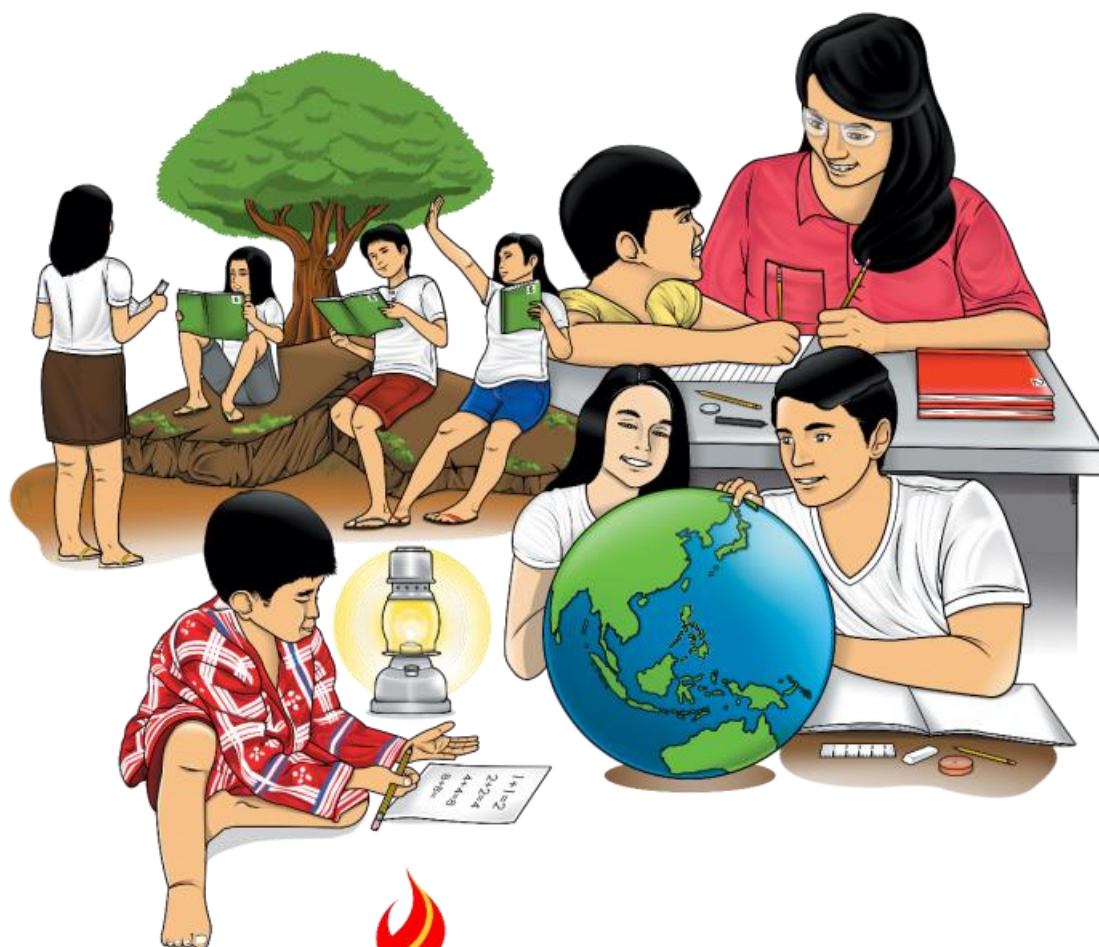


Oral Communication in Context

Quarter 1 – Module 3: Strategies to Avoid Communication Breakdown



Oral Communication in Context
Alternative Delivery Mode
Quarter 1 – Module 3: Strategies to Avoid Communication Breakdown
First Edition, 2020

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Oral Communication in Context

Quarter 1 – Module 3: Strategies to Avoid Communication Breakdown

Introductory Message

For the facilitator:

Welcome to the Oral Communication in Context Grade 11/12 Alternative Delivery Mode (ADM) Module on Strategies to Avoid Communication Breakdown!

This module was collaboratively designed, developed and reviewed by educators both from public and private institutions to assist you, the teacher or facilitator in helping the learners meet the standards set by the K to 12 Curriculum while overcoming their personal, social, and economic constraints in schooling.

This learning resource hopes to engage the learners into guided and independent learning activities at their own pace and time. Furthermore, this also aims to help learners acquire the needed 21st century skills while taking into consideration their needs and circumstances.

In addition to the material in the main text, you will also see this box in the body of the module:



Notes to the Teacher

This contains helpful tips or strategies that will help you in guiding the learners.

As a facilitator, you are expected to orient the learners on how to use this module. You also need to keep track of the learners' progress while allowing them to manage their own learning. Furthermore, you are expected to encourage and assist the learners as they do the tasks included in the module.

For the learner:

Welcome to the Oral Communication in Context Grade 11/12 Alternative Delivery Mode (ADM) Module on Strategies to Avoid Communication Breakdown!

The hand is one of the most symbolized part of the human body. It is often used to depict skill, action and purpose. Through our hands, we may learn, create and accomplish. Hence, the hand in this learning resource signifies that you as a learner are capable and empowered to successfully achieve the relevant competencies and skills at your own pace and time. Your academic success lies in your own hands!

This module was designed to provide you with fun and meaningful opportunities for guided and independent learning at your own leap and speed. You will be enabled to process the contents of the learning resource while being an active learner.

This module has the following parts and corresponding icons:



What I Need to Know

This will give you an idea of the skills or competencies you are expected to learn in the module.



What I Know

This part includes an activity that aims to check what you already know about the lesson to take. If you get all the answers correct (100%), you may decide to skip this module.



