



**CHANDIGARH
UNIVERSITY**

Discover. Learn. Empower.

University Institute of Liberal Arts and Humanities

Course Name: Communication Skills

Course Code: 22PCH-105



**Barriers to Effective
Communication**

DISCOVER . **LEARN** . EMPOWER

COURSE OBJECTIVES

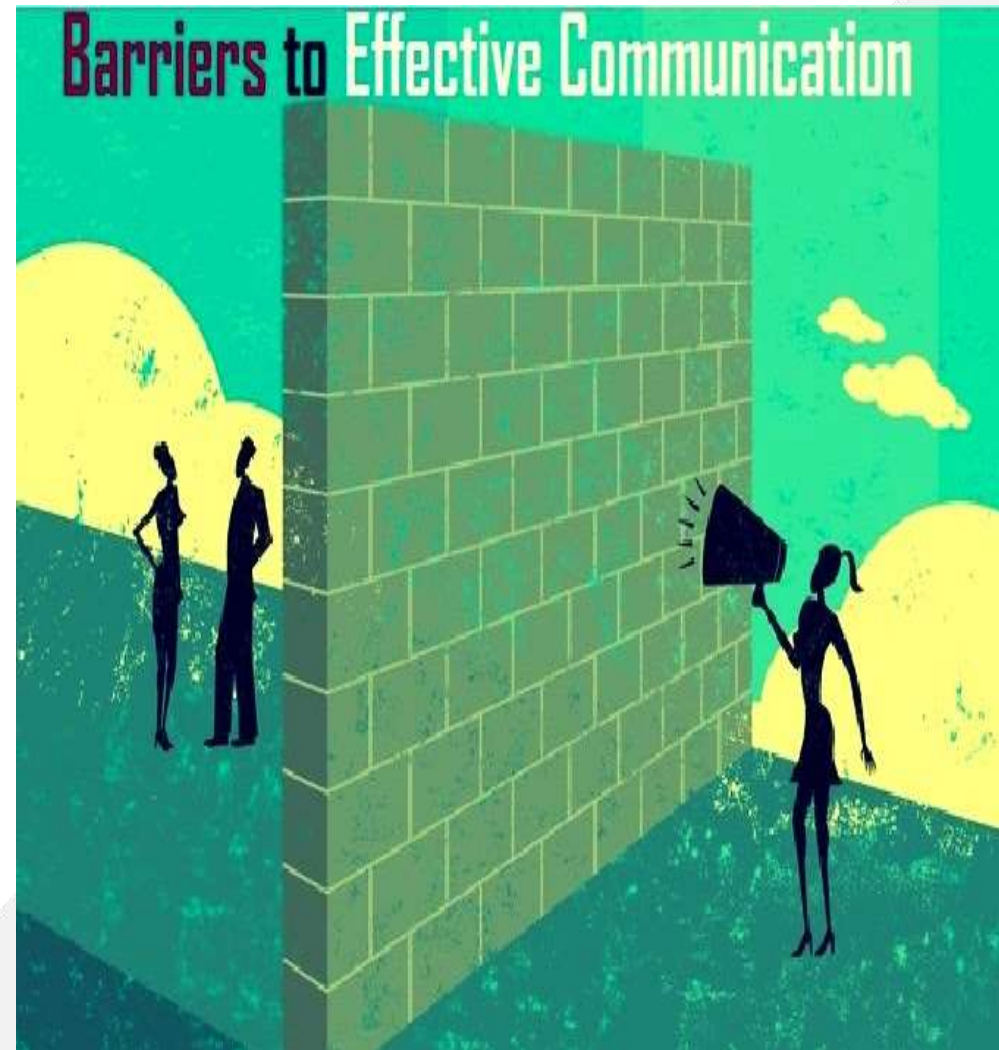
The Course aims to:

1	Augment students overall communication and interpersonal skills by making them realize the importance of good oral and written English Language in professional life.
2	Enrich their reading capability with special emphasis on expanding vocabulary and grammatical formations.
3	Build exceptional reading and writing skills by correcting grammatical errors and pronunciation through practice.

