

Soft Skills Development
Prof. V. N. Giri
Department of Humanities and Social Sciences
Indian Institute of Technology, Kharagpur

Lecture - 24
Intrapersonal Communication

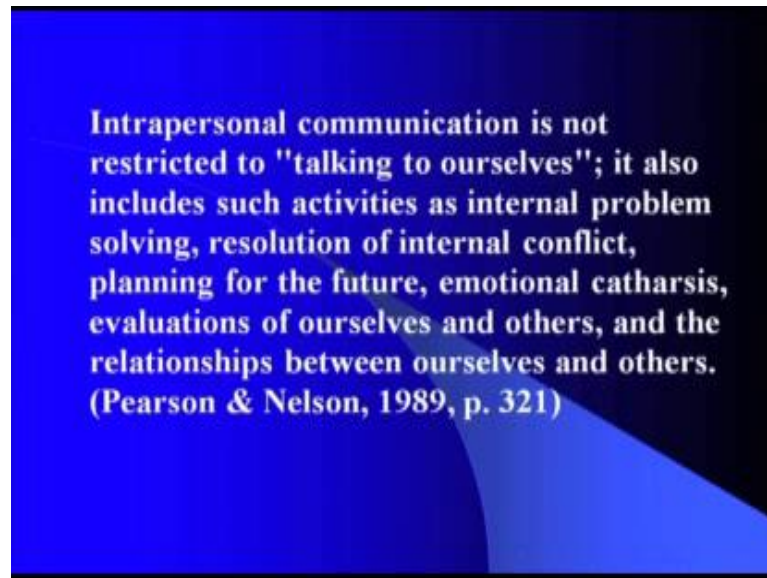
Hello, I am going to discuss on a topic that is called intrapersonal communication. This is one of the most important topics in the area of communication. As you can understand the basic meaning of intrapersonal that means, talking to ourselves. This is something very, very important very interesting. One can say that this is the foundation of all kinds of communication behavior.

(Refer Slide Time: 01:01)



The first step towards effective communication with others successful communication with yourself. Before we try to communicate or give training to others how they should communicate, we have to understand whether communication with ourselves is very effective. Now, when I say communication to ourselves what does it mean that is something very interesting that if we are not able to understand ourselves properly, we cannot develop that kind of quality necessary for making communication effective. So, communication with ourselves includes many things which I shall take up one by one. And if we feel that our communication with others should be effective, first we have to develop certain qualities within ourselves related to communication behavior.

(Refer Slide Time: 02:16)

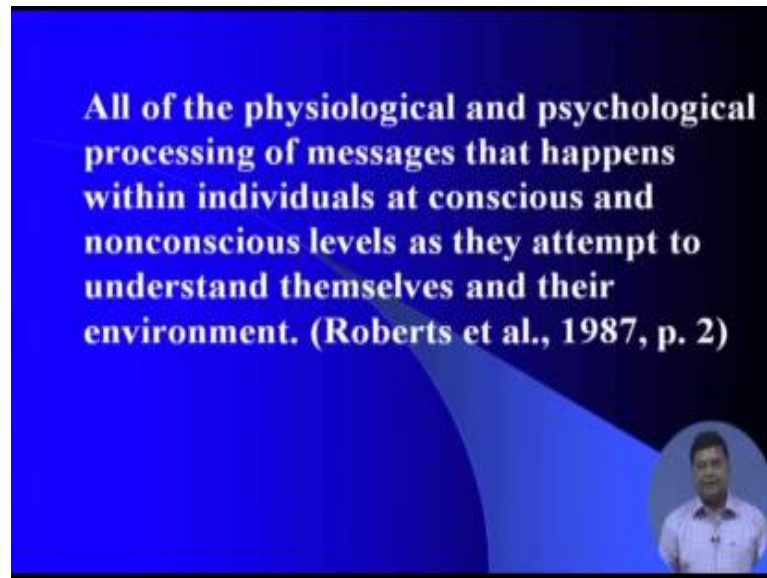


Now, intrapersonal communication is not restricted to “talking to ourselves”; it also includes such activities as internal problem solving, resolution of internal conflict, planning for the future, emotional catharsis, evaluations of ourselves and others, and the relationship between ourselves, and others. It is a very broad concept one can say it is not simply just talking to ourselves rather understanding lots of if you know issues related to self, it might include like self-esteem, it might include self-concept, self-motivation, self-realization, self-concept there are so many things related to self.

