impossible to find their way into the situation and select the desired mode of behavior. This can be done in the presentation of each other strangers, calling one of its major social roles (my friend, my boss, etc.) or by defining it on their own appearance and behavior of humans.

Situational role is identified in the communication process. They significantly affect the nature of the communicative act. Thus, a person can be a leader, seeking to play a leading role and control the whole process of communication, a mediator, tracking the progress of communications and balancing the interests of different people, moody kid who violate any of the prohibitions and speakers with non-judgment, flexible person, ready to adapt to any situation. Stylistic characteristics of participants in the communicative act manifested in features of their vocal style, they use communication strategies and tactics. Assessing the speech style of a person, we can distinguish people who speak only one unchanging style. They are not able to demonstrate flexibility in language and in any situation say the same. A person with a high level of linguistic competence on the one hand, tries to keep his own style of communication in different situations, but on the other hand, can change it depending on the circumstances of communication. There are also different styles of hearing – the ability (desire) to complete inability (unwillingness) to hear.

The process of encoding – decoding. The process of communication is most easily represented in its most simple form, ie as the message and the transmission of certain data. However, any information transmitted via one or another system of signs. This requires the sender, recipient, bureau of mediation. The sender encrypts your information using the code or sign system. Mutual understanding between the partners in the communication in this case can only be achieved when between pre-established content and meaning of codes used and signs. The success of communication is achieved only if the communication parties have a common ability to interpret a particular sign. These processes are essential elements of a communicative act. Since man does not possess telepathy and is not able to transmit electrical impulses directly from your partner's brain into the brain, there is a need to encrypt their thoughts, then to pass them verbally or nonverbally. In intercultural communication every culture is a system of codes, which distributes its effect on everyday relationships, social and cultural norms, etc. This code of cultures, as a rule, are not comparable with each other or, at best, comparable only to a limited extent. In this regard, in the communication process becomes important problem of encoding and decoding information.

Encoding – the process of encrypting our thoughts, feelings and emotions into a form recognizable by others. For this, one uses symbols that can be written, verbal, nonverbal, math, music, etc. A set of such characters is a message.

Decoding – the process of receiving and interpreting messages received by a person from the outside. It is associated with decoding the symbols that make up the message.

Methods for encoding and decoding messages shaped by the experience of a man who understood not only as an individual experience, but also the experience of the group to which a person belongs, as well as experience the culture represented by this person is, it develops in the inkulyuratsii.

The main aspects and objectives of communication. Communication can be viewed as a form of activity undertaken by people, which is manifested in the exchange of information, mutual influence, and understanding *vzaimoperezhivani*i partners. It describes communication as *dvuhstronnyuyu* human activity, which implies the relationship between them, empathy and sharing emotions. Communication can solve different problems: the exchange of information, an expression of people's attitudes to each other, mutual influence, sympathy and mutual understanding. This versatility allows the communication aspects of communication are the following:

- information, in which communication is seen as a form of personal communication, exchange of information between communicants;
- an interactive where communication is analyzed as the interaction of individuals in the process of cooperation;
- epistemological, when a person acts as subject and object of social and cultural knowledge;
- axiological, involving the study of communication as a process of exchange of values;
- regulation, identifying the place and role of communication in the regulatory behavior of individuals, as well as the transfer and consolidation of behaviors;
- semiotic, in which communication serves as a specific sign system and as a mediator in the functioning of the various sign systems;
- hands-on, where the communication process is seen as sharing the results of activities, skills, abilities and skills.

By entering into communion, that is, interacting with each other, people tend to pursue specific goals. The main purpose of communication typically include:

- exchange and transfer of information;
- formation of skills for successful sociocul-temperature activity;
- forming relationships to ourselves, to others, to society as a whole;
- exchange activities, innovative methods, tools, technologies, and 4,
- change in the motivation of behavior;
- exchange of emotions.

Substantive nature of the interaction is determined by the object of their people communicate. On the basis of this criterion to distinguish between such types of communication, such as interpersonal, business, professional, scientific, political, informational, intercultural, etc. Accordingly, methods of interaction depend directly on the goals pursued in the communication, the characteristics of its organization, the emotional state partners, and the level of their culture.

У статті представлені моделі та функції комунікаційних процесів і основні принципи міжособистісного спілкування, які засновані на різних мотивах, цілях і завданнях учасників комунікації.

*Ключові слова:* функції, моделі комунікації, міжособистісне спілкування, культура.

В статье представлены модели и функции коммуникационных процессов и основные принципы межличностного общения, которые основаны на различных мотивах, целях и задачах участников коммуникации.

*Ключевые слова:* функции, модели коммуникации, межличностное общение, культура.

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