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B.Ed (Roll No :- 334)

ASSIGNMENT OF :-

COMMUNICATION, EMPLOYABILITY

AND RESOURCE DEVELOPMENT

SKILL

SUBMITTED TO :-

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CONCEPT  
AND TYPES  
OF COMMUNICAT  
AND OVERCO  
MINDING BARRIER



# COMMUNICATION

INTRODUCTION :- Communication is as

old as human civilisation. Man fellow beings by means of sound, signals, gestures when there is no language developed. Without communication human society could not have been as it is today. It is communication which has transformed mankind into the most developed, rational and prosperous groups on the earth.

DEFINATION :- According to John Dewey,

"Communication is a process of sharing experience till they become a common possession. It modifies the disposition of both parties who partake it."

"Communication is a means of persuasion to influence others so that desired effect is achieved."

# MEANING OF COMMUNICATION

The word communication is derived from Latin word 'commune', which means common.

- \* It is a process of exchange of facts, ideas, opinions and a means that individual or organisation share the meaning with one other.
- \* The transfer of information from the sender to the receiver so that it is understood in the right context.
- \* The process of initiating, transmitting and receiving information.
- \* The process of sharing information, ideas and attitude between individuals.



# Types of Communication:

## 1. VERBAL COMMUNICATION :- It occurs

through the written medium and combination of several words is used and each word conveys specific meaning. Some important elements are language, vocabulary, denotative and connotative, meaning, pacing, intonation, clarity, consciousness, comprehension, brevity, timing, relevance, preciseness, language etc.

- Its subtypes are :-
- 1) Spoken communication
  - 2) Written communication
  - 3) Telecommunication
  - 4) Electronic communication

## 2. NON-VERBAL COMMUNICATION :- This

communication occurs without words, where the five senses and whole range of

body movements, posture, gesture, facial expression and silence are used for sending and receiving the message. It may be accomplished by the following means:

1. Touch
2. Eye contact
3. Facial expression
4. Posture
5. Gesture
6. Sound
7. Physical appearance
8. Silence

**3.) FORMAL COMMUNICATION** :- It follows

line of authority and is generally used in organization objective. For example :- the nursing

**4.) INFORMAL COMMUNICATION** :- It

does not follow line of authority. For example gossip, chit-chat, it is a very fast and usually takes place in social groups like friends, family, peer-groups etc.



# BARRIERS OF COMMUNICATION

## 1. PHYSIOLOGICAL BARRIERS

- a) Poor retention due to memory problems.
- b) Lack of attention.
- c) Discomfort due to illness.
- d) Poor listening skills.
- e) gender physiological differences.
- f) Poor listening.

## 2. ENVIRONMENTAL BARRIERS :-

- a) loud background noise.
- b) Poor lighting.
- c) uncomfortable setting.
- d) distance.
- e) very hot or cold room.

### 3. PSYCHOLOGICAL BARRIERS :-

- (a) Misperception and Misunderstanding.
- (b) Distrust and unhappy emotions.
- (c) Emotional disturbances.
- (d) Fear, anxiety and confused thinking.

### 4. SOCIAL BARRIERS :-

- 1. Difference in social norms, values and behaviour.
- 2. Social tasks.
- 3. Different social strata.

### 5. CULTURAL BARRIERS :-

- (a) Ethnic, religious and cultural difference.
- (b) Cultural, tradition, values and behaviour.



## 6. SEMANTIC BARRIERS :-

- (a) Language barriers.
- (b) faulty language translation.
- (c) Individual difference in expression and perception.
- (d) Past experiences of an individual failure to listen.

## 7. ORGANISATION BARRIERS :-

- (a) organisational policy, rules and regulation.
- (b) Technical failure.
- (c) Time pressure.
- (d) Complexity of organisation structure due to hierarchy.
- (e) size of the organisation.

## 8. COMMUNICATION PROCESS :- RELATED BARRIERS

- (a) Unclear & conflicting message.
- (b) Stereotype approach.
- (c) Inappropriate channel.
- (d) Lack of peer feedback.

## (METHODS TO OVERCOME BARRIERS OF COMMUNICATION)

### (\*) Methods to overcome physiological barriers:

- (a) Keep in each other's relation and recollection abilities.
- (b) Pay attention during the sharing of information.
- (c) Ensure each other comfort.
- (d) Active listening.
- (e) Information overload must be avoided.

### (\*) Methods to overcome psychosocial barriers:



- (a) Good lighting must be covered to facilitate non-verbal communication.
- (b) A comfortable seating arrangement.
- (c) A hygienic and odour free environment.

## METHODS TO OVERCOME ENVIRONMENTAL BARRIERS.

- (a) Happy and trustworthy manners.
- (b) Should not harbour negative emotions.
- (c) Avoid feeling of prejudice, and antagonism.
- (d) Free from fear, anxiety and confusion.

## METHODS TO OVERCOME SOCIAL BARRIERS

- (a) The difference in social norms, values, and behaviour must be given consideration.

- (b) social beliefs must be kept in mind.

## METHODS TO OVERCOME CULTURAL BARRIERS

- (a) considered cultural difference.
- (b) Consider cultural traditions, values and behaviour.

## METHODS OF OVERCOME ORGANISATIONAL BARRIER.

- (a) Consider organisational policy, rules and regulation.
- (b) Organisation structure must be simple and non-complex.
- (c) Large organisation must be divided into smaller subject.



# METHOD TO OVERCOME COMMUNICATION PROCESS RELATED BARRIERS.

- (a) An appropriate channel must be used.
- (b) A stereotypical approach must be avoided in communication.
- (c) The message must be clear and non-conflicting.
- (d) Proper feedback must be ensured by the recipient.

## CONCLUSION :-

So we have reviewed why effective communication matters to organisation because that may be attributed to sender or receiver.