

Oral Communication



Oral Communication in Context

Quarter 1 – Module 6: Reasons for Communication Breakdown

First Edition, 2020

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Development Team of the Self-Learning Module

Writer: Mary Jane A. Sandoval

Editor: Arlene I. Donor

Layout Artist: Marisol Aspuria Baguisi

Management Team: **Ma. Evalou Concepcion A. Agustin**
OIC-Schools Division Superintendent
Aurelio G. Alfonso EdD
OIC-Assistant Schools Division Superintendent
Victor M. Javeña EdD
Chief, School Governance and Operations Division and OIC-
Chief, Curriculum Implementation Division

Education Program Supervisors

Librada L. Agon EdD (EPP/TLE/TVL/TVE)
Liza A. Alvarez (Science/STEM/SSP)
Bernard R. Balitao (AP/HUMSS)
Joselito E. Calios (English/SPFL/GAS)
Norlyn D. Conde EdD (MAPEH/SPA/SPS/HOPE/A&D/Sports)
Wilma Q. Del Rosario (LRMS/ADM)
Ma. Teresita E. Herrera EdD (Filipino/GAS/Piling Larang)
Perlita M. Ignacio PhD (EsP)
Dulce O. Santos PhD (Kindergarten/MTB-MLE)
Teresita P. Tagulao EdD (Mathematics/ABM)

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Oral Communication

Quarter 1

Self-Learning Module 6

Reasons for Communication Breakdown



Introductory Message

For the Facilitator:

Welcome to the Oral Communication Self-Learning Module on **Reasons for Communication Breakdown**.

This Self-Learning Module was collaboratively designed, developed, and reviewed by educators from the Schools Division Office of Pasig City headed by its Officer-in-Charge Schools Division Superintendent, Ma. Evalou Concepcion A. Agustin, in partnership with the City Government of Pasig through its mayor, Honorable Victor Ma. Regis N. Sotto. The writers utilized the standards set by the K to 12 Curriculum using the Most Essential Learning Competencies (MELC) in developing this instructional resource.

This learning material hopes to engage the learners in guided and independent learning activities at their own pace and time. Further, this also aims to help learners acquire the needed 21st-century skills especially the 5 Cs, namely: Communication, Collaboration, Creativity, Critical Thinking, and Character while taking into consideration their needs and circumstances.

In addition to the material in the main text, you will also see this box in the body of the module:



Notes to the Teacher

This contains helpful tips or strategies that will help you in guiding the learners.

As a facilitator, you are expected to orient the learners on how to use this module. You also need to keep track of the learners' progress while allowing them to manage their learning. Moreover, you are expected to encourage and assist the learners as they do the tasks included in the module.



For the learner:

Welcome to the Oral Communication Self-Learning Module on **Reasons for Communication Breakdown**.

The hand is one of the most symbolized parts of the human body. It is often used to depict skill, action, and purpose. Through our hands, we may learn, create, and accomplish. Hence, the hand in this learning resource signifies that you as a learner is capable and empowered to successfully achieve the relevant competencies and skills at your own pace and time. Your academic success lies in your own hands!

This module was designed to provide you with fun and meaningful opportunities for guided and independent learning at your own pace and time. You will be enabled to process the contents of the learning material while being an active learner.

This module has the following parts and corresponding icons:



Expectations - This points to the set of knowledge and skills that you will learn after completing the module.



Pretest - This measures your prior knowledge about the lesson at hand.



Recap - This part of the module provides a review of concepts and skills that you already know about a previous lesson.



Lesson - This section discusses the topic in the module.



Activities - This is a set of activities that you need to perform.



Wrap-Up - This section summarizes the concepts and application of the lesson.



Valuing - This part integrates a desirable moral value in the lesson.



Posttest - This measures how much you have learned from the entire module.





EXPECTATIONS

This is your self-instructional learner module in Oral Communication in Context. All the activities provided in this lesson will help you learn and understand: **Reasons for Communication Breakdown.**

Specifically, you will learn about the following:

1. Identify the reasons of communication breakdown,
2. get acquainted with the different barriers to communication, and
3. write and share one's encountered barriers of communication.



