



Communication Barriers

Course Objectives

Explain the Communication Process

Describe the Components of Communication

Explain What are Communication Barriers

Describe How Barriers cause Communication Breakdown

Explain the Key Barriers of Communication

Explain How to Overcome Communication Barriers

Explain Effect of Communication Barriers in Business

Explain Barriers to Effective Managerial Communication

List the Tips for Effective Managerial Communication

Describe the Strategies to Improve Communication



Introduction



Look at a telephonic conversation between Geetha, a Project Manager and her boss, Siva.

Geetha is sitting in the crowded office cafeteria and speaking with her boss amidst lots of noise and distractions.

Introduction

Geetha, I need you to prepare a complete budget report of the sales, marketing and the operations team. What are you busy with?

I am working on the feasibility report of Springton Project.

Introduction

Oh, yes! That's important too. Delegate the Springton project report and finish the budget report and submit to me by tomorrow noon.

Sure, will do that.

Introduction

You work on it and finish it as soon as possible.

Alright, I will do that.

Introduction

Next Day at Noon...

Gloria, where's the Budget Report?

I have delegated the budget report and am working on the Springton Project Report as you had asked me to finish it. I am finishing that. It is nearly done.

Introduction

Oh No! I had asked you to complete the Budget Report and get it finished and submit to me by today noon. I had also asked you to delegate the Springton Report to someone else.

Oh, I am so sorry; there was so much noise in the cafeteria! I didn't quite catch that.

Introduction

How can you be so careless, Gloria? You should have stepped outside the cafeteria and spoken to me.

I am really sorry. I will get someone onto it immediately as I have to still finish the Springton Project Report.

Introduction

No, it is very urgent. Drop everything you are doing and finish the Budget Report first. I want it on my desk in flat three hours. I have a meeting with the boss and I need that report for reporting the budget to him.

Ok. Sorry again.

Introduction



- **What do you think happened when Steven was discussing the tasks with Gloria?**
- **Was Gloria really able to listen to Steven carefully?**
- **How could Gloria have avoided confusion about the reports?**
- **What could Gloria and Steven both have done to make this communication more effective?**

Introduction



- **You can understand that the noise and distractions in the cafeteria served as a communication barrier and distorted the message that Steven was trying to convey to Gloria.**

Introduction



- **Gloria should have overcome this barrier by stepping out of the cafeteria and speaking to Steven in a quiet and peaceful area.**
- **Also, Steven could have followed up the conversation with an email to put down his instructions more clearly.**
- **This way communication barrier could not have hampered effective communication.**

Introduction



Hence, you can understand that effective conversation can only take place when the various communication barriers have been overcome.

Let us learn about **'Communication Barriers'** in detail.

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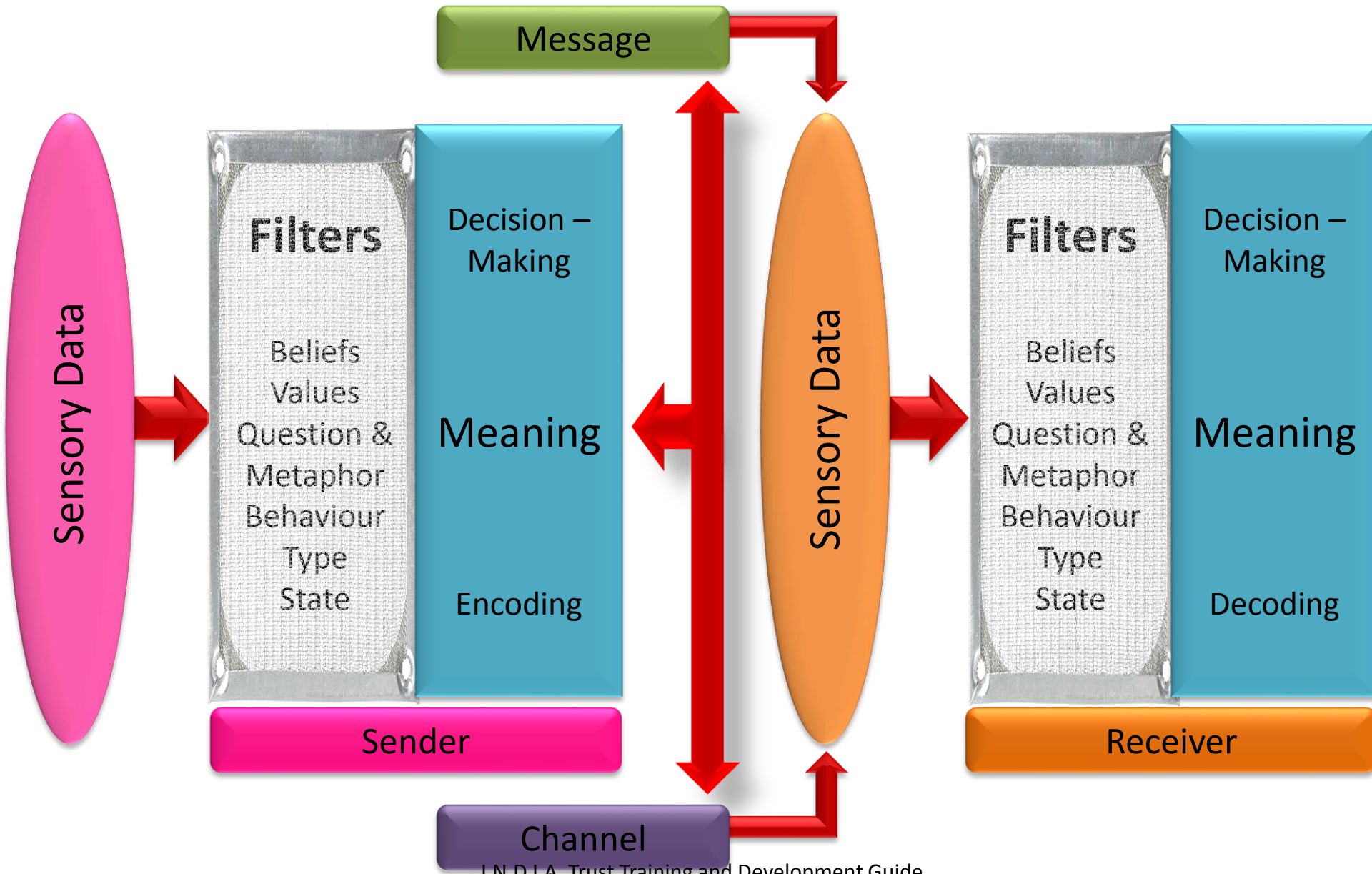
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Communication Process



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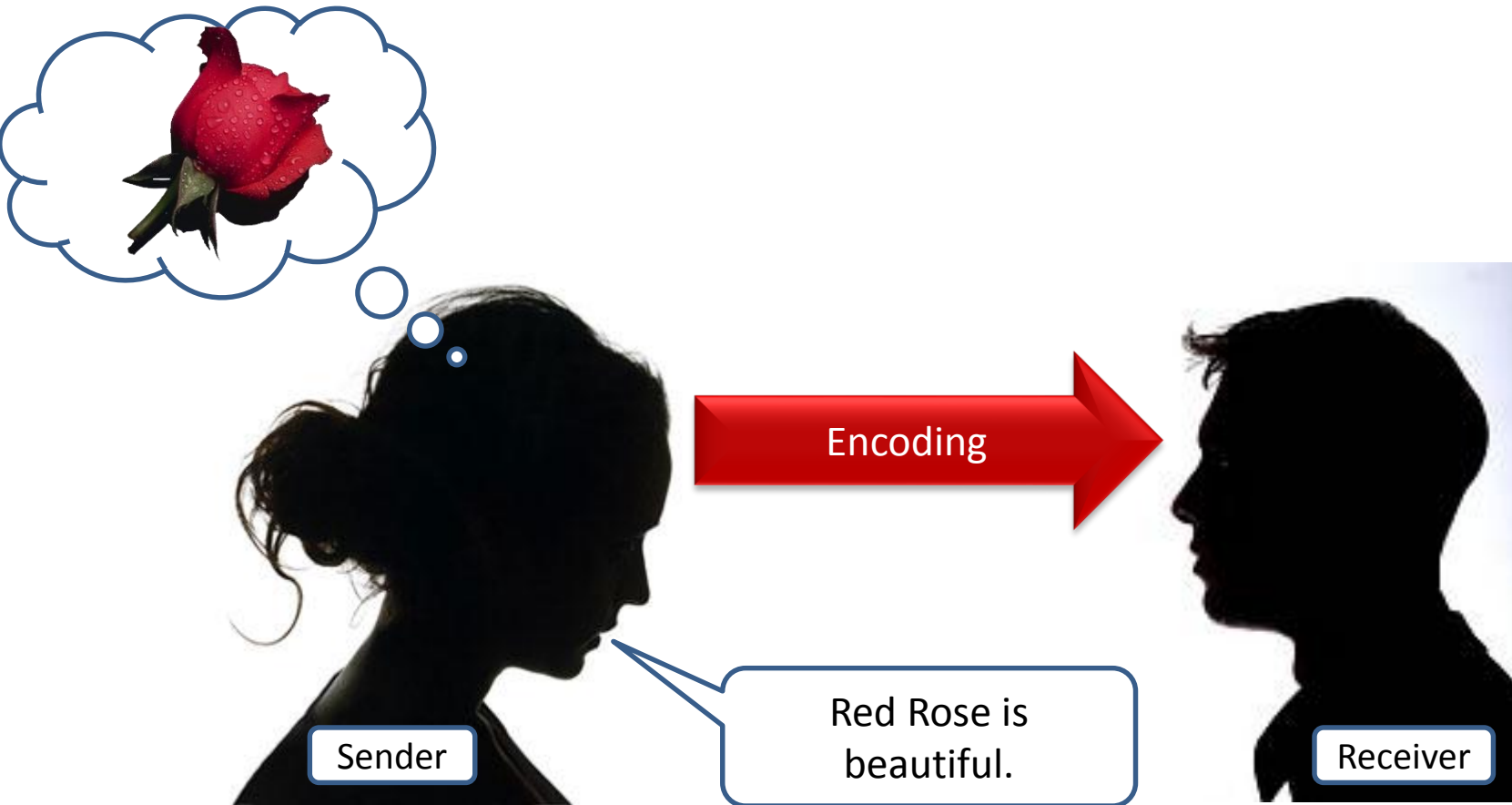
Components of the Communication Process



Participants:

- ① **Sender:**
The participant transmitting the message.
- ② **Receiver:**
The participant receiving the message.

