A logo of a planet

Description automatically generated

**MPU3272-WPCS**

**WORKPLACE PROFESSIONAL COMMUNICATION**

**INDIVIDUAL ASSIGNMENT**

**Intake Code: APD2F2309CS(CYB)**

**Lecturer: Mr. SURESH A\L SAMINATHAN**

**Hand Out Date: Week 3**

**Hand-In Date: Week**

|  |  |
| --- | --- |
| **NAME** | **TP NUMBER** |
| **ABDULRAHMAN GAMIL MOHAMMED AHMED** | **TP071012** |
| **AMSYAR FIQRIE BIN ADAM SIM** | **TP058202** |
| **CHOO JIA ZHENG** | **TP064932** |
| **HAEMAKEESHA HAEZZEL A/P B. GANESAN** | **TP064216** |
| **NG NUO TONG** | **TP057091** |
| **NIZAR A H LAZEN** | **TP071068** |
| **SHARVEENN A/L MURTHI** | **TP073394** |
| **TIEW CHENG JIA** | **TP064043** |

Contents

[1.0 Abstract 4](#_Toc153466905)

[2.0 Introduction 6](#_Toc153466906)

[3.0 Hierarchy Barrier 7](#_Toc153466907)

[4.0 Perceptual Barrier 9](#_Toc153466908)

[5.0 Emotional Barrier 11](#_Toc153466909)

[6.0 Language Barrier 15](#_Toc153466910)

[7.0 Personal Bias 17](#_Toc153466911)

[8.0 Conclusion 20](#_Toc153466912)

[9.0 References 21](#_Toc153466913)

# 1.0 Abstract

Interpersonal communication is a vital component of modern workplaces where remote collaboration and interactions have become increasingly prevalent. This report delves into the importance of acquiring effective interpersonal communication skills to maintain relationships and collaboration, as well as the inevitable communication barriers that arise within this context. Three primary factors contributing to these barriers are language, poor listening skills, and inadequate attention allocation.

The report explores hierarchical barriers emanating from organizational hierarchies, including the influence of status and authority, information silos, and restricted data flow, which can hinder collaboration. Personal bias is another significant aspect, encompassing gender bias, age bias, racial bias, beauty bias, and religious bias, and the impacts on both employees and companies are discussed, such as discrimination, unequal opportunities, and workplace dynamics.

Cultural and language differences present additional challenges, often leading to misunderstandings and conflicts that subsequently decrease productivity. Factors contributing to these misunderstandings include cultural norms, values, and translation challenges. Perceptual barriers are examined in terms of beliefs, preferences, triggers, and cues, with strategies for overcoming these barriers provided.

Emotional barriers are another focus, encompassing mental blocks, the restraint from expressing thoughts and feelings, and their interference with communication. The report emphasizes that emotional barriers can significantly impact workplace efficiency, team dynamics, employee morale, and job satisfaction. Strategies for overcoming emotional barriers, such as calming techniques and emotional regulation, are discussed.

In summary, this report offers valuable insights into understanding and addressing various communication barriers within the context of interpersonal communication. It highlights strategies for improvement and the multifaceted impact of these barriers on individuals and organizations. Addressing and overcoming these barriers is crucial for enhancing workplace productivity and fostering positive working environments.

# 2.0 Introduction

When two or more people communicate with one another, this is called **interpersonal communication**. It involves people communicating with one another and exchanging thoughts, information, and messages. Face-to-face talks, calls, messages, and video conferences are just a few of the many possible methods of communication. (Terra, 2023) To preserve relationships and collaboration as more individuals work remotely, acquiring interpersonal communication skills becomes extremely essential.

However, if there is interpersonal communication, communication barriers will occur. Anything that prevents someone from receiving and comprehending signals sent to them to express their ideas, thoughts, or any other kind of information is considered a **communication barrier**. The message somebody is attempting to deliver is blocked or impeded by these multiple communication barriers. (Barriers in Communication, 2023) The three factors that affect communication barriers are language, poor listening skills, and poor attention spending.