Course Outcomes

On completion, the students are expected to:

CO Number	Title	Level
CO1	Apply non-verbal and soft skills effectively to attain expertise in Listening, Speaking, Reading and Writing Skills (LSRW Skills).	Apply
CO2	Apply correct contextual and comprehensible written text and speech in a wide range of communication situations.	Apply
CO3	Demonstrate linguistic competence while speaking and writing through accuracy in grammar, intonation, pronunciation and vocabulary.	Apply
CO4	Evaluate information as critical readers, speakers and writers applying ethics in communication and being sensitive in cross cultural communication.	Evaluate
CO5	Create original short compositions, in the form of paragraph writing, business correspondence, blogs etc. using logical support and argument.	Create



<https://www.scientificworldinfo.com>

"If you improve your communication skills, I guarantee you that you will earn fifty percent more money over your lifetime."

~ Warren Buffett



A Case: Who wants the divorce?

- ☐ A judge was interviewing a woman regarding her pending divorce, and asked, “What are the grounds for your divorce?”
- ☐ She replied, “About four acres and a nice little home in the middle of the property with a stream running by.”
- ☐ “No, I mean,” he continued, “What are your relations like?”
- ☐ “I have an aunt and uncle living here in town, and so do my husband’s parents.”

A Case: Who wants the divorce?

- ☐ “Ma’am, does your husband ever beat you up?”
- ☐ “Yes,” she responded, “about twice a week he gets up earlier than I do.”
- ☐ Finally, in frustration, the judge asked, “Lady, why do you want a divorce?”
- ☐ “Oh, I don’t want a divorce,” she replied. “I’ve never wanted a divorce. My husband does. He said he can’t communicate with me.”

What Are Barriers?

A problem, external or internal, that causes our communication to be distorted is known as a barrier to effective communication.

- **External barriers** are caused by external factors such as noise, network issues etc
- **Internal barriers** are mental or psychological blocks which affect the communication process.

Categories Of Barriers

Arising from Sender/
Receiver's Personality

- Psychological
- Perceptual

Related To Interpersonal
Transactions

- Limited Frame Of Reference
- Emotional Interference

Related To
Organizational Network

- Organizational Policy
- Technological Barriers
- Physiological Barriers

Arising From Sender Or Receiver's Personality

These barriers are governed by:

- Difference in perception
- Rigidity in thoughts
- Distrust
- Sender and receiver's attitude
- Socio-cultural background
- Behaviour
- Lack of attention

Categories Of Personality Related Barriers

Arising from Sender/ Receiver's
personality



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graph TD; A[Arising from Sender/ Receiver's personality] --> B[Psychological]; A --> C[Perceptual];
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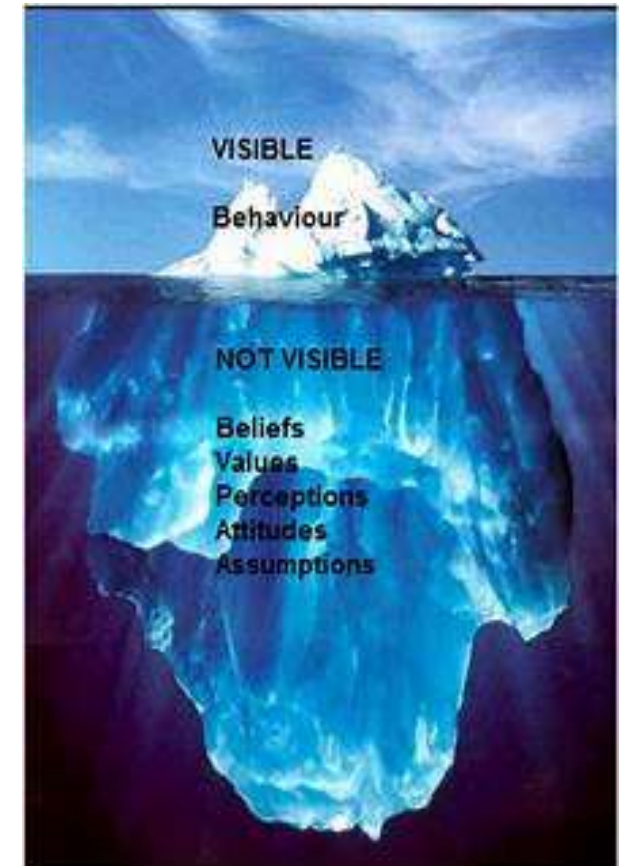
Psychological

Perceptual

Arising From Sender Or Receiver's Personality

The personality of an individual is shaped by Psychology ie. the science of human behavior.

