

Measures to Overcome Barriers in Communication

Fastrack Revision

- ▶ **Barriers in Communication:** Communication is a vital life skill and developing it can benefit us in all aspects of life.
- ▶ It does not matter how good, well formed and well developed the communication system is; obstacles that hamper its effectiveness do occur within the communication system.
- ▶ The process of communication has many barriers. These barriers block, filter or distort the message as it is encoded and sent, as well as when it is decoded and received.

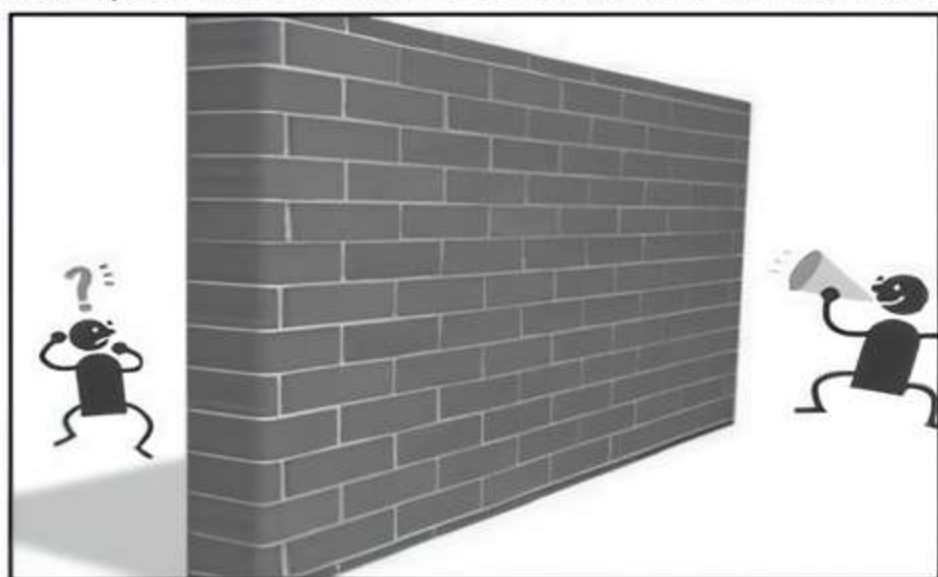
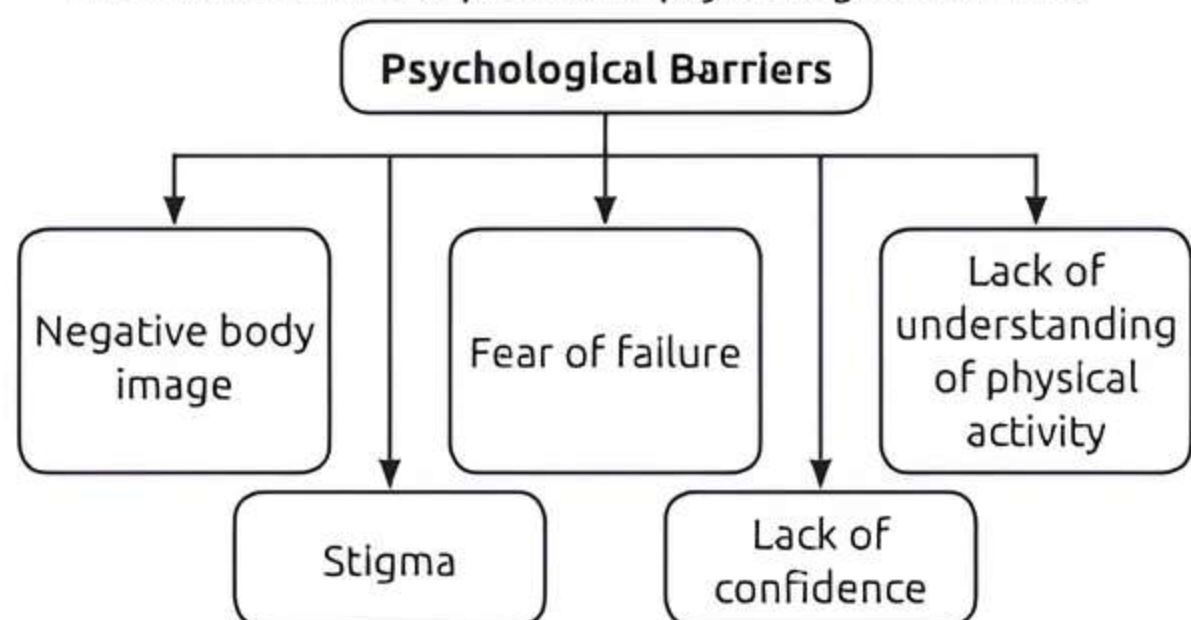


