

"Noise" interferes with our communication

Physical noise- distracting sounds, sounds which make us unable to clearly hear the other persons words

- Ex. binders opening/closing and paper shuffling in the classroom
- Ex. other peoples side conversations

Psychological noise- distracting thoughts, worrying about an unrelated personal matter

- Ex. "Is my girlfriend going to dump me after this period?"
- Ex. "I'm scared to go to my last class today, because my homework isn't done."
- Ex. "I want to draw a neat picture of my cat"

Semantic noise- misunderstanding someone's words because you have a different understanding of what their words mean.

Ex.

Queen: Mia, you are a princess, heir to the throne of Genovia.

Mia: I'm a princess, shut up!

Queen: Shut up!?

Joseph: No, your majesty. In America, "shut up" doesn't necessarily mean an order to stop talking. It sometimes is used to state shock like, "gee whiz" or "oh my gosh".

FEEDBACK

Feedback- Information you receive from the person you're communicating with, telling you if they understand you and how they understand you.

Verbal

word choice
tone of voice
inflection
volume
pauses
pitch

Non-Verbal

eye gaze
body position
stance
distance to speaker
facial expression
gestures

Noise Assessment

Name _____

Period _____

Matching

- A) Psychological Noise
- B) Physical Noise
- C) Semantic Noise

_____ Raymond isn't listening to his teacher because he's thinking about lunch.

_____ Josiah can't hear his PE teacher's directions because everyone is so loud.

_____ When Carrie was asked by the British tourist where the "loo" was, she had no idea he was really asking where the bathroom was.

_____ Paula wanted butter for her bread and asked the waitress for more "burro". The waitress looked very puzzled. ("Burro" is Spanish for "donkey", not "butter").

_____ When the health teacher was doing a presentation about relationships, Cam started thinking about her best friend who moved away. Then she realized she'd missed the health assignment directions.

_____ Chip didn't hear the play his coach called because the ref blew his whistle.

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Answer Key:

- A) Psychological Noise
- B) Physical Noise
- C) Semantic Noise

___A___ Raymond isn't listening to his teacher because he's thinking about lunch.

___B___ Josiah can't hear his PE teacher's directions because everyone is so loud.

___C___ When Carrie was asked by the British tourist where the "loo" was, she had no idea he was really asking where the bathroom was.

___C___ Paula wanted butter for her bread and asked the waitress for more "burro". The waitress looked very puzzled. ("Burro" is Spanish for "donkey", not "butter").

___A___ When the health teacher was doing a presentation about relationships, Cara started thinking about her best friend who moved away. Then she realized she'd missed the health assignment directions.

___B___ Chip didn't hear the play his coach called because the ref blew his whistle.

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