

A close-up photograph of a brick wall with a mix of reddish-brown and tan bricks. The text 'BARRIERS TO COMMUNICATION' is centered on the wall in a bold, white, sans-serif font. The word 'TO' is smaller and positioned between 'BARRIERS' and 'COMMUNICATION'.

**BARRIERS
TO
COMMUNICATION**

WHAT IS COMMUNICATION ???



**COMMUNICATION IS THE ART OF TRANSMITTING
KNOWLEDGE, IDEAS, INFORMATION AND THOUGHTS
FROM ONE PERSON TO ANOTHER.**

**THE TRANSFER SHOULD BE SUCH THAT
THE RECIEVER UNDERSTANDS
THE MEANING AND THE INTENT OF THE MESSAGE
AND GIVE PROPER FEEDBACK**





IMPORTANCE



-
- **Necessary for planning**
 - **Understanding each other**
 - **Establishment of effective leadership**
 - **Increases Efficiency**
 - **Basis of Decision-making**
 - **Smooth Working of Enterprise**
 - **Motivation**
 - **Co-ordination**

CLASSIFICATION OF BARRIERS

PHYSICAL BARRIERS

SEMANTIC AND LANGUAGE BARRIERS

SOCIO-PSYCHOLOGICAL BARRIERS

ORGANIZATIONAL BARRIERS

CROSS-CULTURAL BARRIERS

PHYSICAL BARRIERS



Faulty Organizational Structure

- Large working area
- Closed office doors
- Separate areas for people of different status
- It forbids team member from effective interaction with each other.



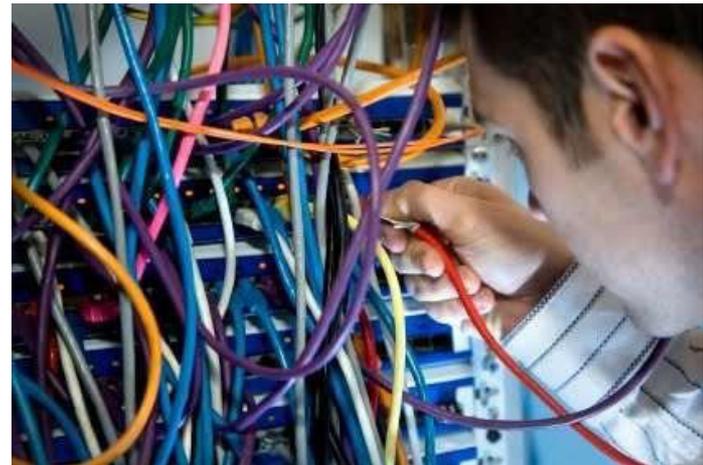
Noise

- Physical noise (outside disturbance)
- Psychological noise (inattentiveness)
- Written noise (bad handwriting/typing)
- Visual noise (late arrival of employees)



Time and Distance

- Improper Time
- Defects in Medium of communication
- Network Facilities
- Mechanical Breakdowns



Information Overload

- Piling up of tasks due to improper time management.
- Excess number of people assigned for same task
- Work overload/Information duplication.



SEMANTIC & LANGUAGE BARRIERS



SEMANTICS

- What do you mean by **SEMANTICS**?
- Why is **SEMANTICS** required?
- When does **SEMANTIC BARRIER** arises?

SIMILAR SOUNDING WORDS

These words are known as **Homophones**



Pronunciation



Spelling



Meaning

Examples:

- pale/pail
- alter/altar
- buy/bye/by
- rain/reign

WORDS HAVE MULTIPLE PRONUNCIATIONS

These words are known as **Homographs**



Examples

- The bandage was **wound** around the **wound**.
- We must **polish** the **Polish** furniture.
- He could **lead** if he would get the **lead** out.

WORDS HAVE MULTIPLE MEANING

These Words are also known as **homonyms**



Examples

- Never **desert** your friends in the **desert**.
- **Close** the window before the bee gets too **close**

DENOTATIONS AND CONNOTATIONS

- **Denotation:** The literal meaning of a word
- **Connotations:** The emotions and associations connected to a word
 - **Favourable Connotation:** 'honest', 'noble', 'sincere'
 - **Unfavourable Connotation:** 'cowardly', 'slow', 'incompetent'

Examples:

They gave us cheap stuff.

At this shop, they sell things cheap

LANGUAGE BARRIERS

- **Different Languages**



- **No Clarity in Speech**



LANGUAGE BARRIERS



- Using Jargons

- Not being specific



SOCIO-PSYCHOLOGICAL BARRIERS



WHAT IS PSYCHOLOGICAL BARRIER?

Psychological barriers can be described as the cause of unclear communication because of human psychology problems.

PSYCHOLOGICAL BARRIERS

- **Attitude and opinions:**
- **Emotions**
- **Filtering and distortion (misrepresentation) of message**
- **Status difference**
- **In attention**
- **Closed mind**
- **Fields of experience**

CROSS-CULTURAL BARRIERS



Different Cross Cultural Barrier

- **Concept of space**

- **Gestures**



ORGANISATIONAL BARRIERS



Organizational barriers

- Loss or distortion of messages as they pass from one level to another
- Filtering of information according to one's understanding/interpretation
- Messages not read completely or not understood correctly
- Deliberate withholding of information from peers perceived as rivals
- Information gap if upper level does not know the true state of affairs

Overcoming Communication Barriers

Individual Skills

- Active listening
- Select the appropriate channel for the message
- Make a special effort to understand each other's perspective
- Managers should practice MBWA.

Overcoming Communication Barriers

Organizational Actions

- Create a climate of trust and openness
- Develop and use formal information channels in all directions
- Encourage the use of multiple channels including formal and informal communications
- The organizational structure should fit communication needs.

Ways To Overcome Barriers to Communication-

- **For Physical Barriers-**

- ❖ Appropriate Seating Arrangement
- ❖ Ensure Visibility & Audibility
- ❖ Environmental Comfort
- ❖ Minimise Visual/Oral Distractions

For Semantic Barriers-

- ❖ Use of Simple Language
- ❖ Symbols & Charts
- ❖ Active Listening/ Constructive feedback

Contd..

- **For Socio-Psychological Barriers-**

- ❖ Calling Attention & Motivation
- ❖ Assistance & Sympathy

For Cross Cultural Barriers-

- ❖ Understanding of Traditions & Customs
- ❖ Information of all Sides of Culture

Contd..

- **For Organisational Barriers-**
 - ❖ Simple Organisational Structure
 - ❖ Avoiding Information Overload
 - ❖ Flexibility in Meeting Targets

FACTORS

Environmental

Technological

Organizational

Jargons

External Noise

Emotions

Distance

Personal Interests

Halo Effect

Misinterpretation

Fear

Stress

Status

Chain of command

Trust Issues

Negative Self Image