What's In

This is a brief drill or review to help you link the current lesson with the previous one.



What's New

In this portion, the new lesson will be introduced to you in various ways such as a story, a song, a poem, a problem opener, an activity or a situation.



What is It

This section provides a brief discussion of the lesson. This aims to help you discover and understand new concepts and skills.



What's More

This comprises activities for independent practice to solidify your understanding and skills of the topic. You may check the answers to the exercises using the Answer Key at the end of the module.



What I Have Learned

This includes questions or blank sentence/paragraph to be filled in to process what you learned from the lesson.



What I Can Do

This section provides an activity which will help you transfer your new knowledge or skill into real life situations or concerns.



Assessment

This is a task which aims to evaluate your level of mastery in achieving the learning competency.



Additional Activities

In this portion, another activity will be given to you to enrich your knowledge or skill of the lesson learned. This also tends retention of learned concepts.



Answer Key

This contains answers to all activities in the module.

At the end of this module you will also find:

References

This is a list of all sources used in developing this module.

The following are some reminders in using this module:

1. Use the module with care. Do not put unnecessary mark/s on any part of the module. Use a separate sheet of paper in answering the exercises.
2. Do not forget to answer *What I Know* before moving on to the other activities included in the module.
3. Read the directions carefully before doing each task.
4. Observe honesty and integrity in doing the tasks and checking your answers.
5. Finish the task at hand before proceeding to the next.
6. Return this module to your teacher/facilitator once you are through with it.

If you encounter any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator. Always bear in mind that you are not alone.

We hope that through this material, you will experience meaningful learning and gain deep understanding of the relevant competencies. You can do it!



What I Need to Know

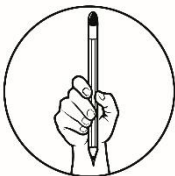
This module was designed and written with you in mind. It is here to help you identify various strategies that could be used in order to avoid communication breakdown. It will lead you to understanding how communication works among people to foster mutual understanding and good relationship. The scope of this module permits it to be used in many different learning situations. The language used recognizes the diverse vocabulary level of students. The lessons are arranged to follow the standard sequence of the course. But the order in which you read them can be changed to correspond with the textbook you are now using.

This module is divided into two lessons, namely:

- Lesson 1: Communication Breakdown
- Lesson 2: Various Strategies to Avoid Communication Breakdown

After going through this module, you are expected to:

1. define the concept of communication breakdown;
2. identify the different kinds of barriers to effective communication;
3. explain the causes of communication breakdown; and
4. use appropriate strategies to avoid communication breakdown and achieve the goals of relationship and community building.



What I Know

A. Choose the letter of the best answer. Write your answers on a separate sheet of paper.

1. It happens when the sender fails to communicate his/her message properly or when the intended message is not clearly understood by the receiver.
 - A. communication
 - B. communication barrier
 - C. strategies to avoid communication barriers
 - D. process of communication
2. It refers to the natural or environmental conditions that hinder a successful communication transaction.
 - A. cultural barrier
 - B. external noise
 - C. physical barrier
 - D. psychological barrier

3. These are issues like trauma, lack of confidence, fear, anger, frustration, and depression that may affect the communication process.
 - A. external Noise
 - B. linguistic barrier
 - C. psychological barrier
 - D. semantic Noise
4. It refers to the way a person responds in a communication situation affected by personal norms and traditions.
 - A. cultural barrier
 - B. linguistic barrier
 - C. physical barrier
 - D. psychological barrier
5. This is an example when linguistic barrier to communication becomes evident.
 - A. A professor explains his lessons eloquently in class.
 - B. Elena is afraid to deliver her opening remarks.
 - C. People do not understand each other's language.
 - D. The transmitter disrupted the speech of Ms. Speaker.
6. This is one of the reasons why cultural diversity can make communication inefficient.
 - A. Cultural diversity allows people to be unique and original.
 - B. Different culture interpret words, gestures, and symbols differently.
 - C. Traditions propagate through the preservation of norms and values.
 - D. Values of people reflect
7. It is the main cause of semantic noise.
 - A. jeepneys beeping
 - B. constructing building
 - C. using excessive technical jargon
 - D. people talking too loud
8. Which best defines NOISE in the context of communication?
 - A. It is the sound of karaoke from your neighbor.
 - B. It is any sound that occurs during the communication process.
 - C. It is a sound that blocks or interferes communication situations.
 - D. It is anything that interferes with the communication.
9. Which of the following is an example of psychological barrier?
 - A. ability to read minds
 - B. dissatisfaction to customer service
 - C. inattentiveness to detail
 - D. poor listening skills
10. Which factors are considered cultural barriers to communication?

- A. economic status, age, and gender
 - B. ethics, standards, and grammar
 - C. politics, administration and government
 - D. religion, World Meanings, and Philosophy
11. Why does communication breakdown occur?
- A. because the information is overloading.
 - B. because of lack of attention among the audiences or receivers.
 - C. because the listener or receiver has a very short attention span.
 - D. All of the above
12. Which does NOT belong to the group?
- A. external noise
 - B. internal noise
 - C. semantic noise
 - D. verbal noise
13. “Mrs. Erlinda was invited as a speaker during the National Women’s Month. She talked about Gender Equality. She delivered her speech for almost 1 hour with more than 50 slides. The audience appeared uneasy and seemed uninterested after 20 minutes.”
- What barrier of communication is evident in this situation?
- A. cultural barrier
 - B. linguistic barrier
 - C. physiological Barrier
 - D. psychological Barrier
14. Which communication situation displays physiological barrier?
- A. The General Parents and Teachers Association (GPTA) president felt nervous when he started to speak in front of all the parents and guardians.
 - B. The Municipal Agriculture officer is discussing certain agricultural crops management procedure in a community that is not very familiar with the topic.
 - C. The newly designated general manager of the restaurant was a bit hesitant to talk with the guests.
 - D. The research teacher discusses with his students about the problem when a song was played loudly from the other classroom.
15. Which situation BEST exemplifies communication breakdown?
- A. adjusting your language depending on the people you are talking to
 - B. incorrect labeling of handouts to be used in product distribution
 - C. listening to your friend’s heartaches and unsuccessful love stories
 - D. looking for the positive characteristics or strengths of a speaker

