

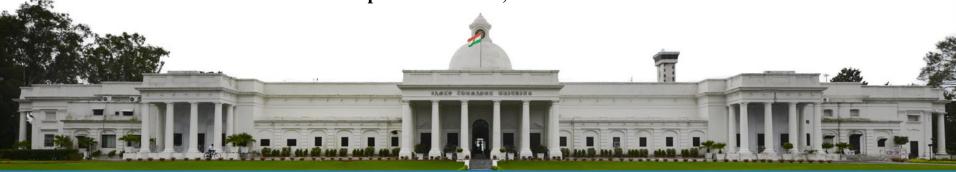


Soft Skills

Lecture 21

Communication Breakdown Part I

Dr. Binod Mishra Department of HSS, IIT Roorkee



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, blindering)
- 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.

