Abstract

Communication is one of the most needed things when working inside an organization or workplace. Having proper communication with teammates inside a workplace can help to manage and complete a task effectively.

In this assignment report, we will be highlighting the factors associated with communication inside a workplace. We will analyze the importance of interpersonal communications and barriers associated with communication in a workplace. We will also be talking about different types of interpersonal communication along with its benefits and the different types of barriers that can be a problem for communication. An in-depth analysis will be carried out for both of these communication factors. All of our group members have done a significant amount of research about this topic and we would like to present it in this report.

**Table of Contents**

[Abstract 1](#_Toc99302962)

[1. Introduction 3](#_Toc99302963)

[2. Interpersonal Communication at the workplace 3](#_Toc99302964)

[2.1 Empathy 4](#_Toc99302965)

[2.2 Active listening 5](#_Toc99302966)

[3. Communication Barriers 9](#_Toc99302967)

[3.1 Psychological barrier 9](#_Toc99302968)

[3.2 Language Barrier 12](#_Toc99302969)

[4. Conclusion 16](#_Toc99302970)

[5. References 17](#_Toc99302971)

[6. Internship Letter Kapil Pokhrel (NPI000030) 20](#_Toc99302972)

[7. Internship Letter Saroj Kandel (NPI000043) 21](#_Toc99302974)

[8. Internship Letter Bikash Baral (NPI000021) 22](#_Toc99302975)

[9. Internship Letter Shivam Ranabhat (NPI000047) 23](#_Toc99302976)

[10. Workload Matrix 24](#_Toc99302977)

# Introduction

Communication is an essential element of our daily lives. In terms of biology, humans would not have survived if we had not evolved to communicate effectively. We were born with the ability to communicate. We communicate not just to impart knowledge, but also to convey emotions and feelings towards one another. It gives us a sense of being human in whatever group we are a part of. Good communication skills increase social skills, professional abilities, and daily life in general. It's a matter of life and death, and communication is at the heart of it.

In this report, four points will be discussed, two of which will elaborate on the skills required during an interpersonal communication process, and the remaining two will demonstrate the types of barriers that can be found during the communication process, examples of them, and ways to overcome those obstacles. Communication barriers are frequent in real life in society, including the workplace, thus a person must overcome if they believe they have a communication constraint.

# Interpersonal Communication at the workplace

The term "interpersonal communications" refers to the process of exchanging ideas and information between two people. This interaction involves the people sharing the same idea and the person who receives it. An interpersonal communication process needs six elements. They are communicators who are willing to give and receive information, the topic's message, noise, feedback, context, and the medium via which the communicators communicate. Interpersonal communication may be used in a variety of contexts. Some of these include providing and receiving information, sustaining a connection, influencing others, making decisions, solving problems, foreseeing a scenario of conduct, and providing emotional support to someone.

An interpersonal communication process necessitates six elements. They are communicators who are willing to share and receive information, the topic's message, noise, feedback, context, and the channel via which the communicators communicate. Interpersonal communication can be used in a variety of contexts. Some of these include providing and receiving information, sustaining a relationship, influencing others, making decisions, solving problems, foreseeing a scenario of conduct, and providing emotional support to someone.

**Importance of Interpersonal Communication**

Interpersonal skills are important in the professional business context since they impact the daily routine. Relational correspondence aids firms in devising plans and effectively transmitting data to various personnel. Having a great evolution of correspondence between workers considers smoother data change, which prevents any misunderstanding or disarray. It might lead to misunderstanding in the workplace if it is not present.

Another relevance is providing a positive organizational culture. Organizational culture refers to the attributes that indicate how an organization operates and how it distinguishes itself from other organizations. A more secure workplace will result from strong interpersonal skills. Solid relational correspondence brings together solid and pleasant relationships. As a result, it will foster more cooperation, proficiency, and execution in the workplace. Workers may store data if there was no trust, and any data obtained would be unreliable.

## 2.1 Empathy

Empathy is a relational correspondence skill that allows you to comprehend and comprehend the feelings and practices of another person. By being sympathetic, we put ourselves in the shoes of others to understand their situations, insights, and thoughts and to be able to share these with them. Sympathy is an important skill for a leader to have since it aids in providing an accurate understanding of employees' perspectives and issues. It, too, helps us build our relational skills by allowing us to see things from another person's point of view, interpret them, and provide appropriate feedback. Having sympathy in the workplace is critical to commercial success. Resisting the temptation to panic and being calm in the job is seen as a competent posture to maintain. Workers may take satisfaction in their ability to maintain great composure in the workplace, yet the impassioned condition will often be overlooked or wrapped up. In any event, if they do not feel encouraged, they will fail to bring their most authentic self to submit, which means they will most likely lose. Staff (2019)

**Case study for empathy in the workplace**

According to a Harvard Business Review study, firms that take on serious workplace challenges outperform their wanton counterparts by 20%. When people believe they are being perceived, they become more open to other people's points of view, which aids in-group cohesion and collaboration. While recognizing that they will receive assistance rather than being turned down, they will almost certainly confront a challenge. (Staff,2019)

Lack of sympathy at the broadest level explains why the best client care agent sent nasty texts, or why the product engineer in every daily stand-up looked antagonistic. The group isn't at their finest and brightest form since they tend to pull back when they don't feel understood or even-minded. An amicable work environment atmosphere indicates a draw in the workforce force, which will aid organizations in meeting their company objectives. According to the Rise Staff, there are just a few ways for people to accept sympathy, which are listed below.