Lesson

1

Communication Breakdown

In Module 2, you have learned about the models of communication. You have realized how the different elements of communication work together to achieve a successful communication transaction. Now, let us find out if you can still remember your previous lesson by answering the activity below.



What's In

Directions: Put the phrases or statements in the correct column. Write the letter of your answer on a separate sheet of paper.

Linear Model	Interactive	Transactional Model

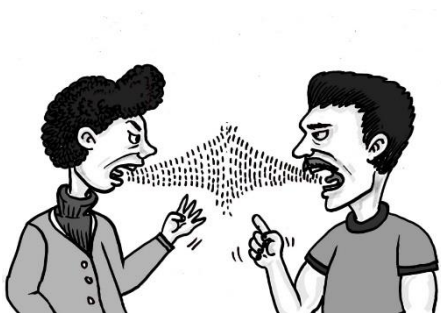
- A. Schramm Model of Communication
- B. Shannon Weaver Model of Communication
- C. a two-way communication process where feedback is given after a message is sent.
- D. shows circular process between the sender and receiver.
- E. barriers affect the smooth flow of communication
- F. a one-way communication process.
- G. having a job interview
- H. reciting a poem in front of the class
- I. presiding an important meeting
- J. focusing on the message sent.

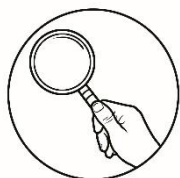


What's New

Communication is a process of exchanging thoughts, ideas, and opinions in order to connect with other people. Its goal is to achieve a clear and effective understanding resulting to good relationships in the community. However, there are times when this goal is not reached due to certain factors. When this happens, there is **communication breakdown**.

Directions: Identify the reasons for the communication breakdown in each picture. Write your answer in a separate sheet of paper similar to the box below.





What is It

The elements involved in communication are important in the success or failure of this process. These very same elements (sender, message, receiver, feedback, etc) can pose a threat to the efficiency or effectiveness of the process. Communication breakdown may occur when problems in any of the elements involved arise. They become barriers to communication.

Simply put, communication breakdown results when the intended message of the sender is not understood exactly by the receiver. Barriers to communication are present.

Recognizing the barriers or obstacles to effective communication is important in order to avoid communication breakdown. Here are some of the barriers that may cause communication failure.

Barriers to Communication

Physical Barriers are the natural or environmental condition that act as a barrier in communication in sending the message from sender to receiver.

Examples:

1. People talking too loud.
2. Noise from a construction site
3. Loud sound of a karaoke
4. Blaring of jeepney horns

Psychological Barriers are called as mental barriers. These refer to social and personal issues of a speaker towards communicating with others.

Examples:

1. trauma
2. shyness, lack of confidence
3. depression
4. fear, stage fright

Cultural Barriers pertain to communication problems encountered by people regarding their intrinsic values, beliefs, and traditions in conflict with others. People's culture affect the way they communicate and relate to others

Examples:

1. different beliefs
2. traditions, and customs
3. manners of dressing
4. speaking

Linguistic Barriers pertain conflicts with regard to language and word meanings. Because words carry denotative and connotative meanings, they can sometimes cause confusion and misunderstanding. Meaning of words and symbols also vary depending on culture.

Examples:

1. difference in language
2. accent and dialect
3. use of jargon and slang
4. speech defects or language impairments

Verderber (1991) gives a similar idea of barrier when he classifies noise into three kinds: *External*, *Internal* and *Semantic noise*.

External Noises are the “sight, sound and other stimuli that draw people’s attention away from intended meaning.”

Examples:

1. noise from vehicles
2. singing at the neighborhood
3. visual aids in front of the classroom
4. the dog barking
5. the sound of airplane

Internal noises are the “thoughts and feelings that interfere with meaning.”

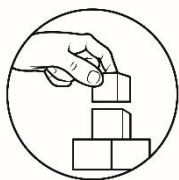
Examples:

1. confrontation with a friend
2. fear of speaking in front of the class.
3. racial prejudice

Semantic noises are the “alternate meanings aroused by a speaker’s symbols.” This idea means that a word may have another meaning in the minds of the students. This is affected by the language in which they grew and the culture in which they are exposed.

Examples:

1. incorrect grammar
2. using excessive technical jargon
3. using idiomatic expressions



What's More

Activity 1

Directions: Identify the kind of communication barrier exemplified by each description. Tell whether it is Physiological, Psychological, Cultural, or Linguistic Barrier. Write your answer on a separate sheet of paper.

- | | |
|-------|---------------------------------------|
| _____ | 1. lack of confidence |
| _____ | 2. connotative and denotative meaning |
| _____ | 3. loud party |
| _____ | 4. different races |
| _____ | 5. poor lighting |
| _____ | 6. lack of interest and attention |
| _____ | 7. different views and opinions |
| _____ | 8. using idiomatic expressions |
| _____ | 9. information overload |
| _____ | 10. feel frustrated |

Activity 2

Directions: Explain why there is communication breakdown on the given situations. Again, write your answer on a separate sheet of paper.

