



Business Communication & Ethics (HS-304)

Week 5 (Recorded Lecture 1)

Asmara Shafqat

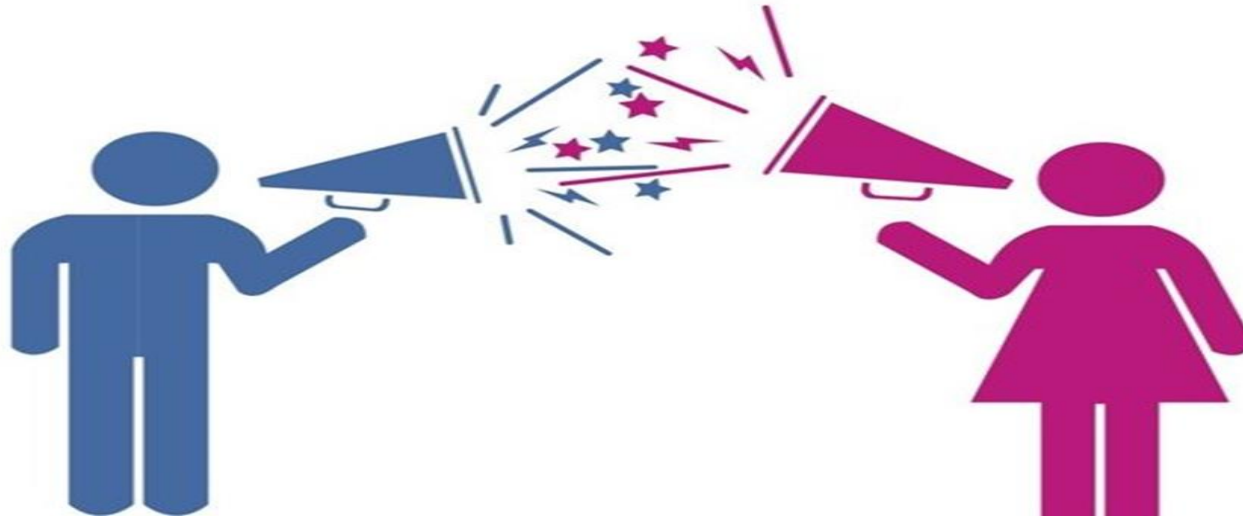
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Recap of Lecture 3 (Part 2)



Barriers to Effective Communication

Linguistic Barriers

Psychological/Emotional Barriers

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Physical Barriers



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Examples



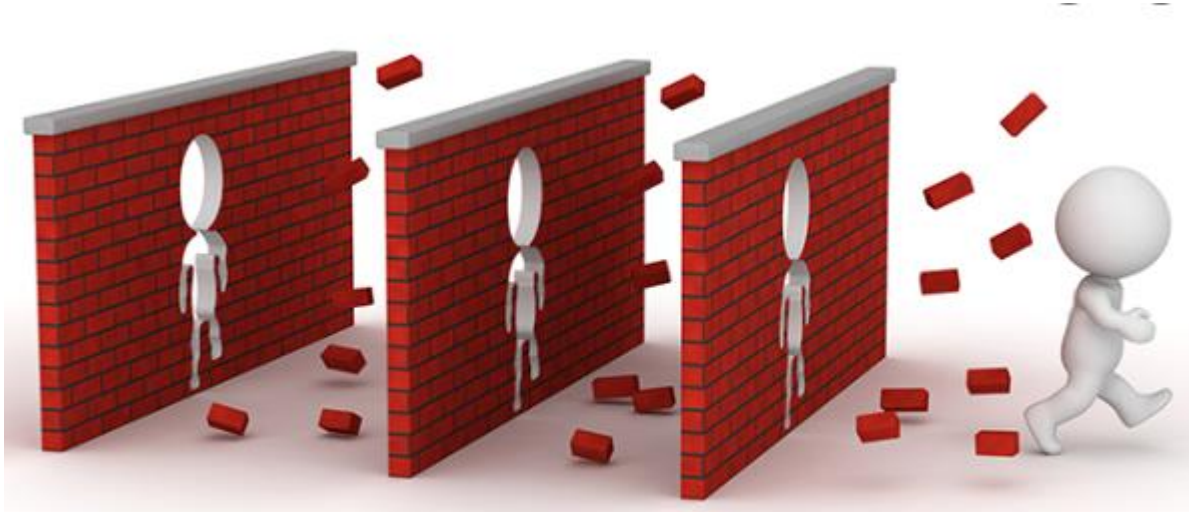
- 1. Environment**
- 2. Distance**
- 3. Ignorance of Medium**