**Empathy is More Than Just an Emotional Label**

Empathy comprises a strong desire for what is significant for the social companion from that person's passionate point of view (Halpern, 2001). Even though recognizing another's inclination may be the first stage in the empathic cycle, for example, when one notices that her companion remaining in the corner at a party appears tragic, an empathic interaction that ends now is unlikely to lead one to comprehend why the individual is depressed.

The significance of empathy as a unique cycle can be perceived when one thinks about those feelings continually fluctuate between people during social connections (see Butler,2015). Albeit exact exploration on sympathy could persuade one to think that the social world comprises of free faces appearing on a screen at a solitary moment for the person to mark, true relational connections in which compassion happens are neither transiently particular nor static. Swann (1984) eloquently illustrates how research on relational cycles that equates individual insight (i.e., how we might interpret others' practices, convictions, aims, wants, and so on) with object insight (i.e., the actual properties of an item) falsely assumes that such important individual factors are static. In any event, compassion research has mostly forgotten to consider this important point. To properly relate, one must adjust oneself to the sentiments of others skillfully and frequently.

## 2.2 Active listening

Active listening is the most important skill inside the workplace to maintain both personal and professional relations. The definition says active listening is when someone is fully aware and concentrates on what is being said by the speaker rather than hearing passively what the speaker is trying to speak (Penney,2021). Active listening is the cornerstone of effective communication because it can foster a sense of trust, being valued, or heard which results in strengthening relationships inside the workplace. The active listener can retain more conversation by minimizing distraction by paraphrasing and summarizing what has been said by the speaker (Spalding,2021). According to (Wright State University, 2016), 59 percent of hiring managers are having difficulty finding candidates with appropriate delicate abilities, and 92 percent of leaders agree with the statement "Delicate talents are equally important as specialized abilities." One of the fundamental tips for developing undivided attention abilities is to summarize what the speaker has said, the audience should pose coordinated inquiries appropriately, showing a verbal and nonverbal message that mirrors that an audience is genuinely occupied with tuning in, and the last advance is to remain non-critical (Tariq Team,2021). According to (Wright State University, 2016), 59 percent of hiring managers are having difficulty finding candidates with appropriate delicate abilities, and 92 percent of leaders agree with the statement "Delicate talents are equally important as specialized abilities." One of the fundamental tips for developing undivided attention abilities is to summarize what the speaker has said, the audience should pose coordinated inquiries appropriately, showing a verbal and nonverbal message that mirrors that an audience is genuinely occupied with tuning in, and the last advance is to remain non-critical (Tariq Team,2021).

**Case Study for Active Listening in Workplace**

A McKinsey study found that well-connected teams were 20 to 25% more productive than others which proves everything revolves around effective communication. It may have a significant impact on the workplace; thus, we can claim that good listening skills can lead to fewer mistakes, more productivity, and customer loyalty. There should be the force of undivided attention if there is a compelling connection. According to (Alder, 2019), as they realize to developing the reading ability also needs training, the same appears with being a true speaker and active listener is either born gifted or also need the training to develop.

As per (Tariq,2022), there are three levels of undivided attention required to fully comprehend the force of tuning in and understand what these three levels represent for communications.

**i. Internal listening**

The great majority of us are trapped at this level of interior listening, which entails paying attention to our internal voice. We overthink instead of standing by and listening to the speaker for what the reply will undoubtedly be. Rather than understanding the speaker's point of view, our reaction is influenced by our thoughts and feelings. It also leads to misinterpretation and omission of crucial information that a speaker wanted to express. That is why this is characterized as the lowest level of tuning in.

**ii. Focused listening**

This level is also called listen to hear. At this level, we actively listen to what the speaker is trying to convey. We don’t allow our minds to get disturbed while listening. Researchers can only achieve this level if they are driven by the situation or the speaker. As an example, in a job interview, we pay close attention to the question asked by the interviewer to give the correct answer. In this condition, our motivation is to get a job. University of Iceland study found that skilled manager in active empathic listening affects positively in the involvement of employees at work.

