



IIT ROORKEE



NPTEL ONLINE  
CERTIFICATION COURSE

# Soft Skills

## Lecture 21

### Communication Breakdown Part I

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# What is Communication Breakdown?

**Imagine the following:**

- ☐ A small child crying continuously.....
- ☐ You plan to travel with a valid ticket yet cannot board the train.
- ☐ You visit the doctor, follow his advice and then feel more complications.
- ☐ You write an e- mail in a very good language to a foreign friend and do not get any reply.

# Understanding Breakdown

Any step in the communication process which blocks, restricts or interferes with the smooth flow of messages can be termed as communication breakdown or barrier.



# Identify why things go wrong

- ❖ Find out the cause.
- ❖ Find out the solution.
- ❖ Decide what can suit best.
- ❖ Apply the best and seek feedback.



# Classification of Breakdown

- Breakdown at the source
- Breakdown between people
- Breakdown within the organization



# Breakdown at the source

- ❖ Faltering with words
- ❖ Uncertainty about content
- ❖ Differing background
- ❖ Wrong inferences
- ❖ Categorical Thinking



# Contd.

## Differences in perception

- Fact-inference confusion
- Rigid categories
- (frozen evaluation, polarization, blinding)
- Categorical thinking
- (know it all, allness syndrome)



# Breakdown between people

- ❖ Difference in Perception
- ❖ Limited vocabulary
- ❖ Emotional Outbursts
- ❖ Poor Listening



## Contd.

- ❖ Communication Selectivity
- ❖ Noise
- ❖ Imbalance between verbal and non-verbal messages

# Perception

- Perception of reality
  - Selective perception
- Language – an arbitrary code

“The difference between the right word and the almost right word is the difference between lightning and a lightning bug.”

— Mark Twain



# Semantic Gap

- ✓ One word may have myriad meanings.
- ✓ Words don't have meaning. Meaning lies with the user.
- ✓ Meaning is contextualized.