- Consequences of such barrier can be:
 - Lack of attention
 - Distrust
 - Lack of retention
- Perception
- Thoughts



Tips To Overcome The Barrier

**Develop
empathy and
flexibility**

**Provide positive
criticism**

**Create mutual
understanding**

**Maintain positive
body language**

**Avoid
stereotyping**

Poll Question 1

Perception and psychology shapes the personality.

1. True
2. False

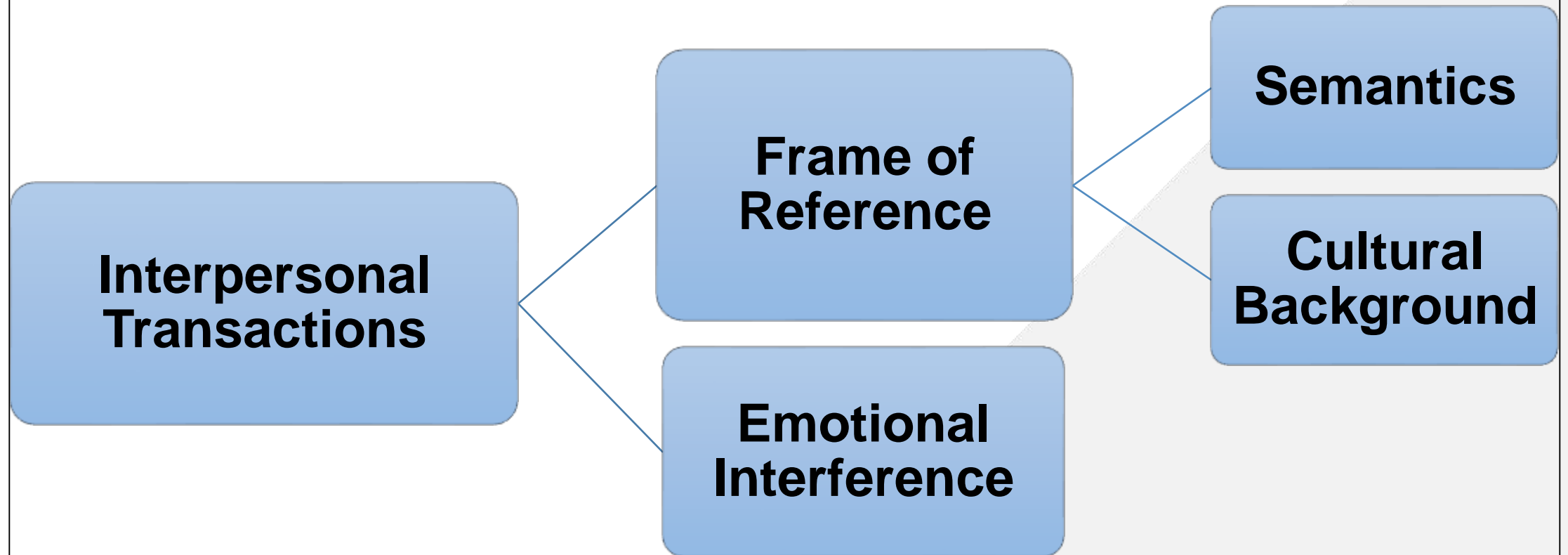
Related To Interpersonal Transactions

Interpersonal transaction refers to relationship between sender and receiver, subordinate and superior, management and employees.

Major factor resulting in this barrier

- Employees' frame of reference
- Language skills
- Semantics
- Cultural background
- Emotional quotient

Categories Of Interpersonal Transactions



Frame Of Reference

Semantic Barriers

- Use of jargon
- Symbols and words with different meanings
- Badly expressed message

Cultural Barriers

- Cultural norms
- Religion
- Nationalities

Emotional Interference

Emotional barriers to communication are generally due to insufficient emotional awareness or control.

Major emotional factors that interfere in communication are:

- Anger
- Worry
- Pride
- Anxiety
- Stress
- Low self-esteem.



