

Chapter17

Barriers to communication

Overviews

1. How communication barriers arise
2. The problems of ineffective communication
3. How communication barriers can be removed.

1. How communication barriers arise

Communication barrier: obstacles that prevent effective communication between the sender and receiver. Communication barriers are the factors that stop effective communication of messages

Deployment : moving someone or something to a different place or job

| Barrier | Description |
|-----------------------------|--|
| 1.Lack of clarity | <ul style="list-style-type: none">• Poor written and expressed message• Languages are too difficult to understand.• Senders might speak too fast or unclear. |
| 2.Technology breakdown | <ul style="list-style-type: none">• Emails cannot be sent• Weak signal |
| 3.Poor communication skills | <ul style="list-style-type: none">• Some people have limited vocabulary.• Some listeners lose concentration. |
| 4.Jargon | <ul style="list-style-type: none">• Jargon is vocabulary that is used and understood by a specific group of people. |
| 5.Distraction | <ul style="list-style-type: none">• E.g. noise, stress |
| 6.Business culture | <ul style="list-style-type: none">• Lack of communication• Fail to inform employees about important events |
| 7.Long chain of command | <ul style="list-style-type: none">• Slow decision• Unclear and inaccurate in communication |

| | |
|---|--|
| <p>8.Using the wrong medium</p> | <ul style="list-style-type: none"> • Using inappropriate medium • Confidential information - should be secured by letter • Sensitive information - face to face • Job offer - letter • Immediate feedback required - verbal |
| <p>9.Different countries, languages and cultures</p> | <ul style="list-style-type: none"> • Different time zone • Delay response • It is difficult for video call |

2. Good communication

1. Not too much information
2. Clear and precise languages
3. Delivered at a reasonable pace
4. Proper method of communication
5. Relevant information

3. Problems of ineffective communication in business

1. Low motivation
2. Disengaged workers
3. Conflicts
4. Mistakes
5. injuries

How can barriers to communication be removed?

1. **recruitment**
 - Recruiting staff with good communication skills and written skills.
2. **training**
 - Staff can be trained to improve verbal communication skills to deal with customers.
3. **Written communication**
 - Providing templates in IT systems for letters to customers, suppliers and other receivers.
4. **Technology**

- Repairing or replacing equipment.
 - Training staff about new technology and new system
5. **Chain of command**
- Removing some level in the organisation
6. **Social events**
- Social events can improve internal communication as workers in different departments get to know each other.
7. **Culture change**
- Providing larger and more open work spaces.
 - Encouraging upward communication.