This report is motivated by the growing significance of interpersonal communication in an evolving work environment. As individuals engage in various communication methods, such as face-to-face talks, calls, messages, and video conferences, the need for effective interpersonal communication skills becomes paramount **to preserve relationships and collaboration**.

# 3.0 Hierarchy Barrier

In organizational communication, the hierarchical barrier represents a common challenge where senior-level employees within a hierarchical structure may exhibit a propensity to dismiss ideas, feedback, or contributions from subordinates working beneath them. This behavior, often grounded in a mindset of authority and power, can give rise to hindrances within the organization. In this context, a hindrance refers to anything that obstructs, delays or impedes the free flow of information and collaborative problem-solving within an organization.

**Challenges within Hierarchical Barriers**

1. **Status and Authority Influence**

A primary challenge within the hierarchical barrier is the sway of status and authority. This challenge is deeply rooted in the power dynamics of an organization. Power dynamics encompass the complex web of relationships and interactions among individuals of differing statuses within an organization. The influence of status and authority often dictates the decision-making processes and how individuals at various hierarchical levels engage with one another. (Spradling, 2020)

Power dynamics can sometimes lead to miscommunication or even a complete communication breakdown. It's not uncommon for senior employees to wield significant decision-making authority, which can overshadow the ideas and contributions of their subordinates. This dynamic may stem from an organizational culture that values the opinions of those in positions of authority more than those of their junior counterparts. (Stitham, 2022)

1. **Information Silos**

Another significant challenge within the hierarchical barrier is the prevalence of information silos. In a business context, silos refer to divisions or departments that operate independently and, crucially, avoid sharing information or insights with other units or teams. (Chen, 2022)

The implications of information silos are multifaceted. When data and knowledge are not effectively shared throughout the organization, it can lead to a lack of transparency. Departments or teams may operate with incomplete or outdated information, contributing to a duplication of work, misalignment in objectives, and overall inefficiencies. Such compartmentalization can hinder the organization's ability to adapt, innovate, and respond to changing market dynamics.

In conclusion, overcoming hierarchical barriers is pivotal for enhancing communication and fostering a culture of collaboration within organizations. Addressing the challenges of status and authority influence, and dismantling information silos, requires a proactive approach that values every team member's contributions and encourages open communication channels across all hierarchical levels. By doing so, organizations can unlock the full potential of their workforce, driving innovation and efficiency.

# 4.0 Perceptual Barrier

Perceptual Barrier refers to a psychological barrier which is any mental prejudice that affects how we view other people, things, or situations. People assess things and come to judgments by drawing on preconceived assumptions. Healthy communication becomes challenging, though, when we become mentally blocked and refuse to accept fresh information. Our perception of the world and the ways in which we behave are shaped by our surroundings and years of reinforcement. It's common to refer to this social, cultural, and environmental development as "conditioning." Conditioning can lead people to make assumptions, misunderstand or even form stereotypes of others whose life experiences are completely different from our own. (Gratis, 2022)

For instance, the emotional reactions of two individuals staring at the same painting could range greatly. Our expectations aren't always met, which is the issue. Because of this, we frequently pass judgment on others based just on what we already know or believe, without taking their viewpoint into account. Communication is difficult when there are emotional barriers because peoplee tend to escalate issues more easily. (Gratis, 2022)

**Types of Perceptual Barrier**

* **Cultural Differences:** People from different cultures may perceive and interpret the world in different ways. Perceptual barriers between people from various cultural origins can be caused by cultural differences in communication styles, nonverbal clues, and beliefs.
* **Language obstacles:** Perceptual obstacles may arise due to disparities in language and linguistic proficiency. Communication failures can result from misunderstood words or phrases as well as disparities in linguistic skills.
* **Stereotyping:** Assuming things about people or groups based on prior notions or stereotypes can cause misunderstandings and misinterpretations. Stereotyping is the practice of assigning individuals to rigid, simplistic groupings that do not fully reflect their unique traits.
* **Status and Power Dynamics:** This refers to an individuals' relative status or power within a social or organizational context can have an impact on perceptions. Power dynamics can influence how messages are received and understood, and subordinates may be reluctant to voice their genuine ideas to superiors.

