OVERCOMING COMMUNICATION BARRIERS

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Communication Process Model

**FIGURE 1-1**

The Communication Process Model

- **Sender**
  - Selects Channel & Transmits Message
  - Encodes Message
  - Decodes Message

- **Interferences**

- **Receiver**
  - Decodes Message
  - Encodes Message
  - Selects Channel & Transmits Message
Functions of Communication

- Control
- Motivation
- Emotional Expression
- Information
Identification of Communication Barriers

- Interpersonal communication barriers
- Organizational communication barriers
Organizational Communication

- Structure should facilitate, not hinder
- Manage information flow
- Climate influences
- Intergroup interactions, barriers
- Use grapevine
Assessment of Communication Barriers

- Individual assessments
- Team assessments
Barriers to Effective Communication

- Filtering
- Selective Perception
- Emotions
- Language
Learning and Performance Barriers

- Tampering
- Defensive routines
- Getting stuck in the past
- Performance whitewashing
Communication Process Barriers

- Differences in education level, experience, and culture.
- Physical issues, such as noise or room temperature.
- Mental distractions, such as developing a response instead of listening.
Barriers to Active Listening

- Environmental barriers
- Physiological barriers
- Psychological barriers

- Selective Listening
- Negative Listening Attitudes
- Personal Reactions
- Poor Motivation
Communication Channels

- **Upward Communication** is management **to** employees.

- **Downward communication** is management **from** employees.
Typical Channels in Business Communication

**TWO-WAY, FACE-TO-FACE**

**Examples:** Informal conversations, interviews, oral presentations, speeches, and videoconferences

**Advantages:** Instant feedback, nonverbal signals, personal connection

**Special considerations:** Usually appropriate for conveying sensitive or unpleasant news

**TWO-WAY, NOT FACE-TO-FACE**

**Examples:** Telephone conversations, text messages, online chats

**Advantages:** Instant feedback, real-time connection

**Special considerations:** Lacks nonverbal elements, so verbal message must be especially clear

**ONE-WAY, NOT FACE-TO-FACE**

**Examples:** Letters, memos, reports, and electronic communications including email, fax, voice mail, and web page information

**Advantages:** Message considered more permanent and official

**Special considerations:** Lacks both nonverbal elements and instant feedback, so possible confusion must be anticipated and prevented
Intercultural and Intergroup Communication

- Occurs when either party in a social interaction defines self or other in terms of group memberships.

- Occurs when the transmission or reception of messages is influenced by the group memberships of the individuals involved.
Factors Influencing Intercultural and Intergroup Communication

- Cultural patterns and communication
- Intercultural conflict styles
- Intercultural norms
- Language attitudes in intergroup contexts
Transforming Barriers into Opportunities for Improved Learning and Performance

- stretch the carrier along the inverse continuum;
- create a learning & performance constellation;
- develop action steps;
- shift trip-wire barriers and the patterns that sustain barriers.
Overcoming the Barriers

- Taking the receiver more seriously
- Thinking more clearly about the message
- Delivering messages skilfully
  - Focusing on the receiver
  - Using multiple channels and encoding
  - Securing appropriate feedback
References


