

Certificate in Computer Applications (CCA)

CCA-103: Communications & Soft Skills

Unit 2.2: Barriers to Communication



Prof. Anchal Mishra
Associate Professor
IMS, Ghaziabad

CLASSIFICATION OF BARRIERS

- **PHYSICAL BARRIERS**
- **PSYCHOLOGICAL BARRIERS**
- **ORGANIZATIONAL BARRIERS**

PHYSICAL BARRIERS



Faulty Organizational Structure

- Large working area
- Closed office doors
- Separate areas for people of different status
- It forbids team member from effective interaction with each other.



Noise

- Physical noise (outside disturbance)
- Psychological noise (in attentiveness)
- Written noise (bad handwriting/typing)
- Visual noise (late arrival of employees)



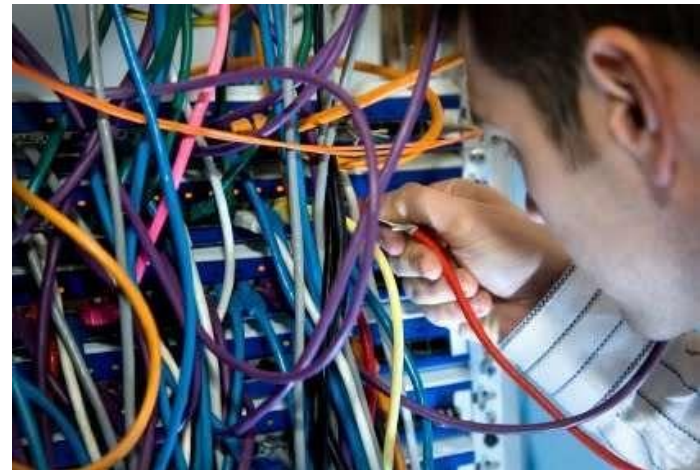
7/1/2020

Time and Distance

- Improper Time
- Defects in Medium of communication
- Network Facilities
- Mechanical Breakdowns



7/1/2020



Information Overload

- Piling up of tasks due to improper time management.
- Excess number of people assigned for same task
- Work overload/Information duplication.



LANGUAGE BARRIERS

- **Different Languages**



- **No Clarity in Speech**



LANGUAGE BARRIERS



- **Using Jargons**

- **Not being specific**



WHAT IS PSYCHOLOGICAL BARRIER ?

Psychological barriers can be described as the cause of distorted communication because of human psychology problems.



PSYCHOLOGICAL BARRIERS

- **Attitude and opinions:**
- **Emotions**
- **Filtering and distortion of message**
- **Status difference**
- **In attention**
- **Closed mind**
- **Fields of experience**



OTHERS INCLUDE:

- **Group identification**
- **Self-image**
- **Premature evaluation**
- **Distrust**
- **Poor retention**



CROSS-CULTURAL BARRIERS



WHAT IS CULTURE?



Cross Culture Communication

- **Meaning of Cross Culture Communication**
- **Understanding different cultures facilitates Cross Culture Communication**
- **Components of Cross Culture Communication**

Different Cross Cultural Barrier

- Language



- Values



Different Cross Cultural Barrier

- **Social Relation**
- **Concept of time**



Different Cross Cultural Barrier

- **Concept of space**



- **Gestures**



ORGANISATIONAL BARRIERS



**“The art of
communication
is the language
of leadership”**

• THANK YOU

Thank You