**Overcoming Perceptual Barrier**

When it comes to overcoming perceptual barrier, effective communication techniques, empathy, and self-awareness are necessary to break through. One strategy is to encourage people to question their preconceived conceptions and assumptions about other people in order to raise awareness and knowledge of stereotypes and prejudices. Stereotypes can be dispelled with the aid of educational and training initiatives that emphasize the diversity of viewpoints and experiences. By actively seeking out different points of view and remaining receptive to different interpretations, one can combat selective perception. (Harappa, 2021)

People should try to evaluate others based on particular behaviors and traits rather than basing decisions only on general impressions in order to lessen the halo effect. Promoting open and honest communication can help combat projection by fostering a climate in which people feel free to share their ideas and emotions. Fostering cultural competency, which entails being aware of and respectful of other cultural norms and communication styles, is a necessary step in bridging cultural divides.

Furthermore, in addition, making accommodations like supplying assistive technology or making sure information is provided in accessible formats may be necessary to overcome physiological barriers. Fostering a good and encouraging environment can facilitate more candid emotional communication. Language instruction, translation services, or the use of visual aids to improve comprehension can all help break down language barriers. It is necessary to establish an open and cooperative atmosphere where everyone feels empowered to share their viewpoints in order to address status and power imbalances. I personally believe that building an inclusive, respectful, and open-minded culture can help break down perceptual barriers and improve understanding and communication across different people and groups. (Harappa, 2021)

# 5.0 Emotional Barrier

Emotional barrier is a mental limitation that restrains a person from expressing their thoughts and feelings openly. Hence it affects the interpretation of other people’s behavior, which has an impact on how a person constructs an argument (Filipov, 2023). Emotional barriers mostly come from the result of low emotional intelligence such as emotional awareness and control, which generally obstruct our ability to interact with others (Emotional Barriers to Communication: Meaning, Examples and How to Overcome Emotional Barrier, 2021).

Emotional barriers in a workplace tend to generate major unproductivity that causes significant losses for a business (Filipov, 2023). According to Expert Market, the productivity of employees is most likely to increase by 30% whenever they are engaged in better communication skills between one another (Lambden, 2023).

This is because effective communication in a workplace is essential for increasing productivity of work, employee retention, reducing conflict, building trust as well as avoid any communication barriers between employees (Ng, 2022).

**Types of emotional barrier**

Emotions are known to be a powerful motivation for an individual. Whenever a person has emotions, it may lead to positive and beneficial situations, however others might have the complete opposite effect (Filipov, 2023). The types of emotional barriers that a person might face may go a long way in listing them out. Thus, the most common emotional barriers that are faced by today’s society are Fear, Anxiety, Anger and Pride.

1. **Fear**

Fear is an emotion where individuals feel a sense of insecurity and embarrassment in themselves. The fear of being judged or identified as inadequate may lead to restraint of oneself in open conversations with others. In this case, the individual will avoid situations including making a comment or suggestions during meetings as they are afraid that their ideas may sound ridiculous or unsuitable for the project. In conclusion, this will prevent the individuals from providing a potentially great idea that could be useful to any projects.

1. **Anxiety**

Anxiety is quite similar to fear, where many of us would have a sense of anxiety in cases where we feel afraid. With anxiety issue in oneself, it might hinder effective communication between one another. The absolute fear of making a fool of oneself can affect individuals in a way where they would avoid participation in any discussions during meetings. For instance, when a person is asked to voice their opinion on a subject, they tend to keep quiet to prevent themselves from being embarrassed. Whenever this happens when they start to overthink, hence losing their concentration on the topic. To conclude this point, social anxiety may cause employees to avoid social situations in the workplace, regardless of if it is during informal interactions, such as lunch breaks, or during formal meetings.