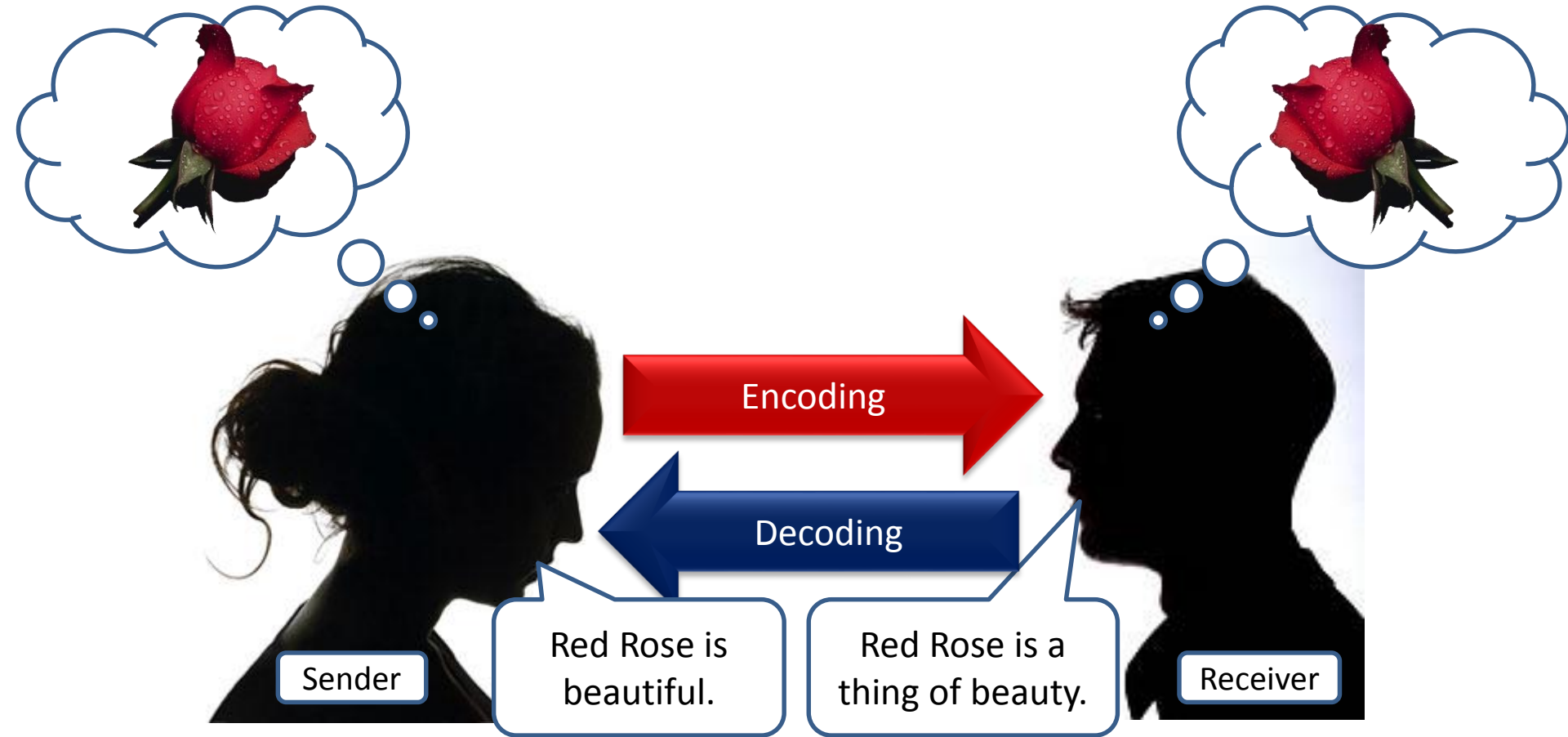
Components of the Communication Process



Encoding:

- 1 The translation of a message that is of thoughts or ideas of the sender into words or symbols that the receiver will understand.

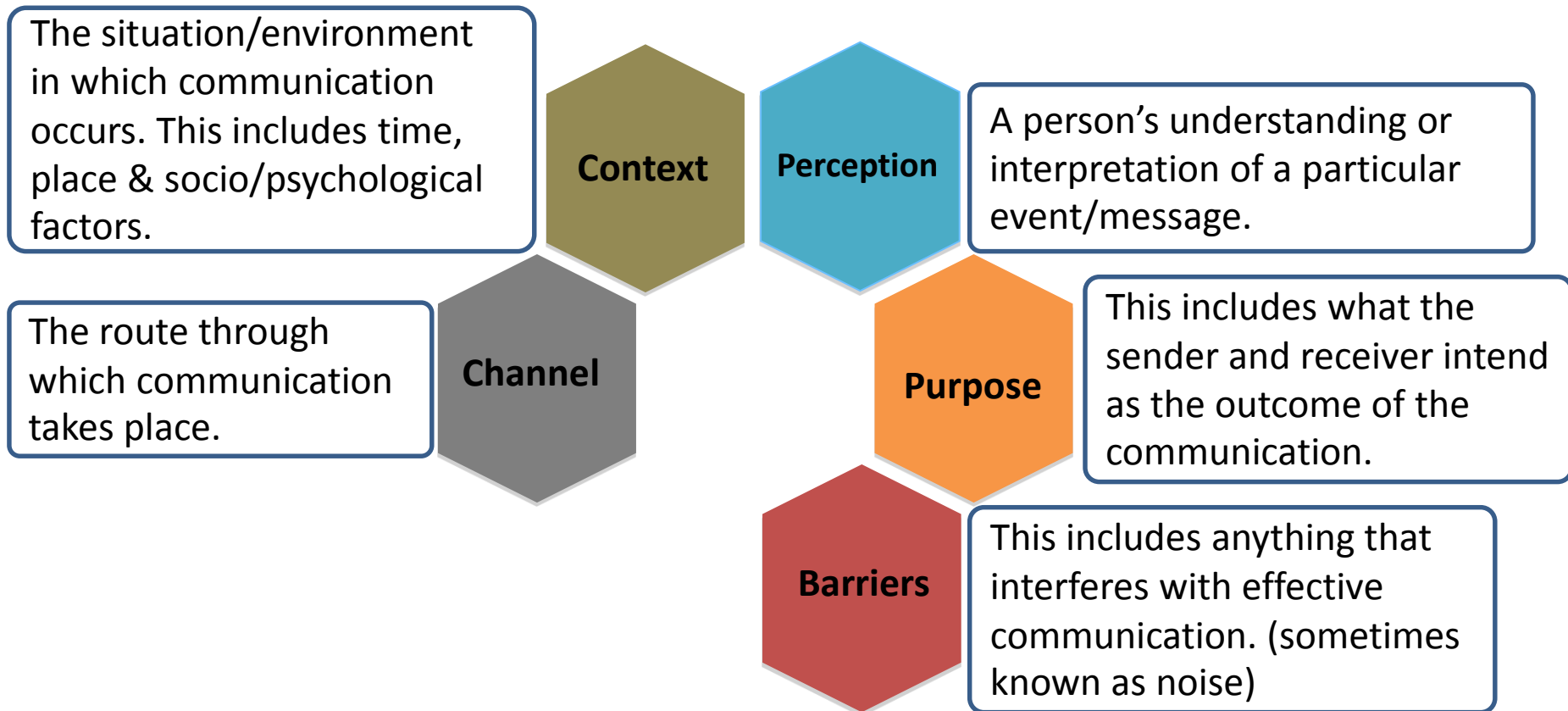
Components of the Communication Process



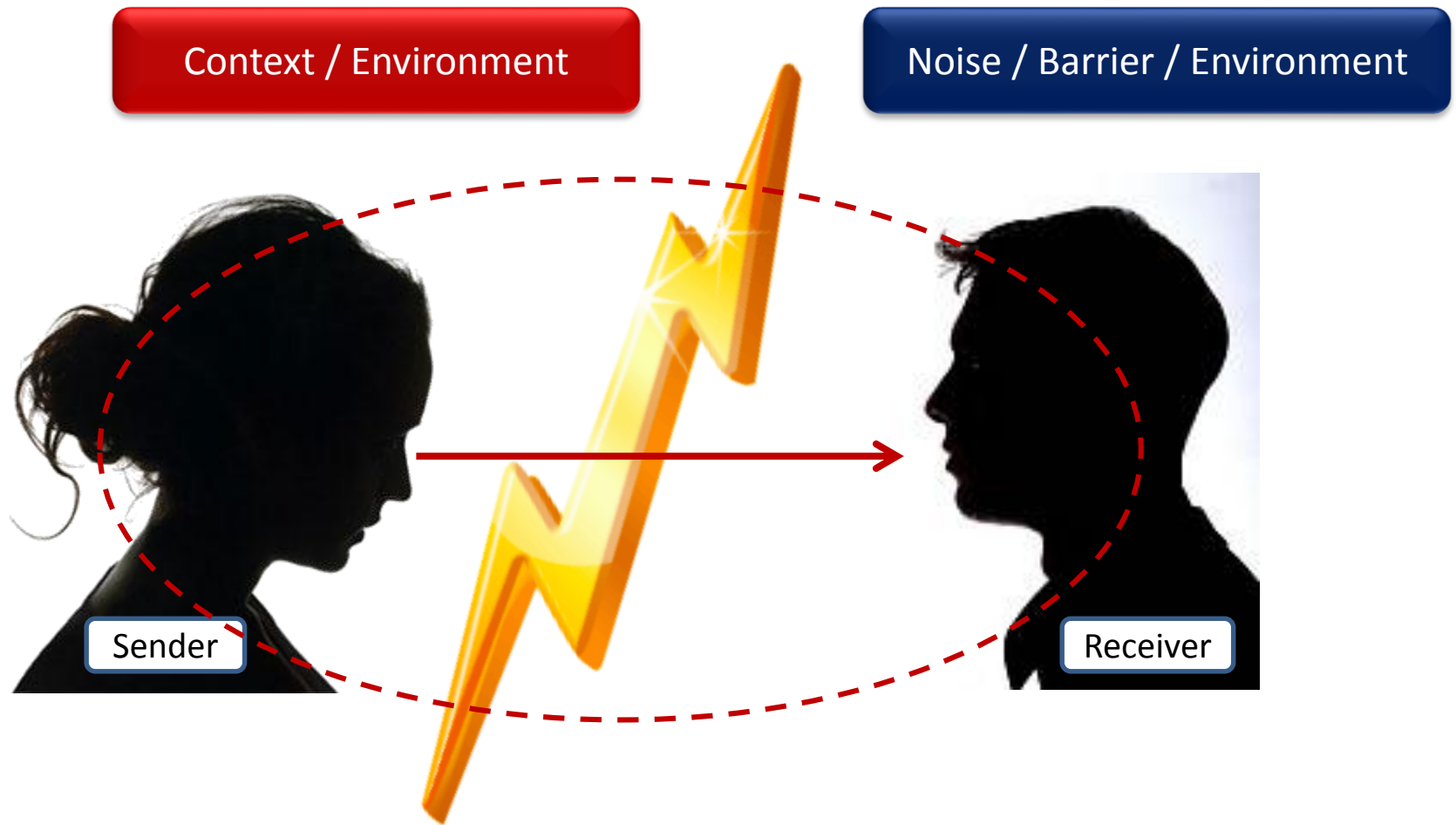
Decoding:

- 1 The translation by the receiver of words or symbols or the encoded message into thoughts or ideas.

Other Components of Communication Process



Integrated Meaning Model of Communication



MCQ



Q. Which of the following is the route through which communication takes place?

- Barrier
- Encoding
- Decoding
- Channel

Click on the radio button to select the correct answer!



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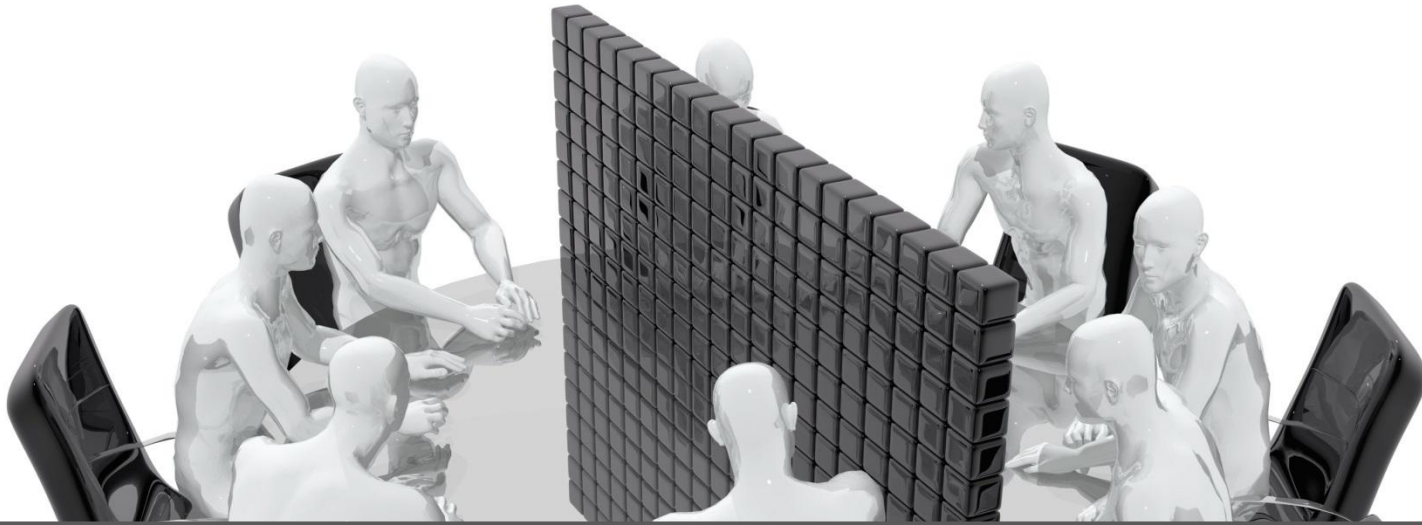
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What are Communication Barriers?



