BARRIERS OF COMMUNICATION AND EFFECTIVE COMMUNICATION

BARRIERS OF COMMUNICATION

Barriers to effect communication are factors that impede, distort or cause a breakdown in the exchange of idea and feelings. Many of these man made barriers can be identified with the organization. Some of the more common barriers include:

i. Language use of words with different meaning use of Jargon by the sender.
ii. Use of skill in listening
iii. Use of influence or authority to stop feedback
iv. Negative feelings, prejudices and other barriers resulting from divergence between senders and listeners' interests like status and position.
v. Filtering that is faulty transmission of messages along the line, addition and subtraction form original message to suit one's convenient.
vi. Stereo typing: This refers as when an individual has perceived idea about other people and refused to discriminate between individual behavior and his relationship with other people, he tends to be stereotyping.

EFFECTIVE COMMUNICATION

Effective communication is a process of exchanging ideas, thoughts, knowledge and information such that the purpose or intention is fulfilled in the best possible manner. In simple words, it is nothing but the presentation of views by the sender in a way best understood by the receiver.

Characteristics of effective communication

- **Clear Message**: The message which the sender wants to convey must be simple, easy to understand and systematically framed to retain its meaningfulness.
- **Correct Message**: The information communicated must not be vague or false in any sense; it must be free from errors and grammatical mistakes.
- **Complete Message**: Communication is the base for decision making. If the information is incomplete, it may lead to wrong decisions.

- **Precise Message**: The message sent must be short and concise to facilitate straightforward interpretation and take the desired steps.
- **Reliability**: The sender must be sure from his end that whatever he is conveying is right by his knowledge. Even the receiver must have trust on the sender and can rely on the message sent.
- **Consideration of the Recipient**: The medium of communication and other physical settings must be planned, keeping in mind the attitude, language, knowledge, education level and position of the receiver.
- **Sender's Courtesy**: The message so drafted must reflect the sender's courtesy, humbleness and respect towards the receiver.

Effective communication skills

- **Observance**: A person must possess sharp observing skills to gain more and more knowledge and information.
- **Clarity and Brevity**: The message must be drafted in simple words, and it should be clear and precise to create the desired impact over the receiver.
- **Listening and Understanding**: The most crucial skill in a person is he must be a good, alert and patient listener. He must be able to understand and interpret the message well.
- **Emotional Intelligence**: A person must be emotionally aware and the ability to influence others from within.
- **Self-Efficacy**: Also, he/she must have faith in himself and his capabilities to achieve the objectives of communication.
- **Self-Confidence**: Being one of the essential communication skills, confidence enhances the worthiness of the message being delivered.
- **Respectfulness**: Delivering a message with courtesy and respecting the values, believes, opinions and ideas of the receiver is the essence of effective communication.
- **Non-Verbal Communication**: To connect with the receiver in a better way, the sender must involve the non-verbal means communication too. These include gestures, facial expressions, eye contact, postures, etc.
- **Selection of the Right Medium**: Choice of the correct medium for communication is also a skill. It is necessary to select an appropriate medium according to the situation, priority of the message, the receiver's point of view, etc.
- **Providing Feedback**: Effective communication is always a two-way process. A person must take as well as give feedback to bring forward the other person's perspective too.