1. **Pride**

Pride is also known as a person who is egoistic and stubborn. Individuals who are driven by their ego eventually find it difficult to admit that they are wrong. Hence, they would persist in proving their points, even when others have confronted them and opposed their opinions. Whenever there is the presence of pride within a team member, collaboration amongst the team is unlikely to succeed due to conflicts in opinion. Summing up the point, this may have a huge impact on the company’s productivity and workflow, as team members struggle to work harmoniously to complete a project.

1. **Anger**

Anger is a common emotional response in an individual, where we would find ourselves getting heated or tempered in certain situations. When individuals lose their temper, their sense in logical discussions might be compromised, and their openness to other’s opinions reduces. For example, when a person with anger issues is corrected or interrupted during conversations, it may escalate into arguments between colleagues, hence creating a toxic work environment. Conflicts between employees may cause team cohesion issues, making it impossible for members to work together and solve problems effectively. To sum up, anger issues in an individual would most likely alter the productivity of a team to complete a project, as it is difficult for members to solve problems as a team.

**Ways to Overcome Emotional Barrier**

There are a few techniques an individual can undergo to overcome emotional barrier. Firstly, in an angered situation, individuals are advised to remove themselves from the situation. This is since, when a person is tempered, they are likely to have trouble processing logical statements, thus exposing their toxic behavior. Hence to avoid that, we should refrain ourselves from the situations to cool off, as we are able to communicate clearly and make better decisions with a right mind.

Apart from that, an individual is advised to practice accepting imperfections in themselves. This technique is useful in cases where a person is prideful. Egoism in an individual stems from insecurity of oneself, where they would try to cover their emotional insecurities with a sense of superiority. Hence, having a mindset that all individuals are imperfect, might help us to heal from our emotional insecurities, resulting in a decrement in pride.

Finally, in anxious scenarios, we could carry out relaxation techniques that are suitable to our personalities. For instance, exercising is a type of relaxation technique that can clear one person’s mind from any negative mindset. Exercises such as workouts or yoga can be carried out to relax ourselves from anxious situations. Furthermore, listening to music may bring the same effect. Music lovers would find this effective as they tend to enter a calm state when they are listening to music.

**Effects of Emotional Barrier**

First and foremost, the effects of emotional barriers in a workplace may lead to possible loss of efficiency caused by mood disorders. When employees struggle with their emotions, it becomes difficult for them to focus and perform tasks effectively. This inefficiency can lead to missed deadlines, incomplete projects, and lower-quality work. It can also cause attendance issues, with employees being absent or late because of their emotional struggles.

Another effect of emotional barrier is conflict and non-cooperation. Anger in the workplace can create conflict and hostility that will undermine team dynamics and collaboration. Additionally, it can adversely affect employee morale and job satisfaction. When anger goes unresolved, it can escalate, creating a toxic work environment.

Furthermore, when emotional barriers persist, employee job satisfaction may drop. Feeling unsupported or ignored in the workplace will lead to dissatisfaction, which can affect morale and productivity. If these barriers are not addressed, employees may choose to leave the organization, leading to dissatisfaction and turnover.

# 6.0 Language Barrier

Language barriers mean the difficulties faced by people or groups when their linguistic ability hinders them from communicating effectively because of the use of different languages, culturally based nuance, and speech style. These go beyond the simple meaning of saying or writing words and encompass the general perception of message transmission and comprehension.  
  
Language barriers may appear in many ways within diverse workplaces. It is much wider to be incompetent to speak a particular language but entails the intricacies of dissimilar linguistic talents, peculiarities of behaviors for different cultures and backgrounds. They impede a successful interaction between nations with different languages and cultures and hamper sharing of information freely.

**Impact on Workplace Interpersonal Communication:**  
  
**Misunderstandings and Conflicts:**  
Sometimes, language barrier leads to a situation whereby people understand what they are not supposed to, since it might be culturally based. These misinterpretations can turn minor issues into conflicts that may negatively impact professional relations and collaborative efforts in an organization.  
  
**Decreased Productivity:**  
Language barriers also serve as an obstacle, reducing productivity. Errors, reworks and inefficiency in resource utilization might be caused by miscommunication. It affects the performance of an individual or a group, as well as organizational implications.

