

E4-E5 (MANAGEMENT)

Barriers to communication

WELCOME

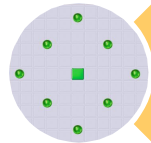
- This is a presentation for the E4-E5 Management Module for the Topic: barriers to communication
- Eligibility: Those who have got the Up-gradation to from E4 to E5 management
- This presentation is last updated on 15-3-2011.
- You can also visit the Digital library of BSNL to see this topic.

AGENDA

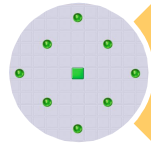
By the end of this session, participant will be able to:

- Define Communication
- List various methods of communication at workplace
- Explain modes of communication
- Understand barriers to communication
- Understand ways to Facilitate better communication

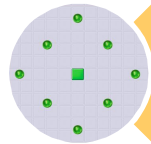
Discussion points:



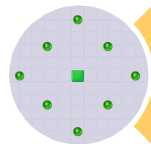
Definition and Principles of Communication



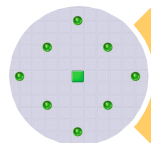
Methods of communication at Workplace



Modes of communication



Barriers to communication



Ways to Facilitate better communication

Introduction

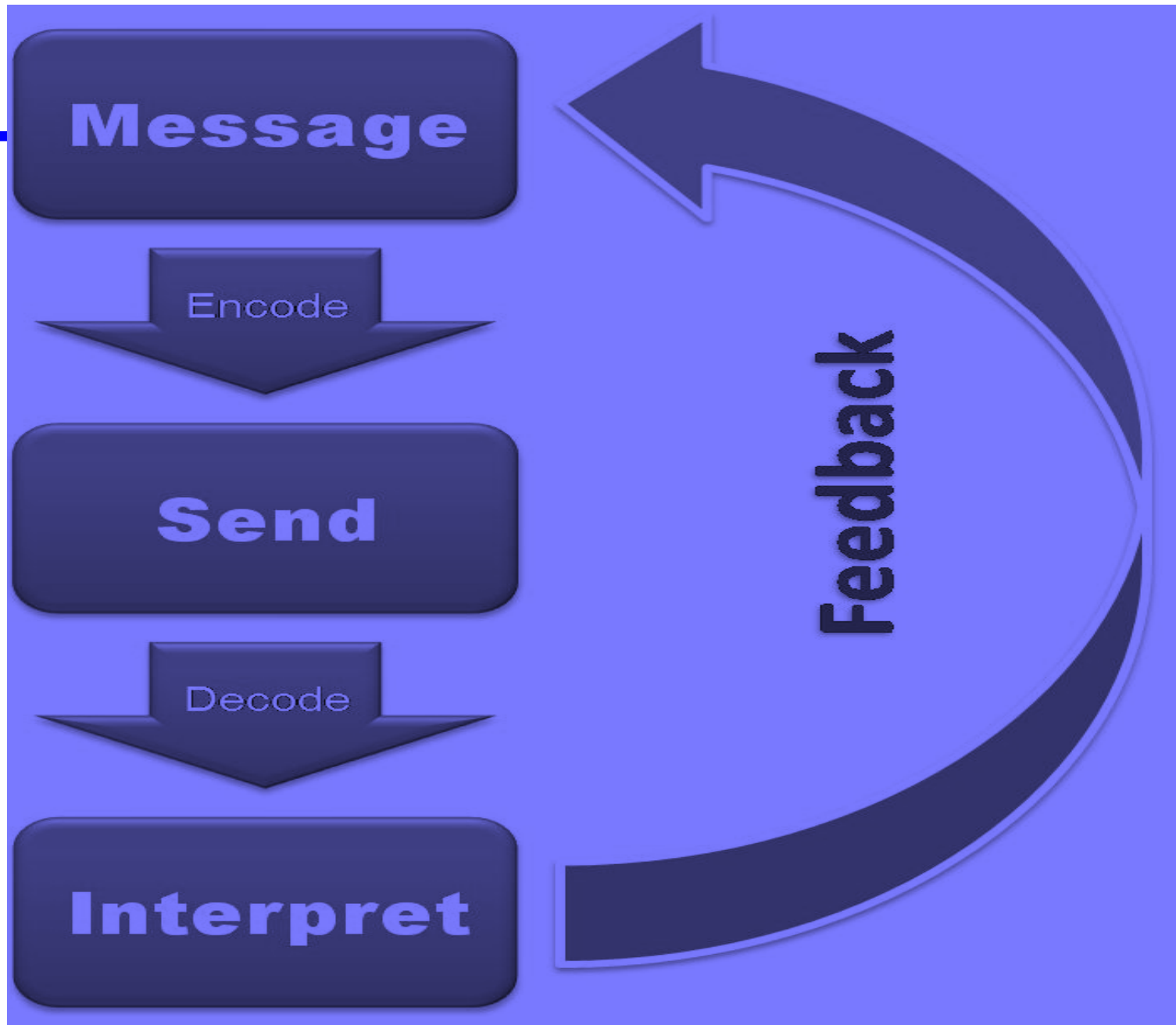
- A Presentation is a fast and potentially effective method of getting things done through other people.
- IT is a formal method for seeking approvals, bringing people together to plan, monitor and review its progress etc.
- Presentation skills are more related to the oral presentation made by managers.