Now, for example, self-esteem, if my esteem is very low, I will not develop that kind of confidence within ourselves. If I am not having confidence within, how can I be effective while talking interacting with other? What exactly self-esteem, self-esteem is nothing, but it is something like how much value do we assign to ourselves before giving value to others, before praising others, we have to develop certain things that how do we understand ourselves.

How much value to be assign, I am also worth, I am also doing something one should be proud of oneself because these are the only this way we can develop confidence within us. Because for every communication behaviors to make our communication behaviors effective, we have to develop confidence and that confidence come only we are developing all sorts of this self, so this is very, very important. And then I will be talking a little bit that, yes, how we can develop these things.

(Refer Slide Time: 04:37)



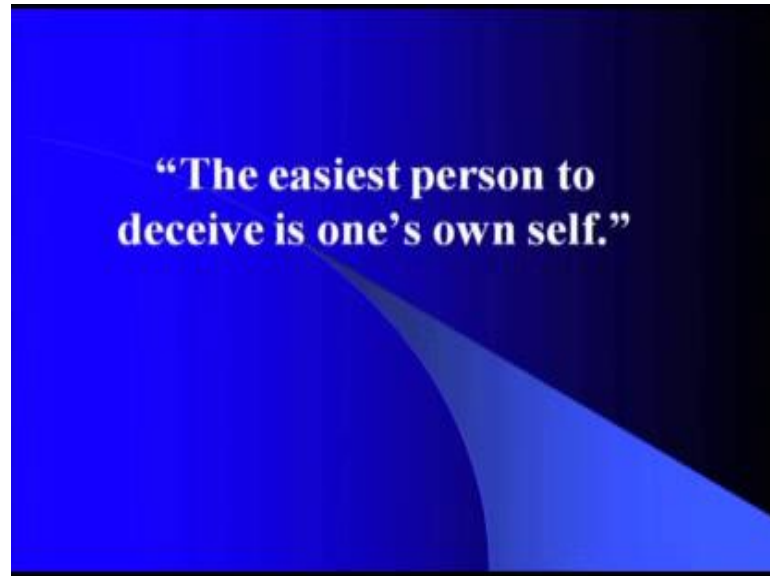
All of the psychological and physiological processing of message that happens within individuals at conscious and non-conscious level as they attempt to understand themselves and their environment, now, when you are talking many things happens internally and we have two very much conscious about those things, and these things can be developed through practice. We have to practice. Say for example, there are certain ways of acquisition for example, there are people who feel all the time that I am not good, I am I cannot perform, I cannot do and if all the time, we are thinking this kind of negative ways perhaps, we cannot make progress.

Autosuggestion is something very interesting. And if we can just practice little bit for example, if there is some issues, there is some problem there are some sort coming our weaknesses, we can always see that yes I can do it I shall be able to do. If other can do, why not I; if I am repeating several times, this kind of sentences or these kinds of thought are coming to our mind perhaps we can develop certain confidence.

And if that confidence comes with that confidence when they were in whatever you are speaking that is going to be effective. Because even there might be certain good things and certain things which are important, but if we are not able to present those things in effective way, and that effectiveness will come through confidence and that confidence will come only we are stronger within inside. We are making all sorts of self very, very

effective then our communication behavior with others will be proper, will be more effective than others.

