

Noise: Barriers to Communication



Barriers to Communication



- **What is Noise in Communication?**
 - Noise is any interference that distorts the message sent and received.
 - Not just sound; it means any disturbance in communication.

- **Types:**
 - Channel Noise: External interference like static on a phone line, illegible handwriting.
 - Semantic Noise: Internal interference from misunderstood words or ambiguous sentences.

- Example: Misinterpreting the word "condescend" due to different meanings.



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Understanding Communication Barriers

- Barriers block or distort parts of the message, causing misunderstandings.
- Can occur even with good intentions ("I meant to say this, not that").
- Three main types of barriers:
 - Intrapersonal (within oneself)
 - Interpersonal (between people)
 - Organizational (within organizations)



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Intrapersonal Barriers – Causes

- Stem from individual differences in perception, experience, culture, etc.
- Common causes:
 - Wrong assumptions (e.g., using jargon the other person doesn't know)
 - Varied perceptions (like the story of the six blind men and the elephant)
 - Differing backgrounds (education, culture, language)
- Solution: Empathy and understanding the listener's perspective.



Barriers to Communication

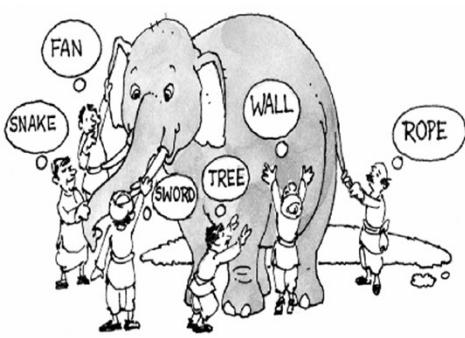
Examples of Intrapersonal Barriers

- Varied Perceptions: People interpret the same situation differently based on bias.
- Differing Backgrounds: A computer expert's detailed talk may confuse doctors unfamiliar with tech.



Barriers to Communication

Interpersonal Barriers



- Arise from difficulties in the exchange of messages between people.
- Common causes:
 - Limited vocabulary
 - Clash between verbal and nonverbal messages
 - Emotional outbursts
 - Communication selectivity (hearing only what one wants)
 - Cultural variations
 - Poor listening skills
 - Noise in the communication channel

These barriers create misunderstandings and disrupt effective communication.





Barriers to Communication



Emotional Outbursts and Communication Selectivity

- **Emotional Outbursts:** Strong emotions cloud understanding and distort messages.
- **Communication Selectivity:** People filter or ignore parts of messages based on biases or interests.

Example: Ignoring constructive feedback due to personal feelings.



Barriers to Communication



Organizational Barriers

- Barriers arising from the structure and culture of an organization.
- Examples:
 - Hierarchical layers causing message distortion.
 - Poor communication channels or policies.
 - Lack of trust among employees.
- To overcome: Promote open communication, flatten hierarchy, and improve channels.

Activity:



Message distortion in hierarchy

