

Steps in the communication process (Robbins & Judge, 2015):

- Message to be sent by sender
- Encoding the message
- Channel selected: Formal or informal
- Message received by Receiver
- Message decoding by the Receiver (eliminating noise-distortion, overload or cultural barriers)
- Feedback to sender

Reference

Robbins, S. P. & Judge, T. A. (2015). *Organizational behavior* (16th ed.). Upper Saddle River, NJ: Pearson.