Communication Model

“Interpersonal Gap”
Based on work of John L. Wallen

Communication is a process in which one individual transfers intentions to another through their actions. Effective communication only takes place when Person A and Person B share the same understanding or meaning.

<table>
<thead>
<tr>
<th>Intent</th>
<th>Behavior (Actions)</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private</td>
<td>Public</td>
<td>Private</td>
</tr>
</tbody>
</table>

Must be inferred by B. Must be inferred by A

[7%] Words
[38%] Voice (Tone, Loudness, etc.)
[55%] Body Language

Closing the Gap
Each party to an interaction has different and only partial information that creates a gap in understanding. This difference from what one individual intended and how another individual is impacted is called the Interpersonal Gap. Closing the gap involves a two way process of filling in the missing information by sharing our intentions and impact.

I know myself through my intentions.
I know you through my interpretations.