(Refer Slide Time: 06:59)



Now, this is a very simple and important one can say saying that easiest person to deceive is one's own self. Now, when we try to deceive others, lots of preparation are required means we have to remember when we are telling a lie, and then next time if the same is repeated then we have very, very conscious that whether I am speaking the same thing. Deceiving others, telling lie with others, it is very difficult task and that is why we one requires lots of you know consciousness or alert or some sort of training how to tell a lie. Of course, in communication sometimes it is very practical purposes, it is very, very important to tell a lie because if you start speaking all the time truth, lie will be held.

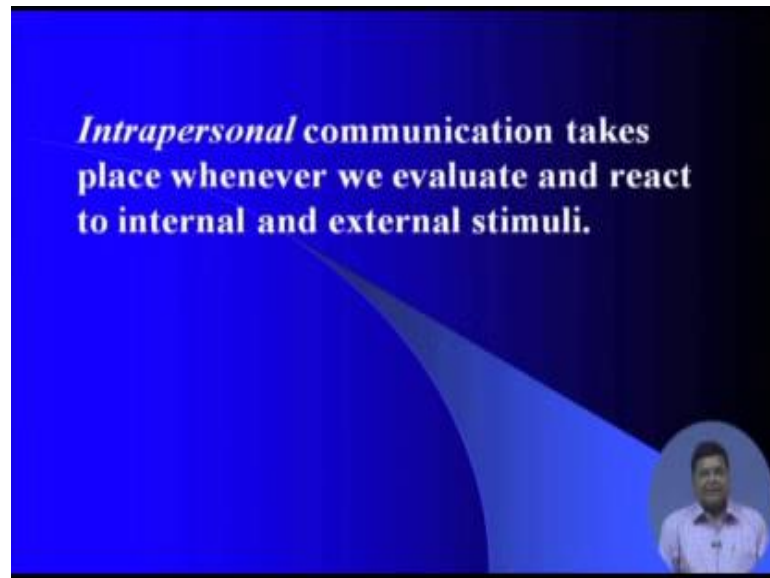
Say, for example, every day we are interacting with people and whether we like, we do not like the person just for the sake of formality, we say hello sir, or hello madam, good morning, how are you, and then we say we are ask them very often we are saying that I am very fine, nice, and nice to meet you. But from within, we do not like that person; from within perhaps I am using some sort of very negative words or sometimes abusive language, but we cannot to speak on the face. For all practical purposes, in our day-to-day interaction, we do tell a lie and that might be some extent required also; otherwise lie will be very difficult. It does not mean that all the time we have to tell a lie when the situation, demands that no, no, we have to speak truth, we have to speak the truth.

But here the this quote is the easiest person to the deceive is one's own self means you know inner thought we are having lots of inner thoughts and we make promises. Best example can decide it suppose many of us when before the new year starts thirty first December or thirtieth December, we take lots of resolution that from first of January, we shall be doing this ourselves, we will not be doing this. Those who are smokers, they take promise that from the new year from the first of January, I will never smoke or I will not do this thing or that thing. Now, first January comes the person thinking about the promise about the resolution whatever he has taken and then after a few days suppose some friends are coming and they are offering cigarette to smoke, the person forgot and then he goes back to the same thing same habit.

Here this is the example of you know deceiving oneself this very easy. Many times, we take promises even the students plan that they will be doing like this, they will doing like exercises, they will get up in the morning, they will go for walk, they will not waste time, but what happens, they are serious for few days and then they forget. So, this is way one can this we are deceiving. For developing certain habits we have to have a very, very strong will power, because it is said that old habits die hard, this is the fact this is true.

But we do have the examples of people that all of a suddenly one fine morning they have to stop doing certain things some bad habits. Say for example, smoking and drinking, there are persons who were chain smokers, but suddenly something happens and they have you stopped forever. How it happened this happened because they had a strong desire, they had a very strong willpower to do that. We should develop habits and we should not all the time try to deceive ourselves.

