



BARRIERS TO COMMUNICATION

WHAT IS COMMUNICATION ???



**COMMUNICATION IS THE ART OF TRANSMITTING
KNOWLEDGE, IDEAS, INFORMATION AND THOUGHTS
FROM ONE PERSON TO ANOTHER.**

**THE TRANSFER SHOULD BE SUCH THAT
THE RECIEVER UNDERSTANDS
THE MEANING AND THE INTENT OF THE MESSAGE
AND GIVE PROPER FEEDBACK**





IMPORTANCE



-
- **Necessary for planning**
 - **Understanding each other**
 - **Establishment of effective leadership**
 - **Increases Efficiency**
 - **Basis of Decision-making**
 - **Smooth Working of Enterprise**
 - **Motivation**
 - **Co-ordination**



There are three levels at which communication takes place

1. Noticing is done with the senses, and is at the physical level
2. Understanding is at the level of intelligence
3. Acceptance is at the emotional level

Anything that hinders the process of communication at any of these levels is a barrier to communication

Barriers to communication can be defined as the aspects or conditions that interfere with effective exchange of ideas or thoughts.

FACTORS

Environmental

Halo Effect

Technological

Misinterpretation

Organizational

Fear

Jargons

Stress

External Noise

Status

Emotions

Chain of command

Distance

Trust Issues

Personal Interests

Negative Self Image

Anything that obstructs the free flow of communication is called a 'barrier'.

- **The following things can be a barrier in communication.**

- => Fault in the communication system.
- => Fault in the medium/media.
- => Fault in the language, symbols etc.
- => Fault in nature of sender and receiver.

- **Barriers to communication can be divided into four groups.**

- (i) Physical/External Barriers.
- (ii) Semantic / Language Barriers.
- (iii) Socio-psychological Barriers
- (iv) Cultural Barriers.

CLASSIFICATION OF BARRIERS

PHYSICAL BARRIERS

SEMANTIC AND LANGUAGE BARRIERS

SOCIO-PSYCHOLOGICAL BARRIERS

ORGANIZATIONAL BARRIERS

CROSS-CULTURAL BARRIERS

PHYSICAL BARRIERS

- ❑ Faulty Organizational Structure
- ❑ Noise
- ❑ Time and Distance
- ❑ Information Overload



Faulty Organizational Structure

- Large working area
- Closed office doors
- Separate areas for people of different status
- It forbids team member from effective interaction with each other



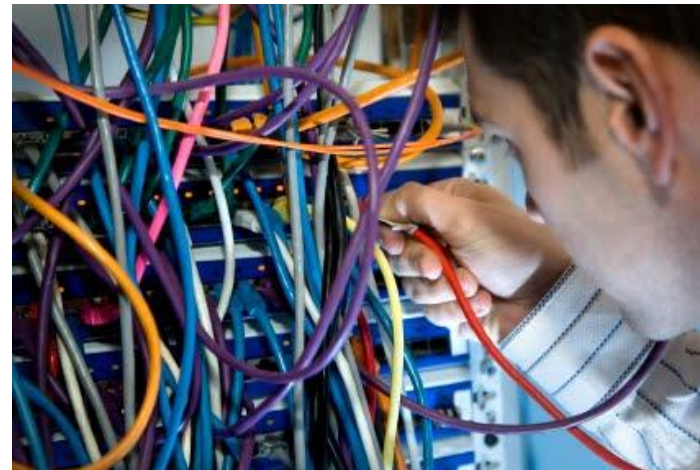
Noise

- Physical noise (outside disturbance)
- Psychological noise (inattentiveness)
- Written noise (bad handwriting/typing)
- Visual noise (late arrival of employees)



Time and Distance

- Improper Time
- Defects in Medium of communication
- Network Facilities
- Mechanical Breakdowns



Information Overload

- Piling up of tasks due to improper time management.
- Excess number of people assigned for same task
- Work overload/Information duplication.



SEMANTIC & LANGUAGE BARRIERS

- SEMANTIC
- SIMILAR SOUNDING WORDS
- WORDS HAVE MULTIPLE PRONUNCIATIONS
- WORDS HAVE MULTIPLE MEANING
- DENOTATIONS AND CONNOTATIONS
- LANGUAGE BARRIERS



Those who speak do not know

Those who know do not speak

- Random Japanese Guy

SEMANTIC BARRIERS

[1] Interpretation of words

[2] Technical Jargon

[3] Idioms and Phrases

SEMANTICS

- What do you mean by **SEMANTICS**?
- Why is **SEMANTICS** required?
- When does **SEMANTIC BARRIER** arises?

