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COMMUNICATION SKILLS

UNIT 1

TOPIC :

- **Barriers to communication** : Physiological Barriers, Physical Barriers, Cultural Barriers, Language Barriers, Gender Barriers, Interpersonal Barriers, Psychological Barriers, Emotional barriers



Barriers to Communication

- Barriers to communication are any obstacles, hindrances, or conditions that interfere with the effective exchange of information between the sender and the receiver in the communication process. These barriers disrupt the flow of messages, leading to misunderstanding, confusion, distortion of information, or complete failure of communication.
- Barriers can be of various types—physical, psychological, physiological, semantic (language-related), or cultural—and may arise from either the sender, the receiver, the environment, or the message itself.

Barriers of Communication



1. Physiological Barriers

→ These are related to physical or biological conditions of either the sender or the receiver that affect communication.

Examples

- Hearing loss
- Visual impairment
- Speech disorders
- Fatigue or illness (e.g., if someone is sick or exhausted, they may not listen properly)

Impact

- ▲ They reduce the ability to receive, process, or express messages effectively.

2. Physical Barriers

→ These are external environmental barriers that interfere with the transmission or reception of a message.

Examples

- Noise (traffic, machinery)
- Physical distance (long distance without proper communication tools)
- Poor lighting or ventilation
- Faulty communication devices (like a bad phone connection)

Impact

- ▲ They make it difficult for the message to be seen, heard, or understood clearly.

3. Cultural Barriers

→ These arise when individuals from different cultural backgrounds communicate with one another.

Examples

- Different customs, traditions, or social norms
- Varying beliefs or religious values
- Different ways of expressing emotions

Impact

- ▲ The message may be interpreted differently due to cultural differences, causing offense or misunderstanding.

4. Language Barriers

→ This barrier occurs when the sender and receiver do not share a common language or understanding of terms.

Examples

- Using technical jargon with a layperson
- Speaking in a different language
- Use of slang, idioms, or abbreviations

Impact

- ▲ The receiver may misinterpret or not understand the message at all.

5. Gender Barriers

→ These arise due to differences in communication styles between genders, shaped by social, cultural, or psychological factors.

Examples

- Men may prefer direct communication, while women may use more expressive styles.
- Misinterpretation of tone or body language between genders

Impact

- ▲ It may result in miscommunication, assumptions, or bias during interaction.

6. Interpersonal Barriers

→ These barriers are caused by poor relationship or lack of trust between sender and receiver.

Examples

- Lack of mutual respect

- Ego clashes
- Prejudices or stereotypes
- Poor listening skills

Impact

- ▲ It leads to lack of open and honest communication, causing misunderstandings or avoidance.

7. Psychological Barriers

→ These are related to the mental and emotional state of the sender or receiver, affecting how messages are sent and received.

Examples

- Stress
- Anxiety
- Low self-esteem
- Fear of criticism

Impact

- ▲ These conditions distort perception and understanding of the message.

8. Emotional Barriers

→ When a person's emotions interfere with communication, it is called an emotional barrier.

Examples

- Anger
- Sadness
- Over-excitement
- Personal conflict with the communicator

Impact

- ▲ Strong emotions prevent rational listening and responding, leading to poor communication.

Type of Barrier	Key Cause	Effect on Communication
Physiological Barriers	Health or body-related issues	Message may be misunderstood or unheard
Physical Barriers	Environmental conditions	Message delivery is disrupted
Cultural Barriers	Differences in cultural norms	Misunderstanding due to misinterpretation
Language Barriers	Different or complex language	Misinterpretation or failure to understand
Gender Barriers	Gender-based style differences	Offense or misunderstanding
Interpersonal Barriers	Poor relationship or trust issues	Avoidance or rejection of communication
Psychological Barriers	Mental state and attitude	Affects listening and response
Emotional Barriers	Overpowering feelings	Distorts thinking and response

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