**iii. Global listening**

One of the highest levels of listening is global listening. In this level of listening, we not only actively listen to the speaker but also analyze genuinely his/her words. This degree of listening includes observing body posture, facial gestures, and using nonverbal signals. More practice is needed to reach this level of listening which will help us in decision making, building strong trust inside the workplace.

**Importance of Active Listening Skills with evidence**

According to (Lacocca, 2016) as much as business people need to talk they should need to listen. A study of the University of Southern Maine revealed that employees desired to be effectively trained in communication to deal with difficult people and workplace conflicts. He also describes the importance of active listening in the workplace which is listed below:

1. **Improved productivity**

Active listening provides numerous advantages to employee productivity. The higher management team should actively listen to the employee’s point of view and provide appropriate feedback. It has been discovered that Hulu and eBay are on their way to developing a complex loop that will connect the corporation and its personnel. According to a new study, employee input can help a firm accept consumer expectations since employee feedback is linked to customer requirements. If the company can fulfill the customer’s needs, then the productivity of that company will be high.

1. **Strong relationship in the workplace**

A healthy work relationship makes a healthy work experience. According to (Doell,2003) ‘listening to understand’ and ‘listening to respond’. Someone who listens to understand makes a better and more empathetic relationship than someone who listens to respond. Similarly, if almost every work member follows this approach, then the relationship inside the workplace will be better. According to Faye Doel (2013), a York University psychologist, persons who "Listen to Understand" have better and healthier interactions with others. If you are the individual at work who hears people grasp what they are trying to say, colleagues and coworkers will be more likely to approach you with positive intentions.

1. **Self-Empowerment**

Self-empowerment helps to increase confidence and achieve agendas. Practicing active listening and understanding what is beneficial at work will broaden your perspective and empowerment. It will help to communicate with coworkers with ease and confidence being aware of the work environment. A conversational model was established in the late 1980s by Case Western University, which was a method that focuses on establishing a good environment to encourage genuine reflection. Leaders use this strategy to increase the self-empowerment of their employees. In that strategy the leaders allow the employee to join into the discussion showing their greatest qualities which helps them get to the heart of the discussion. This strategy was proven as the technique to make employees feel more valued and result in an increase in self-empowerment. Similarly, according to (Aon’s report, 2015) it was found that using the Case Western conversational model 90% of the employees are found working more effectively and seriously which increases productivity.

1. **Resolves Conflicts**

Minor misunderstandings due to listening will result in conflicts inside the workplace. According to (Tarriq,2021) there is nothing that good communication cannot resolve. Good communication means active listening.

Active listening helps to understand others’ perspectives before responding which reduces the chances of conflicts. It is important to address the misunderstanding in a transparent manner asking an open-ended question in necessary conditions (Nick Kamboj, CEO of Aston and James, 2018). Erin Wortham, Headspring's manager of personnel and a former people engagement director at insights learning and development (2017), agreed that active listening contributes to workplace harmony and advises leaders to foster open dialogue during these sessions. Proper involvement in conversation and allowing each other to ask questions will help to avoid misunderstanding and creating conflicts Likewise, C0rnelia Gamlem and Barbara Mitchell (2015) wrote in their book, The essential workplace conflict handbook, that getting to the bottom of a problem necessitates honest conversations, attentive listening, and just a little detective work.

In conclusion, we say that active listening skill is the major key to maintaining good relationships, increasing productivity, and maintaining peace inside the workplace. Anything that is required to make a workplace better from the term of relation to productivity is active listening skills

# Communication Barriers

There are components anticipated to meet the aim in an interpersonal correspondence process. They are the source, the collector, the clamor, the message, the input, the setting, and the channel. Correspondence is said to be fruitful when all parties involved reach a shared understanding via elaboration and evaluation of everyone's point of view. Eventually, a few points of view may become impediments to completing a compelling letter, which are known as hindrances to correspondence. In this section, we will look at a few points that might be communication barriers.

## 3.1 Psychological barrier

When the mental condition of either side of the communication element (sender or receiver) is not well, it leads to a barrier in communication. The psychological barrier can affect one’s ability to send and receive a message. Psychological conditions such as emotional instability, excitement, fear, anxiety can make problems during communication with other people. "The psychological barrier of communication is the influence of the communicators' (sender and receiver) psychological state, which provides an obstacle to efficient communication," according to (Businesstopia, 2019).

For Example, if a person working at a company is too much upset, he/she would find it hard to listen to a message and it can affect his/her work. Similarly, if a person is feeling anxiety, he/she might not be able to properly convey his/her message to his work colleague and that can affect their work. Psychology is a primary barrier in the communication process that can affect both the sender and the receiver.

**Case study**

According to a study carried out by Stanford University, it is proven that around 90% of the companies in the US struggle with a psychological barrier daily. To be accurate, the working staff along with the executives reported that their mental condition has been affecting their work and communication with other working staff. Similarly, another study carried out by the University of California reported that about 97% of people working in group projects reported their mental condition affecting their communication with their work colleagues.