(Refer Slide Time: 11:35)



Intrapersonal communication takes place whenever we evaluate and react to internal and external stimuli. Now, I would like to explain further that how this interpersonal communication takes place, how this happens. Intrapersonal communication you all understand that yes this might be between two persons, between two groups etcetera, it is generally dyadic communication. But intrapersonal means it is happening the person the sender and the receiver is the same person. So, there are lot many things happening within ourselves. And here these are the two terms that the internal and external stimuli.

Now, I will give some examples. For example, external stimuli there are so many things happening in the environment. And in the environment, for example, if you are hungry and next room or nearby area good food is being cooked and very good smell is coming then our hunger increases and sometimes you know that water comes in your mouth that immediately we should to have the food. So, these are the external stimuli. Or sometimes and we are walking and suddenly we hear the music of our interests and I like that music then we feel involved and start also repeating the song. And sometimes some people starts dancing also little bit are smells. So, there are lots of things available in the environment and these are called external stimuli.

Some very good examples might be that you know we have observed some small kids children, there watching TV, some game or something some program is going on, and in between some ads come. And suppose that there is ad about the chocolate or Maggie or

noodle then what happens that the moment these kind of you know advertisement come, they immediately start crying oh, they want immediately that thing and start asking mother or father that immediately they want some kinds of chocolate or noodles. And suddenly hunger is starts. In the environment we have lots of stimulant, stimuli, family and to that it goes internally means communication is going inside and accordingly it is happening.

Now, internal stimuli, what are the internal many times have it happens that within our body we are from being communicated. I can say some example. Suppose, you are sleeping, and in the night suddenly you feel that your body is getting warm; that means, you are having fever and you get up and then this fever within the body it is communicated through our nerves to the brain and immediately feel that you should take some sort of medicine or you can visit to the doctor.

Many things happens internally which only we can feel, we are talking and suddenly feel that yes, I am feeling thirsty my throat is getting dry, so we need water. I am getting hungry, so the message is communicated through our nerves to the brain that yes, I need some food. These are internal. Internal stimuli and external stimuli they are the things happening within the body and outside that in the environment. And through these stimuli, we are getting the messages.

(Refer Slide Time: 15:52)

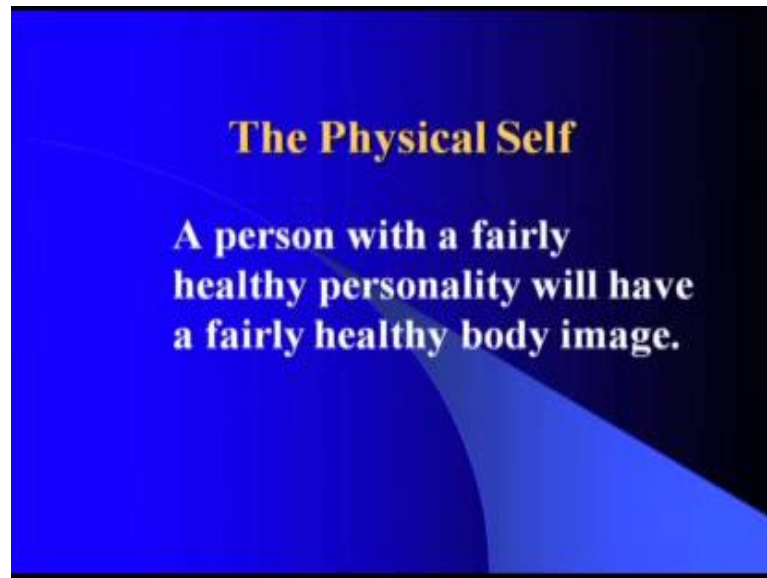


And this is part of intrapersonal communication. Intrapersonal messages reflect or physical self, emotional self, social self, self-concept, values, beliefs and attitude in short our entire personality. Thus the history of intrapersonal communication begins with knowing ourselves that is saying know their self. Knowing ourselves is very, very important. If I go little beyond our, that is called knowing self in spiritual word the self has been very much emphasized, because there are certain our religion or certain spiritual thinking they consider that we are not the body, we are the soul. So, this concept of self they relate with the soul; that means, body and soul these are two different things. And the self if we understand properly then our life might be more meaningful more easier, our thinking process will be simpler and will be in a better position to understand the complex human behavior and nature.