1. Jay and Michelle started talking about their plans for Christmas Vacation when their classmate, Moy, interrupted them.

2. "Mama, I will buy this cake for you. I am very sure that you will like its taste. It's from our favorite cake store!"

3. You spent the night thinking and analyzing why a student from another class talked to you on your way home.

4. Livy encounters a participant who is very eager to share with others her views and opinions. She does this without asking permission.

5. In some Asian countries, direct eye contact is considered disrespectful and rude. In others, it is a must.



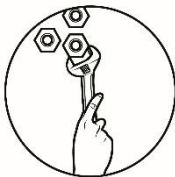
What I Have Learned

Directions: Answer the following questions. Write your answer on the separate sheet of paper.

1. What is communication breakdown?

2. What are the barriers to communication?

3. Why does breakdown of communication occur?



What I Can Do

Interview three (3) people and ask them about a-past communication breakdown they have experienced and what were the causes.

- 1.1. Complete the table by answering the following questions:

- Who were the persons involved?
- What was the situation?
- When did the communication breakdown happen?
- What were the barriers to communication?
- What happened due to the communication breakdown?

- 1.2 Identify the cause of the communication breakdown.

An example is provided for you:

Persons Involved	Situation	Time of Communication	Barrier/s to Communication	Result
Aling Celia and Reysa (Mother & Daughter)	Aling Celia asked Reysa to wash the dishes.	When Reysa was watching her favorite anime series	Physiological Barrier	Aling Celia was upset because Reysa did not do as told.

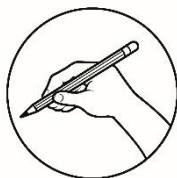
What was the cause of communication breakdown?

Reysa's lack of attention caused the communication breakdown.

Now, do the following on your own. Interview someone in your home, school and community. **Copy the table on a separate sheet of paper and supply the needed information.**

Persons Involved	Situation	Time of Communication	Barrier/s to Communication	Result

What was the cause of the communication breakdown?

***Assessment***

Choose the letter of the correct answer. Write your answers on a separate sheet of paper.

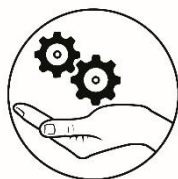
1. What influence the interpretation of conversation to effective communication?
A. environment
B. language
C. noise
D. technological gadgets
2. When is the communication process complete?
A. when the message enters the channel of communication
B. when the receiver understands the message and feedback
C. when the sender transmits message to the receiver
D. when the sender transmits the message successfully
3. Which of the following must be avoided in communication breakdown?
A. Ambiguity
B. focused attention
C. personal interpretation
D. Both A and B

4. Which barrier includes the mental conditions of the listener?
 - A. cultural barrier
 - B. linguistic barrier
 - C. physical barrier
 - D. psychological barrier
5. Which barrier includes the hearing or sight problem of the listener?
 - A. cultural barrier
 - B. linguistic barrier
 - C. physical barrier
 - D. Both A and C
6. In which barrier can semantic noise be classified?
 - A. cultural barrier
 - B. linguistic barrier
 - C. physical barrier
 - D. Both A and C
7. Which of the following must the listener do to avoid mental noise?
 - A. Be ready for the communication activity.
 - B. Be attentive and respond to the speaker.
 - C. Just remain quiet and daydream
 - D. Must not think of any problem during class hours
8. In which barrier does gender be classified in communication?
 - A. cultural barrier
 - B. linguistic barrier
 - C. Physical barrier
 - D. Both B and C
9. Which is the best option in order to avoid misinterpretation that causes communication barrier?
 - A. Be familiar with the topic of the speaker.
 - B. Disconnect with your emotional baggage.
 - C. Do not be conscious of gender or status.
 - D. Inquire the meaning.
10. What is the barrier to which you classify withdrawal of listener?
 - A. cultural barrier
 - B. linguistic barrier
 - C. physical barrier
 - D. psychological barrier

For numbers 11-15, write **T** if the statement is TRUE and write **F** if it is FALSE.

- _____ 1. Inability to understand a message causes failure in communication.
- _____ 2. The actual message is lost in transmission.
- _____ 3. Emotional problems can sometimes color one's understanding of a message.
- _____ 4. Culture may affect the interpretation of meaning in communication.

- _____ 5. Pictures, gadgets, and other paraphernalia in front of the stage engage the audience in listening to the speaker.



Additional Activities

Choose between offline activity or online activity.

For Offline Activity

Write a letter to your teacher about your personal learning on communication breakdown. Include in your letter, how this lesson can be useful in your daily life particularly at home, in school, and in the community.

Rubric for Writing a Letter

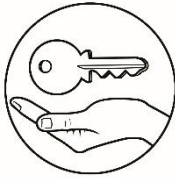
Criteria	Excellent (5 points)	Very Good (4 points)	Good (3 points)	Poor (2 points)	Needs Improvement (1 point)
Content	Show very meaningful content, explanation and relation to real-world context	Shows meaningful content complete with explanation	Enumerates significant points related to the topic	Lacks evidence that connect to the provided topic	No details provided
Mechanics	Sentence structures are well - defined, accurate, and clear with no spelling, punctuation and grammar errors.	Insignificant errors in sentence structure, grammar, spelling and punctuation are noted.	A few errors in sentence structure, grammar, spelling and punctuation are noted.	Some errors in sentence structure, grammar, spelling and punctuation are present.	Sentence structure is incorrect, grammar is poor, and errors in spelling and punctuation abound
Organization	Ideas are very well organized, coherence and cohesion are very evident.	Ideas are focused and directed.	Ideas are slightly organized	Ideas are loosely organized.	No evidence of organization of ideas.
Score					
Total Score	/ 15 points				

For Online Activity

Create a 5 Minute Vlog about communication breakdown. Be sure that the definition and explanation why there is a communication breakdown are evident in the video. Send the link of your presentation to your teacher.

