

# Topic 7

# Glossary

## Contents

Glossary of Terms .....	2
Acronyms and Abbreviations.....	3
Legislation.....	3
List of Websites .....	4
Bibliography .....	4

# Glossary of Terms

Explanation of the terms commonly used in communication.

Term	Description
Active listening	Active listening involves the listener making an effort to fully understand the meaning of a message — both content and feeling.
Bounce	An e-mail message that was returned to the sender, either because the address was incorrect, or there was a configuration problem at the receiver's end.
Code	Code refers to the sounds, symbols or actions used to transmit meaning between sender and receiver.
Communication barriers	A communication barrier is anything that blocks, distorts or interrupts a message and its meaning.
Decode	A receiver decodes a message in order to understand the meaning of the message from a sender.
Email	Email is a form of messaging using words, pictures or symbols that is transmitted electronically to the receiver.
Encode	A message is encoded by putting ideas into words or symbols so that they can be transmitted to a receiver.
Feedback	Feedback is the verbal or non-verbal response that a receiver gives to a sender to confirm understanding or not.
Interpersonal communication	Interaction between people in a verbal or non-verbal manner.
Intra-personal communication	Communication within an individual through the process of thinking and feeling.
Jargon	Jargon is the term for words, phrases or expressions that are peculiar to trade or profession.
Mailbot	Software that automatically provides a reply to incoming e-mail; for example, a pre-set message when a person is out of the office.
Noise	Noise is an interruption or interference to the flow of information between sender and receiver.
Non-verbal communication	Non-verbal communication transmits messages through the use of signs, symbols, gestures, facial expressions, appearance, etc.
Receiver	The receiver is the person who receives the message from the sender and decodes it to understand the meaning.
Sender	The sender is the person who encodes an idea or feeling into words or signs for transmission to a receiver.

Term	Description
Spam	Unsolicited e-mail sent to many people simultaneously; usually commercial, but may be damaging (e.g. viruses) or annoying (e.g. chain letters).
Verbal communication	Verbal communication is the transmission of thoughts or feelings between two or more people in the form of spoken or written words.

## Acronyms and Abbreviations

The following acronyms have been used in the topic text:

Bcc	Blind copies (in paper-based correspondence)
BTW	by the way (e-mail)
cc	Abbreviation to indicate that a copy of a document has been sent to a person other than the addressee; e.g. cc General Manager
Enc.	Enclosure, to indicate that a document has been sent as an enclosure with a letter (in paper-based correspondence)
FYI	for your information
IMHO	in my humble/honest opinion (e-mail)
LOL	laughing out loud (e-mail)
Mb	megabyte
NRN	no response needed (e-mail)
REQ	request (e-mail)
RFI	request for information
ROTFL	(I am) rolling on the floor laughing (at what you just said) (e-mail)
TIA	thanks in advance {also written advTHANKSance} (e-mail)

## Legislation

*Workplace Health and Safety Act 1995*

*Anti-Discrimination Act 1991*

*Equal Opportunity in Public Employment Act 1992*

## List of Websites

The following websites re: e-mail are recommended:

[www.webfoot.com/advice/](http://www.webfoot.com/advice/) (see A Beginner's Guide to Effective Email)

[www.everythingmail.net](http://www.everythingmail.net)

[www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

<http://email.about.com>

## Bibliography

The following texts are recommended:

Petelin, R. & Durham, M. (1992). *The Professional Writing Guide – Writing Well and Knowing Why*. Melbourne: Longman Cheshire.

Davies, M. R., Kreis, K. E., Nutting, J.B. & Tronc, K.E. (1985). *The Business of Communicating*. Sydney: McGraw-Hill.

Dwyer, J. (1997). *The Business Communication Handbook*. 4<sup>th</sup> edn. Sydney: Prentice Hall.

Tyler, S., Kossen, C. & Ryan, C. (1999). *Communication: A Foundation Course*. Sydney: Prentice Hall.