Fig. 1 Barriers

- ▶ **Types of Barriers:** There are various types of barriers that can impede a communication process:
 - ▶ **Linguistic Barriers:** Language is one of the main barriers that limits and hampers the effectiveness of communication. It is the most important tool of communication. Almost every area or region in the world has its own distinct language or dialect which may render communication ineffective.
 - ▶ **Psychological Barriers:** There are various mental and psychological issues that may be barriers to effective communication. The psychological state of the communicator as well as the receiver definitely influences how the message is sent, received and perceived.

Here is a chart to depict some psychological barriers.



- ▶ **Emotional Barriers:** The **Emotional Quotient (EQ)** of a person determines the comfort and ease with which they can communicate. A person who

is emotionally mature will be able to communicate more effectively. On the other hand, people who let their emotions take over will face certain difficulties. For example, when we are angry, it is easy to say things that we may regret later and also misinterpret what others are saying.

- ▶ **Physical Barriers:** Physical barriers such as noise, environment, surroundings, etc., are the most obvious barriers to effective communication. Messages may get blocked or misinterpreted due to the location or situation where the communication takes place. For example, if you have a meeting in a restaurant, the environment-ambience, loud music, large crowd, etc., can cause distractions or discomfort.
- ▶ **Cultural Barriers:** As a result of globalisation, we have people from several parts of the world working together. Different cultures have a different meaning for several basic values of society. Dressing, religion, thoughts, food, drinks, and the general behaviour are drastically different in one culture from another. Therefore, it is important that we take these different cultures into consideration while communicating. This is known as being culturally appropriate.
- ▶ **Attitudinal Barriers:** Some people like working alone, and remains to themselves. These people are introverts and not very social. Others like to be social or sometimes over friendly. Both these cases may become a barrier to communication. Attitude issues like ego and inconsiderate behaviour can also cause severe strains in the communication channels. Personality traits like shyness, anger and social anxiety may be worked upon and there are various courses and training available for the same. Whereas, traits such as egocentric behaviour and selfishness may not be correctable.
- ▶ **Perception Barriers:** Perception is understanding of the world around us. Everyone perceives the world in a unique way and interprets what has been perceived in yet another unique way. Same message can be interpreted differently by different people. Different people perceive the same things differently.
- ▶ **Physiological Barriers:** Certain disorders, diseases or other physical limitations may also hamper the effectiveness of communication between various channels. The shrillness of voice, dyslexia, hyperactivity or even headache are examples of physiological barriers to effective communication. However, these barriers are not critical as these can easily be compensated, removed, repaired and worked upon.
- ▶ **Technological Barriers:** Technology at all levels is developing at a very rapid rate and as a result, it becomes difficult to keep up with. Therefore,

sometimes technological advancement may become a barrier. Excessive use of electronic communications has also hindered our verbal skills and emotional intelligence.

- ▶ **Stereotyping and Prejudice as Barriers:** Stereotyping causes us to epitomise, or symbolise a person, a group, an event or a thing on oversimplified ideas, beliefs, or opinions. People, who believe are prejudiced, have difficulty in performing to the best of their ability. We are prejudiced when we start relating a person to someone else in the past. Prejudices like Basketball players are stereotyped as tall and young people are more energetic than the old, are common. Stereotyping can substitute our thinking, analysis and open-mindedness to a new situation. Stereotyping and prejudice is a barrier to communication when it causes people to act as if they already know the message that is coming from the sender or as if no message is necessary because 'everybody already knows.'
- ▶ **Measures to Overcome Barriers in Effective Communication:** To overcome the barriers in effective communication, one must keep the following things in mind:
 - ▶ Focus on clear pronunciation and slowing down your speech. Ensure and check that you have understood what is been said and that others have fully understood you. Watch the use of TLAs (Three Letter Abbreviations) and other organisational language that may not be understood by others. Avoid the use of local colloquialisms and jargons.
 - ▶ Have a positive attitude about communication. Defensive attitude interferes with communication.