Rubric for Creating a Vlog

Criteria	Excellent (5 points)	Very Good (4 points)	Good (3 points)	Poor (2 points)	Needs Improveme nt (1 point)
Content	Presents accurate, complete and well-explained ideas related to the topic	Presents ideas strongly connected to the given topic	Presents ideas in relation to the given topic	Lacks evidence that connect presentation to the provided topic	No connection to the provided topic
Organizational	Information, video, pictures and other content are very well organized, and coherence and cohesion are very evident.	Information, video, pictures and other content are focused and directed.	Information, video, pictures and other content are slightly organized	Information, video, pictures and other content are loosely organized.	No evidence of organization of information, video, pictures and other content.
Technicality	Visuals are well-framed and audio or sound quality is excellent and suitable throughout.	Visuals are maintained and audio or sound quality is understandable and appropriate.	Visuals are maintained in most parts and audio or sound quality are understandable and appropriate.al so in most parts.	Visuals are maintained in a few parts and audio or sound quality are understandable and appropriate.al so in most parts.	Visuals are not in many parts and audio or sound quality are poor throughout.
Score					
Total Score	/ 15 points				



Answer Key

What's New

Answers may vary

What's More

Activity 1

1. Psychological
2. Linguistic
3. Physiological
4. Cultural Barrier
5. Physiological Barrier
6. Psychological
7. Cultural
8. Linguistic
9. Psychological
10. Psychological

Activity 2

Answers may vary

What's In

Linear Model

B
F
H
J

Interactive

A
C
G

Transactional Model

D
E
I

What I Know

1. B
2. C
3. C
4. A
5. C
6. B
7. C
8. D
9. B
10. A
11. D
12. D
13. C
14. D
15. B

Assessment

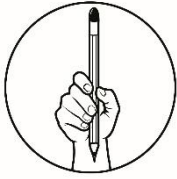
1. C
2. B
3. D
4. D
5. B
6. B
7. B
8. A
9. B
10. B
11. True
12. False
13. True
14. True
15. False

What I have learned

1. Communication Breakdown happens when the transmitted message is not understood exactly by the receiver
2. Physiological, Psychological, Cultural, Linguistic,
3. Answers may vary

What I Can Do

answers may vary



What I Know

Choose the letter of the correct answer. Write your answers on a separate sheet of paper.

1. It takes place when the shared information is mutually understood.
A. barriers to communication C. effective communication
B. communication D. strategies to effective communication
2. It refers to the use of appropriate speaking volume, rate, acceptable pronunciation, and proper stressing.
A. keep focused C. minimize distractions
B. listen with your ears and eyes D. speak intelligently
3. It helps to pay attention to the verbal message as well as the nonverbal message.
A. keep focused C. minimize distractions
B. listen with your ears and eyes D. speak intelligently
4. It uses concise and simple words to deliver the message.
A. be specific C. minimize distractions
B. do not jump to conclusions D. speak intelligently
5. It is important for a receiver to analyze first the message of the sender before he/she accepts or reject them.
A. barriers to communication C. do not jump to conclusions
B. be specific D. effective communication

Fill each blank with the correct word, phrase, or clause to complete the statement. Choose the letter of the correct answer and write it on a separate sheet of paper.

6. Complete communication is _____ to the quality of the communication process in general.
A. essential C. part
B. needed D. reliable
7. _____ is making the message direct and straight to the point. _____ information should be eliminated from the communication that will be sent to the recipient.
A. Clarity...significant C. Concreteness...insignificant
B. Conciseness...insignificant D. Courtesy...significant
8. In order to be an effective speaker, you should always _____ significant information about your receiver's mood, race, background, preferences, education, and others.

- A. consider
- B. hold

- C. rate
- D. think

9. Concrete message is supported by facts, figures, and real life examples. This will make the receiver to _____.
- A. develop rapport to the speaker.
 - B. realize the importance of communication process.
 - C. respond quickly to the message.
 - D. understand the message better.
10. As a speaker, you want to deliver a clear message to the audience or receiver. Therefore, you will _____.
- A. know their background information
 - B. include everything in your message
 - C. respect their culture, values, and beliefs
 - D. use of simple and specific words to express ideas

Choose the letter of the correct answer. Write your answers on a separate sheet of paper.

11. Which of the following shows positive feedback or remark?
- A. You cooperate consistently with your team members.
 - B. You display concerned about the other's job so often but not yours.
 - C. You show dishonesty in working among with your colleagues.
 - D. You urge to distract everyone in the office.
12. Which of the following display the best question and show politeness in asking for repetition?
- A. Could you be more specific?
 - B. I don't understand what you said. Could you say it again?
 - C. Will you please repeat the instruction?
 - D. Both A and B
13. Which of the following does NOT show polite expression?
- A. May I borrow your pen for a moment?
 - B. Order me a coffee.
 - C. Perhaps I'm not making myself clear.
 - D. Tell me, when you are available.
14. Which is NOT a time-gaining expression?
- A. "Anyway"
 - B. "Sounds good"
 - C. "Tell me more."
 - D. "Uh-huh"
15. Which is the BEST expression for asking for a repetition?
- A. I'm sorry, would you mind saying that again.
 - B. Sorry, I didn't get your point.
 - C. Sorry, let me explain.
 - D. What do you mean by that?