**Reasons for Communication Barriers:**

**Cultural Norms and Values:**

Cultural disparities influence communication styles. Different understandings of gestures, expressions, and verbal cues as well as divergent norms and values may also result in miscommunication.

**High vs. Low-Context Communication:**

Another consideration to language barriers is that of high context versus low-context communication. In high-context cultures, communication is mainly implicit while in low context cultures, it is explicit. This has enabled effective cross-cultural communication to be achieved by understanding.

**Language Fluency and Translation Challenges:**

Effective communication is dependent on the ability to speak a single language. When people do not share a common language, translation challenges involving misunderstandings and inaccuracies can occur. In other words, language training and reliable translation resources should be provided for such cases.

# 7.0 Personal Bias

"Personal bias" refers to the inclination or prejudice towards a particular person, group, idea, or point of view, often without a thorough examination of the available evidence. Bias can affect how individuals perceive, interpret, and judge information or situations.

Personal experiences, cultural background, upbringing, education, and social environment can all lead to prejudices. These biases have the potential to impact decisions, interactions, and views. It is critical to be conscious of one's own prejudices in order to make more objective and fair decisions.

**Types of Personal Bias**

1. **Gender Bias**

This is when a person is more biased or in favor of a specific gender either female or male, this bias can manifest in various forms, such as unequal pay, limited career opportunities, and stereotypical expectations regarding roles and abilities. Gender bias can affect individuals in both personal and professional life.

1. **Ages Bias**

This is when a person is more biased towards a certain age group of people, either youngsters or adults or elderly people. This prejudice can influence people at all phases of life, including young adults and the elderly. Age prejudice may present itself in a variety of ways, including at work, where older workers may experience discrimination in employment, promotions, or chances for skill development. Younger people, on the other hand, may face prejudice owing to assumptions of inexperience or lack of knowledge.

1. **Racial Bias**

This is when a person is more biased or in favor to a specific race or ethnicity. Making assumptions, generalizations, or conclusions about people entirely based on their racial heritage, rather than individual merit, character, or ability.

1. **Beauty Bias**

This is when a person is more in favor or bias towards someone who is physically more attractive than those who are perceived as less attractive. This bias may have an impact on many parts of life, including social interactions, job prospects, and general treatment. Beauty prejudice is frequently based on cultural appearance standards, which might differ between cultures and time eras.

1. **Religious Bias**

This is when a person is more in favor or bias towards a certain religion and their beliefs. This Bias may affect personal and professional life whereas some individuals might face obstacles such as discrimination during hiring processes, promotion, or in the workplace environment. harassment, unfair treatment,

**The Impact on employees**

1. **Discrimination**

Employees may experience workplace discrimination for a variety of reasons. Unfair treatment, microaggressions, exclusion from significant events or debates, harassment, a lack of opportunity, inconsistent policies, and salary discrepancies can all contribute to these sentiments. Employees may perceive discrimination when they see injustice in promotions, assignments, or recognition, encounter subtle prejudices, or confront impediments to professional advancement based on personal characteristics.

1. **Unequal Opportunities**

Employees might expertise unequal opportunities whereas certain groups of people might get promotions or job opportunities and more favorable projects and others might get extra work and unfair opportunities based on factors unrelated to merit, skills, or qualifications.

1. **Hurt Feelings**

Employees may experience hurt feelings in the workplace stemming from various types of personal bias. This can include instances of exclusion or microaggressions based on factors such as gender, age, race, beauty, or religious beliefs. Hurt feelings may arise when individuals perceive insensitivity or bias, impacting their well-being and job satisfaction.

**The Impact on employees**

1. **Hiring**

The impact on a company's hiring process due to personal bias can be significant. When biased decision-making influences hiring practices, it may result in a lack of diversity within the workplace. Biased hiring practices can lead to legal challenges damaging the company's reputation.

