# Characteristics of Communication

Most important nature or characteristics of communication are listed below:

**1. Communication involves at least two persons**: Communication involves at least two persons-the sender and the receiver. The sender sends the message and is known as the communicator. The receiver receives the message and is known as communicate.

**2. Communication is a two way process:** Communication is essentially a two way process. It does not merely means sending and receiving messages. It is not complete unless and until the message has been understood by the receiver in the same sense.

**3. Purpose of communication**: Message is a Must. A message is the subject matter of communication. e.g., the contents of the letter or speech, order, instructions or the suggestions. A communication must convey some message. If there is no message there is no communication. The basic purpose of communication is to create an understanding. The receiver should understand the message sent and should response accordingly.

**4. Form of communication:** Communication may take several forms e.g. order, instruction, report, queries etc. It may be verbal or written. It may be formal or informal.

**5. Scope of communication**: Communication pervades all human relationship. It is essential in all type of organizational and at all levels of management.

**6. Communication is a dynamic process:**Communication is influenced by the mood and thinking of the sender and receiver. The way a message is accepted depends upon the fact that which of the fine sensory organs of the receiver is active at that time.

**7. Communication is much more than words**: Communication is not merely sending or receiving facts, expressed in words. Communication May be Written, Oral or Gestural. It also involves ideas and emotions. A lot of communication is done through signs, symbols and gestures.

**8. Communication’s primary purpose is to motivate a response**: The primary purpose of communication is to motivate response or influence human behaviour. There is no doubt that motivation comes from within but communicator can also motivate people by good drafting of message, proper timing of communication, etc. To create understanding, communication should be relevant to the situation. It must always be remembered that communication is a means of motivating and not an end itself.

**9. Communication is conversational**: Communication sets up a link between facts, ideas, and thus helps the communicator and communicates to progress logically.

**10. Communication is an interdisciplinary science**: Communication to be effective derives knowledge from several sciences like-anthropology (study of body language), sociology (study of human behaviour), psychology (study of attitude) etc

**11. Communication may be formal or informal**: Formal communication follows the formal channels provided in the organisation structure. For example, the Managing Director communicates with the departmental heads, say Finance Manager, finance manager communicates to deputy finance manager, the deputy finance manager with accounts officer and so on. In simple words, in informal communication, there is no direct communication between the Managing Director and the accounts clerks. Informal communication flows from informal channels of communication which are not provided in the organisation structure. These channels develop among members because of personal contacts through working with each other.

**12. It flows up and down and also from side to side:** Communication flows downward from a superior to subordinate and upward from subordinate to a superior. It also flows between two or more persons operating at the same level of authority.