PRETEST

Directions: Identify which barrier of communication is being talked about in the following information. Write only the letter of your choice.

A - Language barrier

D - Physical barrier

B - Psychological barrier

E - Attitudinal barrier

C - Physiological barrier

- ____ 1. Anger is an example of this communication barrier.
- ____ 2. A receiver with reduced hearing may not grasp the entirety of a spoken conversation, especially if there is significant background noise.
- ____ 3. The terminology used in a message may act as a barrier if it is not fully understood by the receiver(s).
- ____ 4. The behavior or a perception that prevents people from communicating effectively is ____.
- ____ 5. Organizational environment or interior workspace design problems, technological problems and noise are the parts of this barrier.





RECAP

In your previous lesson, you learned the various situations in which we could apply the models of communication. It is helpful to consider these models because they serve a valuable purpose for students' communication. They allow us to see specific concepts and steps within the process of communication, define communication and apply communication concepts.



LESSON

We have already discussed the different situations that models of communication are applied. Today, we will discuss the Lesson 7: Reasons of communication breakdown. Before we proceed with our discussion, I want you to read the conversation of these two:



(http://mastercoaches.com/2013/01/connection-is-an-inside-job/istock_000001852501xsmall/)

GUY 1: This project has me stuck!

GUY 2: Just remember KISS, keep it simple stupid

GUY 1: Don't call me stupid, and if you try to kiss me, I'll have you arrested

What can you say about it? How would you describe the communication process between the two of them? Was it successful or unsuccessful?



The two guys seem to be in conflict. Their communication process was unsuccessful because of the first guy's misinterpretation of the word *KISS* and *stupid*. Instead of appreciation, he ended up angry and even to the point of arresting his communicator. Because of language barrier, it somehow causes conflicts.

To be an effective communicator, you should recognize these barriers that hinder the communication process. This will enable you to control the situation, reset conditions, and start anew. Let us identify the different **types of barriers** that cause communication breakdown.

1. **Language Barriers.** Clearly, language and linguistic ability may act as a barrier to communication. However, even when communicating in the same language, the terminology used in a message may act as a barrier if it is not fully understood by the receiver/s. For example, a message that includes a lot of specialist jargon and abbreviations will not be understood by a receiver who is not familiar with the terminology used. Example: "Please check if you have a tachycardia after biking". We cannot understand it because it is the terminology that doctors and policemen understand. Not using of language that others understand may create miscommunication. For example: A Japanese trying to talk to a Filipino who uses any of Filipino dialect will not understand each other. That's why communication becomes worthless at times.
2. **Psychological Barriers.** The psychological state of the receiver will influence how the message is received. For example, if someone has personal worries and is stressed, he may be preoccupied by personal concerns and not as receptive to the message as if he is not stressed. Stress management is an important personal skill that affects our interpersonal relationships. Anger is another example of a psychological barrier to communication. When we are angry, it is easy to say things that we may later regret and also to misinterpret what others are saying. More generally, people with low self-esteem may be less assertive and therefore



may not feel comfortable communicating - they may feel shy about saying how they really feel, or read negative sub-texts into messages they hear.

3. **Physiological Barriers.** Physiological barriers may result from the receiver's physical state. For example, a receiver with reduced hearing may not grasp the entirety of a spoken conversation, especially if there is significant background noise. Besides, this kind of barrier occurs between the sender and the receiver who has physical disability most especially those referring to senses.
4. **Physical Barriers** - Physical barrier is the environmental and natural condition that act as a barrier in communication in sending message from sender to receiver. Organizational environment or interior workspace design problems, technological problems and noise are the parts of physical barriers. If for instance, you are listening to a seminar in a very hot and crowded room, you cannot understand what the speaker tells, thus the intended message is either misunderstood or misinterpreted.
5. **Attitudinal Barriers** Attitudinal barriers are behaviors or perceptions that prevent people from communicating effectively. Attitudinal barriers to communication may result from personality conflicts, poor management, resistance to change, or a lack of motivation. Effective receivers of messages should attempt to overcome their own attitudinal barriers to facilitate effective communication.

Guided Practice

At this point, I want you to analyze the following situations and try to identify the communication barrier whether Language, Psychological, Physiological, Physical or Attitudinal.