Lesson

2

Various Strategies to Avoid Communication Breakdown



What's In

In Lesson 1, you have learned the concept of communication breakdown and its causes. In this lesson, you will find out how this breakdown of communication can be avoided.

Directions: List down two (2) to three (3) situations based on your **What I Can Do Activity** in Lesson 1 in which communication breakdowns were experienced at home, school, and community. Then, suggest one best strategy to avoid that communication breakdown.

Example:

Breakdown: *The DOST scholar uses technical words in explaining his research to the barangay officials which resulted to confusion among them.*

Strategy: *The DOST scholar should uses simple and specific words about his research to the barangay officials so they would easily understand his message.*

Scenarios where Communication Breakdown occurred	Strategies to Avoid Communication Breakdown



What's New

Communication breakdown may at times be inevitable but as a sensible speaker or sender of the message, we could avoid this. Understanding the concept of communication breakdown and its causes, will help us realize that failure in communication may be avoided through certain strategies that we could adapt.

Here is an article entitled *5 Ways to Avoid Communication Breakdown* by Ronnie Peterson.

5 Ways to Avoid Communication Breakdown

by Ronnie Peterson

Communication breakdown can cause issues or problems at home, school, and community. There are so many barriers to communication like, physiological, psychological, cultural, and linguistics.

Sometimes some communication barriers are too difficult to solve and this will lead to slowing the progress and efficiency.

Here are the possible strategies to avoid communication breakdown:

1. Have Clarity of thought before speaking

Arrange your thoughts before verbalizing them this can help you communicate much more clearly and succinctly. It's a better idea to say something like, "I've got a few ideas here. Let me go through them one at a time. We can treat each one on its own merit."

2. Learn to Listen

As simple as it sounds, you'll be surprised how many people out there don't know how to listen well.

Not understanding those who you are trying to communicate with will lead to a conversation fraught with misunderstandings. Don't be afraid to ask them to repeat or explain further in polite manner once you don't understand the point.

3. Take Care of your Body Language and Tone

Keep your emotions in check, try to maintain eye contact, and adopt a relaxed tone when conversing with others.

4. Build up your confidence by asking for feedback and observing others

Focus on improving your skills by practicing in front of those who you may feel more comfortable with. You can also ask those whose advice you value to give you feedback and critique your communication style after a discussion.

5. Communicate Face to Face on the important issues

Having that face to face dialogue means you can convey your point more clearly, with your body language as well as your tone of voice.

It can also help to clear up any misunderstandings or distortion of the message that could occur through other mediums.

Remember, becoming an effective communicator takes time and practice. Over time, using these strategies can lead to better communication in your personal relationships, and more productive workplace environments as well.

Answer the following questions based on the article above.

1. What are the barriers to communication mentioned in the article?

2. How can communication breakdown be avoided?

3. In your opinion, which strategy is the easiest to do? Which one is the most difficult to do? Why?



What is It

A smooth and successful communication transaction may result if we follow the strategies to avoid communication breakdown. Communication becomes successful if and only if our communication goal is achieved, that is, an understanding is reached and a relationship is built or maintained.

Here are some strategies to avoid communication breakdown (Quipper n.d.).

Keep Focused

One way of being focused is to put in mind the purpose communication. As a speaker identify your purpose for speaking and as a listener find the speaker's purpose thru his/her verbal and non-verbal cues.

Speak Intelligibly

Speaking intelligibly or clearly means using the appropriate speaking volume, pitch rate, proper enunciation, stress, and acceptable pronunciation. We speak in order to be understood.

Listen with your Ears and Eyes

Pay attention to verbal and non-verbal message. Effective communication depends on what people say and how they say it.

Minimize Distractions

Look for a place where you can minimize distractions or noise like closed area, empty room, or quiet places. Lessening the cause for confusion means giving more room to focus and concentrate.

Be Specific

Use simple and concise words as much as possible in delivering a message. Being specific means being particular and direct to the point.

Do not Jump to Conclusions

Before you give your comments and judgement, be sure that you have listened attentively to the speaker. Conclusions should be drawn after a thorough analysis of point given or information received.

Tips on How to Avoid Communication Breakdown

Broom, Cutlip and Center (2012) listed the 7Cs of Effective Communication in their book *Effective Public Relations*. These are Completeness, Conciseness, Consideration, Concreteness, Courtesy, Clearness, and Correctness.

Completeness

It is important to whole communication process. The speaker should include everything that the receiver needs to hear, respond, react, or evaluate properly. S/he should be able to convey all pertinent details so listener or audience will be able to grasp the intended message.

Conciseness

The message should be direct or straight to the point and should be expressed in the least possible number of words. Irrelevant information should not be included.

Consideration

In order to be effective, the speaker should give high regard and courtesy to audience's background information such as his/her culture, education, religion, status, mood, feelings, and needs. This will result in building rapport or connection with the audience.

Concreteness

Effective communication is backed up by facts, figures, and real-life examples or situations. This will make the receiver to understand the message better.

Courtesy

The speaker can show respect to his/her receivers through understanding their culture, values, and beliefs. The speaker can show respect to the listeners by demonstrating an understanding of their beliefs, values, and culture. This implies good choice of words and language and a consideration of the audience's perspectives and feelings on the part of the sender. Showing courtesy helps create a positive vibe with the audience. This implies good choice of words and language on the part of the sender and consideration of audience's perspectives.

Clearness

It implies the use of simple and specific words to express ideas. When the speaker focuses on specific ideas, it will not confuse the audience.

