

11.6: Glossary

communicator The individual, group, or organization that needs or wants to share information with another individual, group, or organization.

decoding Interpreting and understanding and making sense of a message.

encoding Translating a message into symbols or language that a receiver can understand.

figurehead role A necessary **role** for a manager who wants to inspire people within the organization to feel connected to each other and to the institution, to support the policies and decisions made on behalf of the organization, and to work harder for the good of the institution.

interaction attentiveness/ interaction involvement A measure of how the receiver of a message is paying close attention and is alert or observant.

noise Anything that interferes with the communication process.

receiver The individual, group, or organization for which information is intended.

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