As mentioned, psychological barriers greatly affect ones working conditions in a workplace. Many causes lead to psychological barriers that may affect one’s communication in the workplace.

**Causes of Psychological Barrier:**

1. **Inattentiveness:**

A person is inattentive when his/her mental condition is occupied by other things, and he/she does not listen to what the other party has said. It is one of the major causes of psychological barriers. Inattentiveness may be an effect of a person’s state of mind or his/her past experiences.

According to (Turner,2015), While working at eBay, he was struck by tragedy due to the unexpected death of a close family member. Due to this he could not properly pay attention to his work and did not want to listen to advice from his colleagues which had affected both his professional and personal life

1. **Limited retention:**

It is one of the causes of psychological barriers. A human brain is limited and cannot get hold of every information. A human brain cannot remember every information it is fed. Our memories are not permanent, and they fade away over time. The information must be retained to be stored and channeled, however, a lack of retention and forgetting information creates a barrier in the communication process (Bhasin, 2019). According to (Smith,2018), he was working as a receptionist at Info-Tech when he was told that a client was coming to meet his boss, and he had been given information about the client before a month had passed (Name, Address, phone number). He was now required to inform his boss of the client's situation. However, at the time, he could only recall the client's name and address but not his phone number. Due to his poor retention, he forgot the details about the incoming client, creating a communication barrier.

1. **Distrust:**

Trust is one of the most needed things when it comes to communication. When a receiver distrusts the sender, he/she will either ignore the provided information or will take the information and derive and negative meaning from the provided information. Distrust also causes disagreement between the sender and receiver in a communication process.

According to (St. John, 2017), John and smith are two friends working at an IT company in California. The company manager had given John some details about their next project task. When John told smith about the details, he just ignored John and went to ask the manager himself as he does not trust his friend John.

1. **Emotion:**

Communication and emotion are greatly influenced by each other. Communication can affect a person’s emotion whereas a person’s emotion also affects the communication process. Emotions like anxiety, disgust, joy, fear, confusion, etc. lead to problems in the communication process. Emotion greatly affects one’s state of mind which creates a barrier in the communication process.

According to (Aggrawal,2019), while working late at night at her company on November 25, she was harassed by some people while going to her home from the office. She has been fearing that the same people will harass her the next day too. Due to this, she cannot properly work and communicate with a colleague and her family.

1. **Premature Evaluation:**

It means jumping to conclusions without properly evaluating the information. This is usually done when a person is impatient or when he/she is in a hurry (Bhasin, 2019). So, prematurely evaluating Information can be a barrier to the communication process.

According to (Follett,2016), His colleague Oliver was working hurriedly on his office project as the project submission deadline was about to die. At the time, Lucas called Oliver to tell him something about a project but as he was in a hurry, he did not properly listen to all the messages conveyed and hung up his phone in the middle of the chat and made a wrong decision on the project which failed the project.

Psychological barriers cannot be completely solved but there are ways in which we can overcome them.

**Below are some of the ways to overcome psychological barriers:**

1. **Active listening:**

Active listening refers to the act of fully hearing and comprehending the meaning of what the other party is saying. In other words, giving full attention and listening to what the sender is saying. Active listening also includes nonverbal signs. Receiver giving out Nonverbal signs like nodding, smiling, eye contact, etc. to the sender convey the message that he/she is paying attention to the sender. Acting to the speaker(sender) information and responding to him/her by asking questions in the best way of attentiveness helps to overcome the barrier in the communication process.

1. **Emotional Management:**

Managing one’s emotions can help a communication process to be more effective. Getting upset, nervous, and other emotions are common for everyone but showing them in front of an audience at the workplace can be a problem for both you and your career. If we let our emotions get over us, then it may affect how we converse with others (Bhasin,2019). For example, if a person is nervous during his presentation in a company, he/she needs to take a deep breath, calm down his mind and think about what he/she is speaking or will speak.

1. **Have a purpose:**

 Having an objective in your mind can help to overcome the psychological barrier in communication. A person without a purpose tends to be influenced by psychological barriers. Having made a mindset and diligently following it can help one to overcome his/her irrational or impulsive acts in the workplace (Harappa,2019). For example, a working staff having a purpose of completing a project will pay more attention to the discussion meetings regarding the project.

## 3.2 Language Barrier

Language is the most widely used medium for communication.  It plays the most important role in establishing the relationship between two peoples. On the other hand, language acts as a barrier to communication in the workplace by dividing individuals from one another. In this age of connectivity and globalization, language remains a barrier to communicating our messages to others.

The channel through which the communication process takes place is language. Language in communication can be verbal, as in reading, speaking, and writing, or non-verbal as in employing signs, facial expressions, or body language. Messages are often not understood or simply misconstrued, despite the multitude of communication methods available.