1. **Promotions**

Companies sometimes can be unfair while giving out promotions to their employees, where some employees can be given promotions based on gender, age, beauty, race, or religious beliefs instead of merit, skills, and qualifications. This can lead to employee's feelings discriminated against and damage the company's reputation.

1. **Work Dynamics**

Work dynamics include a workplace's interactions, relationships, and general functioning. Effective communication, cooperation, and mutual respect among team members are all components of positive work dynamics. This contributes to a positive and productive work atmosphere in which employees feel appreciated and supported. The presence of gender bias, age bias, racial bias, beauty bias, and religious bias can significantly impact work dynamics. Biases may stymie good communication and collaboration by causing friction and restricting open conversation. As a result, team morale and productivity suffer.

# 8.0 Conclusion

In today's remote work world, effective communication is essential for cooperation, innovation, and success in general. Language hurdles, poor listening skills, short attention spans, hierarchical influences, personal prejudices, linguistic and cultural disparities, perceptual issues, and emotional barriers are some of the factors that contribute to these difficulties. Discrimination, unequal opportunities, decreased productivity, problems with teamwork, worries about employee morale, and job satisfaction can all result from these hurdles. Addressing prejudices, dismantling information silos, navigating inequities, and enhancing emotional regulation are some methods for getting beyond these obstacles. Understanding and removing these obstacles improves workplace dynamics and communication, which is beneficial to both individuals and organizations. To summarize, the identification and resolution of communication barriers are crucial in cultivating favorable work environments and augmenting productivity.

# 9.0 References

*Barriers in Communication*. (2023, October 18). Retrieved from Vedantu: https://www.vedantu.com/commerce/barriers-in-communication

Chen, J. (2022, March 24). *Information Silo: What it is, How it Works*. Retrieved from Investopedia: https://www.investopedia.com/terms/i/information-silo.asp

*Emotional Barriers to Communication: Meaning, Examples and How to Overcome Emotional Barrier*. (2021, August 23). Retrieved from Harappa: https://harappa.education/harappa-diaries/emotional-barrier-to-communication/#heading\_2

Filipov, S. (2023, July 20). *Emotional Barriers to Effective Communication in the Workplace: How to Overcome Them*. Retrieved from BROSIX: https://www.brosix.com/blog/emotional-barriers/

Gratis, B. (2022, Febuary 22). *Overcoming perceptual barriers to communication*. Retrieved from Nulab: https://nulab.com/learn/collaboration/overcoming-perceptual-barriers-to-communication/

Harappa. (2021, August 20). *Perceptual Barriers of Communication: Meaning, Examples and How to Overcome Perception Barrier*. Retrieved from Harappa: https://harappa.education/harappa-diaries/perceptual-barriers-of-communication/#heading\_2

Lambden, D. (2023, September 4). *The Importance of Effective Workplace Communication – Statistics*. Retrieved from Expert Market: https://www.expertmarket.com/phone-systems/workplace-communication-statistics#:~:text=in%20the%20Workplace-,28%25%20of%20employees%20cite%20poor%20communication%20as%20the%20reason%20for,average%20of%20%24420%2C000%20per%20year

Ng, C. (2022, Jun 20). *Top 7 communication barriers in the workplace and how to overcome them*. Retrieved from employmenthero: https://employmenthero.com/my/blog/communication-barriers-in-the-workplace/

Spradling, A. (2020, January 9). *Influence with and without authority in the workplace: what is the difference and why it matters*. Retrieved from LinkedIn: https://www.linkedin.com/pulse/influence-always-good-substitute-authority-workplace-spradling-phd

Stitham, K. (2022, December 21). *Exploring Power Dynamics in the Workplace*. Retrieved from Integrative Inquiry: https://www.integrativeinquiryllc.com/post/exploring-power-dynamics-in-the-workplace

Terra, J. (2023, October 19). *What is Interpersonal Communication? Skills, Types, and Examples*. Retrieved from simplilearn: https://www.simplilearn.com/what-is-interpersonal-communication-article#:~:text=Interpersonal%20communication%20refers%20to%20communication,%2C%20emails%2C%20and%20video%20conferences.