1. Disturbance in hearing while you are watching on TV due to a thunder



Yes, it is Physical barrier; since it is an environmental and natural condition that hinders us from getting the message.

2. How about this picture?



[\(https://communicationstudies7.wordpress.com/2018/08/12/types-and-barriers-of-communication/\)](https://communicationstudies7.wordpress.com/2018/08/12/types-and-barriers-of-communication/)

This is an attitudinal barrier. The man holding the ball in the picture is refraining to communicate with others because of his personal opinion and feelings towards them.

3. Due to the prejudiced feeling or emotion towards a known person announcing something on the stage, you keep on looking around and instead of minding him/her, you rather use your cell phone. Consequently, you are the only one left standing. Everyone was seated as per the speaker's instruction. What type of barrier has been encountered by the speaker?

Yes, it is again attitudinal barrier. So, to clearly get any message or instruction, set aside your personal feelings towards a speaker or listener. Do not be selective of the people you will listen to.

4. Your friend has just gone from a break-up with his boyfriend. Your teacher happens to give you deadlines of your project. You being in a good state of mind plans to finish your project right away but your friend reacts differently towards it. She angrily speaks of her complaints about the deadline. What is the reason for the negative reaction?

Yes, it is due to psychological barrier that your friend has just experienced. He is emotionally disturbed by the break-up, that's why he was not in the right mood to accept instructions rightfully.





ACTIVITIES

Activity 1

A. Check any of the following communication barriers that you have experienced in your life.

☐

Language barrier

☐

Psychological barrier

☐

Physiological barrier

☐

Physical barrier

☐

Attitudinal barrier

B. From your experienced type of barrier, which do you think are the two most memorable because of their negative effect to you or to the person whom you communicated with? Narrate your experience for those two chosen barriers. Include also what you did to correct or resolve the unpleasant effect of the failed communication.

1. _____

2. _____



RUBRICS

Criteria	5	3	1
Barriers chosen	Answered all and chose 2 barriers	Answered all but chose only one	Answered 3 or 4 numbers and chose one
Details	Put details with four or more sentences	Put details with two or 3 sentences	Wrote one sentence only one sentence
Solution	Gave 2 solutions for each barrier	Gave only 1 solution per barrier	Only one barrier has a solution



WRAP-UP

To wrap up everything that we have talked about in this lesson, let us always remember that:

Most of our activities everyday involves communication with others. But there are times the meaning we want to convey with others are misunderstood, misinterpreted or even distorted. Hence there is what we call communication breakdown which usually results to conflict and confusion. This is usually caused by different types of barriers: Language, Psychological, Physiological, Physical and Attitudinal barriers. To be an effective communicator, we have to get acquainted or be familiarized with all of these barriers so we can find some ways to resolve miscommunication and eventually understand each other's message.



VALUING

Communication will make or break our relationship towards other people. So what will we do to avoid breaking down communication? That's right...Our understanding, open mindedness and consideration to other's feelings and



physiological or psychological disabilities will always lead to effective communication. Besides, our **determination** to overcome all these barriers matters to make an effective communication.



POSTTEST

Directions: Identify the type of barrier that the following information and situation indicate. Write **L** for Language, **PS** for Psychological, **PH** for Physiological, **PC** for Physical and **A** for Attitudinal. Write your answers on the space provided before each number.

- _____ 1. While having a conversation with Danny's friend over the phone, his dog keeps on barking unceasingly. Which barrier of communication is evident in this context?
- _____ 2. You are a weather forecaster and you are trying to explain weather phenomenon with your 10-year-old-son who does not know much about the topic.
- _____ 3. One of the attendees in the seminar doesn't want to listen to the speaker. He/She thinks that he/she knows it already and he's/she's better than the speaker.
- _____ 4. John was not able to share his thoughts regarding the yesterday's lesson because he was very shy and lacks of self-confidence.
- _____ 5. An old lady can't hear her daughters' instruction clearly.





KEY TO CORRECTION

Posttest	1. PC	2. L	3. A	4. A	5. PH
Pretest	1. B	2. C	3. A	4. E	5. D

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