Language barriers are those characteristics of language usage that are complicated to understand. This might be due to a multitude of variables, including differences in educational backgrounds, literacy levels, and the language user’s nation or region. (Graits,2016)

Human communication is a form of social interaction. It is a necessary element of our daily lives. It is the process through which a sender and receiver exchange and share ideas, information, views, feelings, facts, and experiences. Individuals, communities, organizations, and nations all rely on communication to survive and thrive. Language is the most widely used tool for communication.  It plays the most important role in establishing the relationship between two peoples. On the other hand, language acts as a barrier to communication in the workplace by dividing individuals from one another. In this age of connectivity and globalization, language remains a barrier to communicating our messages to others.

The channel through which the communication process takes place is language. Language in communication can be verbal, as in reading, speaking, and writing, or non-verbal as in employing signs, facial expressions, or the language of the body.

Language obstacles refer to difficult-to-understand aspects of language use. This might be attributable to a variety of factors, including educational backgrounds, literacy levels, and the language user’s country or location.

 (Brandi Graits,2016)

**Case study**

Language barriers create several obstacles or roadblocks in health care, aviation, maritime, business, and education. As an example, effective interaction among hospital staff, families, and patients is necessary for providing safe and high-quality treatment. The findings of a Canadian study examining the negative effects of linguistic barriers on patient safety and excellence of care: language limitation, according to patients and interpreters, contributed to poorer patient evaluation, misdiagnosis, delayed treatment an insufficient grasp of the patient’s condition, the risks of drug mistakes and problems and prescribed therapy (Bawen, 2022)

**Type language barriers**

1. **Foreign language**

Communication between persons from various countries becomes difficult when none of the speakers speak the same language. Even though knowing a foreign language is fashionable, communicating and learning in specialized languages remains difficult. Many translation tools are available on the Internet; nevertheless, they are poor at transmitting culturally specific language uses such as phrases, allusions idioms, and proverbs. (Hudelson, 2009)

For example, Peoples of the US do not only speak English half of the people is Hispanics who speak Spanish as their first language. To be able to interact with each other people must be multilingual.

1. **Dialects**

Dialects are geographical variations of a language that are rarely written in a script. People in diverse parts of a state or nation establish and use a regional variety of the official language because of the effect of a foreign language or gradual changes in pronunciation of a specific language. Even though they share the same language, dialects are diverse from one another. There are 37 varieties of English spoken in the United Kingdom the employment of dialects in places other than where they are spoken might lead to misunderstandings. (Tirosh,2021)

Pidgin is a type of language that develops when people who speak two different languages collaborate to build a language that bridges the gap between them. Words and syntactic forms from any language are combined to make a pidgin. This is frequently a second language that is only used to interact amongst speakers who are conversant in the pidgin form.

For example, people in papa new guinea have adopted an English pidgin in which they employ phrases like you no can enter inside instead of do not disturb.

1. **The use of accents**

Accents are unique ways of pronouncing a language's phrases. English is spoken with a variety of accents in addition to the standard accepted pronunciation. When speakers from different places or countries speak a language that is not their native tongue, accents form. Their mother tongue will impact the way they talk in other languages. It's tough to understand what's being stated because of this. (Hristova,2019)

For example, a person who speaks in a British accent has difficulties talking with a person who speaks in an American accent.

1. **Verbosity, ambiguity, and word choice**

A speaker’s choice of words reflects his or her understanding and mastery of the language. However, while building sentences or utilizing specific words, one must be mindful of their many meanings (denotative, connotative) and their applications in idioms and phrases. Idioms and phrases are language-specific expressions. Getting familiar with the meaning they express and grasping how to apply them in discussions and writing takes practice and continual reading. (Salvador Ordorica,2017)

For example, a simple statement like ‘she likes to appreciate sunsets’ might be made more verbose by ‘framing it as she prefers to savor eventide’

**Some recommendations for dealing with language barriers at work**

* + 1. **Use of plain language at the workplace**

Everyone should practice speaking plain English whenever feasible, whether they're expressing a highly technical issue to non-technical colleagues or interacting with someone who only speaks your primary language as a second language. Many individuals use huge words to look clever or competent in their fields, but this doesn't benefit anyone. Using jargon or complicated terms just confuses and makes others feel bad for not understanding what you're saying. Establishing a workplace culture of speaking out and addressing all concerns with the greatest transparency is critical. (berard,2017)

* + 1. **Using visual techniques for communication**

When words fail us, demonstrating rather than explaining is a far more effective method. Use illustrations or diagrams to help you understand complex concepts. Visual queues are highly important for keeping everyone on the same page and for brainstorming new ideas more creatively. (Peter argondizzo,2018)

