

UNIVERSITY OF THE PEOPLE

BUS 1105-01 Business Communications- AY2024-T1

Learning Journal Unit 3

Instructor: Jeffrey Hathaway

Effective communication refers to the process of conveying ideas, thoughts, and information in a way that accomplishes the intended purpose in the best possible manner. In simple terms, it is the transmission of views by the sender in a manner that is best understood by the receiver.

There can be barriers that prevent communication from being efficient. I will describe two communication barriers from our textbook using my own words and examples.

Jargon

refers to specialized words or expressions used by a particular profession or group that are difficult for outsiders to understand. If you have ever been confused after a discussion filled with unfamiliar industry terms, acronyms, or buzzwords, you have shared a common experience with many others. Here are some examples of jargon I've used in the past when writing memos at my company. To reduce this communication barrier, I try to use simple words and phrases, avoid hidden verbs, and stay away from long strings of nouns.

Doublespeak

is when alternate words are used to replace the original words that are true. We can say doublespeak is communicating in a way that obscures or complicates the truth. It combines plain sense and nonsense in a deliberate attempt by the sender to disguise the real meaning of what is being said. For instance, when writing I would use "passed away" instead of "died" or "dead". To address this barrier, I aim to use simple, original words without replacements that obscure the truth.

As a student gaining experience with professional communication, I've become aware of how jargon and doublespeak can hinder understanding. My goal is to mitigate these barriers by

writing clearly, concisely, and using straightforward language at work. I want my memos, emails, and other documents to efficiently convey my intended meaning to readers. Avoiding complex industry-specific terminology and euphemisms prevents miscommunication and helps ideas come across accurately. My aim is to develop strong business writing abilities to share information effectively with colleagues from diverse backgrounds. Overcoming barriers like jargon and doublespeak will make me a better communicator as I pursue my career.

Vocabulary list of unfamiliar words:

Euphemisms: A euphemism is an agreeable or inoffensive word or phrase that is used instead of one that may offend or suggest something unpleasant.

mannerisms: exaggerated or affected/ a characteristic and often unconscious mode or peculiarity of action, bearing, or treatment.

References:

Business Communication for Success. (2012). https://saylordotorg.github.io/text_business-communication-for-success/

McLean, S. (2010). Business Communication for Success. The Saylor Foundation.

<https://www.merriam-webster.com/word-of-the-day/euphemism-2022-01-15#:~:text=A%20euphemism%20is%20an%20agreeable,that%20someone%20has%20%22died.%22>

<https://www.merriam-webster.com/dictionary/mannerisms>

Word count: 391