Barriers to Communication
Categorization of Barriers

- Semantic
- Organizational
- Inter-personal
- Individual
- Cross-cultural (Geographic)
- Physical / channel / and media
- Technological
Semantic Barriers

Science of meaning - Phonetics science of sound.
Semantics – coding / decoding

- Similar Pronunciation but multiple meaning.
- Badly expressed message – incoherence, poor sentence structuring and jargons
- Wrong interpretation - Pandit, raja / Rajah
- Unqualified assumption by sender / receiver
- Technical language / jargon
Organizational Barriers

Interference from relative status and power of participants, incompatible needs and expectations

- Organizational culture – impacts freedom and trust
- Organizational rules and regulations
- Status relationship
- Complexity in organizational structure
- Inadequate facilities and opportunities
- Lack of cooperation between senior and subordinate.
Inter-personal Barriers

Sender and receiver – different economic, educational and status level

Barrier from Superior

- Shortage of time for employee
- Lack of trust
- Lack of trust for employee’s needs and expectations
- Desire to capture authority by retaining information
- Fear of losing power of control
- Bypassing
- Information overload to employees – missing grain from chaff.
Inter-personal Barriers

Barrier from Subordinate

- Lack of proper channel – how does he convey?
- No interest to communicate
- Lack of cooperation and mutual understanding
- Lack of trust and co-ordination
- Poor social relationship
- Fear of penalty.
Individual / Psycho-sociological Barriers

Change????

**Style**
- Linguistic accent
- The form of expression
- Level of drama / gestures
- Humour
- Brevity
- Choice of discriminatory or non-discriminatory communication
- Quality of credibility and charisma
Individual / Psycho-sociological Barriers

- Selective Perception – ‘I know it syndrome’, ‘waste of time’
- Status relationship – monologues by seniors
- Inattention
- Poor retention
- Undue importance of written words
- Defensiveness to a unpleasant message
- Closed minds – lack of background knowledge.
- State of health – lack of alertness.
- Filtering
Cross-cultural / Geographic Barriers

- Language
- Values and norms of behaviour
- Social relationship
- Concept of time
- Concept of space
- Non-verbal communication
- Perception
- National character / basic personality
Technological Barriers

- Lack of knowledge of technology
- Advancement in technology
- Noise
- Fear of lack of security
Overcoming Barriers

- Fostering good relationships
- Purposeful and well directed /focused
- Co-ordination between superior and subordinate
- Avoid technical language
- Feed back to avoid selective perception
- Accuracy
- Clarity in message

Contd…..
Overcoming Barriers

- Communication of organizational philosophy
- Flat organizational structure
- Division of labour
- Organizational policies
- Reduction of semantic problems
- Proper communication channels
- Right feedback
Sender-Oriented Barriers

Badly expressed message

Rules for overcoming sender-oriented barriers

• Plan and clarify ideas
• Discuss, collate and pre-plan
• Create a climate of trust and confidence
• Empathize, win the trust
• Time your message carefully keep the when and where in mind
• Reinforce words with action harmonious words and actions
• Communicate efficiently solicit(request) feedback
Thanks