* + 1. **Find a reliable translation service**

If someone works outside of offices overseas, rely on the services of an expert translator or choose a translation service that fits the requirement in the workplace. All papers deemed vital to the company's overall success must be translated into the other location's primary language. When seeking a service, be cautious and double-check the company's qualifications. Several free websites offer to translate text from one language to another, but they may not consider dialects. In different cultures, words might have distinct meanings. (Stephen,2020)

* + 1. **Use of repeating**

People typically need to hear something more than once to grasp and remember it, regardless of whether there is a language barrier. Expect no one to recall anything you've said in the past. If it's difficult to grasp, make it a regular part of your discourse. (Miranda parr. 2021)

* + 1. **Encourage employees to learn about other cultures**

Language is an inextricably linked component of culture, and a multilingual setting provides an excellent starting point. Encourage employees to study the other language's phrases and idioms, as well as examine cultural differences in cuisine and traditions. You might also lead discussions on other themes, such as how different cultures approach particular circumstances or festivals.

 This might provide your staff with opportunities to improve not just professionally, but also personally. Meeting individuals from other nations and cultures is a fantastic way to learn more about the globe. Your staff may enjoy it. (Staff,2021)

# 4. Conclusion

Communication in the workplace is critical for establishing and maintaining effective working relationships in businesses. Effective workplace correspondence is essential because every managerial skill and action necessitates some type of impending or atypical contact. Interpersonal communication is crucial since it is usually observed in the workplace when individuals are expected to collaborate and combine their expertise to attain certain goals. Nonetheless, not everyone can lead a viable and effective relational communication process. This is due to the presence of barriers to interchange. The aspects that prevent someone from having a wonderful correspondence, such as those discussed in this research, are known as correspondence boundaries. Overall, proficiency in correspondence and breaking through barriers to correspondence is essential in the workplace. It is critical to make a good impression on partners and superiors to maintain good relationships and do work in a pleasant setting.

# 5. References

Active Listening; its Skills and Importance in the Workplace. (2022). Retrieved 15 February 2022, from <https://blog.vantagecircle.com/active-listening/?fbclid=IwAR2Sc25nuNIka4fLcz4V0tBWrHkTgsgEbEehSh06XRGuuvwqVKkHlxgg5-E>

Bhasin, J. (2022). Jumping to Conclusions: When People Decide Based on Insufficient Information – Effectiviology. Retrieved 18 February 2022, from <https://effectiviology.com/jumping-to-conclusions/>

Choudhary, A. (2022). Psychological Barriers and Emotional Barriers to Communication. Retrieved 16 February 2022, from <https://www.pharmaguideline.com/2021/10/psychological-barriers-and-emotional-barriers.html>

Communication in the Real World | Interpersonal Relations. (2022). Retrieved 18 February 2022, from <https://courses.lumenlearning.com/atd-hostos-interpersonalrelations-1/chapter/communication-in-the-real-world-an-introduction-to-communication-studies/>

Cheung, F. M., & Halpern, D. F. (2010). Women at the top: Powerful leaders define success as a work+ family in a culture of gender. *American psychologist*, *65*(3), 182.

Main, A., Walle, E., Kho, C., & Halpern, J. (2017). The Interpersonal Functions of Empathy: A Relational Perspective. Emotion Review, 9(4), 358-366. DOI: 10.1177/1754073916669440

posts, R. (2022). Active Listening Skills: Definition & Examples | Traqq's Blog. Retrieved 10 February 2022, from <https://traqq.com/blog/why-active-listening-is-important-in-the-workplace/?fbclid=IwAR0GjXovpdV5D7X57SORrTnkXT1kVE6l011euW6De4B-fSiU8GeO4jYC1yo>

Psychological Barriers to Communication - Businesstopia. (2022). Retrieved 16 February 2022, from <https://www.businesstopia.net/communication/psychological-barriers#:~:text=The%20psychological%20barrier%20of%20communication,is%20disturbed%20by%20mental%20disturbance>.

Riess, H. (2017). The Science of Empathy. Journal of Patient Experience, 4(2), 74-77. DOI: 10.1177/2374373517699267

Spalding, Z. (2022). Active Listening in the Workplace. Retrieved 15 February 2022, from <https://www.odgersinterim.com/us/who-we-are/intelligence/active-listening-in-the-workplace-5041/?fbclid=IwAR0pQksKjh-D1fO448DAAxoTaQOC2kUn604Es-44huXkA0xahFz35GMdbCQ#:~:text=Active%20listening%20is%20the%20foundation,it%20a%20valuable%20workplace%20skill>

The Business Case for Better Listening - The One Brief. (2022). Retrieved 15 February 2022, from <https://theonebrief.com/listening-the-business-case/?fbclid=IwAR21ZuTrqq3QUpWlDiYesCaf6yTRU1A0i1gFSXk-SWBHTO8ch1lAXrAVwvg>

*Language Barriers in Communication*. Communication Theory. (2022). Retrieved 27 February 2022, from <https://www.communicationtheory.org/language-barriers-in-communication/>.