COMMUNICATION

- The process of sharing of information, ideas and feelings in a mood of mutuality to make it a common possession
- Contributes to the building and operations of teams
- Promote conducive working environment.

Physical attributes

- Office setup should give a professional look
- Files need to be in good shape, properly tagged, note sheets & papers maintained as per norms
- Proper flags as required
- Support file board in good shape
- Proper bindings
 - Spiral binding (single & double)
 - Strip binding
 - Saddle stitch
 - Perfect binding
- Proper format for letter typing



Oral presentations

- Staff needs to be motivated and inspired to undertaking the tasks.
- Senior management should be impressed by your skill and ability so that they provide the resources.
- It initiates discussion, present the problems and at least to establish who amongst the audience could provide valuable input to your decision making.
- Presentations can be fun.

Methods of Communication

- Person to Person
 - Face to face, phone call
- In small groups
 - In group discussions
- In a meeting
 - Presenting, negotiating
- Mass media
 - Addressing the public,
Radio/ TV telecast,
Through Press
- Others
 - Training, Teaching

Objectives of Communication

The single most important observation is that the objective of communication is not the transmission but the reception. The whole preparation, presentation and content of a speech must therefore be geared not to the speaker but to the audience.

Verbal Communication

- ❖ Message send by speaking to an individual, a team or a group
- ❖ Expression should be clear so that the receiver (other person) understands the message
- ❖ Main purpose – **Proper understanding** by others
- ❖ Involves exchange of facts and thoughts

MODES OF COMMUNICATION

- 1.SPEAKING

LISTENING

- 2.VISUALISING

OBSERVING

- 3.WRITING

READING

Steps in Preparing for Presentation

- Formulate your Objectives
- Identify the Audience
- Structure
- Sequential Argument
- Hierarchical Decomposition
- Question Orientated
- Pyramid
- The Stuffed Sandwich

Non-verbal Communication (6 types)

- Body language
- Physical appearance
- Voice
- Space
- Environment
- Time

Non-verbal Communication

-examples

- Yawn
- Tears
- Frown
- Crossing arms
- Averting eyes

Modes of communication

Writing

- Provides a permanent record
- Receiver can understand at his own pace
- More authority
- Can be edited and corrected before communicated.
- Irrespective of distance
- Can be cheaper

Modes of communication

Forms of Written Communication

- Letters,
- Memos,
- Email,
- Minutes of meetings,
- Reports,
- Instructions,
- Diagrams, Maps, Pictorial Aids etc.

Modes of communication

- Listening: *some facts*
 - A typical speaker says about **125** words per minute.
 - A typical listener can receive **400-600** words per minute.

About 75% of listening time is free!

Communication at Workplace

- ❑ With subordinates, peers or managers
- ❑ People with different skills.
- ❑ Individual or with group
- ❑ Internal communication –
 - *Between Management And Employees*
 - *An employee and a supervisor understand each other and are more effective at the workplace*

Communication and teamwork

The performance of organization suffers due to:

- ☹ Lack of communication within a group and among groups
- ☹ Effective communication isn't existing
- ☹ The teams don't function like cohesive groups
- ☹ Results as desired are not arrived at
- ☹ More time is required to get things done

Communication barriers

- ☹️ MUDDLED MESSAGES: Unclear messages
- ☹️ STEREOTYPING: "everybody already knows."
- ☹️ WRONG CHANNEL:
- ☹️ LANGUAGE OR SEMANTIC BARRIERS
- ☹️ LACK OF FEEDBACK
- ☹️ INTERRUPTIONS
- ☹️ PHYSICAL DISTRACTIONS

Communication barriers

- ☹️ EXPECTATIONS
- ☹️ RISKING: Communicating authentically takes a degree of risk
- ☹️ AVOIDANCE: Avoidance is present when a person feels unsafe or is unsure of his safety
- ☹️ FIXING: Fixing is often trying to get the others to believe as you do

Communication barriers

- ☹️ EXPECTATIONS
- ☹️ RISKING: Communicating authentically takes a degree of risk
- ☹️ AVOIDANCE: Avoidance is present when a person feels unsafe or is unsure of his safety
- ☹️ FIXING: Fixing is often trying to get the others to believe as you do

Continue...

