Barriers to Communication

Categorization of Barriers

- Semantic
- Organizational
- Inter-personal
- Individual
- Cross- cultural (Geographic)
- Physical / channel / and media
- Technological

Semantic Barriers

Science of meaning - Phonetics science of sound.
Semantics – coding /decoding

- Similar Pronunciation but multiple meaning.
- Badly expressed message – incoherence, poor sentence structuring and jargons
- Wrong interpretation - Pandit, raja / Rajah
- Unqualified assumption by sender / receiver
- Technical language / jargon

Organizational Barriers

Interference from relative status and power of participants, incompatible needs and expectations

o Organizational culture – impacts freedom and trust

o Organizational rules and regulations

o Status relationship

o Complexity in organizational structure

o Inadequate facilities and opportunities

o Lack of cooperation between senior and subordinate.

Inter-personal Barriers

Sender and receiver – different economic, educational and status level

Barrier from Superior

➢ Shortage of time for employee

➢ Lack of trust

➢ Lack of trust for employee's needs and expectations

➢ Desire to capture authority by retaining information

➢ Fear of losing power of control

➢ Bypassing

➢ Information overload to employees – missing grain from chaff.

Inter-personal Barriers

Barrier from Subordinate

➢ Lack of proper channel – how does he convey?

➢ No interest to communicate

➢ Lack of cooperation and mutual understanding

➢ Lack of trust and co-ordination

➢ Poor social relationship

➢ Fear of penalty.

Individual / Psycho-sociological Barriers

Change?????

Style

➢ Linguistic accent

➢ The form of expression

➢ Level of drama / gestures

➢ Humour

➢ Brevity

➢ Choice of discriminatory or non- discriminatory communication

➢ Quality of credibility and charisma

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Individual / Psycho-sociological Barriers

- ✓ **Selective Perception** – 'I know it syndrome', 'waste of time'
- ✓ Status relationship - – monologues by seniors
- ✓ Inattention
- ✓ Poor retention
- ✓ Undue importance of written words
- ✓ Defensiveness to a unpleasant message
- ✓ Closed minds – lack of background knowledge.
- ✓ State of health – lack of alertness.
- ✓ Filtering

Cross-cultural / Geographic Barriers

- **Language**
- **Values and norms of behaviour**
- **Social relationship**
- **Concept of time**
- **Concept of space**
- **Non-verbal communication**
- **Perception**
- **National character / basic personality**

Technological Barriers

- **Lack of knowledge of technology**
- **Advancement in technology**
- **Noise**
- **Fear of lack of security**

Overcoming Barriers

- **Fostering good relationships**
- **Purposeful and well directed /focused**
- **Co-ordination between superior and subordinate**
- **Avoid technical language**
- **Feed back to avoid selective perception**
- **Accuracy**
- **Clarity in message**

Contd…..

Overcoming Barriers

- **Communication of organizational philosophy**
- **Flat organizational structure**
- **Division of labour**
- **Organizational policies**
- **Reduction of semantic problems**
- **Proper communication channels**
- **Right feed back**

Sender-Oriented Barriers

Badly expressed message

Rules for overcoming sender-oriented barriers

*   Plan and clarify ideas
*   Discuss, collate and pre-plan
*   Create a climate of trust and confidence
*   Empathize, win the trust
*   Time your message carefully keep the when and where in mind
*   Reinforce words with action harmonious words and actions
*   Communicate efficiently solicit(request) feedback

Thanks