Communication Barriers are the various obstacles and hurdles which arise in the way of effective communication leading to misunderstandings and misinterpretations by the receiver. Thus to conclude, any obstacle which comes in between an effective communication are called communication barriers. They result in distortion of the message and the goal is never accomplished.

What are Communication Barriers?



External barriers arise from the external environment and external factors whereas internal barriers are present within the individual like tensions, work pressure, high expectations, peer rivalry etc. It is of prime importance to get rid of the above barriers for an effective communication and the proper flow of information between the sender and the receiver.

MCQ



Q. Which of the following is NOT a barrier to communication?

- Physical Environment
- Semantics
- Physical Appearance
- Linguistics

Click on the radio button to select the correct answer!



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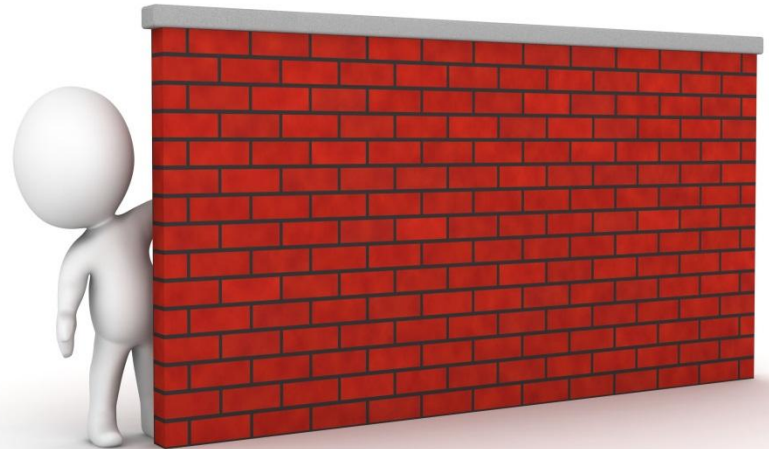
How Communication Barriers cause Communication Breakdown?



- Communication is a process beginning with a sender who encodes the message and passes it through some channel to the receiver who decodes the message.
- Communication is fruitful if and only if the messages sent by the sender are interpreted with same meaning by the receiver. If any kind of disturbance blocks any step of communication, the message will be destroyed. Due to such disturbances, people face severe problems.

How Communication Barriers cause Communication Breakdown?

- Thus, people must locate such barriers and take steps to get rid of them.
- There are several barriers that affect the flow of communication in any situation. These barriers interrupt the flow of communication from the sender to the receiver, thus making communication ineffective. It is essential for people to overcome these barriers.



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Key Barriers of Communication

The following are the key barriers of communication:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15



Let us now look at each in detail.

Language Differences

1

- **The language differences also lead to communication breakdown. Same word may mean different to different individuals. For example, consider a word 'value'. Now, look at the given sentences:**
 - **What is the value of this Laptop?**
 - **I value our relation?**
 - **What is the value of learning technical skills?**
- **Here, you can understand that the word 'value' means different in different sentences. Communication breakdown occurs if there is wrong interpretation of the language by the receiver.**

Information Overload

2

- **Information overload may also act as a crucial barrier to communication. Managers are surrounded with a pool of information. It is essential to control this information flow else the information is likely to be misinterpreted or forgotten or overlooked. As a result communication is less effective.**
- **So, it is important that only the crucial content is communicated to everyone and that too in the shortest and smallest message possible. This is because no one likes to get a dump of unnecessary and irrelevant information from which they would then have to look for relevant information and message. So, only relevant information must be communicated in a crisp and clear manner.**

Inattention

3

- **Inattention may also act as a communication barrier. At times we only hear, but do not listen. For example, if a boss is engrossed in his paper work and his subordinate explains his problem to his boss, the boss may not understand what he is saying and it leads to disappointment of subordinate. Hence, it is important to confirm with the recipient if he understood your message.**
- **Always cross check with the listeners and get their attention, whether they are receiving the correct information. Use words like “Did you get it? “Am I Audible?” in between the conversation. Try to find out whether the listener is attentive and getting your message. Take pauses in between, simply don’t rush.**

Time Pressures

4

- **Time pressures also acts as an important communication barrier. Often in organizations, the targets have to be achieved within a specified time period, the failure of which has adverse consequences. In a haste to meet deadlines, the formal channels of communication are shortened, or messages are partially given, that is, not completely transferred.**
- **Thus, such time pressures may force people to communicate ineffectively and quickly such that there is no sufficient time to allow the receiver to understand the message clearly. Hence, sufficient time should be kept aside for proper, clear and effective communication.**

Distraction/Noise

5

- **Communication is also affected a lot by noise and distractions. In situations where communication takes place in a noisy environment, the information will never reach the person in its desired form. Any presentation or speech delivered in a noisy classroom or auditorium is pointless as the information would never fall on the ears of the listeners.**
- **Try sharing some information with your friend in an overcrowded bus or a noisy market, correct information will never reach the recipient and he would never be able to interpret it correctly or respond accordingly. Here, noise is an external communication barrier and it results in the distortion of the message.**

Complexity in Organizational Structure

6

- **The greater complexity in organizational structure may also lead to ineffective communication by acting as a communication barrier. This is due to the fact that the greater the hierarchy in an organization, the more is the number of managerial levels.**
- **Hence, the more are the chances of communication getting destroyed. Such a complex organizational structure may cause only the people at the top level to see the overall picture, while the people at low level just have knowledge about their own area and a little knowledge about other areas.**

Poor Retention

7

- **Poor retention may also act as a communication barrier because human memory cannot function beyond a limit. One can't always retain what is being told specially if he is not interested or not attentive. This leads to communication breakdown. It may also happen that poor retention may be due to impatience on the part of the listener. The listener also has to be patient enough to absorb the complete information and then respond accordingly. Always jot down your points and start off with your queries once the sender is through with the communication. Don't just jump in between the conversation as it leads to unnecessary confusions, and misunderstandings.**

Inaccurate Interpretation

8

- **Inaccurate Interpretation may hamper effective communication as a person may completely ignore or misunderstand the non-verbal signals or implicit messages. Hence, wrong interpretations may again play a very important role in miscommunication. Any information can be wrongly interpreted by the receiver leading to a complete misunderstanding. The sender might convey his message to the recipient in order to provide some necessary information but the receiver might misinterpret it. It is the responsibility of the receiver to give proper feedback to the speaker and clear all the doubts before ending the conversation. Don't keep things within yourself; ask if you are not clear about anything.**

Perceptual Differences

9

- **Perception is generally how each individual interprets the world around him. All generally want to receive messages which are significant to them. But any message which is against their values is not accepted.**
- **A same event may be taken differently by different individuals. This leads to selective perception which means selecting only certain elements from a message, hearing an expected message which may act as a crucial barrier to effective communication.**

Linguistic Impact on Language

10

- **The linguistic aspect of language or the manner of speaking also plays the role of an important barrier to communication. The linguistic aspect may impact on language through the style, tone, pitch, speed, and pronunciation etc. of speaking. Hence, an individual may communicate with content that may be accurate, crisp and even related, but if his pitch is low, then his information will never reach the listeners accurately. So, it is crucial that the tone has to be crystal clear and loud for passing on correct information. You should remember to give the correct pause after each sentence and not forget the intonation. Also, you should be loud and clear but don't shout.**

Semantics

11

- **Semantics deals with the meaning of a word, phrase, sentence, or text. Hence, you can understand that the semantics also acts as a crucial barrier to communication. This is due to the fact that different people have different perceptions. These different perceptions cause different meanings that different people attach to the same word. Hence, a speaker should lay emphasis on the content of his speech. The content has to be clear, crisp and above all interesting. Try to speak by finding out whether the content is relevant or not. Don't just speak without thinking, understand what you are speaking and try to make it more interesting, crisp and above all relevant.**

Physical

12

- **Physical aspects may also act as a barrier to communication such as tiredness, hearing, sight or speech problems, environment, technical problems, grammar, spelling, punctuation and sentence structure.**
- **Also, physical distractions such as, poor lighting, uncomfortable sitting, unhygienic room also affects communication in a meeting. Similarly, use of loud speakers interferes with communication.**

Emotional & Psychological

13

- **Emotional state at a particular point of time also affects communication. If the receiver feels that communicator is angry he interprets that the information being sent is very bad.**
- **While he takes it differently if the communicator is happy and jovial, in that case the message is interpreted to be good and interesting. There are various ways in which people may express emotions in communication such as by being defensive, negative, assertive, conflicting religion, politics and values, personality, experiences, lack of confidence etc.**

Gender

14

- **The difference in gender between the sender and receiver of the message may also act as a barrier to communication. This is because the roles, expectations and traditions associated with either gender are different.**
- **Hence, it may happen that certain things when spoken by a female speaker may seem appropriate in a situation whereas in another situation the same things may seem inappropriate. Also, the difference in gender also tends to affect the way the speaker would choose his/her words, his/her tone, his/her style etc.**

Culture

15

Roll your mouse over the icon, to learn more.

Did you know?

- **Culture may act as a communication barrier due to various kinds of cultural differences, use of jargons related to one's culture and culture related idioms and expressions. The cultural difference between two individuals may act as a communication barrier because two people of different cultures can never think on the same line as the other.**
- **There is always a difference in their thought process, their choice of words, their pronunciation of the same words, their tone and pitch, their expressions etc. Such cultural barriers become a crucial internal barrier which hampers effective communication.**

Did You Know?

Studies have found that people only remember between 25% and 50% of what they hear. So, it is important to become an “active listener”. “Active listening” involves making a conscious effort to hear not only the words of the speaker but also to try to understand the complete message being sent.



MCQ



Q. Which of the following is the process of translation of a message of the sender into words or symbols that the receiver will understand?

- Receiving
- Encoding
- Decoding
- Giving

Click on the radio button to select the correct answer!



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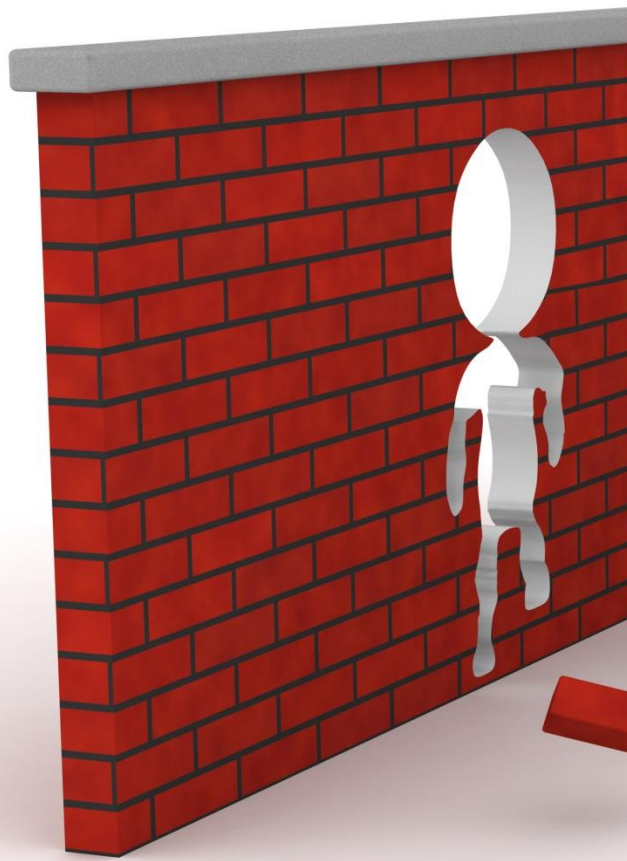
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Overcoming Communication Barriers




There are many communication barriers that people face every day in different situations. The message intended by the sender is not understood by the receiver in the same terms and sense and thus communication breakdown occurs.

It is essential to deal and cope up with these communication barriers so as to ensure smooth and effective communication.

You have understood the major barriers of communication. Now, let us learn how to overcome these barriers of communication.

Overcoming Communication Barriers



Reduction and Elimination of Noise Levels: Noise is the main communication barrier which must be overcome on a priority basis. It is essential to identify the source of noise and then eliminate that source.

Use of Simple Language: Use of simple and clear words should be emphasized. Use of ambiguous words and jargons should be avoided.