Tirosh, o. (2022). Tomedes.com. Retrieved 24 February 2022, from <https://www.tomedes.com/business-center/overcoming-language-barriers-business>.

Ordorica, S. (2022). *Council Post: How Language And Word Choice Can Affect Your Business*. Forbes. Retrieved 12 March 2022, from <https://www.forbes.com/sites/forbesbusinesscouncil/2021/09/30/how-language-and-word-choice-can-affect-your-business/?sh=a383ae33361e>.

*Language Barriers in Communication*. Communication Theory. (2022). Retrieved 27 February 2022, from <https://www.communicationtheory.org/language-barriers-in-communication/>.

Argondizzo, P. (2022). *9 Steps to Overcoming Language Barriers in the Workplace | Argo Translation*. Argotrans.com. Retrieved 17 March 2022, from <https://www.argotrans.com/blog/9-steps-overcoming-language-barriers>.

Lee, S. (2022). *The language barrier is probably the most difficult and... at QuoteTab*. QuoteTab. Retrieved 21 February 2022, from https://www.quotetab.com/quote/by-stephen-lee/the-language-barrier-is-probably-the-most-difficult-and-takes-the-longest-to-over.

Hallissey, T. (2017). What is a Target Audience, and why is it so Important?. Retrieved 1 February 2022, from https://www.fatguymedia.com/inbound-marketing/target-audience/?fbclid=IwAR3T6fYa4Ma8Qn0JuDlR90gHnnGgdT4EQ2lXJNnPvE9WCVp4o0kF4uMTn8I(2022).

Rosencrance, L. (2019). Software Requirements Specification (SRS). Retrieved 6 February 2022, from https://www.techtarget.com/searchsoftwarequality/definition/software-requirements-specification?fbclid=IwAR3QyAz3P06G0b4K8GVK14zBHS1vdIJ9wp3EeAXpwFWAUMimeFhwQQFt2ao

Casteleyn, S., & Troyer, O. Structuring Web Sites Using Audience Class Hierarchies. Retrieved 9 February 2022, from https://www.academia.edu/369185/Structuring\_Web\_Sites\_Using\_Audience\_Class\_Hierarchies

Pixel, D. (2018). Website Structure and Navigation: Basic Web Design Rules. Retrieved 12 February 2022, from https://medium.com/@crazyleaf/website-structure-and-navigation-basic-web-design-rules-1314817541be

Kumar, M. (2015). Session In ASP.NET. Retrieved 12 February 2022, from https://www.c-sharpcorner.com/UploadFile/8a67c0/session-in-Asp-Net/?fbclid=IwAR2OU4mD2ZMca86nRzWr426kALRkI437NMIzskOxzmgtUIxdR2BF4DnD9lI#:~:text=Sessions%20are%20used%20to%20maintain,It%20is%20secure

Schneider, D. (2021). How to Use Website Demographics Effectively in Your Audience Analysis. Retrieved 23 February 2022, from https://www.similarweb.com/corp/blog/research/market-research/website-demographics/?fbclid=IwAR1Pk1zUARAkbWvm\_NU3vYMftAuHltb9qD1BDHNSqCxh82yFngnvzNQTIQw

HANNAH, J. (2021). What Is A Wireframe? The 2022 Wireframing Guide. Retrieved 24 February 2022, from <https://careerfoundry.com/en/blog/ux-design/what-is-a-wireframe-guide>

# Internship Letter Kapil Pokhrel (NPI000030)

23rd February 2022

Prajwal Poudel

Director, Human Resources

SkyBase Studios,

Shrijanachowk, Pokhara,33700

**Subject: Application for the position of App and Web developer intern.**

Dear Sir,

As I came to know that your company is seeking an eligible candidate for App and Web developer intern, As a certified applicant, I might wish to pursue the position of App and Web Development.

I'm now studying (Bs.c.IT), and I'm in my third year of study. I'm studying (software engineering, programming,), and I've been looking for a challenging temporary job position for this upcoming (February) with the hopes of expanding my hands-on experience and refining my range of abilities.

I'm a cooperative person who enjoys meeting new people and forging new, tight professional relationships with those who work with me. I'm an organized person who enjoys coming to the completion phases and finishing projects close. I acknowledge that my strong work ethic and social abilities are necessary to meet the company goals of maintaining a pleasant environment and maintaining excellent client relations.

I am confident that my qualification, skills, and knowledge will be of great significance to perform the duty of App and Web developer in your esteemed company. I can assure you; I will perform my best if I could get the opportunity to serve in your Company. Please find the E-copy of the attached CV for further reference of my expertise and abilities. You Can Contact me by email [at **kapilpokhrel23@gmail.com**](mailto:kapilpokhrel23@gmail.com)

Thank you for your time and consideration.

