

**Course Code: BP105T**

**Course Title:**

**Course Leaders:**

**Roopa. S. Patil**

**[roopa.tsld@msruas.ac.in](mailto:roopa.tsld@msruas.ac.in)**

**Farhat Begum**

**[farhatbegum.tsld@msruas.ac.in](mailto:farhatbegum.tsld@msruas.ac.in)**

# Lecture 2

## Barriers to Communication

At the end of the **Lecture** students should be able to

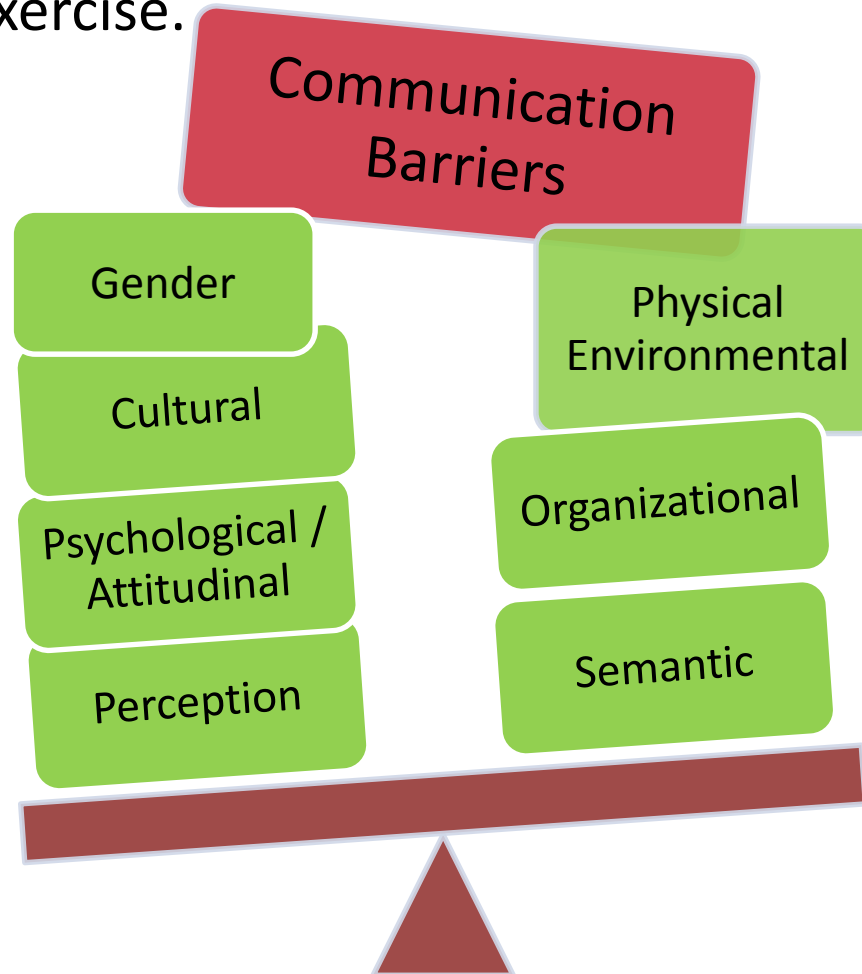
- Identify various barriers to communication
- Recognize the challenges in communicating across cultures
- Exhibit effective verbal and non-verbal communication

# Content

- Various barriers to communication
- Communication problems at work place
- Challenges in communicating across cultures
- Effective verbal and non-verbal communication

# Communication Barriers

Communication is effective if it flows freely in a loop between the sender(s) and receiver(s). Misunderstanding, irrelevant response and undesirable reactions are the consequences of a failed communication exercise.

