



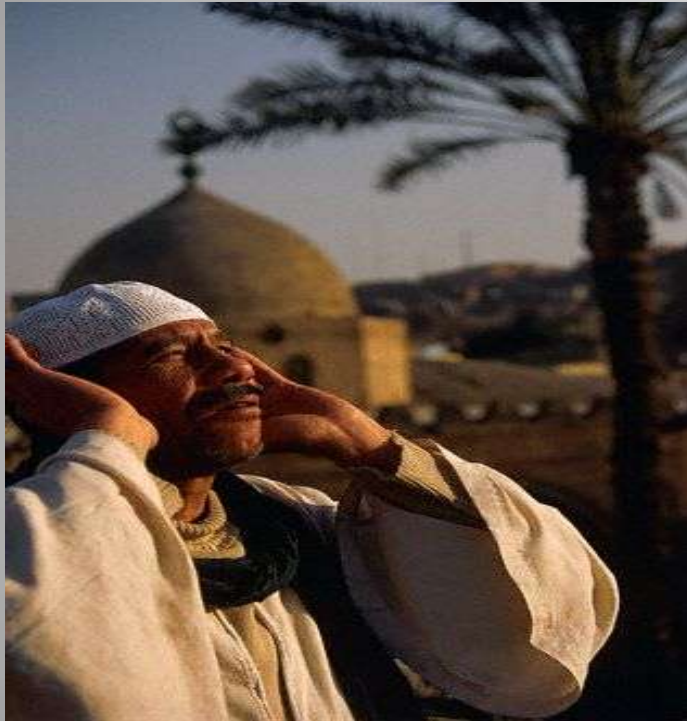
COMMUNICATION AND ITS BARRIERS



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What is Communication

Communication is the activity of conveying meaningful information. It requires a sender, a message, and an intended recipient. The communication process is complete once the receiver has understood the sender and provides the feedback.



Barriers to Communication



No matter how good the communication system in an organization is, unfortunately barriers can and do often occur.

These barriers are those which make the message doubtful for the reader to understand it and they get confuse to interpret the meaning for which the message is sent to them.

Physical Barriers

The major physical barriers are:

- ✓ **Time**
- ✓ **Place**
- ✓ **Noise**
- ✓ **Space**

Some of them are easy to Alter whereas, some may prove to be tough obstacles in the process of effective communication.



Time

Time has an important role in a communication process. Do we not often hear expressions such as “timely caution”, “timely advice?”. These expressions indicate the role of time as a factor in communication.



Place

The place or the location where a communication process takes place can degenerate into a barrier to effective communication.



Noise

Noise is a physical barrier to effective communication. Noise may have its origin from an external source or may exist even in the communication loop.



Space

Closed office doors, barrier screens and separate areas for people of different status results in creating a barrier to effective communication.



How to Overcome Physical Barriers ???



Perceptual Barriers

We all see the world differently !

We all have our own preferences, values, attitudes, origins and life experiences that act as 'filters' on our experiences of people, events and information.