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Overcoming Physical Barriers



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Physiological Barriers



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Deafness and Hearing Impairment

Blindness and Vision Impairment

Memory

Selective Perception [Filtering and Alertness (Attention)]

Physical Condition

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Deafness and Hearing Impairment

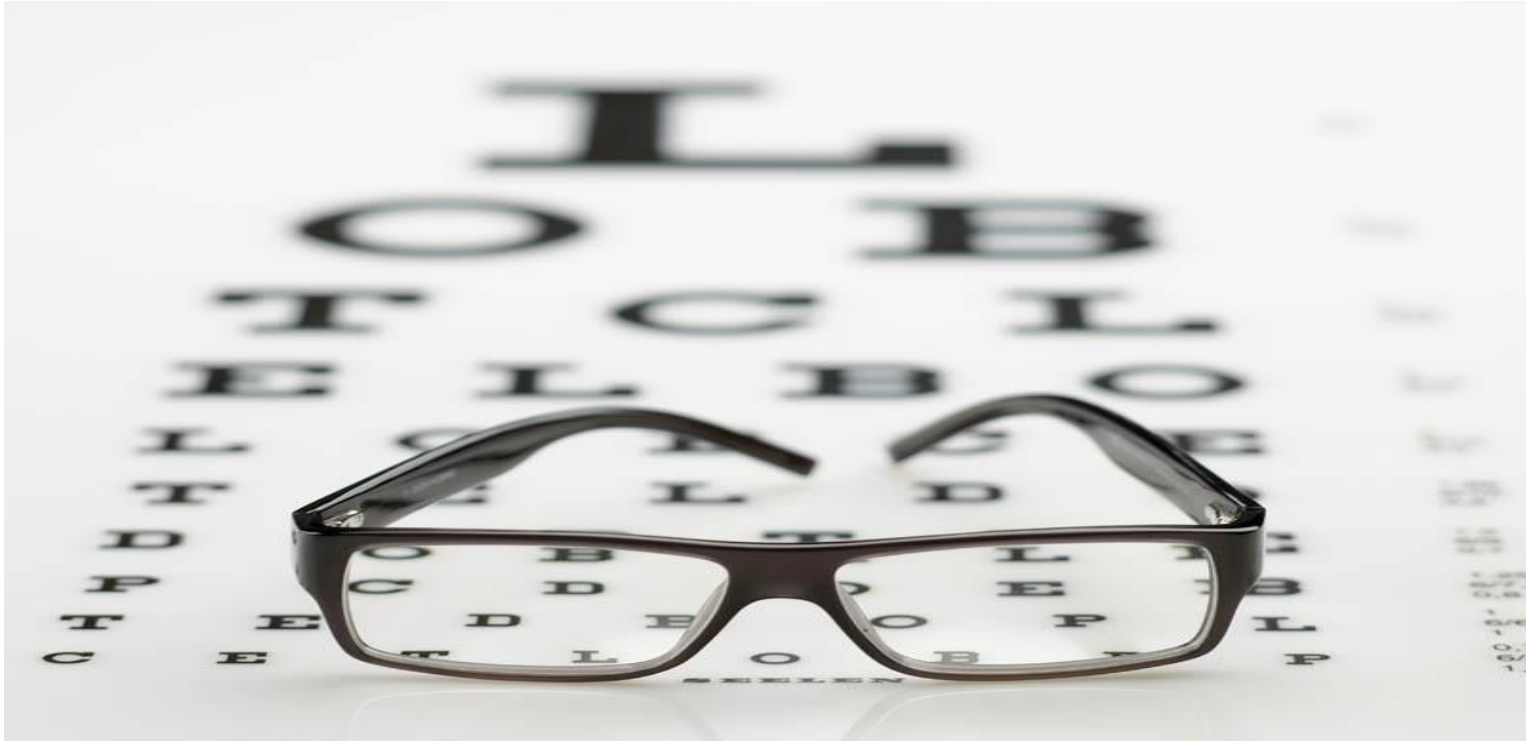


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Blindness and Vision Impairment