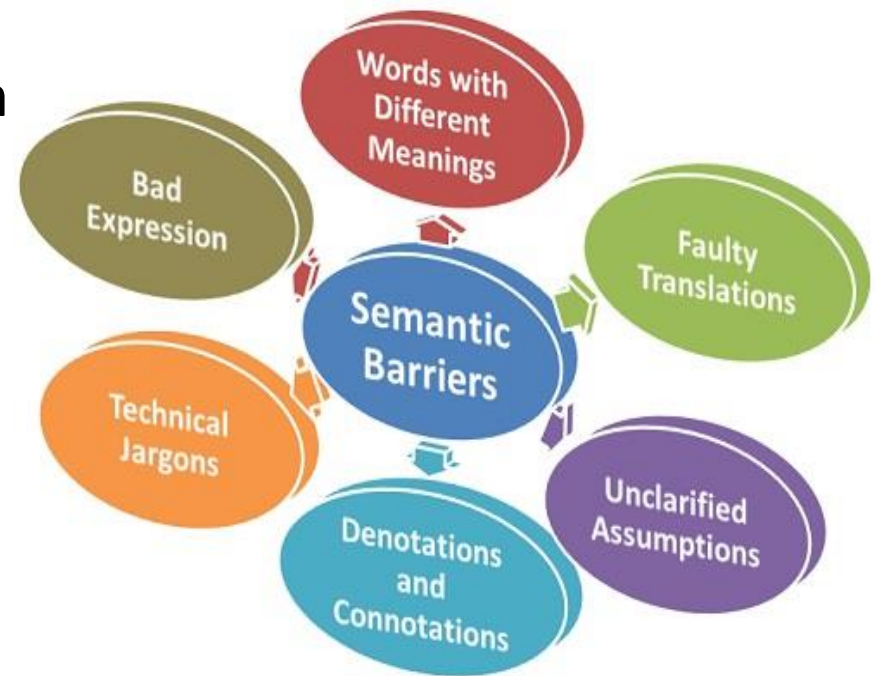


# Barriers to Communication(Contd.)

**Semantic barrier:** The problems that occur in encoding and decoding process

The reasons to semantic barriers would be as below;

- Interpretation of words
- Poor vocabulary
- Poor grammar and punctuation
- Redundancy
- Lack of common language

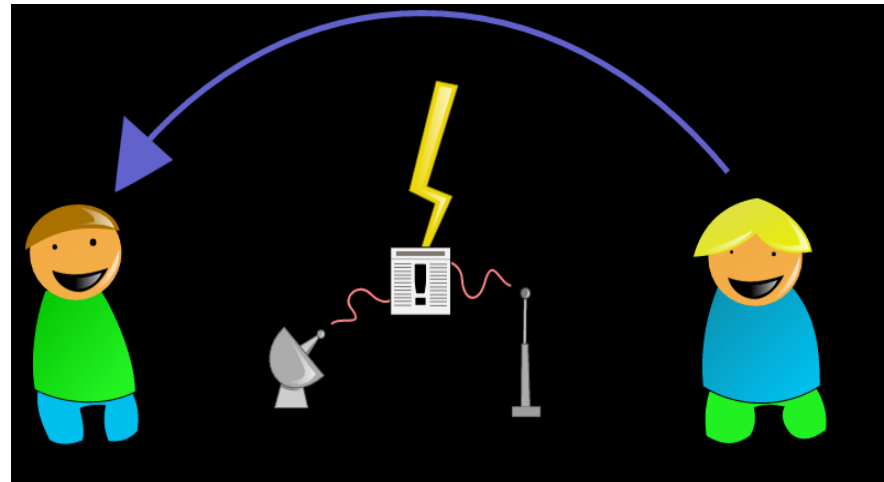


# Barriers to Communication (Contd.)

## Physical barriers:

The physical barriers are-

- Noise
- Time
- Distance
- Age



# Barriers to Communication (Contd.)

**Socio-Psychological barrier:** Needs and feelings are the prime barriers to the organizational communication process where both the sender and the receiver could be affected.

- Attitudes and values
- Selective perception
- Inference
- Abstracting
- Emotion
- Change resistance
- Information overload



# Barriers to Communication (Contd.)

## Organizational barriers:

- Status
- One-way flow
- Structure of the organization
- Organization rules and regulations





# Barriers to Communication (Contd.)

## Interpersonal Barriers:

- Attitude of superiors
- Goal conflicts
- Ignoring and poor listening
- Poor health



# Barriers to Communication (Contd.)

## Gender barrier

Variation exists among masculine and feminine styles of communication. While women often emphasize politeness, empathy, and rapport building, Male communication is often more direct.

- A man talks in a more logical, rational way whereas women talk more freely mixing logic and emotion.
- This is relevant because men and women misinterpret what each other mean.
- Therefore, it is important for men and women to try to understand each other.



# Barriers to Communication (Contd.)

Women	Men
Prefer conversation for rapport building	Talks as means to preserve independence and status by displaying knowledge and skills
Want empathy not solution	Work out on an individualized basis
More likely to complaint	More directive in conversation and are more intimidating
Emphasize politeness	Tends to dominate discussions during therapeutic communication

# Barriers to Communication (Contd.)

## Cultural barriers

Ethnic, religious, and social differences can often create misunderstandings when trying to communicate. These differences can also affect perceptual factors.

