

## COMMUNICATION SKILLS & COMMUNICATION BARRIERS FOR ACADEMIC EXCELLENCE AND CAREER DEVELOPMENT

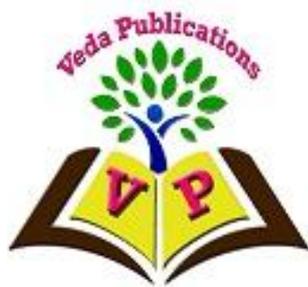
M.Shantaiah

*(Lecturer in English, SML GOVT. Degree College, Yemmiganur, Kurnool Dist)*

### ABSTRACT

Communication is complete and perfect when the receiver understands the message in the same sense and spirit as the communicator intends to convey, here, idea and information reached to and responded by receiver remain unaltered and distorted. But practically it has been noticed that such perfect and complete communication does not take place because of certain obstacles or other factors known as "communication barriers". There are a lot of causes of misunderstanding and misinterpretations of the message communicated. Problems or breakdowns may arise at any level of communication process. If the language used is very poor, there could be a breakdown in communication. Distraction (Inadequate attention) during the delivery of message leads to misunderstanding or partial understanding of the message. Failure to give immediate feedback may lead to misunderstandings. Physical barriers to the transmission of messages include background noise, facing the wrong way, talking too softly and physical distance. Typographical errors and poor or illegible print cause problems in written communication. Loss of hearing and various mental disorders can hamper communication. Fear and anxiety associated with communication known as 'communication apprehension' often acts as a barrier. Lack of interest in the topic or clash of interests might make the use of language less persuasive.

**Keywords:** *Communication, Barriers, Misunderstanding.*





Communication is complete and perfect when the receiver understands the message in the same sense and spirit as the communicator intends to convey, here an idea, and information reached to and responded by receiver remain unaltered and distorted. But practically it has been noticed that such perfect and complete communication does not take place because of certain obstacles or other factors known as "Communication barriers", there are a lot of causes of misunderstanding and misrepresentations of message communicated. As the process of communication involves a sender, channels and receiver, the problem of communication usually lies with either one or more of them.

Barriers or breakdowns arise may arise at any of the following levels

(a)The senders level in

(i)Formulating/organizing thought, ideas, message

(ii) Encoding the message.

(b)The receivers level in

(i)Receiving the messages;

(ii)Decoding the received message.

(iii)Understanding/ interpreting the message

(c)Transmission level where the noise occurs

(d)The Feedback/ reaction level that is a necessary condition of the completion of the process.

Some of the principal barriers to communication are :

1. Physical barriers :( noise)
2. Semantic of Language barriers
3. Socio-psychological barriers
4. Socio cultural barriers
5. Poor feedback
6. Poor listening skills
7. Non-verbal communication

#### PHYSICAL BARRIERS

**Noise:** Noise is any interference that occurs between the commuters, i.e., the sender of the message, and the receiver, Noise appears in many forms – it can be distractions due to the pictures on the wall, a ringing telephone, and traffic outside a building or people having a conversation close by. In written forms of communication it can be the inclusion of irrelevant material or unsystematic approach to the topic. Late arrival of employees is an example for the visual

noise. Defects in Medium of communication. In any situation, one medium may work better than another, although sometimes a combination of media will be the most useful. Mechanical breakdowns in network piling up tasks due to improper time management, excess number of people assigned for same task, time and distance are other physical barriers.

Physical distractions are the physical things that can get in the way of the communication process. A basic physical distraction can be environment-- the room may be too hot or too cold, or chairs can be uncomfortable. When departments of an organization are geographically separate, quick, face-to-face communication becomes much more difficult. In global organizations, the time difference between colleagues in other continents can be a key communication barrier.

#### II. SEMANTIC AND LANGUAGE BARRIERS

The language chosen is a vital to effective communication. Using exclusionary language such as jargon, slang and abbreviations can be a major obstacle in the communication process. Similarly, the level of language use must be chosen carefully. The level of education and knowledge of the intended audience must be considered, as must their social and cultural background.

#### INTERPRETATION OF WORDS

Most of the communication is carried on through words, whether spoken or written. But words are capable of communicating a variety of meanings. It is quite possible that the receiver of it message does not assign the same meaning to a word as the transmitter had intended. This may lead to miscommunication.

#### SOCIO – PSYCHOLOGICAL BARRIERS

The attitude of both the sender and the receiver can act as an obstacle in the communication process. Factors here include: respect, culture and assumptions based on personal bias or stereotyping. Lack of empathy between the communicators can create a barrier as this entails putting aside preconceptions and prejudices. The relationship between the sender and the receiver is also important – if the relationship is good, communication automatically has a better chance for success. Another key factor here is emotionality e.g.,



if the speaker or the listener feels very strongly about a certain subject, this will influence the communication process.

#### **SOCIO – CULTURAL BARRIERS**

Socio – Cultural barriers influence interpersonal relationships and communication. Class conflicts, Caste divides, cross cultural differences, Socio – Cultural codes, and conducts are some of the socio – cultural barriers.

#### **POOR FEEDBACK**

Feedback is the receiver sending back the message to the sender as they have perceived it. It is reaction and without this, it is impossible for sender to know if the receiver has accepted and understood the message. It can occur in a number of ways; people can be asked to repeat what they have said, or non-verbal communication such as a frown or a nod can provide valuable feedback to the sender. Feedback is especially important to help clarify muddled messages.

#### **POOR LISTENING SKILLS**

Barriers to communication here include not paying attention or daydreaming. So some or all of the message gets lost in the communication process.

#### **NON-VERBAL COMMUNICATION**

About 55% of the meaning of a message is communicated through non-verbal interaction. This includes posture, gestures, facial expression, tone and pitch of voice, style of dress, eye gaze and proximity (personal space). However, non-verbal cues can be ambiguous and their meaning can vary with respect to culture, context and intention. Random gestures can be interpreted to have some significance when none was intended. Style of dress can also have a huge influence on non-verbal communication as this can affect people's perceptions and stereotypes.

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