This all sorts of self what I am mentioning like emotional self, people are talking about emotional intelligence; that means how to understand the emotion of others and also emotion of ourselves. How can we control of, it is not that we have observed that suddenly some people get angry, suddenly they will start crying, suddenly they will starting laughing so all such things happen, we have to learn how to make a balance. So, emotions are good, but it should not be excessive that we react and we become angry - excessive angry or we become so sad that it starts crying in front of others, so all such things should be controlled.

Concept - self-concept about yourself. Values, what is value in my life, what is belief in my life. Value system, value might differ from person to person. But for some people what is the value, my value in my life is that I want to lead a meaningful life, I want to be happy, I want that whatever I am doing I enjoy, and whatever I am getting I am satisfied. I am not comparing myself with others, this might be my value, but for others the value might be different. What is the value that I want that I should have lots of money, I should have that in the society status, I should like by many people, always people should praise me. Values might differ from person to person, but inner value is such a thing whatever we are having in proper way if that is emphasized perhaps our confidential increase and with that confidence we will be in a very better position to communicate effectively.

(Refer Slide Time: 19:22)



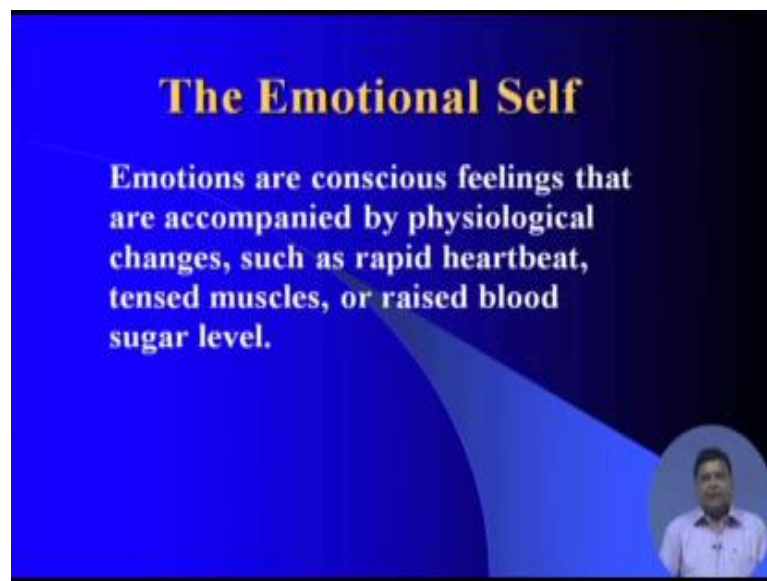
Now, I will explain a little bit about this self-physical self. A person with a fairly healthy personality will have a fairly healthy body image. This is very, very important. You know that this body is god gifted we cannot anything, but maintains to maintain this body this is in our hands. Whatever you know some people are very fatty, some people are very thin, some people short some; people height is very height is quite high. So, one can say that certain things are not in your control.

But at the same time to maintain this body is in our hands; we are responsible to make your body healthy. What kind of food we are eating, what kind of exercises we are doing, do we get up in the morning, how do we have, are we doing some meditation yoga some exercises. So, these are the things to make maintain our body. Because, when you look somebody first thing, first impression is looking at the face of that person, body, physical, physique of that person that also.

