



Communication Skills : Barriers to Effective Communication

Mohan Dawar

Research Scholar

Department of English (Science & Humanities)

Kalaniketan Polytechnic College

Jabalpur (M.P.), [INDIA]

Email: mohandawar21@gmail.com

ABSTRACT

Communication (from Latin commūnis, meaning "to share"^[1]) is the act of conveying intended meaning from one entity or group to another through the use of mutually understood signs and semiotic rules. The basic steps of communication are the forming of communicative intend message composition, message encoding, transmission of single using a specific channel or medium, reception of signal, message decoding and finally interpretation of the message by the recipient.

Communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information. Effective communication is also a two-way street. It's not only how you convey a message so that it is received and understood by someone in exactly the way you intended, it's also how you listen to gain the full meaning of what's being said and to make the other person feel heard and understood.

More than just the words you use, effective communication combines a set of skills including nonverbal communication, engaged listening, managing stress in the moment, the ability to communicate assertively, and the capacity to recognize and understand your own emotions and those of the person you're communicating with.

Effective communication is the glue that helps you deepen your connections to others and improve teamwork, decision making, and problem solving. It enables you to communicate even negative or difficult messages without creating conflict or destroying trust.

While effective communication is a learned skill, it is more effective when it's spontaneous rather than formulaic. A speech that is read, for example, rarely has the same impact as a speech that's delivered (or appears to be delivered) spontaneously. Of course, it takes time and effort to develop these skills and become an effective communicator. The more effort and practice you put in, the more instinctive and spontaneous your communication skills.

Keywords:—*Communis effective, message, technology.*

I. INTRODUCTION

Without strong communication skills, it is almost impossible. Good communication skills are perhaps to make yourself understood, to understand others, or to persuade and influence effectively. This book, the first in a series on interpersonal skills from Skills You Need, aims to help you to develop your communication skills by focusing on getting the basics right: getting your message across clearly, and understanding others.

Introduction *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 is 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, managers in an organization face severe problems.

People often focus on what they should say, but effective communication is less about talking and more about listening. Listening well means not just understanding the words or the information being communicated, but also understanding the emotions the speaker is trying to communicate.

There's a big difference between engaged listening and simply hearing. When you really listen—when you're engaged with what's being said—you'll hear the subtle

II. BARRIERS TO EFFECTIVE COMMUNICATION

Intonations in someone's voice that tell you how that person is feeling and the emotions they're trying to communicate. When you're an engaged listener, not only will you better understand the other person, you'll also make that person feel heard and understood, which can help build a stronger, deeper connection between you.

By communicating in this way, you'll also experience a process that lowers stress and supports physical and emotional well-being. If the person you're talking to is calm, for example, listening in an engaged way will help to calm you, too. Similarly, if the person is agitated, you can help calm them by listening in an attentive way.

Effective Communication Skills

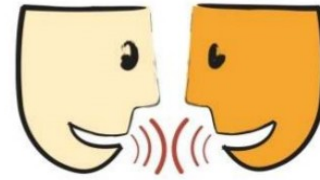


Figure 1: Training Store corporate training materials

There is always a possibility of misunderstanding the feeling of the sender of the message or getting a wrong meaning of it. The words, signs, and figures used in the communication are explained by the receiver in the light of his experience which creates doubtful situations. This happens because the information is not sent in simple language.

Because of the obscurity of language there is always a possibility of wrong interpretation of the message. This barrier is created because of the wrong choice of words, in civil words. Generally, it has been seen that the people working in an enterprise are connected with some special technical group who have their separate technical language. Their communication is not so simple as to be understood by everybody. Hence, technical language can be barrier in communication. When the communication is passed on with the help of body language and gestures, its misunderstanding of the message. For example, morning one's neck to a question does not indicate properly whether the meaning is 'Yes' or 'No'.

The important of communication depends on the mental condition of both the parties. A mentally disturbed party can be a hindrance in communication.

Sometimes the receiver of information tries to dig out meaning without much thinking at the time of receiving or ever before receiving information, which can be wrong.

When the receiver is preoccupied with some important work he/she does not listen to the message attentively. When a message is received by a person after it has passed through many people, generally it loses some of its truth.

Organizational structure greatly affects the capability of the employees as far as the communication is concerned. Organizational policies determine the relationship among all the persons working in the enterprise.

The above mentioned organizational barriers are important in themselves but there are some barriers which are directly connected with the sender and receiver. They are called personal barriers.



Figure 2: Different Types of Barriers

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). For example, a message that includes a lot of specialist jargon and abbreviations will not be understood by a receiver who is not familiar with the terminology used.

Regional colloquialisms and expressions may be misinterpreted or even considered offensive.

For example, if someone is stressed they may be preoccupied by personal concerns and not as receptive to the message as if they were not stressed.

Stress management is an important personal skill that affects our interpersonal relationships.

Anger is another example of a psychological barrier to communication, when we are angry it is easy to say things that we may later regret and also to misinterpret what others are saying.

More generally people with low self-esteem may be less assertive and therefore may not feel comfortable communicating—they may feel shy about saying how they really feel or read negative sub-texts into messages they hear.

Communication is generally easier over shorter distances as more communication channels are available and less technology is required. Although modern technology often serves to reduce the impact of physical barriers, the advantages and disadvantages of each communication channel should be understood so that an appropriate channel can be used to overcome the physical barriers.

Systematic barriers to communication may exist in structures and organizations where there are inefficient or inappropriate information systems and communication channels, or where there is a lack of understanding of the roles and responsibilities for communication. In such organizations, individuals may be unclear of their role in the communication process and therefore not know what is expected of them. Most of us desire to communicate effectively, but do not have a keen appreciation of the communication barriers to be faced. Because of these barriers, there is ample opportunity for something to go wrong in any communication. Competent

managers develop an awareness of the barriers and learn to cope with them.

How effectively do you, as a manager, communicate with your superiors, subordinates, and peers? Do you recognize the barriers to effective communication? Have you learned to cope with them? In the discussion that follows, the principal barriers to communicating effectively in today's working environment are identified, and proven techniques for coping with them are considered. We have examined the principal barriers to effective communication. We have seen all around us the problems resulting from the inability of people in today's working environment to penetrate these barriers.

REFERENCES:

- [1] Russell, N. Campbell (1967): The Language laboratory and Pronunciation Teaching. *Journal of English Language Teaching*. Vol. XXII Number 1- P.P. 148-155.
- [2] Sheela K.S. (2013): English Language in Relevance with Employability skills. *Research Journal of English and Literature*. Vol. 1. Issue.2 pp. 15-11.
- [3] Seetha Shikha (2013): Necessity of Soft Skills training for Students and Professionals. *International Journal of Engineering, Business and enterprises Applications*. Vol.4 Issue.2. pp.