Learn and practice accepting imperfections in yourself as well as others. Embrace individuality.

- ▶ Carefully choose your form of communication. A particular medium of communication which was useful earlier may be ineffective at times. When a message is complex and complicated or there is tension or conflict that needs to be resolved, switch to another medium.
- ▶ Simple relaxation techniques are likely enough to override anxiety and get you up on stage feeling confident. When you are still angry, you will likely have trouble processing logical statements.
- ▶ Though some physical barriers may need to be removed, but others can be compensated for and worked upon. One must communicate in an environment that is spacious, comfortable and relevant to what one talks about. Team meetings should be conducted in a room which is not too cold or neither too warm.
- ▶ The audience may make assumptions and presume about you or the situation. To get your message past these barriers, provide evidence to support your claims and enhance your credibility. Effective communication is possible only when we are aware of non-verbal aspects of interactions with others.
- ▶ To overcome prejudice and stereotyping as barrier to communication, educate people about the myths and have open discussions. Before starting your communication, highlight the key points. Ensure that people are following you throughout the communication process. Give new examples to retain their interest. Ask for feedback and take it seriously.



Practice Exercise



Multiple Choice Questions

- Q 1. Which of the following things may make the entire process of communication futile?
 - a. Noise and distraction
 - b. Wrong interpretation of the message and faulty channel/medium
 - c. Both a. and b.
 - d. None of the above
- Q 2. Which of the following situation can impede the process of communication?
 - a. Unwell sender or receiver
 - b. Loud music
 - c. Faulty channel
 - d. All of these
- Q 3. Which of these is not a common communication barrier?
 - a. Linguistic barrier
 - b. Interpersonal barrier
 - c. Financial barrier
 - d. Organisational barrier
- Q 4. Which of the following is an example of psychological barrier to communication?

- a. Foreign language
- b. Stress and anxiety
- c. Stereotyping
- d. Dyslexia

- Q 5. Which of the following acts as a physical barrier to communication?
 - a. Loud music
 - b. Huge gathering in small area
 - c. Both of the above
 - d. None of the above
- Q 6. The shrillness of voice, dyslexia, hyperactivity or headache are examples of
 - a. Attitudinal barriers
 - b. Perception barriers
 - c. Physiological barriers
 - d. Technological barriers
- Q 7. Excessive use of has hindered our verbal skills and emotional intelligence.
 - a. Relaxation techniques
 - b. Logical statements
 - c. Electronic communications
 - d. Open discussions
- Q 8. Which of these are ways to overcome communication barriers?
 - a. Respecting each other's differences
 - b. Using a translator
 - c. Not communicating at all
 - d. Both a. and b.



Fill in the Blanks Type Questions ↘

- Q 9. As long as both the receiver and the sender speak, write, read and understand the same language, there is
- Q 10. A perfect blend of is necessary for effective communication.
- Q 11. The of a person determines the comfort and ease with which they can communicate.
- Q 12. causes us to symbolise a person, a group, an event or a thing on oversimplified ideas, beliefs or opinions.
- Q 13. One must avoid the use of local
- Q 14. are enough to override anxiety.

Assertion & Reason Type Questions ↘

Directions (Q. Nos. 15-20): In the questions given below, there are two statements marked as Assertion (A) and Reason (R). Read the statements and choose the correct option.

- a. Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A).
b. Both Assertion (A) and Reason (R) are true, but Reason (R) is not correct explanation of Assertion (A).
c. Assertion (A) is true, but Reason (R) is false.
d. Assertion (A) is false, but Reason (R) is true.
- Q 15. **Assertion (A):** The process of communication has many barriers. These barriers block, filter or distort the message as it is encoded and sent, as well as when it is decoded and received.
Reason (R): Language is one of the main barriers that limits and hampers the effectiveness of communication.
- Q 16. **Assertion (A):** Almost every area or region in the world has its own distinct language or dialect which may render communication ineffective.
Reason (R): It does not matter how good, well-formed and well developed the communication system is; obstacles that hamper its effectiveness do occur within the communication system.
- Q 17. **Assertion (A):** There are various mental and psychological issues that may be barriers to effective communication. The psychological state of the communicator as well as the receiver definitely influences how the message is sent, received and perceived.
Reason (R): The physical barrier of a person determines the comfort and ease with which they can communicate. A person who is emotionally mature will be able to communicate more effectively.