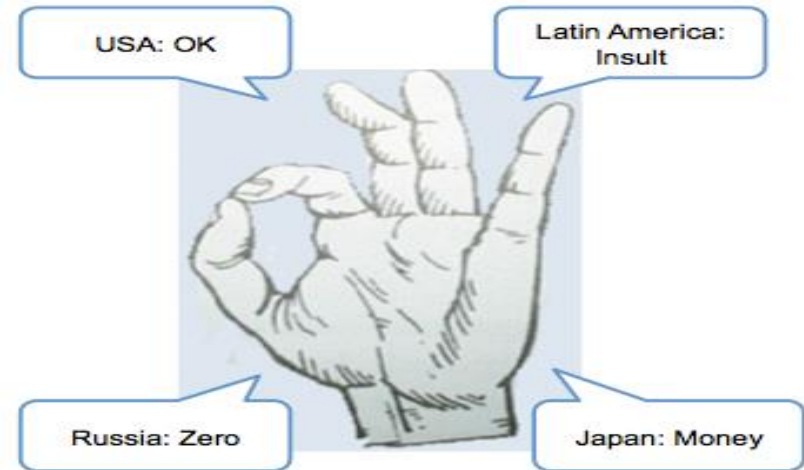
- Each culture has its own rules about proper behavior.
- The rules of politeness differ across cultures.



# Barriers to Communication (Contd.)

## Cultural barriers(contd.)

- Explicit or implicit verbal messages, how close people stand to each other while talking are examples of cultural factors affecting behavior
- Use of non verbal elements, voice, tone, facial expressions, gestures, eye movements form part of the conversation.
- Cultural barriers to communication may be both verbal and non verbal.



# Communication Problems at the Work-place

Good communication practices is the heart of every successful business. Without successful internal communications, work processes slow down or grind to a halt and customers are not served properly.



# Communication Challenges at Work-place

## Misinterpretations & Assumptions

Poor listening  
skills .

Lack of factual  
communication .

## Lack of standards

Cultural  
barriers

Mixing work &  
personal  
communication

## Failure to disperse communication

Attitude

Lack of follow  
through

# Communication Challenges at Work-place (Contd.)

- **Lack of Standards**

Without an established communication standards in the workplace, you lack consistency. Avoid relying on one type of communication.

- **Cultural Barriers**

Differences in background or experience cause barriers between some employees.

- **Mixing Work and Personal Communication**

Some employees tend to mix personal lives into work-place communication.



# Communication Challenges at Work-place (Contd.)

- **Misinterpretations and Assumptions**

Communication is open to interpretation and is sometimes interpreted incorrectly.

- **Poor listening skills** :- Strong listening skills are essential to effectively communicate and understand the message being shared.
- **Lack of factual communication**:- If employees communicate false information or share information they aren't sure about, they are likely to cause delays in task completion .

# Communication Challenges at Work-place (Contd.)

- **Failure to Disperse Communications :-**

In some cases, the relay of information is interrupted, leaving certain employees out of the loop.

➤ **Attitude :-** Negative attitudes interfere with the communication process in the workplace.

➤ **Lack of follow through :-** If the communication doesn't leave employees with a clear sense of how to follow through with actions, you are likely to see a breakdown and unfinished work.

# Communicating Across Cultures

The following parameters define culture:

- Individual parameters- Belief, interpreting things, behavior depending on backgrounds, education and family
- National parameters- Governs the behavior of an individual from the perspective of the individual's religion, language and region including the political environment of their country.



# Communicating Across Cultures (Contd.)

- Difficulty in understanding other cultures
- ✓ Stereotyping
- ✓ Ethnocentrism
- ✓ Self reference criteria