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Memory



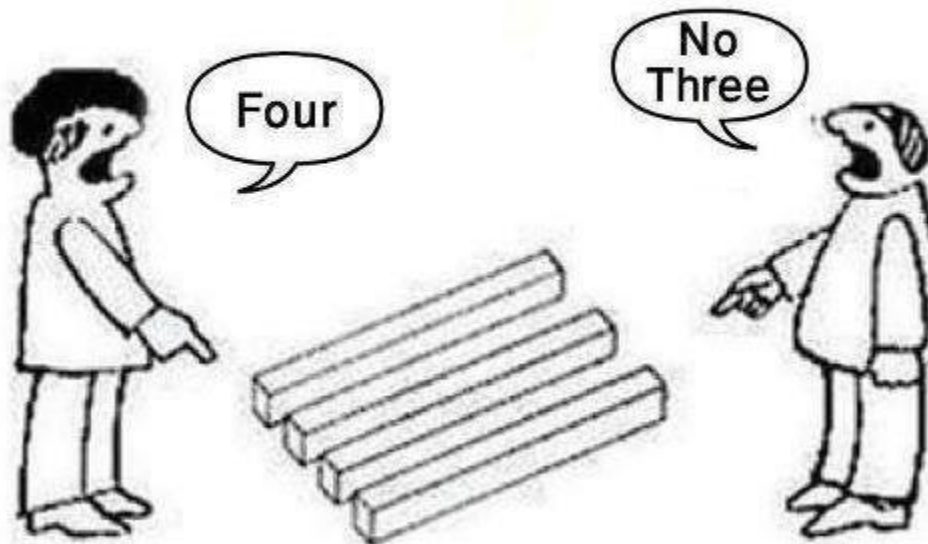
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Selective Perception

It is really confusing!!!