Eliminating Differences in Perception: The organization should ensure that it is recruiting right individuals on the job. It's the responsibility of the interviewer to ensure that the interviewee has command over the written and spoken language. There should be a proper Induction Program so that the policies of the company are clear to all the employees. There should be proper trainings conducted for required employees such as Voice and Accent training.


Overcoming Communication Barriers

Active Listening: Listen attentively and carefully. There is a difference between 'listening' and 'hearing'. Active listening means hearing with proper understanding of the message that is heard. By asking questions the speaker can ensure whether his/her message is understood or not by the receiver in the same terms as intended by the speaker.

Emotional State: During communication one should make effective use of body language. He/she should not show their emotions while communication as the receiver might misinterpret the message being delivered. For example, if the conveyer of the message is in a bad mood then the receiver might think that the information being delivered is not good.



Overcoming Communication Barriers



Avoid Information Overload: The managers should know how to prioritize their work. They should not overload themselves with the work. They should spend quality time with their subordinates and should listen to their problems and feedbacks actively.

Give Constructive Feedback: Avoid giving negative feedback. The contents of the feedback might be negative, but it should be delivered constructively. Constructive feedback will lead to effective communication between the superior and subordinate.

Flexibility in Meeting the Targets: For effective communication in an organization, the managers should ensure that the individuals are meeting their targets timely without skipping the formal channels of communication. There should not be much pressure on employees to meet their targets.

Overcoming Communication Barriers

Simple Organizational Structure: The organizational structure should not be complex. The number of hierarchical levels should be optimum. There should be an ideal span of control within the organization. Simpler the organizational structure, more effective will be the communication.

Proper Media Selection: The managers should properly select the medium of communication. Simple messages should be conveyed orally, like: face to face interaction or meetings. Use of written means of communication should be encouraged for delivering complex messages. For significant messages, reminders can be given by using written means of communication such as: Memos, Notices etc.

Real Life Example

Let us now look at a real life example to understand how communication barriers may breakdown effective communication.

Real Life Example



**Prem is a Project Manager in
UVX**

**Rahul has been working in
Prem's team for the past six
years as a Senior Financial
Analyst.**

Real Life Example



Rahul is well experienced both in his own duties as well as has worked on many of Prem's tasks that he delegates to Rahul from time to time.

Real Life Example



Prem has to leave in two days' time for a week-long official trip to one of the client's headquarters located abroad.

Real Life Example



Prem knows that before he leaves for his trip, he has to get the financial analysis report ready and submit to his boss.

Real Life Example



Prem is very busy making preparations for his trip, so he decides to delegate this task to his subordinate, Rahul.

Real Life Example



Prem calls Rahul for a meeting to inform him about the official trip and consequently his absence for a week. He then asks Rahul if he would be comfortable and confident about creating the financial analysis report.

Real Life Example



Rahul agrees to complete the financial analysis report and submit to Prem before he leaves on his trip. Prem hurriedly spells out for Rahul that “I need the complete financial report by end of the day”.

Real Life Example



When Rahul submitted his report at the end of the day, Prem is shocked and dismayed to find that Rahul had simply compiled the expenditure details into a report and handed over to Prem.

Real Life Example



Prem was obviously not happy. He was expecting much more from Rahul. By a 'complete' financial report, Prem had actually meant the complete financial analysis, which would include the complete details of how much the company spends in advertising, promotional activities, and other marketing activities, analysis of the inflow and outflow of expenditure patterns and so on.

Real Life Example

COMPLETE

Here, you can understand that the words 'complete' were meant in a different sense by the speaker Prem but were not understood in the same sense by the receiver, Rahul. Hence, simple words can also become a barrier to communication and completely distort the message.

Real Life Example



Also, you can understand how time pressures can also act as a barrier. Prem was very busy and in a great hurry to communicate to Rahul, so he skipped important information and put across the message in a very vague manner. Consequently, Rahul had to resubmit the report resulting in duplication of effort and wastage of time.

Real Life Example



Rahul could never understand Prem's thought process. Prem should have made it very clear from the very beginning what he was expecting from Rahul. He kept half of his things within himself and did not share with Rahul. Every individual has a different mind-set, different level of understanding and thus it is important to share each and every detail with others and clarify the things from the very beginning.

Real Life Example



Hence, you can understand that even such old and experienced employees such as Rahul may not understand a message if it has not been put across clearly and properly. So, it is crucial that leaders such as in Prem's position should overcome barriers of communication to communicate effectively.

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Effect of Communication Barriers in Business Communication



- The employees are the assets for any organization and the profitability of any organization is directly proportional to the labor put by its employees.
- Effective work can be done by employees through working smartly, transparency between team members, free flow of information from the superior to the subordinates.

Effect of Communication Barriers in Business Communication

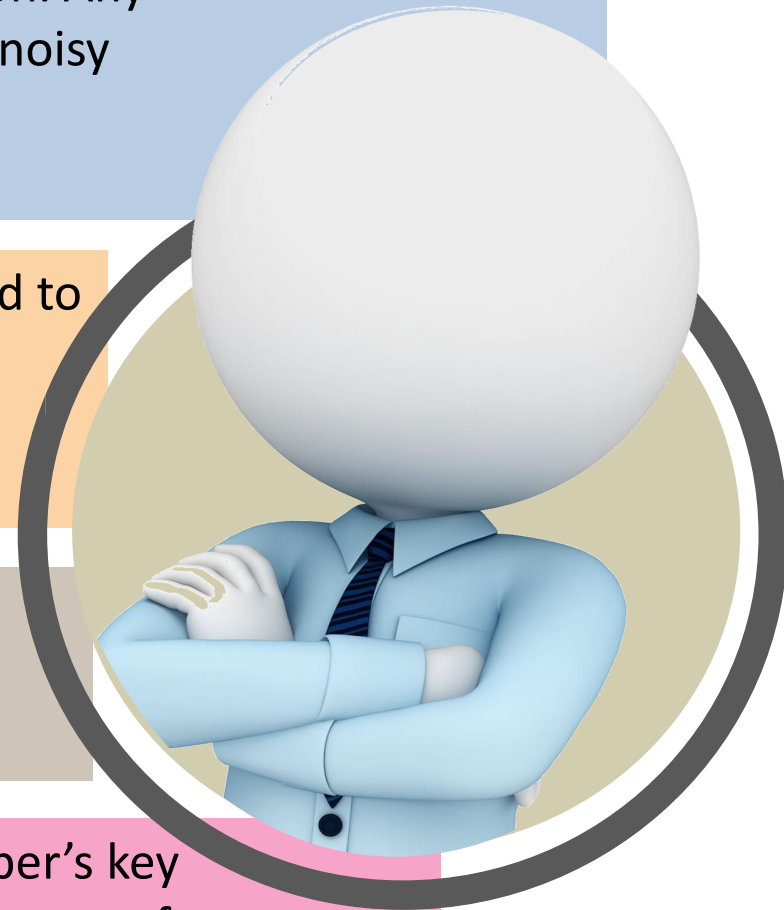


- So, how does free flow of information happen? How is the transparency between the team members achieved?
- All this can be achieved not just through communication but only through effective communication.
- In organizations, the barriers in communication go a long way in distortion of the message and the information does not reach in its desired form.

Effect of Communication Barriers in Business Communication

Let us now understand how barriers in communication effect business communication.

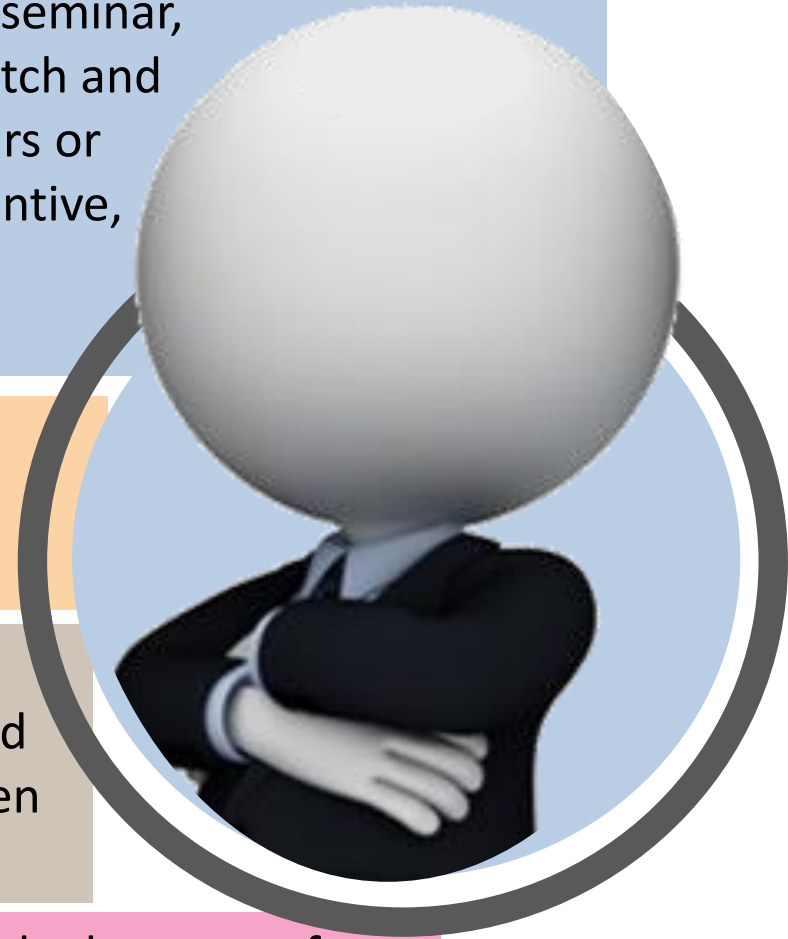
- Noise acts as a devil in business communication. Any information conveyed as well as received at a noisy place is bound to get distorted and result in a complete mess.
- Unorganized and Haphazard thoughts also lead to ineffective communication in organizations. Business communications are bound to suffer due to ineffective communication.
- If any individual wants something from his team members, he must first be very clear what he actually expects from his team.
- The boss must clearly mention his team member's key responsibility areas in clear words to avoid wastage of manpower, repetition of work, effective time management and more output from them.



Effect of Communication Barriers in Business Communication

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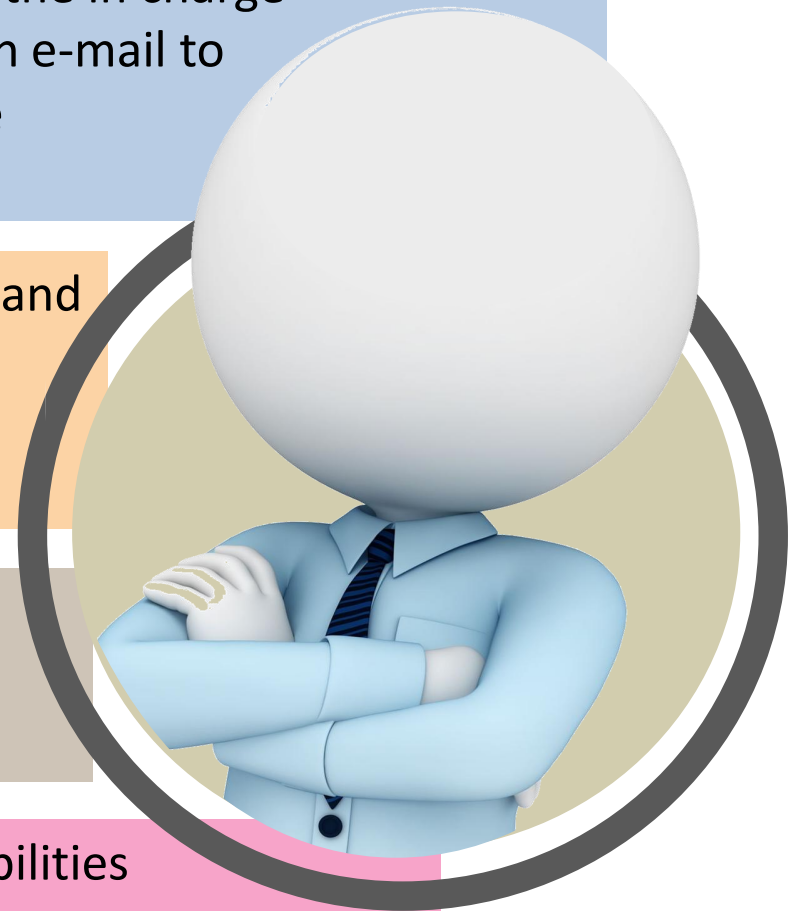
- During any business meeting, presentation or seminar, the speaker has to be very careful about his pitch and tone. It has been observed that during seminars or presentations only the front benchers are attentive, the last benchers are almost lost in their own sweet world.
- Not cross checking among themselves or with the superiors also spoils the business communication to a large extent.
- The person who chairs the meeting has to speak very clearly, has to be very confident and must maintain a tone audible to everyone, even to the individuals sitting on the last row.
- Information must pass to them also to expect the best out of them and increase their efficiency. Try to make the seminar or the meeting interactive.



