

Communication Barriers



“Whatever words we
utter should be
chosen with care for
people will hear them
and be influenced by
them for good or ill.”
Buddha

What Is Communication And Barrier ?

Communication is an activity of conveying meaningful information.

- It requires a sender, a message, and an intended recipient.

Barrier An obstacle in a place that prevents us from completing certain tasks.

Communication barriers can be defined as the aspects or conditions that interfere with effective exchange of ideas or thoughts.

Types Of Barrier

- Physical Barrier
- Cultural Barrier
- Language Barrier
- Emotional Barrier
- Gender Barrier
- Perceptual Barrier
- Organizational Barrier

Physical Barrier

- Physical barriers relate to disturbance in the immediate situation, which can interfere in the course of an effective communication.
- Some of them are easy to Alter whereas, some may prove to be tough obstacles in the process of effective communication
- Marked out territories into which strangers are not allowed
- It may occur due to certain factors like faulty equipment, noise, closed doors and cabin.
- Geographic distance between sender and receiver.



Factors Causing Physical Barriers

- Defects in media
- Distraction in environment
- Distance
- Ignorance of medium
- Physical disability



How To Overcome?

- Remain updated with latest technologies
- Choose a suitable environment
- Remove obstacle
- Make signs easier to read, example, you could supplement written signs with pictures and visual signs
- Remain self motivated

Cultural Barrier

- Cultures provide people ways of thinking-- ways of seeing, hearing, and interpreting the world.
- Similar words can mean different things to people from different cultures, even when they talk the "same" language.



Factors Causing Cultural Barrier

- Diversified cultural background
- Language and Accent
- Behavior and Nature
- Religious bias



How To Overcome ?

- Learn Cross culture differences
- Have a thorough knowledge of your counterpart's culture background
- Attend or conduct effective communication workshops
- Work in groups and run frequent meeting

Language Barriers

- Inability to converse in a language that is known by both the sender and receiver is the greatest barrier to effective communication.
- When a person uses inappropriate words while conversing or writing, it could lead to misunderstanding between the sender and a receiver.



Factors Causing Language Barriers

- Multi language
- Different Regions
- Inadequate vocabulary
- Interpreting difference



How To Overcome ?

- Speak slowly and clearly
- Ask for clarification
- Frequently check for understanding
- Be specific.
- Choose your medium of communication effectively
- Be patient

Emotional Barrier

- The emotional state may influence your capacity to make yourself understood and hamper your understanding of others.
- Many times, emotional barriers on your part or the part of the person you are speaking which may inhibit your ability to communicate on an effective level.



Factors Causing Emotional Barrier

- Fear/ insecurity
- Mistrust
- Stress



How to Overcome

- Motivation and commitment to change
- Peer or mentor support
- Practice expressing recognition

Gender Barriers

- Relationships, respect, workplace authority and education are common ways men and women are pitted against each other.
- Overcoming barriers in gender communication isn't simple but can be made clear with a little patience and understanding.
- This barrier arises because men and women have different ways of thinking and communication.

Factors Causing Gender Barriers

- Preconceived thought process
(girls are different than boys)
- Environment
- Misunderstanding



How to overcome

- The process of bridging the gap in gender communication requires the great deal of patience and understanding that only time and attention will teach.
- **Gender sensitisation**
 - The modification of behaviour by raising awareness of gender equality
 - It is about changing behavior and instilling Empathy into the views that we hold about our own and the other genders
 - It helps people in "examining their personal attitudes and beliefs and questioning the 'realities' they thought they know.



How does Stereotype Work ?

Personality traits

Women are often expected to be accommodating and emotional

Men are usually expected to be self-confident and aggressive

Domestic behaviors

People expect that women will take care of the children, house hold

Men take care of finances, work on the car, and do the home repairs

Occupations

Teachers and nurses are women

Pilots, doctors, and engineers are men

Physical appearance

Women are expected to be thin and graceful wearing dresses and make-up

Men are expected to be tall and muscular ,wear pants and short hairstyles

Some Gender Stereotypes are given on next page

Real Men Don't Cry

Expectation:

Men grow up with the belief that crying is a sign of weakness

Reality :

crying is a normal human emotion

Real Men Are the Breadwinner

Expectation :

Men should make more money than their partner still exists

Reality:

Worth to his paycheck is not only outdated but completely unfair

Women Are Quiet and Passive

Expectation:

Once girls become teens they are seen as vulnerable and in need of protection leading to hide their assertiveness in order conform to society's beliefs

Reality:

women who are polite and quiet lead many women to suppress their feelings in their relationships

Women Should Look Flawless

Expectation :

How to Fight Gender Stereotype

You probably see gender stereotypes all around you. There are ways to challenge these stereotypes to help everyone — no matter their gender or gender identity — feel equal and valued as people.

Point it out — Magazines, TV, film, and the Internet are full of negative gender stereotypes. Sometimes these stereotypes are hard for people to see unless they're pointed out. Be that person! Talk with friends and family members about the stereotypes you see and help others understand how sexism and gender stereotypes can be hurtful.

