

# PART – A

# EMPLOYABILITY SKILLS

- Unit – 1 Communication Skills

Session 3 :

Barriers in Communication



# BARRIERS IN COMMUNICATION

- A barrier to effective communication is any factor, individual, situational, or environmental, that prevents the receiver from receiving and understanding the message accurately.
- These barriers can lead to misunderstanding and confusion between a sender and a receiver.



# TYPES OF BARRIERS IN COMMUNICATION

- Physical Barriers
- Cultural Barriers
- Gender Barriers
- Perceptual Barriers
- Emotional/psychological Barriers
- Language Barriers
- Physiological Barriers



# Physical Barriers

- An example of a physical barrier to communication is geographic distance between the sender and receiver(s). While distance and walls may seem like obstacles, we can work around them.

## How to overcome the barrier

- One can make use of video calls and other electronic means to reduce distances.

# Cultural Barriers

- Different cultures have a different meaning for several basic values of society. Cultural barriers could be due to differences in religion, social background or ethnicity.

## How to overcome the barrier

- Respect and accommodation are the key words that will help you overcome cultural barriers.



# Gender Barriers

- Women are known to talk a lot more than mend and also use a lot of emotion in their talk while men are more matter of fact and logical in their talking.

## How to overcome the barrier

- The sooner we realise and accept these differences and respect them in the workplace.

# Perceptual Barriers

- **Perceptual barriers** can lead to confusion, misunderstanding, false information and false beliefs, resulting in poor communication.

A person receiving a message may interpret it in the light of his own background and ability because there is a mutual distrust of misunderstanding between the sender and the receiver of the message.

## How to overcome the barrier

- Start the communication with an open mind. Realise that everybody does not see the world through your eyes and a different perspective may not be that bad after all!



# Emotional/ Psychological 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.

## How to overcome the barrier

- The only way to overcome this hurdle, is to conscientiously develop emotional intelligence skills that will help keep your emotions.

# Language Barriers

- 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)

## How to overcome the barrier

- A little extra efforts all it takes to overcome this barrier. We use of the advances in technologies that provide us with translators, videos and other learning tools.

# Physiological Barriers

- Hearing loss and lack of clarity in speech are definite hurdles that some people face.

## How to overcome the barrier

- We use more of gestures and other easily understood methods of communication to those who are differently abled.



# MEASURES TO BECOME AN EFFECTIVE COMMUNICATOR

## ○ **Be an active listener**

- Focus on what your conversation partner is saying, and if necessary, repeat it mentally to make sure you understand the points they're making. Listening is a skill that takes much time to be master.

## ○ **Contribute constructive feedback**

- Feedback is the last but an essential step in the communication cycle. Hence, when you provide constructive feedback, you are overcoming all barriers as you complete the communication cycle.