- Q 18. **Assertion (A):** Physical barriers such as noise, environment, surroundings, etc., are the most obvious barriers to effective communication. Messages may get blocked or misinterpreted due to the location or situation where the communication takes place.
Reason (R): As a result of globalisation, we have people from several parts of the world working together. Different cultures have a different meaning for several basic values of society.
- Q 19. **Assertion (A):** Cultural Barriers is understanding of the world around us. Everyone perceives the world in a unique way and interprets what has been perceived in yet another unique way. Same message can be interpreted differently by different people. Different people perceive the same things differently.
Reason (R): Stereotyping can substitute our thinking, analysis and open-mindedness to a new situation.
- Q 20. **Assertion (A):** Technology at all levels is developing at a very rapid rate and as a result, it becomes difficult to keep up with. Therefore, sometimes technological advancement may become a barrier.
Reason (R): Prejudice causes us to epitomise, or symbolise a person, a group, an event or a thing on oversimplified ideas, beliefs, or opinions.

Answers

1. (c) 2. (d) 3. (b) 4. (b) 5. (c)
6. (c) 7. (c) 8. (d)
9. direct communication
10. emotions and facts
11. emotional quotient 12. Stereotyping
13. colloquialisms and jargons
14. Simple relaxation techniques
15. (b) 16. (b) 17. (c) 18. (b) 19. (d)
20. (c)

Very Short Answer Type Questions ↘

- Q 1. Why is it important to study the process of communication?
Ans. Communication is a vital life skill and developing it can benefit us in all aspects of life, both professional and social. Moreover, good communication skills are very important for overall development and success.
- Q 2. What do you understand by barriers to communication?
Ans. Barriers to communication means complete clarity of the meaning and understanding does not occur. The intended communique will often be disturbed and twisted leading to a condition of misunderstanding and will make the entire process of communication futile.

Q 3. Write the names of any four different types of barriers to effective communication.

Ans. The names of any four different types of barriers to effective communication are as follows:

- (i) Linguistic barriers
- (ii) Emotional barriers
- (iii) Physical barriers
- (iv) Cultural barriers

Q 4. Name some of the psychological barriers which can mislead the process of communication.

Ans. Some psychological barriers which can mislead the process of communication are:

- (i) Negative Body Image
- (ii) Stigma
- (iii) Fear of failure
- (iv) Lack of confidence
- (v) Lack of understanding of physical activity

Q 5. How do emotions hamper the process of communication?

Ans. A person who is emotionally not mature will not be able to communicate more effectively. People who let their emotions take over will face certain difficulties. Emotions like anger, frustration, humour, sadness, etc. may blur the decision-making capabilities of a human being.

Q 6. How physical barriers to communication may be avoided?

Ans. Physical barriers such as noise, environment, surrounding, etc. are the most obvious barriers to effective communication.

So by taking care of these things, physical barriers to communication may be avoided.

Q 7. Why is it important to have a right attitude for effective communication?

Ans. Attitude issues like ego and inconsiderate behaviour and also the personality traits like shyness, anger and social anxiety can cause a barrier to communicate. Thus, having a right attitude for effective communication is really very important.

Q 8. Write some examples of physiological barriers.

Ans. The shrillness of voice, dyslexia, hyperactivity or even headache are examples of physiological barriers to effective communication.

Q 9. Define the term shrillness.

Ans. The quality of being loud and high and unpleasant or painful to listen to is known as shrillness.

Q 10. Explain the term Dyslexia.

Ans. Dyslexia is defined as a learning disorder that involves difficulty in reading due to problems in identifying speech sounds and learning how they relate to letters and words.

Q 11. How language as barrier to communication, may be avoided?

Ans. It is the responsibility of the sender to ensure that the message reaches the receiver in the language that they understand. As long as both the receiver and the sender speak, write, read and understand the same language, there is direct and clear communication.