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Physical Condition

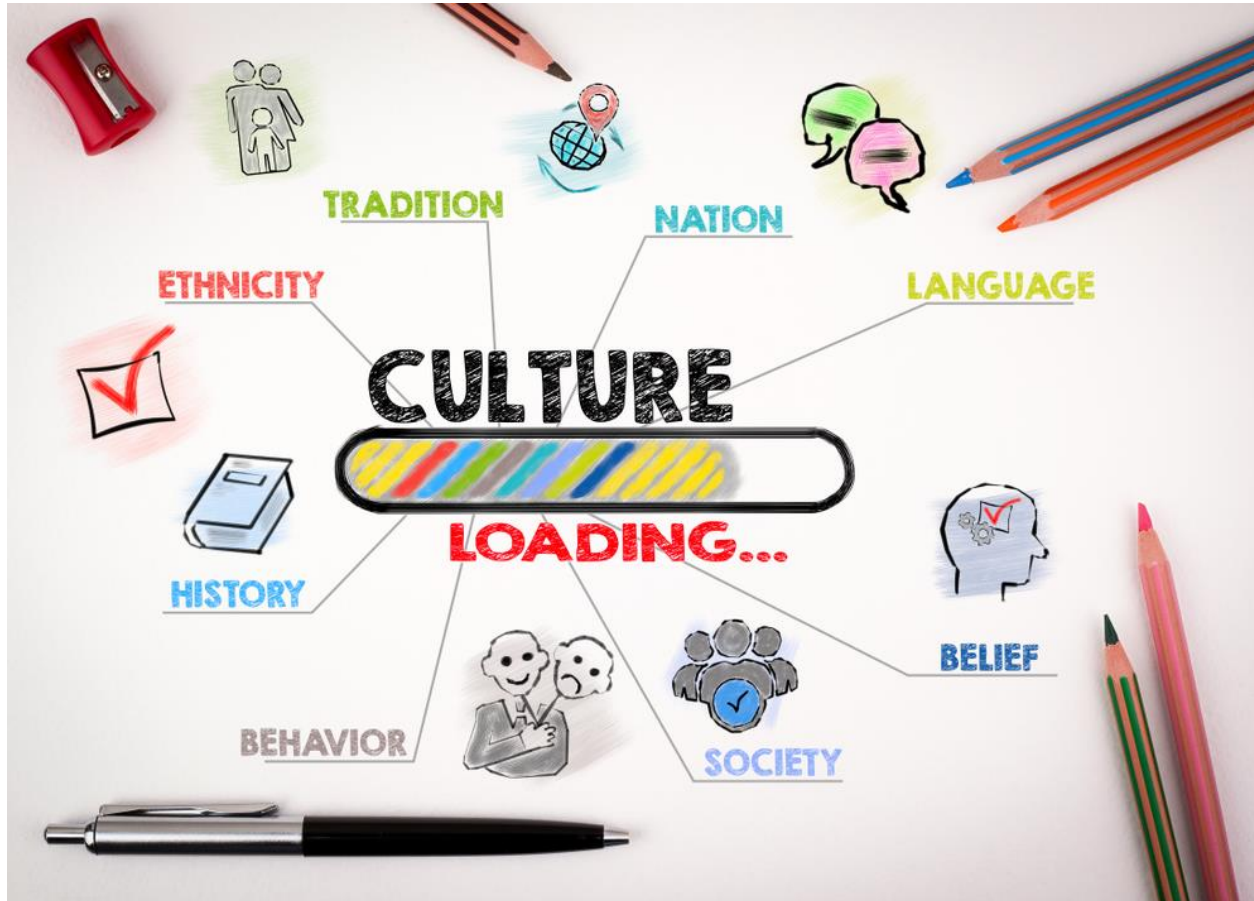


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Cultural Barriers



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Examples

Generational Status and Resistance



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Overcoming Cultural Barriers