Effect of Communication Barriers in Business Communication

Let us now understand how barriers in communication effect business communication.

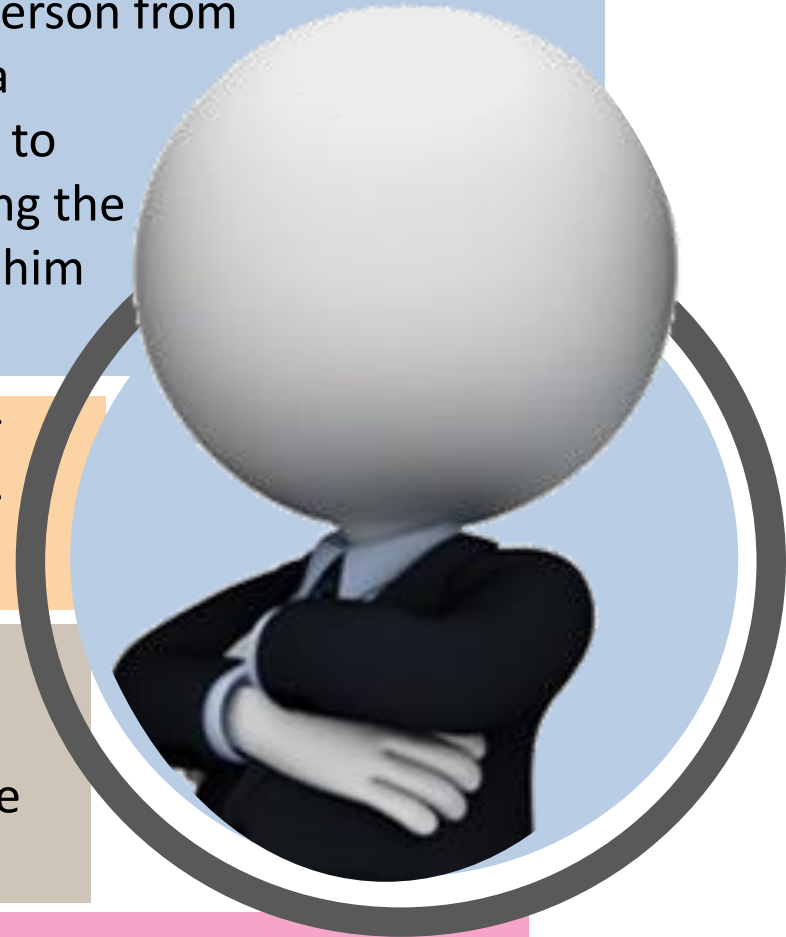
- After any seminar or meeting, the superior or the in charge must send the minutes of the meeting through e-mail to all the required recipients to avoid last minute confusions and discrepancies.
- In any organization, it is mandatory to understand which employee can do a particular assignment, and which employee is not fit for a particular role.
- The presenter should not keep speaking himself; he must also invite questions from the team.
- In any organization, before assigning responsibilities to the employees, it is a must to understand the employee and his area of specialization and interest.



Effect of Communication Barriers in Business Communication

Let us now understand how barriers in communication effect business communication.

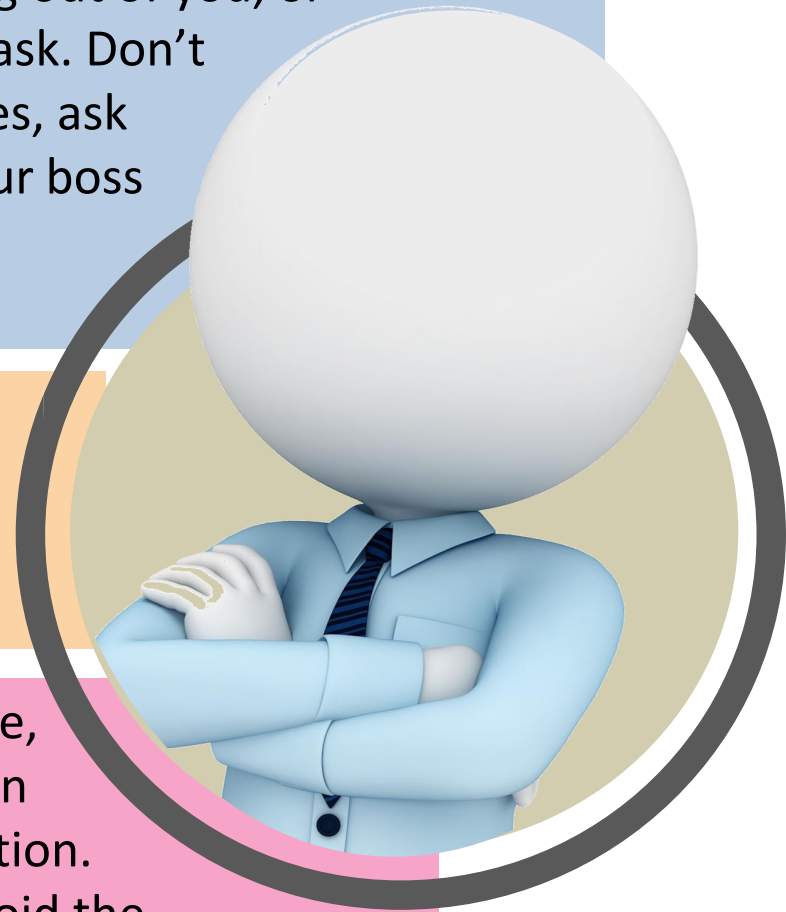
- Communication will be surely ineffective if a person from an accounting background is asked to deliver a presentation on sales techniques. He is bound to get nervous and the message will fail in creating the required impact. Don't just impose work, give him the work he enjoys doing the most.
- Remember that the listeners are also a part of the conversation. The listeners must give their feedback at the end of the conversation.
- Difference in thought process also results in a poor communication in business areas. A boss and the employee can never think on the same level.
- Communication barriers must be overcome in organizations to ensure the free flow of information between the sender and the recipient and for an effective communication among the employees.



Effect of Communication Barriers in Business Communication

Let us now understand how barriers in communication effect business communication.

- If you are not clear what your boss is expecting out of you, or what you are actually supposed to do, please ask. Don't hesitate, ask questions. Don't hide your queries, ask and clear your doubts then and there only. Your boss will only feel happy if you share your queries with him.
- For the successful running of an organization, it is important that transparency is maintained among the employees at all levels.
- Effective communication reduces the error rate, reduces conflicts and misunderstandings and in turn increases the profitability of the organization. Every employee must try their level best to avoid the communication barriers in organizations for an effective business communication.



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Barriers to Effective Managerial Communication

Managers need to interact with each other as well as with their team members on a regular basis not only to get things done effectively but also to ensure peace at the workplace.

Effective communication at all levels within an organization helps resolve problems within the desired time frame.



Barriers to Effective Managerial Communication

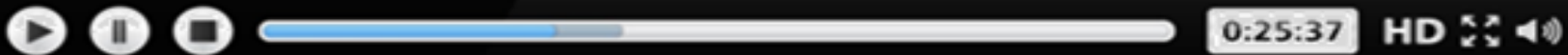
The following are the various barriers to effective managerial communication at the workplace:

- **Partiality and workplace politics are the major barriers to effective communication at the workplace.**
- **Do not ignore any of your team members just because you do not like him. A good manager is one who is impartial to all.**
- **Managers must ensure their speech makes sense and is well understood by people around.**
- **Do not believe in rumors and prefer speaking to employees directly rather than finding out from others.**



Barriers to Effective Managerial Communication

- **Managers must not be partial to any of their team members. It is considered strictly unprofessional. Each employee should be treated as one.**
- **Managers have a tendency to communicate with individuals who are their friends or agree with whatever they say. This indeed is a wrong practice.**
- **You must speak to all your team members and address their queries. Problems and misunderstandings arise when there is lack of communication and employees feel ignored.**
- **As responsible managers one must stay away from nasty politics at workplace. Politics leads to negativity all around and increases stress levels of employees.**



Barriers to Effective Managerial Communication

- Listen carefully what the other person has to say before jumping to conclusions. Being a patient listener helps improve managerial communication.
- Do not interrupt while the other person is speaking. One needs to be very careful about his choice of words.
- A Manager should take care of his pitch and tone. For effective managerial communication, one should be neither too loud nor too soft. Make sure you are audible to all.
- You should try to address employees in a noise free zone. Noise is one of biggest barriers to effective communication.



Barriers to Effective Managerial Communication

- When employees are not attentive, they fail to understand the speaker's message and eventually dilute the meaning of effective communication.
- Do not address employees during lunch hours or while leaving for the day. They are in a different frame of mind and fail to understand what the speaker intends to communicate.
- Organizations must have board rooms or conference rooms where employees come on a common platform and communicate effectively without disturbances.
- Managers should make sure that all important information are communicated through email and in written form rather than just verbally.



Barriers to Effective Managerial Communication

Roll your mouse over the icon, to learn more.

TIP

- In verbal communication, employees tend to forget what was communicated to them a month ago. Managers must promote communication through emails at the workplace.
- Do not mark separate mails to team members. Mark a cc to all related employees.
- The emails need to be self-explanatory and employees must be able to understand what is expected out of them. Emails must not be rude and ought to have a proper subject line.
- Transparency at all levels is essential for effective managerial communication. Communicating through middle men is unprofessional and affects communication.



Tip



- **Non-verbal communication also known as "body language" forms the difference between the words people speak and our understanding of what they are saying.**
- **Body language includes body movements and gestures (legs, arms, hands, head and torso), posture, muscle tension, eye contact, skin coloring (flushed red), even people's breathing rate and perspiration.**

Objectives

Explain the Communication Process

Describe the Components of Communication

Explain What are Communication Barriers

Describe How Barriers cause Communication Breakdown

Explain the Key Barriers of Communication

Explain How to Overcome Communication Barriers

Explain Effect of Communication Barriers in Business

Explain Barriers to Effective Managerial Communication

List the Tips for Effective Managerial Communication

Describe the Strategies to Improve Communication

Tips for Effective Managerial Communication

It is essential for employees to communicate effectively with each other for better understanding as well as increased productivity at workplace.

Employees who do everything on their own are generally overburdened and eventually fail to deliver their best.



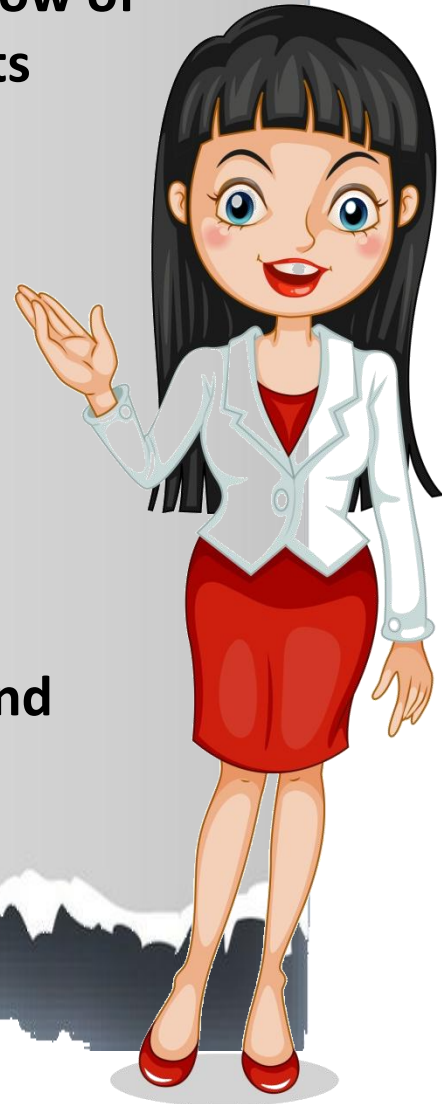
Tips for Effective Managerial Communication

Effective managerial communication enables the flow of information and knowledge among employees in its desired form.