Correctness

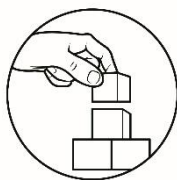
Avoiding mistakes in grammar helps to boost the credibility and effectiveness of the message, and at the same time it eliminates negative impact on the audience.

Breakdowns in communication may arise because of several factors. But these factors may be avoided if we follow strategies put forward by experts in the field. Communication is a transaction that we do everyday. By following the 7 Cs of communication espoused by Broom, Cutlip and Center (2012), we may achieve understanding in communicating with others and avoid confusion and misinterpretations.

Avoiding communication breakdown helps you to be an effective speaker. Below are some strategies which you can use to avoid breakdown communication. (Quipper n.d.)

Helpful Expressions to Avoid Communication Breakdown

Strategies to Avoid Communication Breakdown	Helpful Expressions
Use helpful expressions to gain time to think	<i>"Really"</i> <i>"Uhmm"</i> <i>"Uh-huh"</i> <i>"Anyway"</i> <i>"Tell me more..."</i>
Give positive remarks or comments	<i>"Sounds good"</i> <i>"I see what you mean"</i>
Ask for repetition	<i>"Can you please what you said?"</i> <i>"What did you say again?"</i> <i>"What did you mean, when you say that..."</i>
Check for understanding	<i>"So, are you saying that..."</i> <i>"So, what is your understanding of this?"</i>



What's More

Activity 1

Directions: Match column A with the best answer in column B. Write your answer on the separate sheet of paper.

Column A

- _____ 1. It refers to the use of simple and precise words.
- _____ 2. The speaker should identify his/her purpose for speaking.
- _____ 3. He/she must pay attention to the verbal and non-verbal cues.
- _____ 4. He/she must find closed areas or quiet places to avoid communication breakdown.
- _____ 5. He/she must have an appropriate speaking volume, speech rate, and acceptable enunciation.

Column B

- A. Keep Focused
- B. Be Specific
- C. Do not Jump to Conclusions
- D. Speak Intelligibly
- E. Listen with your ears and eyes
- F. Minimize Distractions

Activity 2

Directions: Identify what 7Cs to Effective Communication is being described. Write your answers on a separate sheet of paper.

- _____ 1. It helps to increase the credibility of the speaker and reduce negative impact to the audience.
- _____ 2. It conveys all pertinent details so listener or audience will be able to grasp the intended message.
- _____ 3. It is expressed in the least possible number of words and straight to the point.
- _____ 4. It implies good choice of words and language and a consideration of the audience's perspectives and feelings on the part of the sender.
- _____ 5. It is backed up by facts, figures, and real-life examples or situations.

Activity 3

Directions: Think of another helpful expression for each of the following expressions below to avoid communication breakdown. Put your answer in each box.

Time-gaining Expression

Give Positive Remark or Comment

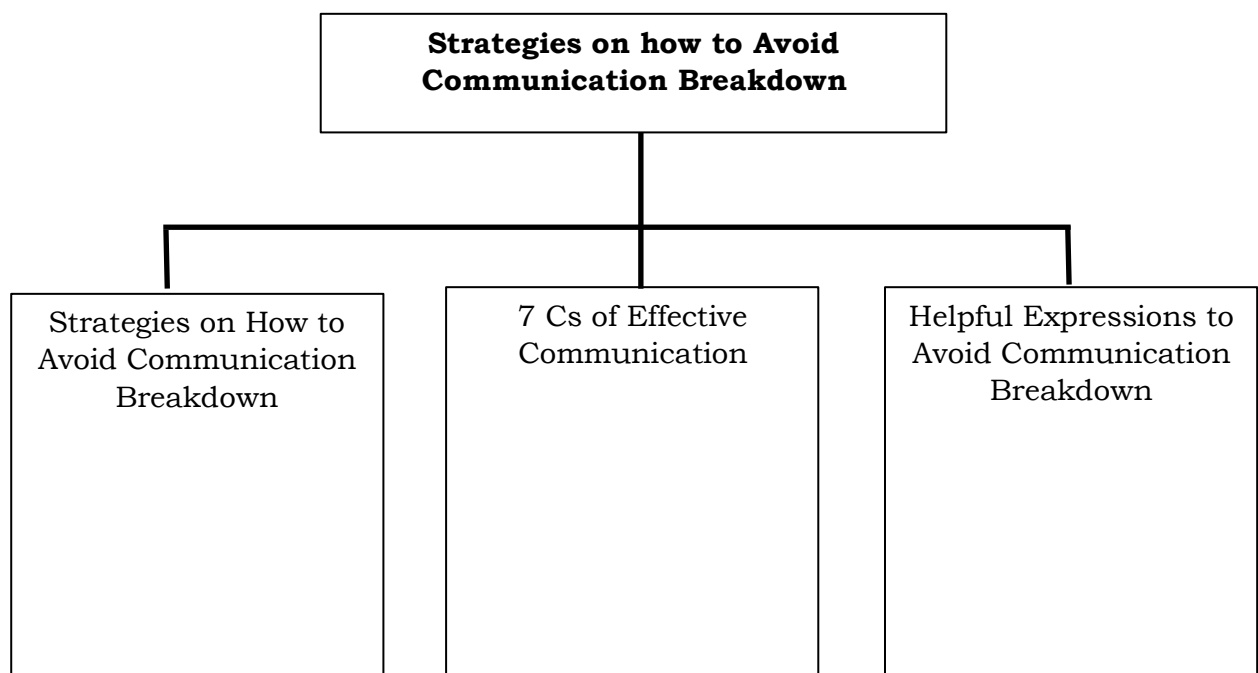
Ask for a Repetition

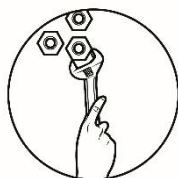
Check for Understanding



What I Have Learned

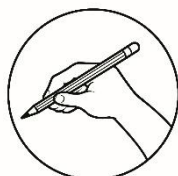
Directions: Complete the diagram on how to avoid communication breakdown.