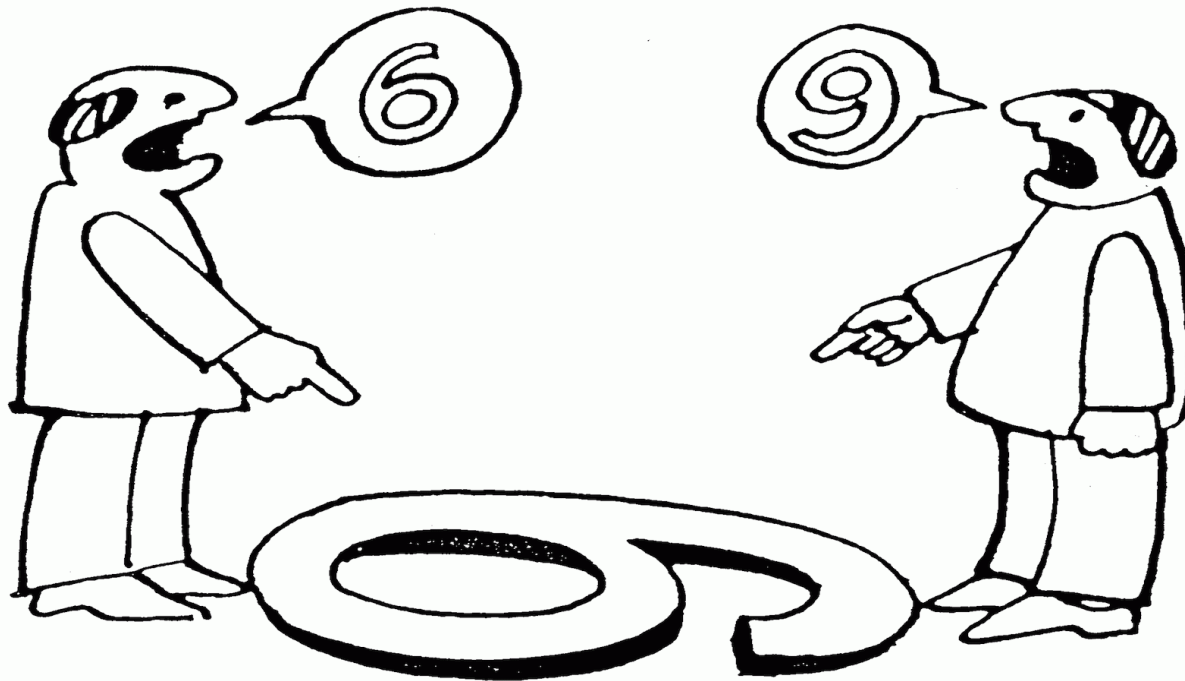


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Perceptual Barriers



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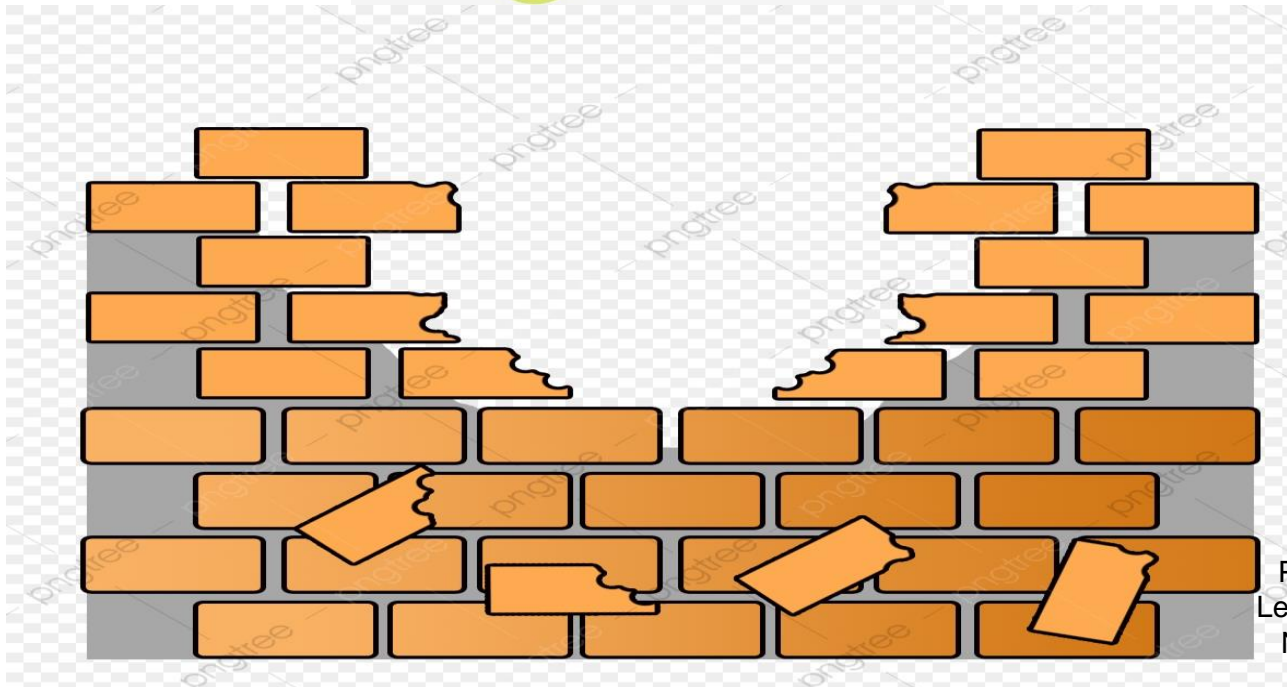
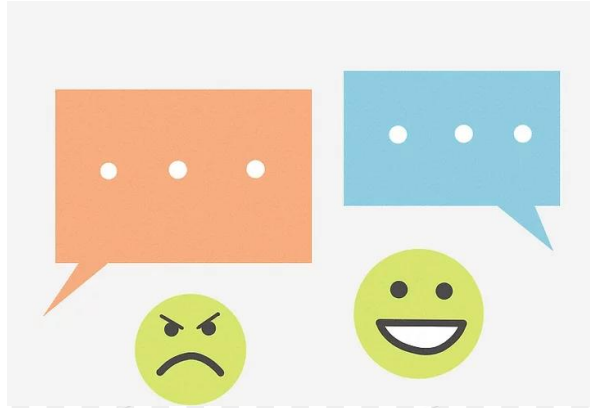
Perceptual Filters Triggers and Cues

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Overcoming Perceptual Barriers