Q 12. Write any two measures to overcome barriers in effective communication.

Ans. The measures to overcome barriers in effective communication are:

- (i) A positive attitude must be there about communication as defensive attitude interferes with communication.
- (ii) There should be a focus on clear pronunciation and slowing down of speech.

Short Answer Type Questions ↘

Q 1. How do the barriers to communication affect the process of communication?

Ans. Barriers can damage the clarity and the meaning of the message. The intended communicate will often be disturbed and twisted leading to a condition of misunderstanding and will make the entire process of communication futile. These barriers can block, filter, or distort the message as it is encoded and sent, as well as when it is decoded and received.

Q 2. What is the importance of language in the process of communication?

Ans. Language is the most important tool of communication. It is the basic and the vital element which makes the process of communication possible. It helps us to learn and transmit knowledge and express feelings, ideas and emotions to others. Language is the key to the social lives of humans. We can use it as an instrument to transfer communication among people.

Q 3. What do you understand by Linguistic Barrier?

Ans. Language is one of the main barriers that limits and hampers the effectiveness of communication. It is the most important tool of communication. Almost every area or region in the world has its own distinct language or dialect which may render communication ineffective.

Q 4. Explain Psychological Barriers.

Ans. There are various mental and psychological issues that may be barriers to effective communication. The psychological state of the communicator as well as the receiver definitely influences how the message is sent, received and perceived. Some people may have a stage fear, speech disorders, phobia, depression, stress, etc. All these conditions are very difficult to manage sometimes and will surely limit the ease of communication.



TIP

Mention the complete explanation of psychological barriers and not only its definition.



Q 5. What do you understand by the term EQ in communication?

Ans. EQ stands for Emotional Quotient.

The Emotional Quotient (EQ) of a person determines the comfort and ease with which they can communicate. A person who is emotionally mature will be able to communicate more effectively. On the other hand, people who let their emotions take over will face certain difficulties. For example, when we are angry, it is easy to say things that we may regret later and also misinterpret what others are saying.

Q 6. Explain Cultural Barriers.

Ans. As a result of globalisation, we have people from several parts of the world working together. Different cultures have a different meaning for several basic values of society. Dressing, religion, thoughts, food, drinks, and the general behaviour is drastically different in one culture from another. Therefore, it is important that we take these different cultures into consideration while communicating. This is known as being culturally appropriate.

Q 7. Explain Physical Barriers to the effective communication.

Ans. Physical barriers such as noise, environment, surroundings, etc., are the most obvious barriers to effective communication. Messages may get blocked or misinterpreted due to the location or situation where the communication takes place. For example, if we have a meeting in a restaurant, the environment-ambience, loud music, large crowd, etc., can cause distractions or discomfort.

Q 8. What do you mean by Perception Barrier?

Ans. Perception is understanding of the world around us. Everyone perceives the world in a unique way and interprets what has been perceived in yet another unique way. Same message can be interpreted differently by different people. Different people perceive the same things differently. So, anything that prevents us from making accurate perceptions is called perception barrier.

Q 9. Write a note on Physiological Barrier.

Ans. Certain disorders, diseases or other physical limitations may also hamper the effectiveness of communication between various channels. The shrillness of voice, dyslexia, hyperactivity or even headache are examples of physiological barriers to effective communication. However, these barriers are not critical as these can easily be compensated, removed, repaired and worked upon.

Q 10. Explain the term Technological Barrier.

Ans. Technology at all levels is developing at a very rapid rate and as a result, it becomes difficult to

keep up with. Therefore, sometimes technological advancement may become a barrier. Excessive use of electronic communications has also hindered our verbal skills and emotional intelligence.

Q 11. How can we overcome prejudice and stereotyping as barrier to communication?

Ans. We can overcome prejudice and stereotyping as barrier to communication by following ways:

- (i) Educate people about the myths and have open discussions.
- (ii) Before starting the communication, highlight the key points.
- (iii) Ensure that people are following us throughout the communication process.
- (iv) Give new examples to retain their interest. Ask for feedback and take it seriously.

Q 12. How do stereotyping and prejudice affect the process of communication?