Managers need to interact with their team members to extract the best out of them.

Problems remain unsolved if employees do not communicate with each other.

Discussions go a long way in reducing confusions and also improve the relations among employees.



Tips for Effective Managerial Communication

The following are some tips for effective managerial communication at workplace:

- **A manager needs to interact with his team members on a regular basis. Speak to your team members more often. Find out what they are up to?**
- **Treat all your team members as one. There is absolutely no harm in having lunch with your team members. This way you tend to discuss many things apart from routine work.**
- **Managers should promote the concept of morning meetings at workplace. Morning meetings help you interact with your team members on an open platform where everyone has the liberty to express his/her views.**

Tips for Effective Managerial Communication

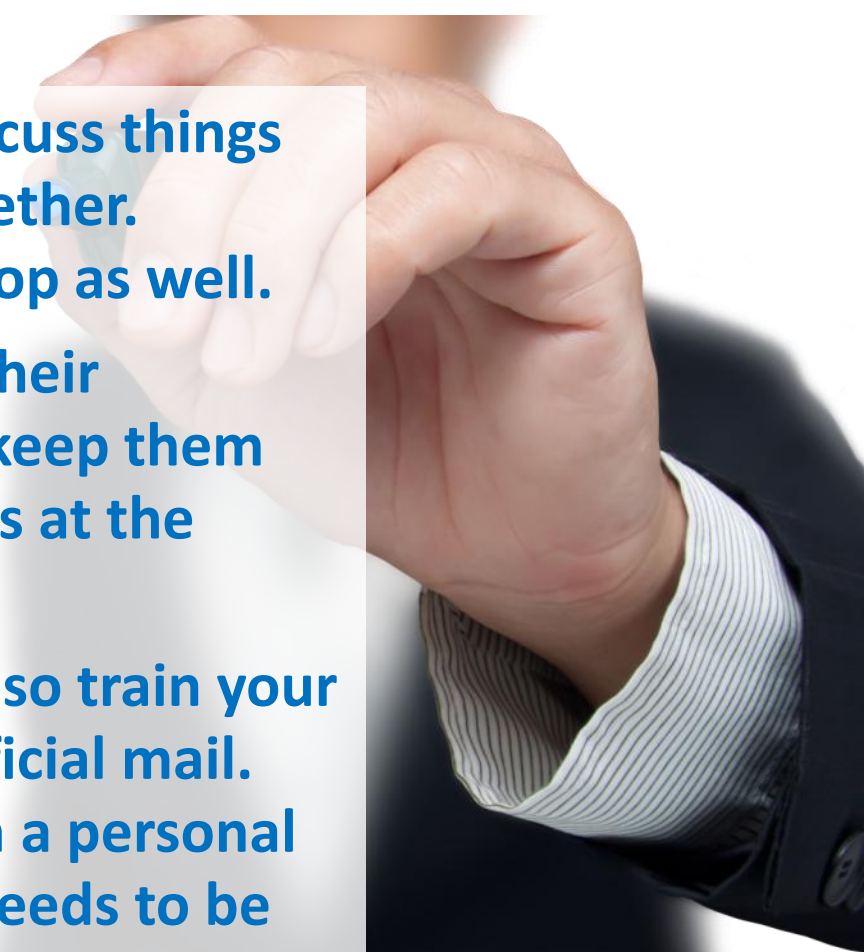
The following are some tips for effective managerial communication at workplace:

- **Communicate with your team members and help them plan their day. Help them to discuss their problems openly with you. Walk up to their workstations once or twice in a day.**
- **Increase your listening skills. A good listener is always a good communicator. It is really important to listen to the other person carefully before speaking. Interrupting a conversation breaks the momentum and the message loses its impact.**
- **Working in a team leads to effective managerial communication. Employees working in isolation hardly interact with their fellow workers and superiors.**

Tips for Effective Managerial Communication

The following are some tips for effective managerial communication at workplace:

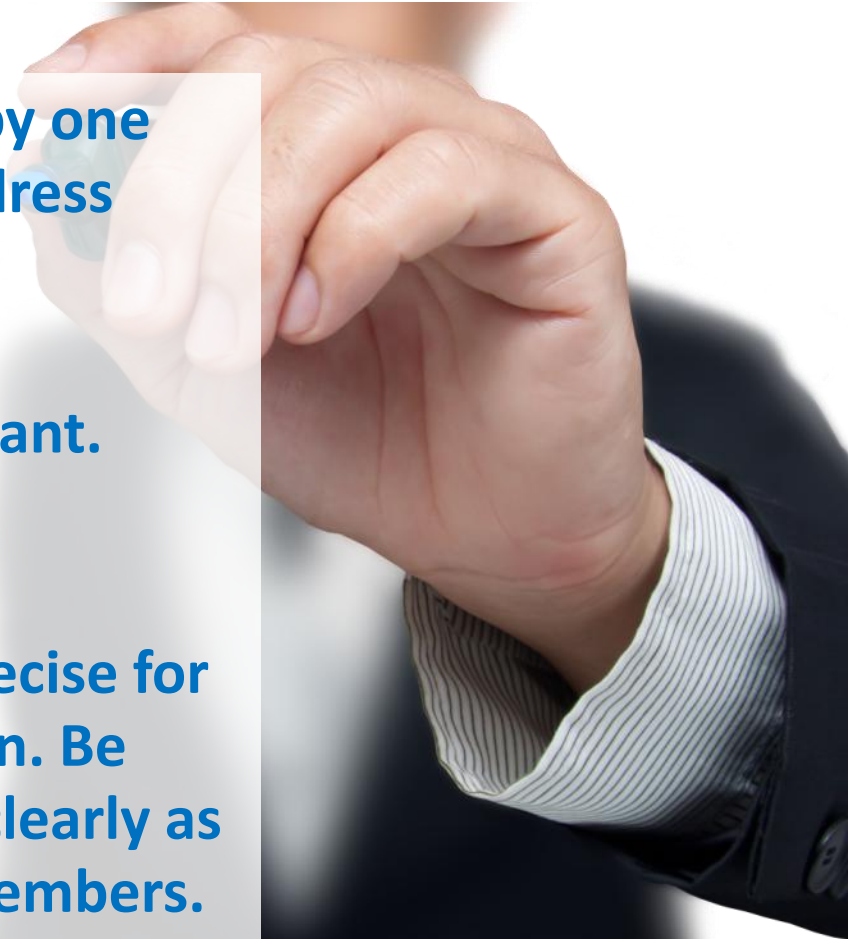
- **Make sure your team members discuss things amongst themselves and work together. Instruct them to keep you in the loop as well.**
- **The employees must mark a cc to their immediate reporting managers to keep them updated of the latest developments at the workplace.**
- **Master the art of writing emails. Also train your team members how to write an official mail. There is a huge difference between a personal and official mail. The subject line needs to be relevant for people to open the mail.**



Tips for Effective Managerial Communication

The following are some tips for effective managerial communication at workplace:

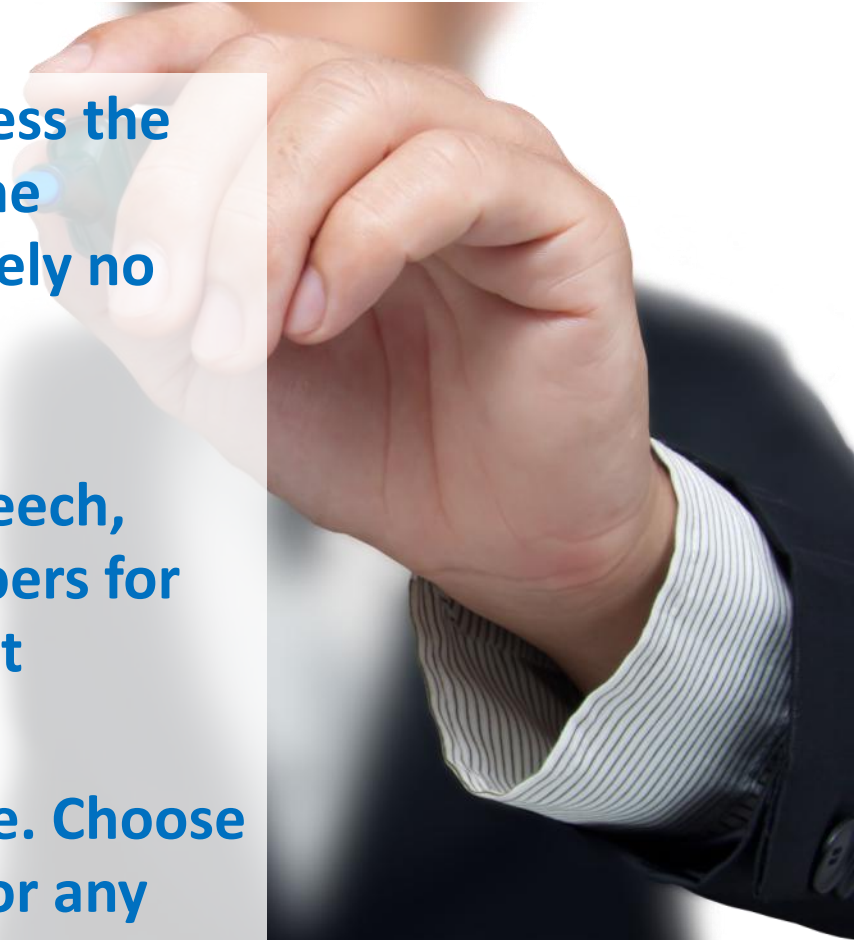
- **Do not call your team members one by one for any kind of communication. Address them together.**
- **Think before you speak. Make sure whatever you communicate is relevant. Avoid using complicated words and terminologies in your speech.**
- **The message has to be clear and precise for effective managerial communication. Be straightforward and communicate clearly as to what you expect of your team members.**



Tips for Effective Managerial Communication

The following are some tips for effective managerial communication at workplace:

- **No communication is complete unless the message is understood clearly by the recipients. There should be absolutely no room for confusion in effective communication.**
- **Once you are through with your speech, give some time to your team members for them to ask whatever they have not understood.**
- **Never communicate at a noisy place. Choose a conference room, meeting room or any noise free zone for communication.**



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Strategies to Improve Communication



Effective communication is the process of successful transmission of the message from the sender to the receiver. If the receiver is able to receive the message in exactly the same way as the sender intended to do, communication is effective. The receiver must understand what the speaker wants to convey and accordingly must give his valuable feedback or simply respond.