Be a living example — Be a role model for your friends and family. Respect people regardless of their gender identity. Create a safe space for people to express themselves and their true qualities regardless of what society's gender stereotypes and expectations are.

Speak up — If someone is making sexist jokes and comments, whether online or in person, challenge them.

Give it a try — If you want to do something that's not normally associated with your gender, think about whether you'll be safe doing it. If you think you will, give it a try. People will learn from your example.

If you've been struggling with gender or gender identity and expectations, you're not alone. It may help you to talk to a trusted parent, friend, family member, teacher, or counselor.

Perceptual Barriers

- The most common problem is that the people have difference opinion .
- The varied perceptions of every individual give rise to a need for effective communication.
- We all have our own preferences, values, attitudes, origins and life experiences that act as 'filters' on our experiences of people, events and information.

Factors Causing Perceptual Barriers

- Difference in understanding
- Difference in perception of reality
- Differences in values, attitudes and opinions



How To Overcome?

- Start by listening to others
- Clarify if there is confusion by asking questions
- Stay calm and be positive



Organizational Barriers

- Organizational structure greatly affects the capability of the employees as far as the communication is concerned .
- All the internal factors which stymie or block the process of communication are known as organisational barriers. Some such factors are like restrictive environments, deceptive .tactics, communication network.

Factors Causing Organizational Barriers

- Status relationship
- One way flow
- Organization structure
- Rules and regulations
- Too many levels in organization structure



How To Overcome?

The effectiveness of communication greatly contributes to the success of an organization and the performance of its managers.

Therefore, it is imperative for an organization to improve the free flow communication, overcoming the possible barriers.

Some communication barriers cannot be eliminated altogether but can be controlled.

To overcome communication barriers, the following methods may be followed by organizations

1. Employee orientation

If employees are given orientation about organizational objectives, policies, procedures, programmes, authority relations etc., communication barriers stand minimized significantly. This apart, employees are required to be communicated about vision, mission, goals, objectives, strategies, and if required, they need to be involved in developing the same.

2. Improving interpersonal relations

Improved interpersonal relations develop mutuality in organizations with employees becoming more cooperative and working together for accomplishing organizational goals. This requires superiors to respect the dignity and authority of their subordinates, which in turn develops the subordinates' trust towards their superiors and eliminates status differences. Such an environment in an organization makes it possible for managers to communicate freely even through their personal contacts and make communication a truly two-way process.

3. Empathetic listening

Due to typical managerial attitudes, quite often upward communication is greatly distorted. Managers often use their status and talk more in course of discussion with subordinates, without allowing them to express their feelings and emotions. Lack of such listening quite obviously creates barriers to communication, as managers evaluate information without getting the free and frank response from subordinates.

4. Using proper language

Barriers to communication are often created due to semantic distortions. This can be avoided using direct and simple language in communication. Avoiding technical terms, words with more than one meaning, difficult symbols, etc.

5. Communication through actions

Actions speak louder than words. When subordinates communicate and superiors do not act upon them, it sends back a wrong message, which dissuades future communication. The same thing happens when actions of superiors differ from what they say. This leads to a situation in which subordinates listen but do not act. Such barriers require to be eliminated through actions and deeds.

6. Judicious use of grapevine

Grapevine is important for communication. But at times when managers depend too much on grapevine, ignoring official channels of communication, it develops a culture of informal communication and thereby creates barriers to communication. Hence, grapevine needs to be judiciously used.

7. Lack of information feedback

Communication is essentially a two-way process. Hence, feedback is very important. When there is no information feedback, it creates barriers to communication. Even in face-to-face communication, body language may provide a successful feedback.

Some Common Barriers to Effective Communication

- Use of jargon, over-complicated or unfamiliar words
- Lack of attention, interest, distractions, or irrelevance to the receiver.
- Differences in perception and viewpoint.
- Physical disabilities such as hearing problems or speech difficulties.
- Physical barriers to non-verbal communication.
- Language differences and the difficulty in understanding unfamiliar accents.

Overcoming Barriers

- **Feedback:** enables communication to become a two way process with both the sender and the receiver trying to achieve mutual understanding. Both the sender and receiver of communications may use feedback for effective interpersonal communication.
- **Words used:** long complicated sentences and unfamiliar words confuse people. To have an effective process of interpersonal communication, you have to simplify the structure of your sentences.
- **Empathy:** seeing a situation from another person's viewpoint and trying to understand others opinions concerns and attitudes makes better communicators
- **Be positive:** being positive rather than negative helps make communication more effective - what is wanted not what isn't wanted
- **Location:** talk somewhere that will encourage open communication not a noisy shop floor or a busy office
- **Proof read:** Check written communication for spelling errors and ensure the sentences are clear, concise and not ambiguous.
- **Goal oriented communication:** Relational goals come first and pave the way for other goals. A good relationship between the sender and receiver increases the probability of them accomplishing their goals.
- **Creative communication:** Approach communication as a creative process rather than simply a necessity of working with people. Try different combinations of channels, listening techniques, and feedback techniques.

Thank
You