Yours Faithfully,

Kapil Pokhrel

Pokhara – 29, Kaski

9846751636

# 7. Internship Letter Saroj Kandel (NPI000043)

Dinesh Thapa

Director, Human resource

XDezo Technologies

Pokhara 20 – Ratnachowk

MR Dinesh,

As a committed and passionate individual, I would like to be considered for software development at XDezo technologies. As your job description perfectly complements my skills and education, I am sure in my ability to become great to your company.

Currently, I am pursuing my bachelor’s degree in information technology at the Infomax college of IT and management. I will be graduating in 2023. Due to my dedication and hard work. I have achieved consistently high grades throughout my academics in high school, I have received the best student awards three times, the best presenter award one time, and the most punctual student 3 times.

As mentioned in my resume, I have an urge to succeed in every aspect of professional life and therefore I put my head-n-heart into anything I pursue. In the first semester of the bachelor’s program, I carried out a web development project for a networking company. They are very happy with my proficiency in software development. I received a special commendation from the director of the networking company for my attention to detail and dedication to web development.

I believe that I would be an asset to your organization. This internship would provide me with the ideal opportunity to assist your organization and to expand my development skill.

I will call next week to see if you agree that my qualifications seem to be a match for the position. If so, I hope to schedule an interview at a mutually convenient time. I look forward to speaking with you.

Thank you for your consideration.

Sincerely,

Saroj Kandel

# 8. Internship Letter Bikash Baral (NPI000021)

Bikash Baral

PL-13 Patanbesi

Pokhara, 33700

February 28, 2022

DreamSys IT Solution PVT.LTD

Ratna Chowk, 10

Pokhara, 33700

**Title: Application for Internship**

Dear Sir,

Using this letter, I would like to inquire about the possibility of filling an outstanding internship position at Dreamsys IT Solution Pvt. Ltd. I always heard that Dreams is one of the best companies in Pokhara with an excellent reputation. When I saw your job posting on LinkedIn, I was interested because it allows me to use my software development background as well as put my skills to work for the company.

I am an undergraduate at Infomax College of IT and Management. I will be graduating soon from Infomax college and my course, Bsc IT(Hons) has given me a solid base upon which I plan to build my developer career in your company. Although I am fresh, I have 7 months of part-time experience working as a Computer Operator at Ward office-13, Pokhara. Therefore, I am confident that my experience and knowledge will be an additional asset to your organization.

I would describe myself as someone hardworking and passionate about his work along with good interpersonal skills. I would like to put these characteristics to use within your organization. Given my education at Infomax College, I have studied various programming languages such as Java, Python, Asp.net. The skills required for this position closely correspond to the modules covered during my studies. So, I think I am perfect for the position of Software developer.

I am looking forward to meeting you and explaining my motivation to work at Dreamsys IT Solution Pvt. Ltd during a personal meeting. Please, feel free to contact me at +9779846865319 or email me at bikashbaral1000@gmail.com for further information and discussion.

Thank you very much for your time and consideration.

Sincerely,

Bikash Baral

Shivam Ranabhat

PL-27 Talchowk

Pokhara, 33700

February 28, 2022

Mr.Dammar Khadayat

Title: Application for the internship of Full Stack Web Developer

XDezo Technologies

Ratna Chowk, 20

Pokhara, 33700

Dear Dinesh,

I am submitting my resume for consideration for the Full stack developer internship program at XDezo Technologies. Given the skills and experience outlined in my enclosed resume, I believe I will be a worthy asset to your team.

I am currently studying BSc.IT at Infomax College of IT & Management. During these studies, students are readied to become Web Developers, mobile application developers, system designers, network administrators, and many more. The emphasis lies on System design and development as during the educational process the topics of system development are mostly discussed. I would like to use my skills with Tuki Soft, to make optimal use of my acquired knowledge.

I would describe myself as someone who is workaholic and punctual with good communication skills. I would like to put these characteristics to use within your organization. And your organization and my location are quite nearer which can make me available for your organization at any time. Given my education at Infomax College of IT & Management, I think I am perfect for the position of Mobile Application Developer. The components that were discussed during my studies closely match the skills required for this position.

I would like to further explain my motivation for the position of mobile application developer during a personal meeting. You can reach me either by phone at 9805867639 or by email at [shivamranabhat@gmail.com](mailto:shivamranabhat@gmail.com).

Thank you for your consideration. I look forward to hearing from you.

Sincerely,

Shivam Ranabhat

# 10. Workload Matrix

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Work Scope** |  | **Percentage** | **Signature** |
| Kapil Pokhrel | Empathy | Interpersonal Communication | 25% |  |
| Shivam Ranabhat | Active Listening | 25% |  |
| Bikash Baral | Psychological Barrier | Barrier to Communications | 25% |  |
| Saroj Kandel | Language Barrier | 25% |  |