

Communication Skills

Class X , Ch-1 Communication Skills: II(IT #402)

Session 5: Barriers to Effective Communication

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CHANGING YOUR TOMORROW

Learning outcome of this Session

Student could able to understand:

- What are Barriers to Effective Communication?
- What is 7Cs of Effective Communication?
- How to overcome Barriers to Effective Communication?

What is Effective Communication?

- We now know that there are different methods of communication: non-verbal, verbal and visual.
- However, all these methods can only be effective if we follow the basic principles of professional communication skills.
- These can be abbreviated as 7 Cs i.e., Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.
- Absence of any of these 7Cs can lead to miscommunication.

7C's of Effective Communication



Figure 1.6: 7Cs of Effective Communication

Barriers to Effective Communication

1. Physical Barriers

- Physical barrier is the environmental and natural condition that act as a barrier in communication in sending message from sender to receiver.
- Some examples of physical barrier are defective instruments, poor lighting, uncomfortable sitting arrangements and unhygienic room condition distract listeners.
- Not being able to see gestures, posture and general body language can make communication less effective.

2. Linguistic Barriers

- The inability to communicate using a language is known as language barrier to communication.
- Language barriers are the most common communication barriers, which cause misunderstandings and misinterpretations between people.
- For example, slang, professional jargon and regional colloquialisms(regional language) can make communication difficult.

Barriers to Effective Communication

3. Interpersonal barrier:

- Stage fear, lack of will to communicate, personal differences can create interpersonal barriers to communication.

4. Organisational Barriers:

- The Organizational Barriers refers to the hindrances in the flow of information among the employees that might result in a commercial failure of an organization.

5. Cultural Barriers:

- Cultural barriers is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties.
- People sometimes make stereotypical assumptions about others based on their cultural background, this leads to difference in opinions and can be a major barrier to effective communication.

BARRIERS TO COMMUNICATION



Figure 1.7: Barriers to Effective Communication

Ways to Overcome Barriers to Effective Communication

- Use simple language
- Do not form assumptions on culture, religion or geography.
- Try to communicate in person as much as possible
- Use visuals
- Take help of a translator to overcome differences in language
- Be respectful of other's opinions

Home Assignment

A. Multiple choice questions

I. Read the questions carefully and circle the letter (a), (b), (c) or (d) that best answers the question.

1. Which of these is NOT a common communication barrier?
 - A. Linguistic barrier
 - B. Interpersonal barrier
 - C. Financial barrier
 - D. Organisational barrier

Home Assignment

2. Which of these are ways to overcome communication barriers?
 - A. Respecting each other's differences
 - B. Using a translator
 - C. Not communicating at all
 - D. Using your own language for comfort
- B. Subjective question**
 - Write down the common communication barriers you may come across when you move to a new city or country.

THANKING YOU
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