

In general, interpersonal communication is about how we respond to others in our environment. It is a core element of how we function in the workplace and in life. It is also about what others rightly or wrongly conclude about us or about what we say and do. The ability to communicate well in the workplace with people who are different is a core competency.

Interpersonal communication is a process that people use collectively to regulate and control social interactions. In these interactions, people with different communication experiences may see things in different ways. Our ability to consider these differences is vital to establishing a meaningful and productive communication exchange. This exchange requires having good interpersonal communication skills.

Module 4: Interpersonal

Professional Communications OER

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