Strategies to Improve Communication

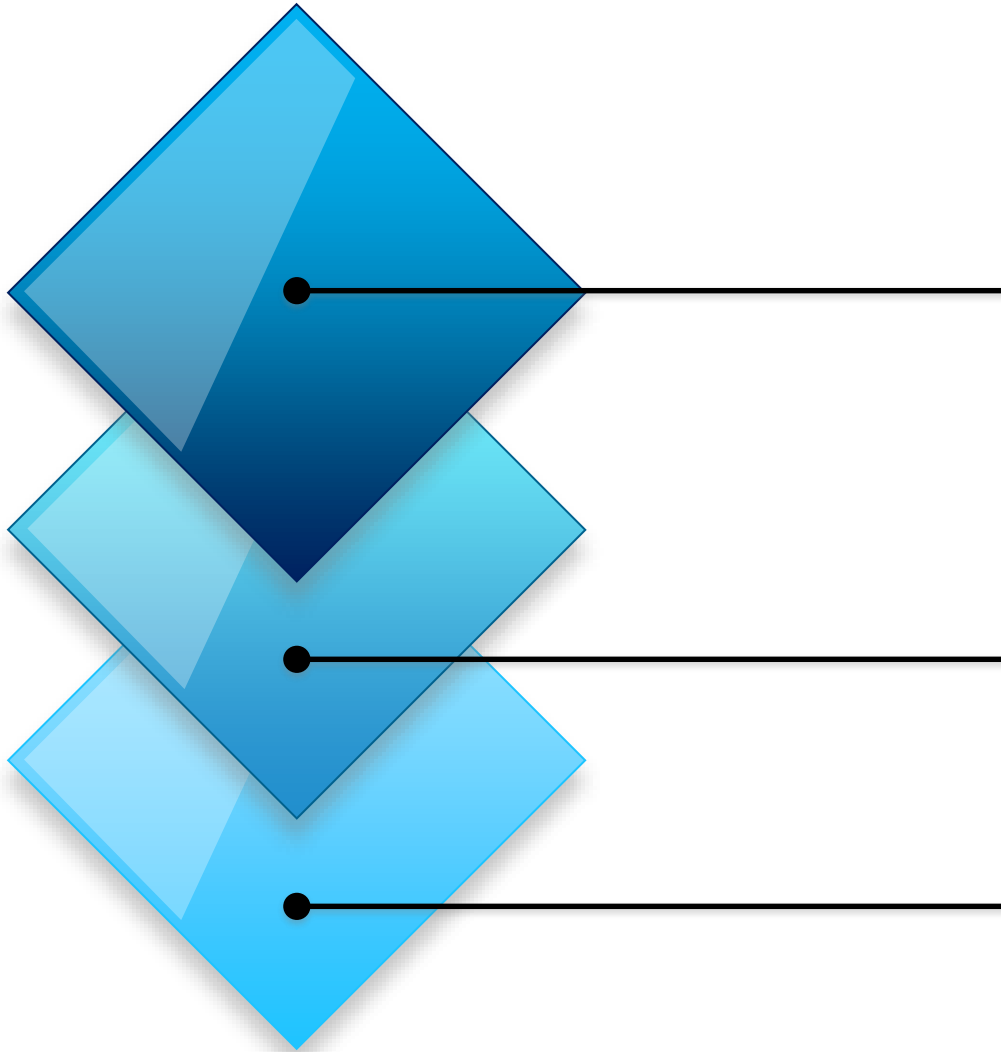
If any of the participants whether the sender or the receiver is not clear about the content of the conversation, the communication is said to be ineffective.

Effective communication not only plays a key role in organizations but also in one's personal life. An individual has to practice effective communication with lots of patience and dedication.



Strategies to Improve Communication

The following are a few methods to improve your communication skills in day to day life:



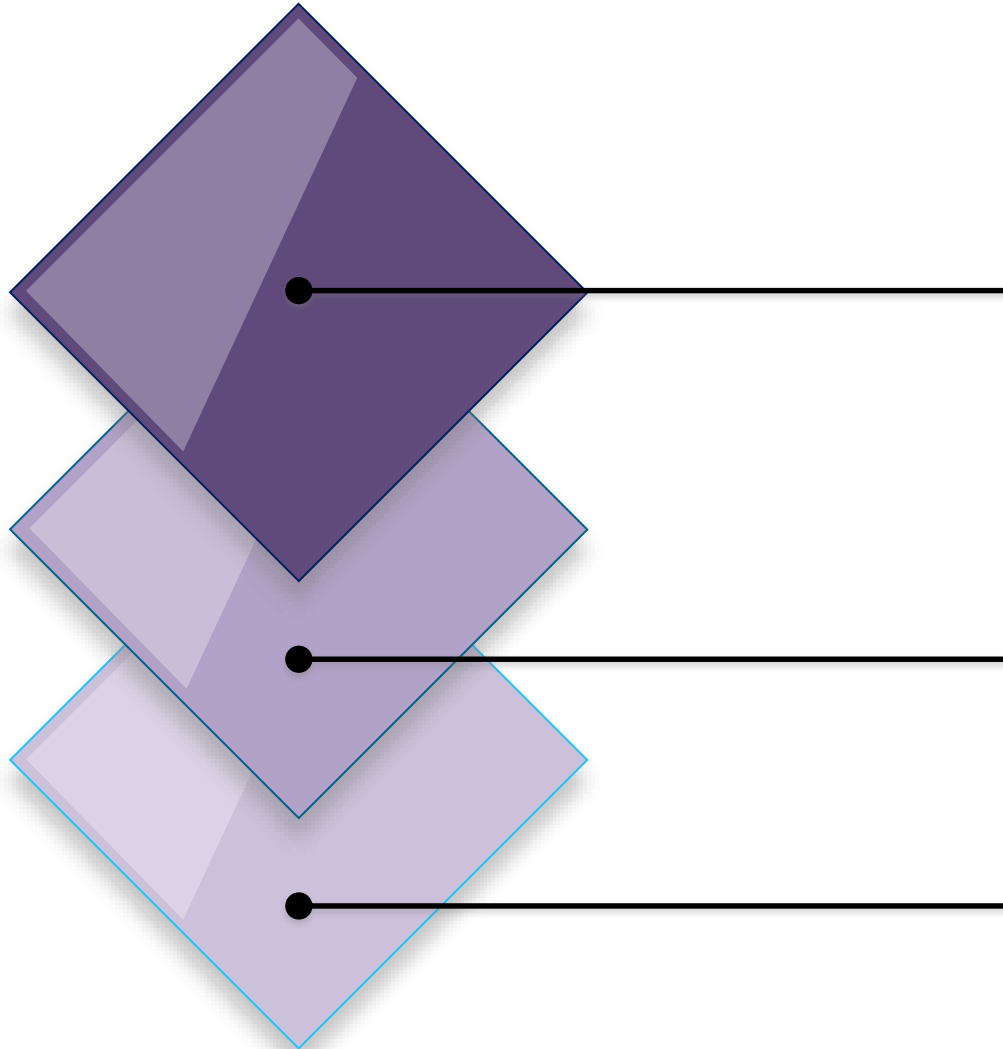
The golden rule to an effective communication in day to day scenario is to listen attentively. A good listening power goes a long way in improving the communication skills of an individual.

Don't just speak, also listen. Try to grasp new words, correct pronunciations from your friends and other people. If you feel you are pronouncing a particular word in not the desired form, don't hesitate or feel shy, instead, learn from others the correct way.

In any conversation, listen carefully to what the other person is speaking and only then respond. Try to understand what the speaker wishes to convey.

Strategies to Improve Communication

The following are a few methods to improve your communication skills in day to day life:



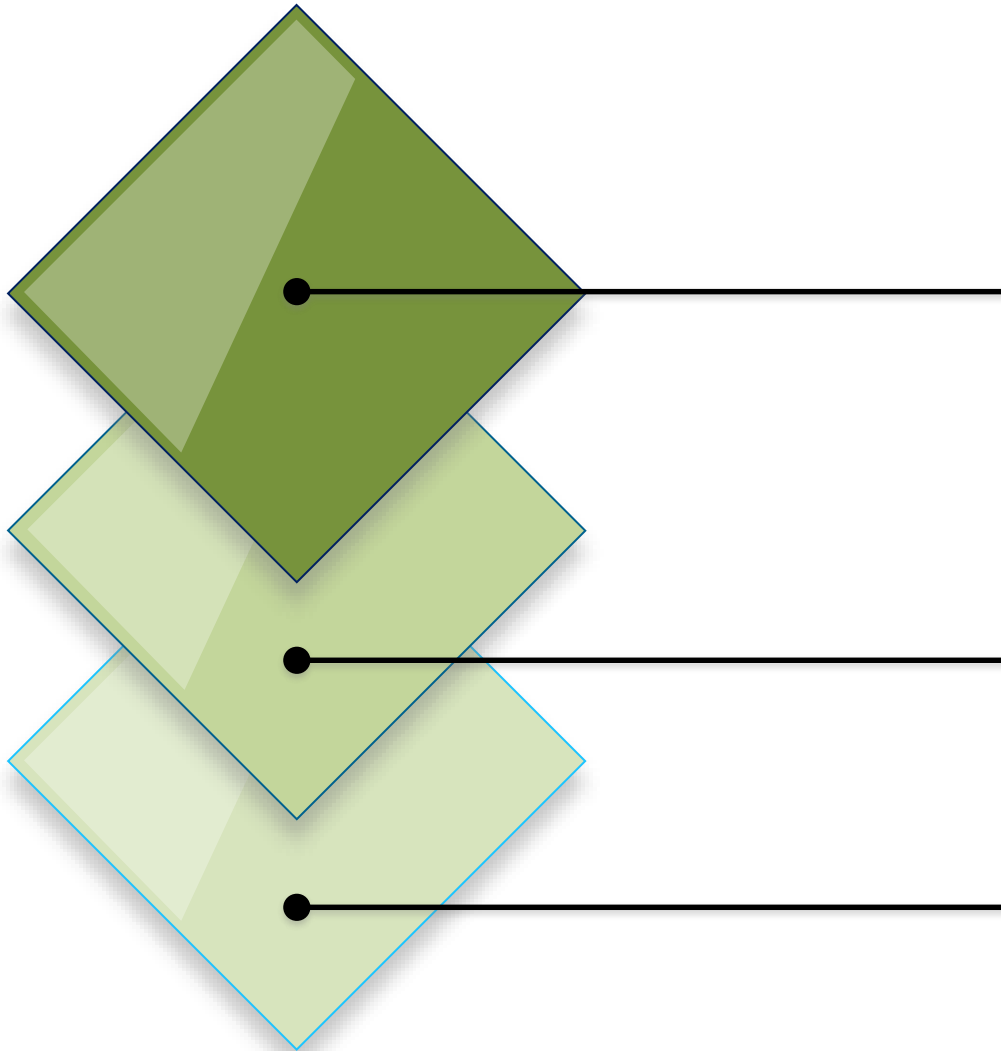
Never stop the speaker in between and barge into the conversation with your questions. The questions must be asked at the end of the conversation.

Read a lot as reading also helps in improving the communication skills. You can also read a newspaper. It enriches one's vocabulary and one would never fall short of words and ideas while communicating.

During any conversation, if you are not clear with a word, don't just ignore, immediately refer to a dictionary or any other vocabulary site.

Strategies to Improve Communication

The following are a few methods to improve your communication skills in day to day life:



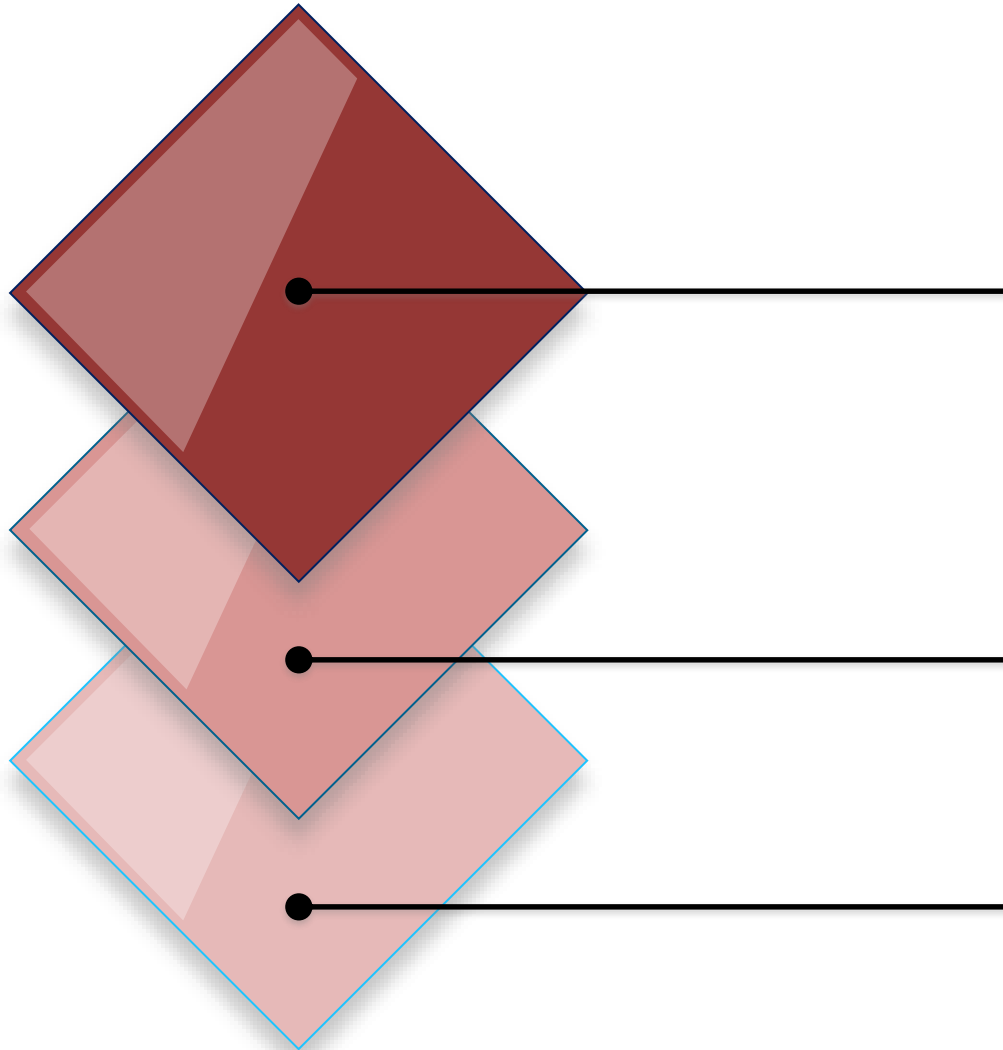
Practice also helps in improving the communication skills. The more you speak, the more confident you are, and more effective your communication is.