Ans. Stereotyping causes us to epitomise, or symbolise a person, a group, an event or a thing on oversimplified ideas, beliefs, or opinions. People, who believe are prejudiced, have difficulty in performing to the best of their ability. We are prejudiced when we start relating a person to someone else in the past. Prejudices like Basketball players are stereotyped as tall and young people are more energetic than the old, are common. Stereotyping can substitute our thinking, analysis and open-mindedness to a new situation.

Q 13. What do you mean by Interpersonal Barriers?

Ans. Barriers to interpersonal communication occur when the sender's message is received differently from how it was intended. It is also very difficult to communicate with someone who is not willing to talk or express their feelings and views. Stage fear, lack of will to communicate, personal differences can create interpersonal barriers to communication.

Q 14. Enlist how we can avoid or overcome the barriers to communication.

Ans. To overcome the barriers in effective communication, we should keep the following things in mind.

- (i) Focus on clear pronunciation and slowing down our speech. Ensure and check that we have understood what is been said and that others have fully understood us.
- (ii) Practice reflective listening to check our own understanding and use open-ended questions to check other people's understanding.
- (iii) Have a positive attitude about communication. Defensive attitude interferes with communication.
- (iv) Learn and practice accepting imperfections in ourself as well as others. Embrace individuality.



Chapter Test

Multiple Choice Questions

- Q 1. Which is the most important tool of communication?
a. Communication channel
b. Language
c. Sender
d. Receiver
- Q 2. Which of the following things should be kept in mind to avoid Linguistic barrier in communication?
a. Clear pronunciation
b. Using colloquialisms
c. Maximum usage of jargons
d. All of the above
- Q 3. Which of the following is the most common barrier to communication?
a. Psychological state of a person
b. Language
c. Perception
d. Technology
- Q 4. As long as both the receiver and the sender speak, write, read and understand the same language, there is
- a. simple communication
b. indirect communication
c. direct communication
d. None of the above
- Q 5. One must avoid the use of local
- a. colloquialisms b. jargons
c. Both a and b d. None of these

Fill in the Blank type Questions

- Q 6. The of a person determines the comfort and ease with which they can communicate.
- Q 7. causes us to symbolise a person, a group, an event or a thing on oversimplified ideas, beliefs or opinions.
- Q 8. Same message can be interpreted by different people.

Assertion and Reason Type Questions

Directions (Q. Nos. 9-11): In the questions given below, there are two statements marked as Assertion (A) and Reason (R). Read the statements and choose the correct option.

- a. Both Assertion (A) and Reason (R) are true and Reason (R) is the correct explanation of Assertion (A)

- b. Both Assertion (A) and Reason (R) are true, but Reason (R) is not the correct explanation of Assertion (A)
c. Assertion (A) is true, but Reason (R) is false
d. Assertion (A) is false, but Reason (R) is true

Q 9. Assertion (A): Technology at all levels is developing at a very rapid rate and as a result, it becomes difficult to keep up with. Therefore, sometimes technological advancement may become a barrier.

Reason (R): Prejudice causes us to epitomise, or symbolise a person, a group, an event or a thing on oversimplified ideas, beliefs, or opinions.

Q 10. Assertion (A): There are various mental and psychological issues that may be barriers to effective communication. The psychological state of the communicator as well as the receiver definitely influences how the message is sent, received and perceived.

Reason (R): The physical barrier of a person determines the comfort and ease with which they can communicate. A person who is emotionally mature will be able to communicate more effectively.

Q 11. Assertion (A): Cultural Barriers is understanding of the world around us. Everyone perceives the world in a unique way and interprets what has been perceived in yet another unique way. Same message can be interpreted differently by different people. Different people perceive the same things differently.

Reason (R): Stereotyping can substitute our thinking, analysis and open-mindedness to a new situation.

Very Short Answer Type Questions

- Q 12. What do you understand by barriers to communication?
- Q 13. Explain the term Dyslexia.
- Q 14. How do emotions hamper the process of communication?
- Q 15. Why is it important to have a right attitude for effective communication?

Short Answer Type Questions

- Q 16. How can we overcome prejudice and stereotyping as barrier to communication?
- Q 17. Enlist how we can avoid or overcome the barriers to communication.