If a person suppose somebody short or somebody color is dark and all the time he or she is thinking that oh my god my height is short, my color is dark and then she or he will be suffering from some sort of inferiority complex, and that will be reflected in his or her communication behavior. So, we should not be all the time thinking about these kinds of complexes. We might have observed that there are some persons we are very thought of in height and dark in complexion between they speak.

When they open their mouth and what they're speaking that matters a lot. We forget about the personality about the body, about the physique of that person. Whether the person is black or dark or short or fat or thin does not matter. His or her communication behaviors become more important than other things. But in general, what happens that physical self, we should not have inferiority complex about our physical self, because that matters.

(Refer Slide Time: 21:50)



Emotional self, emotions are conscious feelings that are accompanied by physiological changes, such as a rapid heartbeat, tensed muscles, or raised blood sugar level. You know many times it happens that from within we are very angry, and we start feeling very bad we do not know, but whenever we are angry, when we are in depression, when we are sad, our heartbeat increases, our throat will get dry, might be our blood pressure will increase our sugar level will increase. And these things are happening within our body. This is also known in a way this is part of the intrapersonal communication because this is going within. Anything which is happening within that is intrapersonal communication.

We have to develop habits to control our emotion. Of course, at times, it becomes very difficult, but through practice we can do, because what happens in communication this very important that whenever we become angry, the first thing happens that we control sorry, we will lose control over time. And whatever comes to your mind, we speak then

and there and later on we repent, why I have spoken. Because the words are even more dangerous than one can say that sorts or wound. Wound may be healed, but the word is spoken perhaps we cannot take it back. It is just like a bullet once we are fired, it cannot come back.

We try to say several things like I am sorry that was my mistake, that was I do not know why and how it happened, but it becomes very difficult to make people understand. The person might forget good things, but the people generally do not forget certain bad things which happened with them. We have absorbed that are very good friends and those who are in very good relationship one fine morning, we find that something has happened the relationship has broken, they are not talking, because what I think that whenever we are having problems with others the first thing happens that we stop communication, communication breakdown. People do not like to talk. And please remember that if there is any chance of reconciliation, if any chance of further developing the relationship or building relationship that will happen again only through communication. So, making and breaking in both the cases communication is playing very, very vital role.

(Refer Slide Time: 24:53)



Self-concept, what we think about ourselves, our self concept has a strong effect on intrapersonal and intrapersonal communication. As I mentioned that we have to have some sort of concept about ourselves, who am I, I am also worth for the family, for the

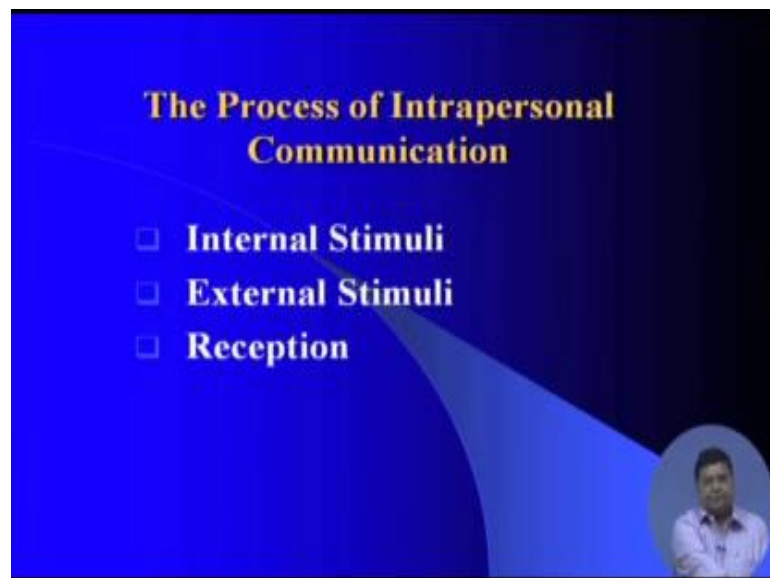
society, for the country, for the nation. I am doing something good. So, this is very, very important and that will give me strength.

