WRITTEN COMMUNICATION

One way of removing the barriers created by poorly written communication is to provide standard company letters, which can be used by all staff. Templates can be stored easily in IT systems for letters to customers, suppliers and other regular receivers. A business might also use forms to gather information. This helps to present written information in a structured and clear way. Forms will also prevent employees from including written information that is not required.

TECHNOLOGY

If communication barriers result from faulty technology, a business may have to repair or replace equipment. The pace of technology is very fast and businesses will be under competitive pressure to keep up to date with new developments. Barriers sometimes exist because some employees do not understand how IT systems work, or they are not aware of the systems' full capabilities. If this is the case, then training should be supplied. Modern IT systems should improve communication in business, not create barriers.