Tips To Overcome

Use body language sparingly

Avoid using jargons

Respect the dissimilarities

Avoid commenting about culture

Maintain work-life balance

Poll Question 2

_____ helps to overcome cultural barrier.

1. Maintaining work life balance
2. Use proper language
3. Respect the dissimilarities

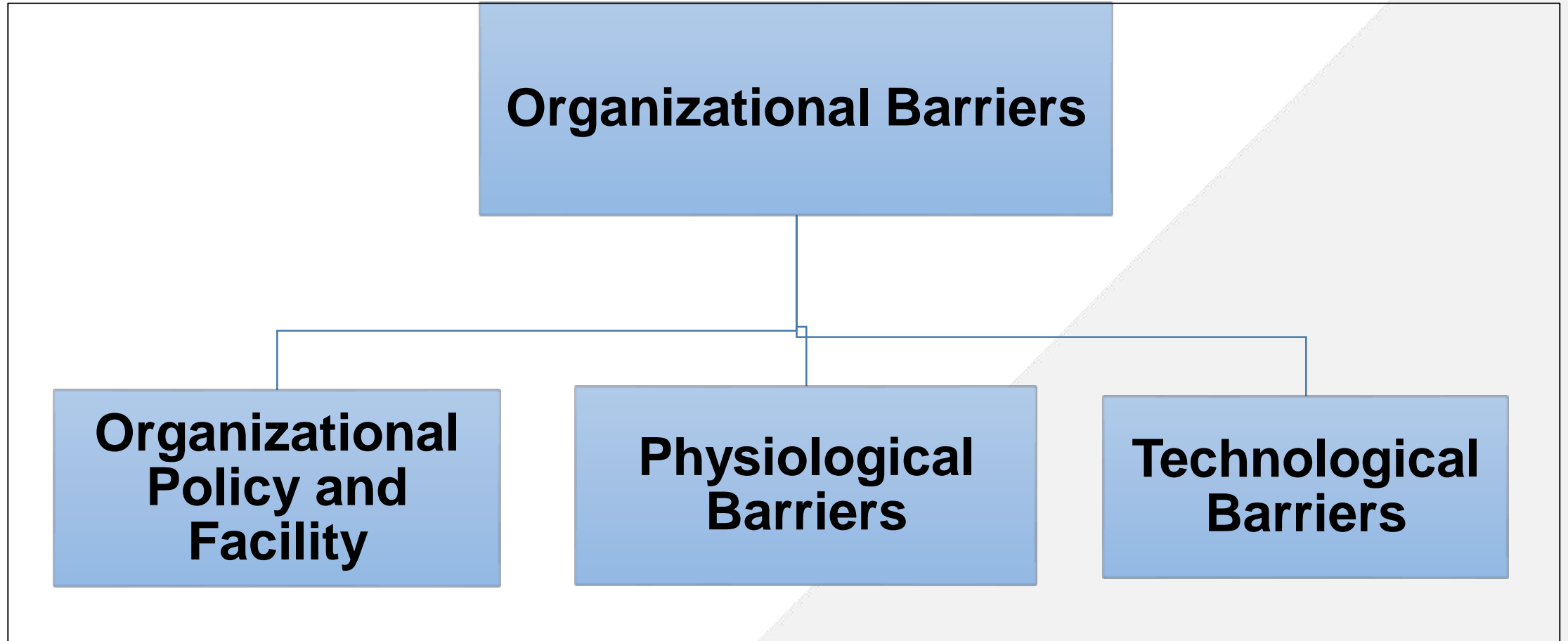
Organizational Barriers

- Most of the barriers affecting the communication in workplace can be categorised under organisational barriers.

These are related to:

- Technological Issues
- Physiological Barriers
- Rules and Regulations
- Organisation's Policy
- Channel of communication

Categories Of Organisational Barriers



Organisational Policy And Facilities

- Proper organisational facilities such as complaint box, suggestion box, social and cultural gathering are very important for the proper flow of communication.
- If the free flow of communication is not provided in organisational policy, it leads to the barriers to communication.