(Refer Slide Time: 25:27)



Our past experiences also matters. Your past shapes the way you feel about yourself and the way you react to others. This is also very, very important.

(Refer Slide Time: 25:38)



And I have already explained the process of intrapersonal communication. Just to repeat that how the way we have the process in intrapersonal communication from sender to receiver, similarly we have the process of intrapersonal communication. One can see that

we have the internal stimuli, we have external stimuli, then there is a reception, it received in your body through nerves.

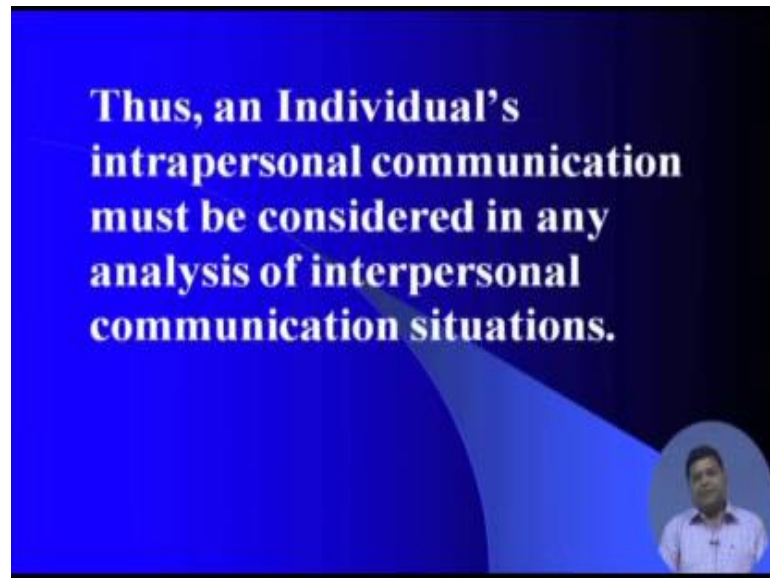
(Refer Slide Time: 26:07)



Then there is a process also suppose we are having two three things, very good food is being cooked, very nice music is being played, very good the smell is coming, so are very good photograph or picture is there so it is being processed the one which is more important for me that will be first and then others might be in the queue, others might be the next. Then these things are transmitted through our nerves and it goes to your brain and accordingly we are getting the feedback.

Feedback in intrapersonal communication and also important, sometimes, when we are speaking in front of public, in front of others, we understand that my facial expression is not good; I am being nervous. What others will think, I am smiling, but that is the not the real one and this kind of message is going to your brain. Or sometimes, while we speaking we utter some words or we mispronounced and then we say oh, sorry. Why do I say sorry because immediately we have got the feedback through our brains that yes something wrong I have spoken or my facial expression is not good or my smile is not coming in the natural way, and we try to adjust from within, so that other soul, others should feel that it is coming in it natural way.

(Refer Slide Time: 27:33)



And so I would like to conclude thus, an individual's intrapersonal communication must be considered in any analysis of interpersonal communication situations. So, intrapersonal communication is very, very important; and our intrapersonal is nothing, but developing certain kinds of habits within ourselves to understand ourselves and to develop confidence related to all these kinds of self as I mention like self-concept, self-esteem, self-actualization, self-motivation and the self emotion etcetera, etcetera. So, self-physical things if you understand about all these things, we shall be in a better position, we shall be delving confidence within.

And this will be reflected in your personality, this will be reflected on our face and perhaps we shall be in a better position to communicate while interacting with others. If the confidence is within it will confidence will come in or intrapersonal communication, whether we are speaking in an interview or speaking in front of public, speaking in a meeting or wherever we are in the society and social gathering, if we are very strong from within if you have the confidence from within then our communication behavior will be better, more effective and we shall be more satisfied.

Thank you very much.