

ALI 340: Elements of Effective Communication

Session One

Speech is implanted in the heart
and deposited in the thought
strengthened by the intellect
conveyed through the tongue
its body is the letters
its soul is the meaning
its adornment is punctuation
and its order is reason

Imam Ali (a), Mizanul Hikmah, H#17522

Agenda

- The month of Ramadan
- Spring of the Holy Quran
- Understanding Communication
- Communication in the Quran
- Communication in Hadith
- Basic components of Communication
- An Example

The Month of Ramadan

God, bless Muhammad and his Household,
inspire us with knowledge of its excellence . . .
and help us to fast in it by our restraining our limbs
from acts of disobedience toward You
and our employing them in that which pleases You
so that we lend not our ears to idle talk
and hurry not with our eyes to diversion . . .
we undertake nothing but that which
brings us close to Your reward
and pursue nothing but that which protects from Your
punishment!

From Dua no.44, Sahifa Sajjadiyyah

Spring of the Holy Quran

لِكُلِّ شَيْءٍ رَّبِيعٌ وَرَبِيعُ الْقُرْآنِ شَهْرُ رَمَضَانَ

*Everything has a Spring
And the Spring of the Quran
is the month of Ramadan.*

Imam al-Baqir (a)

Biharul Anwar, Vol.96, pg 386

Understanding Communication

Communication is the sharing of information between two beings. Effective communication is to ensure that the message received is the message intended.

Communication is an integral part of everyday activities. It affects all aspects of our life. Human beings communicate within themselves, with others, in small groups and in public.

Divine communication establishes the relationship between God and the human being.

Communication in the Holy Quran

خَلَقَ الْإِنْسَانَ عَلَّمَهُ الْبَيَانَ

He created the human being
and taught him communication

Sura Rahman, verses 3-4

أَلَمْ نَجْعَلْ لَهُ عَيْنَيْنِ
وَلِسَانًا وَشَفَتَيْنِ

Did We not give him two eyes
and a tongue and lips?

Sura Balad, verses 8-9

Communication in Hadith

Consider the blessing of speech, bestowed upon him by Allah, the Almighty, which is the medium for the expression of his inner thought and his warm feelings springing from his understanding and with which also he understands the inner points of others.

Without this faculty he would have been like quadrupeds, neither able to convey his own inner thought to others, nor to understand the words of the speaker.

Imam al-Sadiq (a)

Hadith al Mufazzal

Human beings have two distinctions
Intelligence and communication
So with the intelligence he gains benefit
and with communication he benefits [others].

Imam Ali (a)

Mizanul Hikmah, H#17525

Basic Components of Communication

- 1) The Speaker – has a message to give. This is encoding the message.
- 2) The message – words that are conveyed
- 3) The Listener/s – message is received and interpreted. This is decoding the message.

Responsibilities

The Speaker

- 1) Intends to convey a message for a reason
- 2) Knows the audience
- 3) Frees the self from emotion that would interfere with the message
- 4) Harmonizes various message transmitters; words, body language, tone, voice . . .

The Listener

- 1) Listens actively
- 2) Frees the mind of assumptions
- 3) Decodes and sends feedback
- 4) Responds accordingly

An Example

Communication of believers with their Lord
Sura Aale Imran, verses 190-194

Speakers - verses 190-193

Listener – Verse 194