- **Rehearsal**

- There is no substitute for rehearsal. You can do it in front of a mirror, or to an empty theatre. In both cases, you should accentuate your gestures and vocal projection so that you get used to the sound and sight of yourself. Do not be put off by the mirror - remember: you see a lot less of yourself than your friends do.

Communication barriers

☹️ SCAPEGOATING

☹️ PROBING

☹️ CONTROL

☹️ BLAMING

Communication barriers

- ☹️ CONFLICT AVOIDANCE (CHAOS)
- ☹️ EXCLUSION
- ☹️ BOUNDARY OR BARRIER
- ☹️ CULTURAL BARRIERS
- ☹️ GENDER BARRIERS
- ☹️ LACK OF SUBJECT KNOWLEDGE
“KNOWLEDGE is POWER”
- ☹️ STRESS
- ☹️ POOR LISTENING SKILLS

POOR LISTENING SKILLS

- ☹ Automatic Talking
- ☹ Selective Listening
- ☹ Daydreaming
- ☹ Being The Reactor
- ☹ Being Judgmental

Communication barriers

- ☹ Disabilities
- ☹ Lack of empathy
- ☹ Incomplete messages
- ☹ Lack of time
- ☹ Mistakes, poor usage, Jargon
- ☹ Semantic Barriers
- ☹ Socio - Psychological Barriers
- ☹ Status-consciousness

Facilitating Communication

- Have a **positive attitude** about communication. Defensiveness interferes with communication.
- Practice and **improve** communication skills.
- Include communication as a **skill to be evaluated** along with all the other skills in each person's job description.
- Help others to improve the communication skills by helping them to **understand their communication problems.**

Overcoming Communication barriers

- ✓ Feedback
- ✓ Proper words and structure
- ✓ Use repetition, judiciously
- ✓ Empathize
- ✓ Respond timely
- ✓ Be +^{ve}
- ✓ Make proper environment
- ✓ Check for correctness and propriety

Facilitating Communication

- MAKE COMMUNICATION **GOAL ORIENTED.**
- APPROACH COMMUNICATION AS A **CREATIVE PROCESS.**
- VARY CHANNELS, LISTENING TECHNIQUES AND FEEDBACK TECHNIQUES FOR DIFFERENT PEOPLE
- ACCEPT THE **REALITY OF MISCOMMUNICATION.**
- **THE BEST COMMUNICATORS FAIL TO HAVE PERFECT COMMUNICATION**
- BE AN **ACTIVE LISTENER**

Good verbal Communication Style

- ☺ S m i l e
- ☞ O p e n P o s t u r e
- ➔ F o r w a r d L e a n
- ☞ T o u c h
- 👁 E y e C o n t a c t
- ✓ N o d

How to ensure proper Communication in Workplace?

- ☺ Communication style of the Top-management should be positive and transparent.
- ☺ Upward communication should be encouraged.
- ☺ Problems should be communicated and openly discussed.
- ☺ The communication should be “***two way***”
- ☺ *Feedback mechanisms and sharing best practices internally, should be an integral part of organizational performance.*

Do's and Don'ts

- ✓ Mention facts rather than impressions
- ✓ Give factual and practical information
- ✓ Be Transparent
- ✓ State precisely about responsibilities and authorities
- ✓ Use a friendly, simple language
- ⊗ Avoid the usage of confusing, unfamiliar and complicated words / jargons.

Do's and Don'ts

- ✓ Define the scope and area of work to be covered in case of a project
- ✓ Give detailed instructions repeatedly, wherever a necessary.
- ✓ Wherever acronyms or technical terms are used, explain them with simple words, especially when the message is for the non-technical staff.

Do's and Don'ts

- ⊗ DO not encourage your subordinates to criticize or demean your competitors or their products
- ⊗ DO not belittle or disrespect the subordinates
- ⊗ DO not reprimand anyone, especially in front of others
- ☑ Make them feel at ease to give suggestions /proposals.

To Sum up

- **Communication** is at the heart of many interpersonal problems faced by employees.
- Effective Communication at Workplace is essential for the teamwork and performance of an Organization.
- Understanding the communication process and then working at improvements helps managers to be more effective communicators.
- Knowing the common barriers to communication is the first step to eliminate or minimize them

*“It is a good idea to keep your words soft and sweet because you never know when you may have to **swallow** them”*