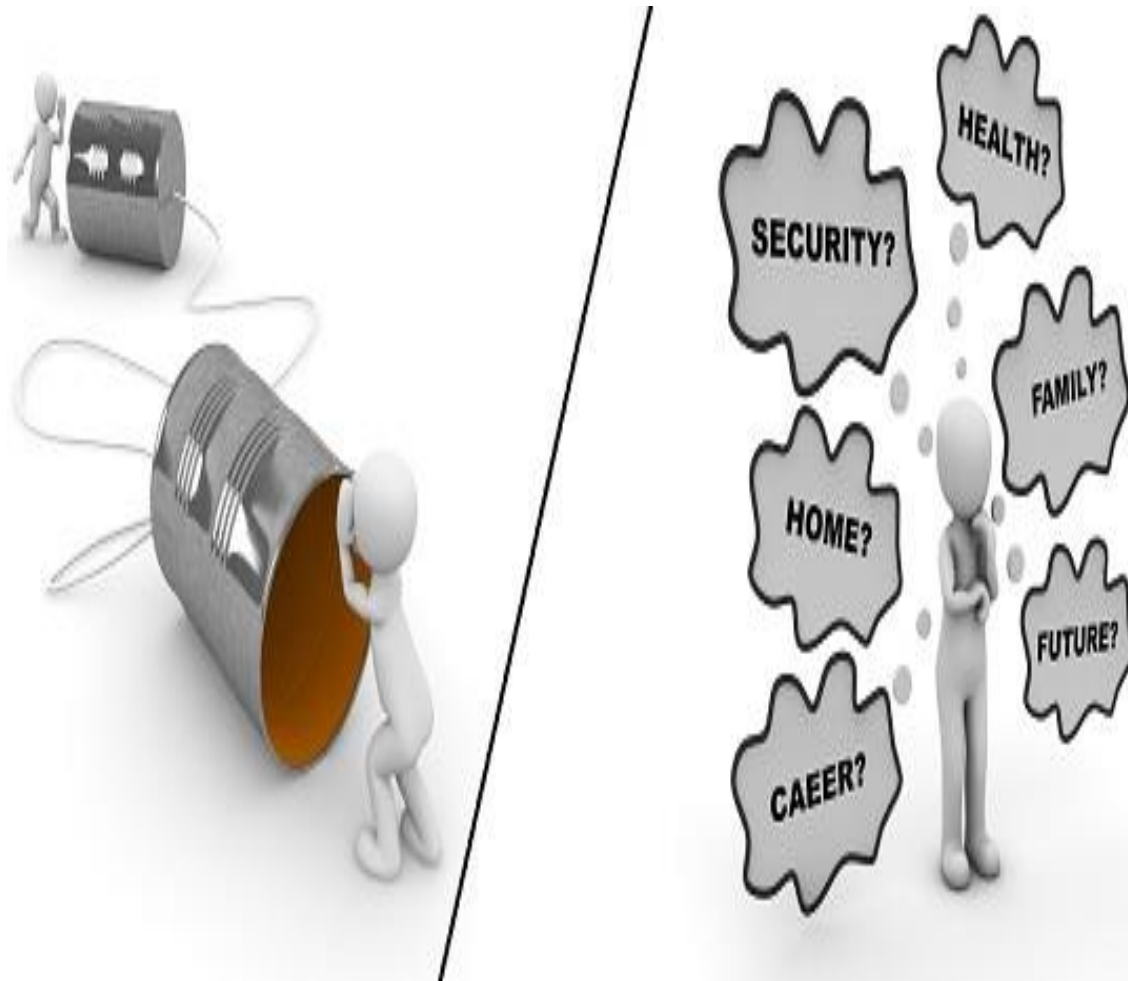


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Interpersonal Barriers



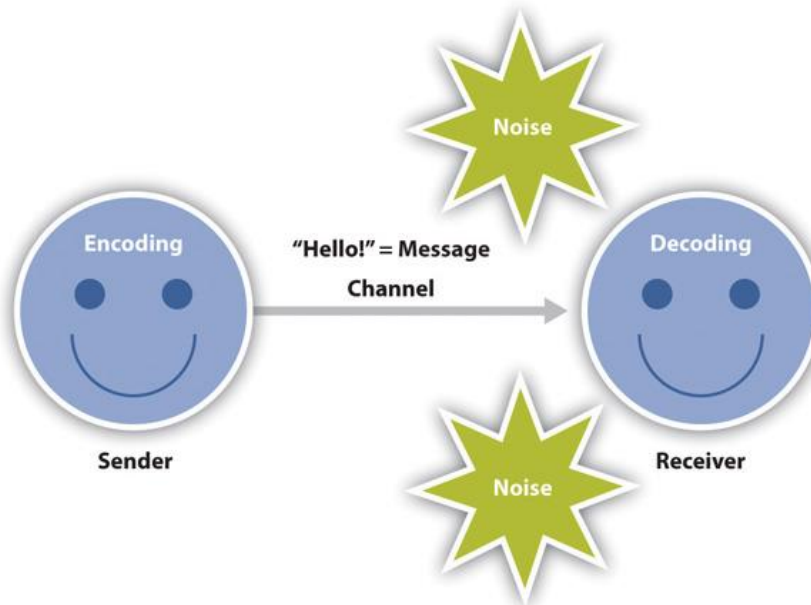
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Examples