# Communicating Across Cultures (Contd.)

Talking to people from different cultures

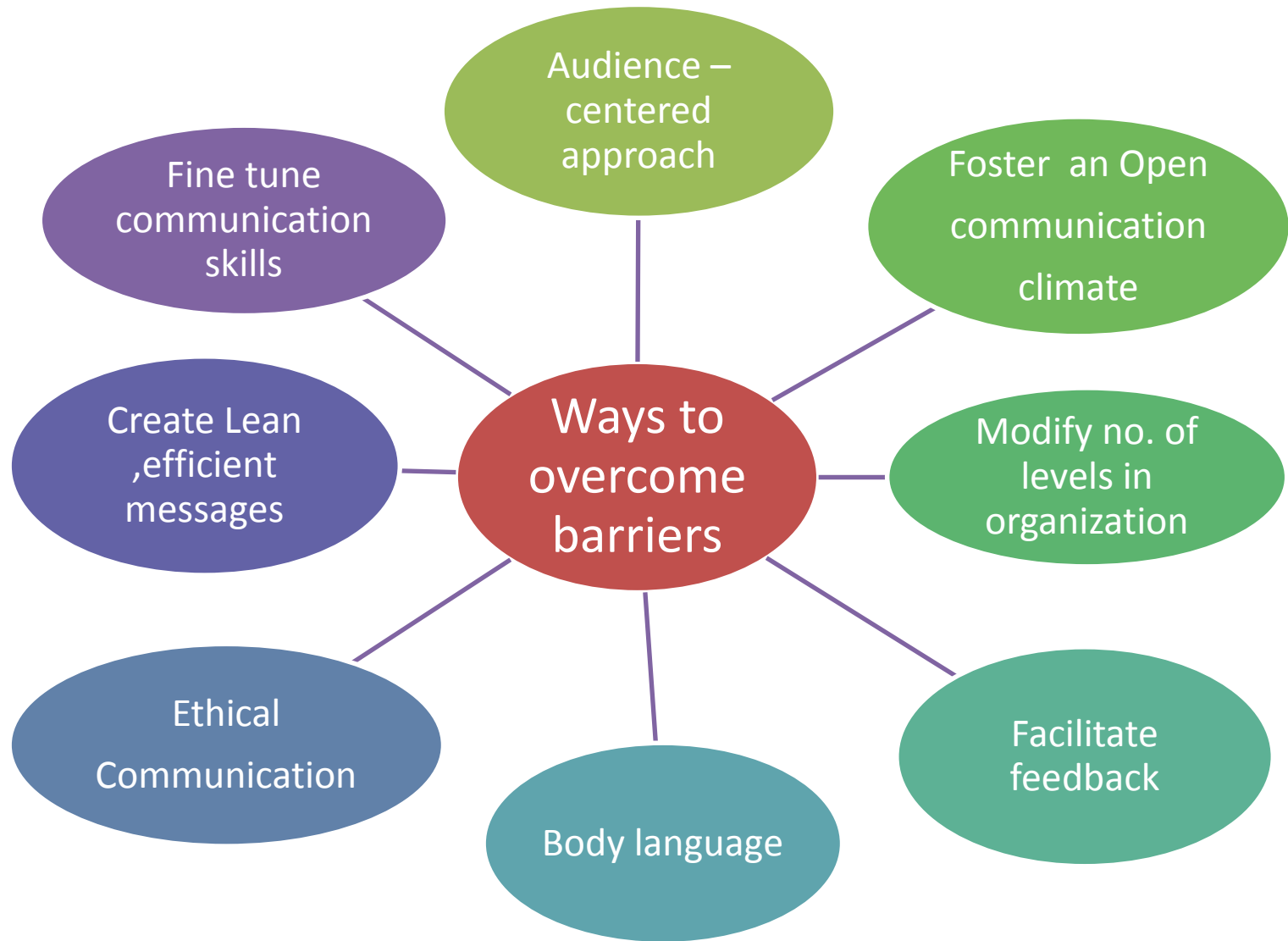
- ✓ Learn a few important words and sentences in that person's native language
- ✓ The same language may need different treatment across the globe
- ✓ Do not use casual words – 'what's up?', 'How's it going?'
- ✓ Avoid abbreviations or highly technical words
- ✓ Choose words with care – biscuit, cookie, junk
- ✓ Do not crack jokes unnecessarily

# Aspects for good conversation across culture

- ✓ Listen to the person in front of you while you talk
- ✓ Make sure he or she is able to understand you
- ✓ Speak slowly



# Ways to Overcome Communication Barriers



# Summary

- Developing good communication skills helps one develop better business relationships
- An Organization has to establish communication standards in order to bring consistency in the work flow
- Organizations have to foster an open communication climate in order to grow
- A global employee needs to learn quickly and adapt to new culture



# References

- Hory Sankar Mukerjee,(2013),Business Communication, Oxford University Press, New Delhi
- <http://www.yourarticlelibrary.com/business-communication/4-different-types-of-barriers-to-effective-communication/1004/>
- <http://effectivecommunicationadvice.com/barriers>
- <https://www.skillsyouneed.com/ips/barriers-communication.html>

# References

- <https://worldofintrospect.wordpress.com/2008/11/10/barriers-in-the-workplace/>
- Source: <https://global.duke.edu/sites/de...>

# Disclaimer

All data and content provided in this presentation are taken from the reference books, internet – websites and links, for informational purposes only.