

## Assignment - 1

Q2) List the qualities of good listeners what kind of ~~the~~ listener you are?

Ans- Qualities of a good listener are:-

- (1) There is absence of ego in a good listener
- (2) They hear you out completely first without making interruptions.
- (3) They give you enough space and time for making your point.
- (4) They pay attention to little details even if they are not part of topic of the conversation.
- (5) They really don't bother themselves to respond and reply to, unless their advice is suited.
- (6) They don't like impressing you with their smart replies.
- (7) They know that healing can be done by hearing someone.
- (8) They are very less judgemental.
- (9) They know that it's not always about their own point all the time because that might push people away after a while.
- (10) A good listener never reveals what is good to them in confidence. He/she is always confident.

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Yes, I am a good listener because I listen more than I talk. I maintain my eye contact with the speaker and stay focused. I do not judge people so easily by their words I don't interrupt speaker in between. There are several people in my life who choose to tell me about the problem and issues in their lives. I feel good about being someone who can be trusted to be listen. I like to listen people without judging their actions. I think it makes them more comfortable to talk to me.



(Q4) what are the barriers to communications?

Ans → The communication barrier may prevent communication or carry in correct meaning due to which misunderstanding may be generated. Therefore, it is essential for a manager to identify such barrier and take appropriate measures to overcome them. The barrier to communication in organisation are as follows

### (1) Semantic Barriers -

These are concerned with the problems and obstructions in the process of encoding and decoding of a message such barriers result due use of wrong words. Faulty translation, different interpretations etc.

### (2) Psychological Barriers -

Emotional or psychological factors also act as barriers to communication. The state of mind of both sender and receiver of communication. A worried person cannot communicate properly and an angry recipient cannot understand the message properly.

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### ③ Organisational Barriers.

The factor related to organisational structure, rules and regulation and author relationship etc may sometime act as barrier to effective communication. In an organization with highly centralised pattern, people may not be encouraged to have a free communication. Also rigid rules and regulations and may also become a hurdle to communication.

### ④ Personal Barriers

The personal factor of both sender and receiver may act as a barrier to effective communication. If a superior thinks that a particular communication may observe affect his authority, he may suppress such communication.