Various factors resulting in the barriers are:

- | | |
|----------------------------|----------------------|
| 1. Hierarchal relationship | 2. Lack of incentive |
| 3. Attitude of superiors | 4. Lack of awareness |

Physiological Barriers

- This is categorised under external barriers
- Physiological barriers include problems related to sender or receiver's physical state and disturbances caused by the external factors.
- Some of the main physical/physiological barriers are:
 - Environment
 - Distance
 - Medium

Technological Barriers

Various technological equipments give precision in result and save our time and energy. But, if not implemented properly it can prove useless as well

Reasons behind technical barriers are:

- Improper training
- Limited resources
- Lack of innovation etc.

Tips To Overcome

**Maintain cordial
relations**

**Choose proper
medium**

**Choose
proper
channel**

**Avoid sending long
messages**

**Use concrete
words**

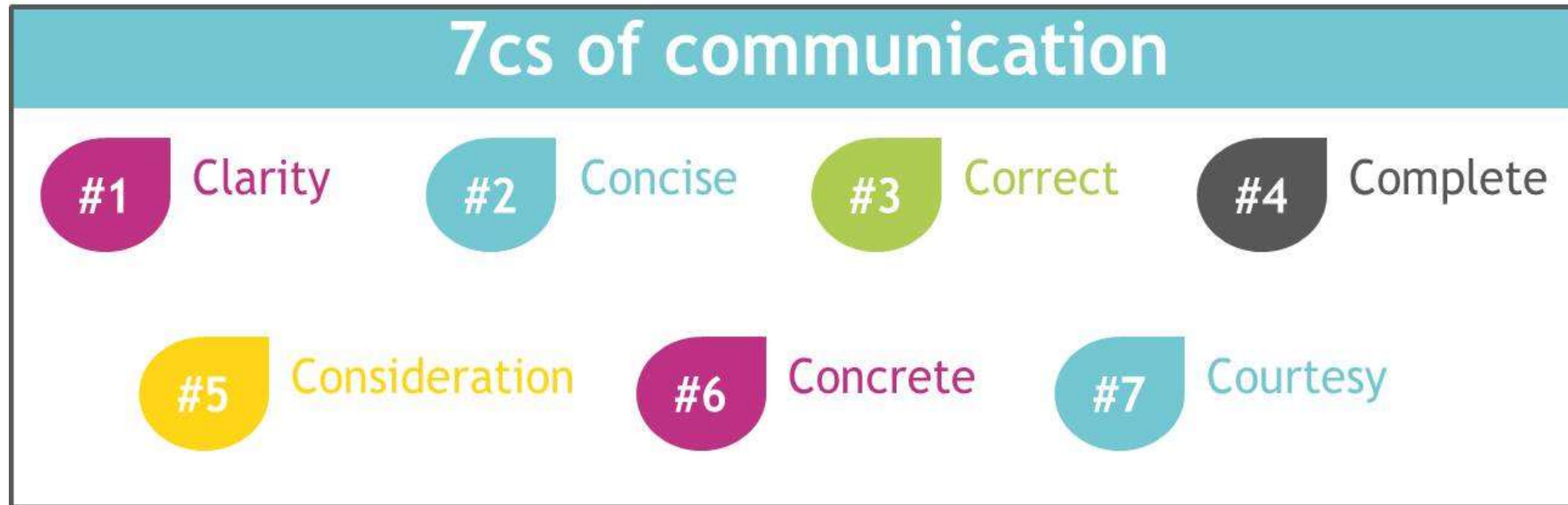
Poll Question 3

Time, place, space, climate are the examples of_____

1. Psychological Barriers
2. External Barrier
3. Physiological Barrier
4. Environment Barrier

7 Cs of Effective Communication

Seven important factors that can result in effective communication are:



Applications

- To communicate effectively at workplace
- Introspect the reason behind the ineffective communication
- To get a fair idea about which barrier is causing ineffective communication.
- Overcome various barriers to communication by using various tips.
- Apply 7Cs to make proper communication.

Assessment Pattern

Students are assessed on the basis of the following parameters:

- Hourly Tests - 2
- Assignments
- Surprise Test
- Quiz
- Student Engagement
- End Semester Exam

References

- <https://nptel.ac.in/courses/109/104/109104030/>
- <https://www.yourarticlelibrary.com/business-communication/barriers-to-business-communication-business-management/70120>
- https://www.researchgate.net/publication/323794732_Barriers_to_Effective_Communication
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THANK YOU

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