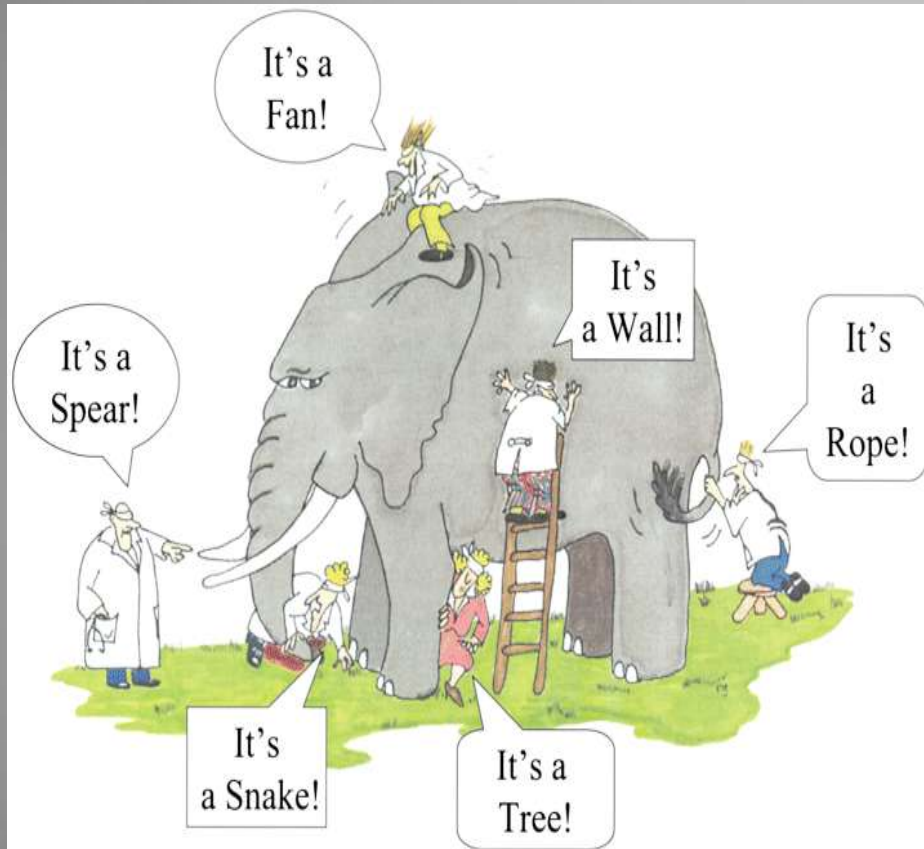


Types of Perceptual Barriers

Difference in Understanding



Difference in Perception of Reality



Differences in Values, Attitudes and Opinions



How To Overcome Perceptual Barriers?



Solution !!!

- ✓ Start by listening to others.
- ✓ Clarify if there is confusion.
- ✓ Stay calm and be positive.

An attitude of good will and tolerance toward others goes a long way--even if you miscommunicate or do not like another's words or actions.



Emotional Barriers

The emotional state may influence your capacity to make yourself understood and hamper your understanding of others.

Many times, emotional barriers on your part or the part of the person you are speaking with may inhibit your ability to communicate on an effective level.



FEAR/
INSECURITY



MISTRUST



STRESS





How To Overcome Emotional Barriers

???

Solution !!!

Be aware of the feelings that arise in yourself and in others as you communicate, and attempt to control them.



Cultural Barriers

Cultures provide people ways of thinking--ways of seeing, hearing, and interpreting the world. Thus the same words can mean different things to people from different cultures, even when they talk the "same" language.



Each culture has its own rules about proper behavior which affect verbal and nonverbal communication.

Whether one looks the other person in the eye-or not; how close the people stand to each other when they are talking; etc--all of these and many more are rules of politeness which differ from culture to culture.





How to Overcome Cultural Barriers ???

Solution !!!

Help may be needed through a cross cultural consultant who will show teams and individuals how to manage communication and work together more cohesively and productively.



Language Barriers

- Inability to converse in a language that is known by both the sender and receiver is the greatest barrier to effective communication.
- When a person uses inappropriate words while conversing or writing, it could lead to misunderstanding between the sender and a receiver.



How to Overcome Language Barriers ???



Solution !!!

- Learn the language
- Hire an interpreter
- Carry a translating dictionary
- Instead of trying to communicate with hand signs and offend them, research some different signs that mean something polite and respectful



Gender Barriers

This barrier arises because men and women have different ways of thinking and communication.



How To Overcome Gender Barriers???



Solution !!!

The process of bridging the gap in gender communication requires a great deal of patience and understanding that only time and attention will teach.



CONCLUSION

Working on improving your communications is a broad-brush activity. You have to change your thoughts, your feelings, and your physical connections.

That way, you can break down the barriers that get in your way and start building relationships that really work.

Questions & Comments





Thank You !