

# Communication Skills

Class X , Ch-1 Communication Skills: II( IT #402)  
Session 5: Barriers to Effective Communication

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# Learning outcome of this Session

Student could able to understand:

- What are Barriers to Effective Communication?
- What is 7Cs of Effective Communication?
- How to overcome Barriers to Effective Communication?

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# What is Effective Communication?

- We now know that there are different methods of communication: non-verbal, verbal and visual.
- However, all these methods can only be effective if we follow the basic principles of professional communication skills.
- These can be abbreviated as 7 Cs i.e., Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.
- Absence of any of these 7Cs can lead to miscommunication.

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# 7C's of Effective Communication



Figure 1.6: 7Cs of Effective Communication

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# Barriers to Effective Communication

## 1. Physical Barriers

- Physical barrier is the environmental and natural condition that act as a barrier in communication in sending message from sender to receiver.
- Some examples of physical barrier are defective instruments, poor lighting, uncomfortable sitting arrangements and unhygienic room condition distract listeners.
- Not being able to see gestures, posture and general body language can make communication less effective.

## 2. Linguistic Barriers

- The inability to communicate using a language is known as language barrier to communication.
- Language barriers are the most common communication barriers, which cause misunderstandings and misinterpretations between people.
- For example, slang, professional jargon and regional colloquialisms (regional language) can make communication difficult.

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# Barriers to Effective Communication

## 3. Interpersonal barrier:

- Stage fear, lack of will to communicate, personal differences can create interpersonal barriers to communication.

## 4. Organisational Barriers:

- The Organizational Barriers refers to the hindrances in the flow of information among the employees that might result in a commercial failure of an organization.

## 5. Cultural Barriers:

- Cultural barriers is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties.
- People sometimes make stereotypical assumptions about others based on their cultural background, this leads to difference in opinions and can be a major barrier to effective communication.

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# BARRIERS TO COMMUNICATION



*Figure 1.7: Barriers to Effective Communication*

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# Ways to Overcome Barriers to Effective Communication

- Use simple language
- Do not form assumptions on culture, religion or geography.
- Try to communicate in person as much as possible
- Use visuals
- Take help of a translator to overcome differences in language
- Be respectful of other's opinions

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# Home Assignment

## A. Multiple choice questions

I. Read the questions carefully and circle the letter (a), (b), (c) or (d) that best answers the question.

1. Which of these is NOT a common communication barrier?

- A. Linguistic barrier
- B. Interpersonal barrier
- C. Financial barrier
- D. Organisational barrier

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# Home Assignment

2. Which of these are ways to overcome communication barriers?
  - A. Respecting each other's differences
  - B. Using a translator
  - C. Not communicating at all
  - D. Using your own language for comfort
- B. Subjective question**
  - Write down the common communication barriers you may come across when you move to a new city or country.

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# THANKING YOU

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