Never speak at a noisy place. Avoid communicating at overcrowded buses, market place, construction sites, railway stations, busy streets as noise overpowers the actual content at all such places.

Speaking clearly and properly is the mantra to an effective communication. Never keep your thoughts within yourself, instead put your ideas in a sensible and meaningful content after carefully selecting the words.

Strategies to Improve Communication

The following are a few methods to improve your communication skills in day to day life:



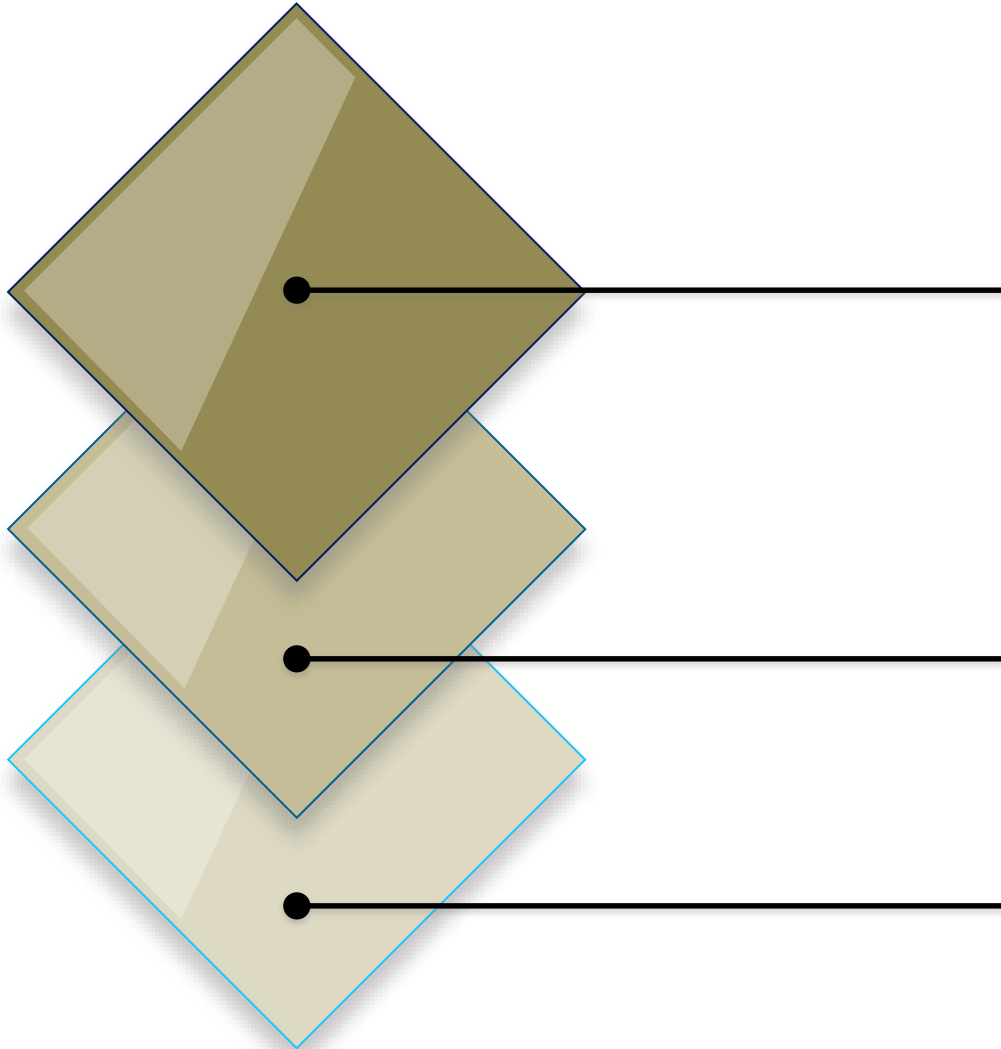
Remember selection of words is of utmost importance as any wrong word can distort the message and change the meaning of the sentence completely. Don't keep half of your thoughts in mind, always speak clearly.

Never interrupt a conversation between two individuals as it would always lead to confusions and misunderstandings and no one will be clear what the other person wants to convey.

The pitch and tone of the communication must also be kept in mind for an effective communication.

Strategies to Improve Communication

The following are a few methods to improve your communication skills in day to day life:



Always try to understand the mood of the second party before communicating. If the other party is in a foul mood, prefer to convey your message later.

Don't just immediately start with your message, instead first break the ice by some warm words, pleasant greetings and compliments.

Make sure to make an eye contact with the other party for the desired effect.

Practice

Let us now practice all that you have learned about Communication Barriers.

Practice



Assume a situation where you are required to communicate with a team about a few updates in the company leave policies. Then, carefully answer the following questions:

- Which place would be most suitable for effectively communicating this free from barriers?
- What factors can help you to effectively communicate the updates to your team members?
- How would you make sure your team members understood you correctly at the end of your message?



Case Study

Praveen is a Project Manager at XYZ Inc.

He is responsible for handling a team of twenty members.

- 1. What efforts can Peter make to ensure effective communication with his team members?**
- 2. What are the various barriers that Peter may face that can distort his messages?**

Summary

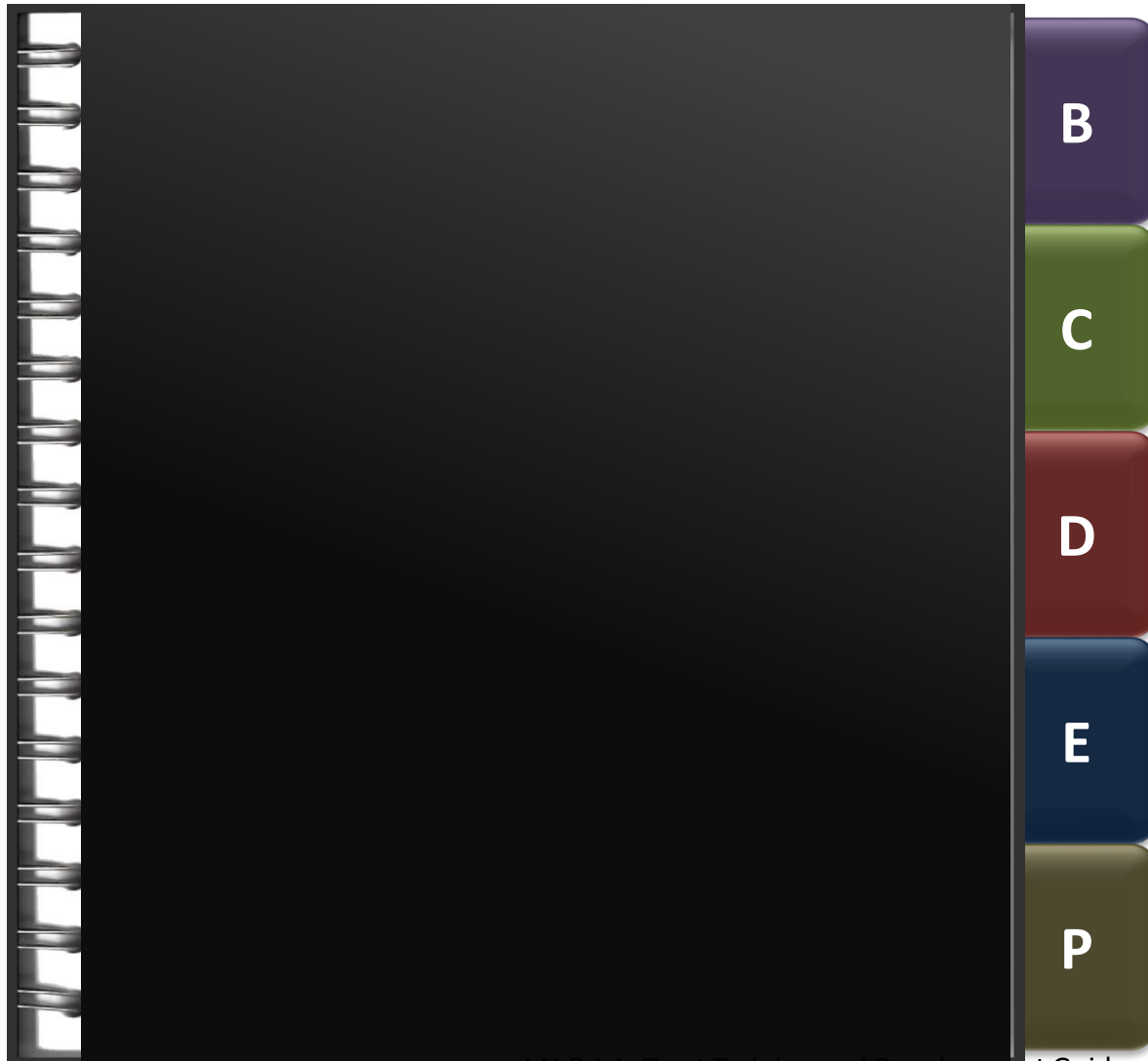
- Communication Barriers are the various obstacles and hurdles which arise in the way of effective communication leading to misunderstandings and misinterpretations by the receiver.
- The following are some of the ways of overcoming Communication Barriers:
 - Eliminating Differences in Perception
 - Use of Simple Language
 - Reduction and Elimination of Noise Levels
 - Active Listening
 - Emotional State
 - Simple Organizational Structure
 - Avoid Information Overload
 - Give Constructive Feedback
 - Proper Media Selection
 - Flexibility in Meeting the Targets

Summary

- The following are the key barriers of communication:
 - Language Differences
 - Information Overload
 - Inattention
 - Time Pressures
 - Distraction/Noise
 - Complexity in Organizational Structure
 - Poor Retention
 - Inaccurate Interpretation
 - Perceptual Differences
 - Linguistic Impact on Language
 - Semantics
 - Physical
 - Emotional & Psychological
 - Gender
 - Culture

Glossary

Click each alphabet to learn more.



Glossary

Click each alphabet to learn more.

- **Breakdown** – Breakdown means to make ineffective
- **Barriers** – Barriers includes anything that interferes with effective communication

B

C

D

E

P

Glossary

Click each alphabet to learn more.

- **Channel** – Channel is the route through which communication takes place
- **Context** – Context is the situation/environment in which communication occurs. This includes time, place & socio/psychological factors

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Glossary

Click each alphabet to learn more.

- **Decoding** – Decoding is the process of translation by the receiver of words or symbols or the encoded message into thoughts or ideas
- **Distraction** – Distraction is a something that acts as an obstacle to attention

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Glossary

Click each alphabet to learn more.

- **Encoding** – Encoding is the process of translation of a message that is of thoughts or ideas of the sender into words or symbols that the receiver will understand
- **Emotional** – Emotional means something that is determined or actuated by emotion rather than reason

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Glossary

Click each alphabet to learn more.

- **Perception** – Perception is a person's understanding or interpretation of a particular event/message
- **Purpose** – Purpose includes what the sender and receiver intend as the outcome of the communication

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D

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*You have Successfully Completed
the Module on
Communication Barriers!*

Congratulations