SIMILAR SOUNDING WORDS

These words are known as **Homophones**



Pronunciation



Spelling



Meaning

Examples:

- pale/pail
- alter/altar
- buy/bye/by
- rain/reign

WORDS HAVE MULTIPLE PRONUNCIATIONS

These words are known as **Homographs**



Examples

- The bandage was **wound** around the **wound**.
- We must **polish** the **Polish** furniture.
- He could **lead** if he would get the **lead** out.

WORDS HAVE MULTIPLE MEANING

These Words are also known as **homonyms**



Examples

- Never **desert** your friends in the **desert**.
- **Close** the window before the bee gets too **close**

DENOTATIONS AND CONNOTATIONS

- **Denotation:** The literal meaning of a word
- **Connotations:** The emotions and associations connected to a word
 - **Favourable Connotation:** 'honest', 'noble', 'sincere'
 - **Unfavourable Connotation:** 'cowardly', 'slow', 'incompetent'

Examples:

They gave us cheap stuff.

At this shop, they sell things cheap

LANGUAGE BARRIERS

- **Different Languages**



- **No Clarity in Speech**



LANGUAGE BARRIERS



- **Using Jargons**

- **Not being specific**



SOCIO-PSYCHOLOGICAL BARRIERS



WHAT IS PSYCHOLOGICAL BARRIER?

Psychological barriers can be described as the cause of distorted communication because of human psychology problems.



PSYCHOLOGICAL BARRIERS

- **Attitude and opinions:**
- **Emotions**
- **Filtering and distortion of message**
- **Status difference**
- **In attention**
- **Closed mind**
- **Fields of experience**



PHYCHO-SOCIOLOGICAL BARRIERS

[1] Status Block

[2] Closed Mind

[3] Group Identifications

[4] Poor Communication Skill

[5] State Of Heath

[6] Emotions

OTHERS INCLUDE:

- Group identification
- Self-image
- **Premature evaluation**
- Distrust
- Poor retention



CROSS-CULTURAL BARRIERS



WHAT IS CULTURE?



Cross Culture Communication

- **Meaning of Cross Culture Communication**
- **Understanding different cultures facilitates Cross Culture Communication**
- **Components of Cross Culture Communication**

Different Cross Cultural Barrier

- **Language**



- **Values**



Different Cross Cultural Barrier

- **Social Relation**



- **Concept of time**



Different Cross Cultural Barrier

- **Concept of space**



- **Gestures**



ORGANISATIONAL BARRIERS



Organizational barriers

- Loss or distortion of messages as they pass from one level to another
- Filtering of information according to one's understanding/interpretation
- Messages not read completely or not understood correctly
- Deliberate withholding of information from peers perceived as rivals
- Information gap if upper level does not know the true state of affairs

....cont

- ❑ Lack of communication policy
- ❑ Authoritarian attitude of management
- ❑ Poorly Defined Authority and Responsibility
- ❑ Too Many Levels in Organization Structure
- ❑ Insufficient Communication Training

Overcoming Communication Barriers

Individual Skills

- Active listening
- Select the appropriate channel for the message
- Make a special effort to understand each other's perspective
- Managers should practice MBWA.

Overcoming Communication Barriers

Organizational Actions

- Create a climate of trust and openness
- Develop and use formal information channels in all directions
- Encourage the use of multiple channels including formal and informal communications
- The organizational structure should fit communication needs.

A 3D rendered scene featuring a blue ribbon bow tied on a silver, reflective tray. The tray is positioned in the foreground, and the bow is the central focus. Behind the tray, there are several stacks of grey, rectangular blocks, some of which are slightly offset, creating a sense of depth. The background is a solid black. Overlaid on the scene is the word "CONCLUSION" in a large, white, sans-serif font, centered horizontally and partially obscuring the bow and the blocks behind it.

CONCLUSION

Ways To Overcome Barriers to Communication-

- **For Physical Barriers-**

- ❖ Appropriate Seating Arrangement
- ❖ Ensure Visibility & Audibility
- ❖ Environmental Comfort
- ❖ Minimise Visual/Oral Distractions

- For Semantic Barriers-**

- ❖ Use of Simple Language
- ❖ Symbols & Charts
- ❖ Active Listening/ Constructive feedback

Contd..

- **For Socio-Psychological Barriers-**

- ❖ Calling Attention & Motivation
- ❖ Assistance & Sympathy

For Cross Cultural Barriers-

- ❖ Understanding of Traditions & Customs
- ❖ Information of all Sides of Culture

Contd..

- **For Organisational Barriers-**
 - ❖ Simple Organisational Structure
 - ❖ Avoiding Information Overload
 - ❖ Flexibility in Meeting Targets

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