Desire to Participate Desire to Explore



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Overcoming the Barriers to Effective Interpersonal Communications



- Use Feedback
- Simplify Language
- Listen Actively
- Constrain Emotions
- Watch Nonverbal Cues

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Gender Barriers



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Examples

- Women talk about other people. Men talk about tangible things like business, sports, food and drinks.
- Women ask questions to gain an understanding. Men talk to give information rather than asking questions.
- Women are more likely to talk to other women when a problem or conflict arises. Men are often known for dealing with problems or issues internally
- Women focus on feelings, senses and meaning. They rely on their intuition to find answers. Men focus on facts, reason and logic. They find answers by analyzing and figuring things out.
- A disagreement between women affects many aspects of their relationship and may take a long time to resolve. Men can argue or disagree and then move on quickly from the conflict.



Overcoming Gender Barriers



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Other Types of Barriers



Organizational Structure Barriers

Attitude Barriers

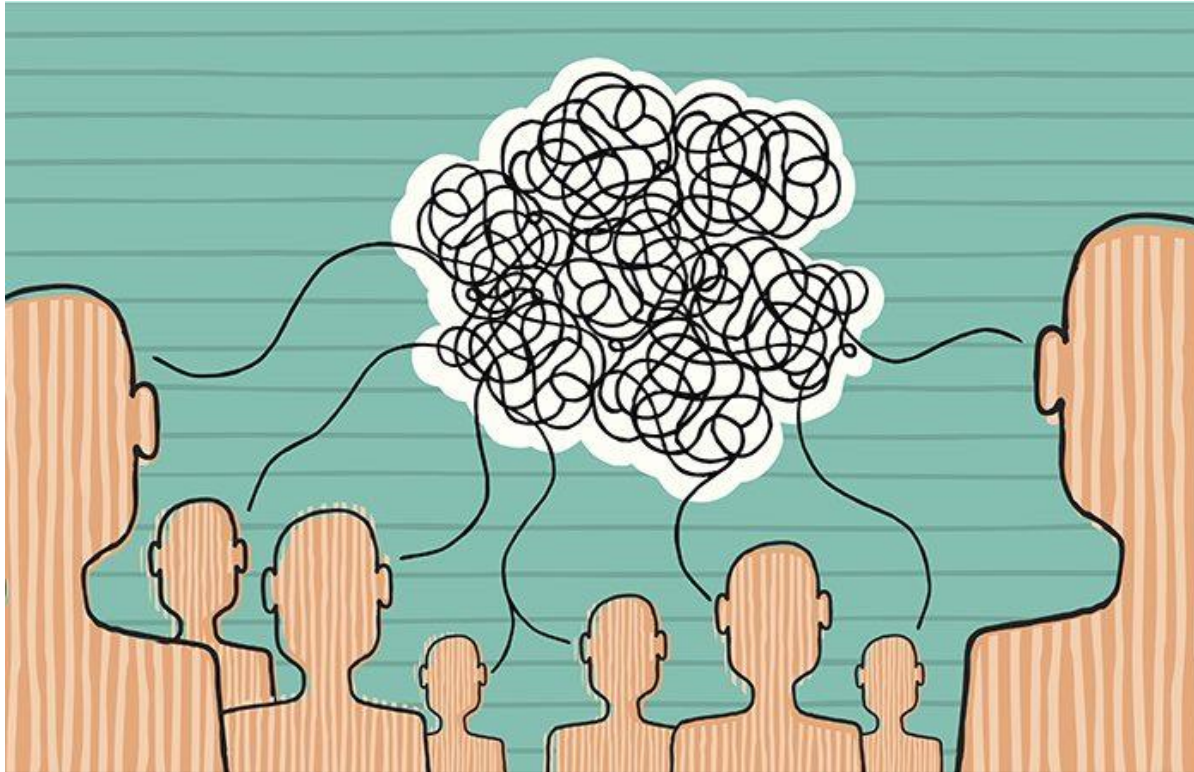
Technological Barriers

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Reasons for Communication Breakdown



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Conclusion



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Any Questions?



If you have any questions regarding this Part 3 of Recorded Lecture i.e. “Barriers to Effective Communication”, you can ask in the live session at your scheduled live session timings.

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Thank you