What I Can Do

Conduct an interview either online or offline with five (5) SHS students who have experienced communication breakdowns. Summarize their experiences and decide the most appropriate strategy to avoid each communication breakdown. Explain your reason for each strategy.



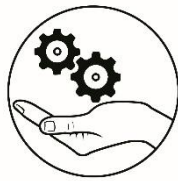
Assessment

Respondent	Experiences	Strategy to Avoid Communication Breakdown
1		
2		
3		
4		
5		

Directions: Read each statement carefully. Write **TRUE** if the statement is correct and **FALSE** if otherwise. Write your answers on a separate sheet of paper.

- _____ 1. Concreteness in communication creates positive impact to the audience.
- _____ 2. Clearness helps in eliminating confusions among the audience.
- _____ 3. Grammar mistakes eliminate negative impacts among the receivers.
- _____ 4. Rapport is created when considering the background of the receivers.
- _____ 5. Communication becomes effective when it is supported by facts, figures, and examples.
- _____ 6. As a speaker, you have to use technical words in order to impress the audience.
- _____ 7. Complete message is important to the process of communication particularly with the receivers.
- _____ 8. Giving positive remarks shows interest in a

- _____ conversation.
- _____ 9. The expression “So, are you saying that...” asks for repetition.
- _____ 10. Use polite expressions when asking for clarifications.
- _____ 11. You must use appropriate speaking volume, pitch rate, proper enunciation, stress, and acceptable pronunciation.
- _____ 12. Accept the ideas of the sender even without full understanding of the message.
- _____ 13. The speaker should know his purpose before he speaks.
- _____ 14. You must pay attention only in verbal cues.
- _____ 15. To limit distractions, stay beside the basketball court.

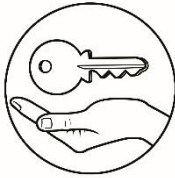


Additional Activities

Directions: Write your own 5 Tips on how to avoid communication breakdown. Include a brief explanation for each tip.

Rubric

Criteria	Excellent (5 points)	Very Good (4 points)	Good (3 points)	Poor (2 points)	Needs Improvement (1 point)
Content	Show very meaningful content, explanation and relation to real-world context	Shows meaningful content complete with explanation	Enumerates significant points related to the topic	Lacks evidence that connect to the provided topic	No details provided
Mechanics	Sentence structures are well - defined, accurate, and clear with no spelling, punctuation and grammar errors.	Insignificant errors in sentence structure, grammar, spelling and punctuation are noted.	A few errors in sentence structure, grammar, spelling and punctuation are noted.	Some errors in sentence structure, grammar, spelling and punctuation are present.	Sentence structure is incorrect, grammar is poor, and errors in spelling and punctuation abound
Organization	Ideas are very well organized, coherence and cohesion are very evident.	Ideas are focused and directed.	Ideas are slightly organized	Ideas are loosely organized.	No evidence of organization of ideas.
Score					
Total Score	/ 15 points				



Answer Key

<p>What's More</p> <p>Activity 1</p> <p>1. B</p> <p>2. A</p> <p>3. E</p> <p>4. F</p> <p>5. D</p> <p>Activity 2</p> <p>1. Correct Grammar</p> <p>2. Completeness</p> <p>3. Conciseness</p> <p>4. Courtesy</p> <p>5. Concreteness</p> <p>Activity 3</p> <p>Answers may vary</p>	<p>What's In</p> <p>Answers may vary.</p> <p>What's New</p> <p>Answers may vary.</p>	<p>What I Know</p> <p>1. C</p> <p>2. D</p> <p>3. B</p> <p>4. A</p> <p>5. C</p> <p>6. A</p> <p>7. B</p> <p>8. A</p> <p>9. D</p> <p>10. D</p> <p>11. A</p> <p>12. C</p> <p>13. B</p> <p>14. B</p> <p>15. A</p>
<p>What Can I Do</p> <p>Answers may vary</p> <p>Assessment</p> <p>1. False</p> <p>2. True</p> <p>3. True</p> <p>4. True</p> <p>5. True</p> <p>6. False</p> <p>7. True</p> <p>8. True</p> <p>9. False</p> <p>10. True</p> <p>11. True</p> <p>12. False</p> <p>13. True</p> <p>14. False</p> <p>15. False</p> <p>Additional Activities</p> <p>Answers may vary</p>	<p>What I have Learned</p> <p>Ways on How to Avoid Communication Breakdown</p> <p>1. Keep Focused</p> <p>2. Be Specific</p> <p>3. Speak Intelligibly</p> <p>4. Listen with your ears and eyes</p> <p>5. Minimize Distractions</p> <p>6. Do Not Jump into Conclusions</p> <p>7 Cs of Effective Communication</p> <p>1. Completeness</p> <p>2. Conciseness</p> <p>3. Concreteness</p> <p>4. Courtesy</p> <p>5. Consideration</p> <p>6. Correctness</p> <p>7. Clearness</p> <p>Helpful Expressions to Avoid Communication Breakdown</p> <p>1. Use time-gaining expressions</p> <p>2. Check for understanding</p> <p>3. ask for repetition</p> <p>4. Give Positive Remarks or comments</p>	

References

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