

Week 5

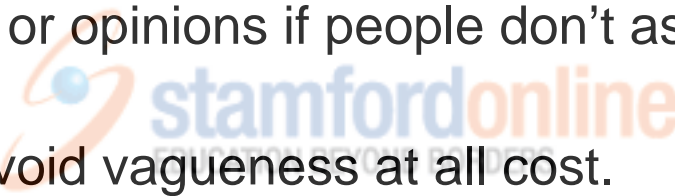
Communication Pointers and Problem



- Always try to give feedback based on facts and not on opinions and/or emotions which might upset or offend the other person.
- Always try to empathize or to see a situation from the other's point of view. Try to accept the other person's views without preaching and/or moralizing.
- Criticize using neutral language and tone of voice.
- Say what you mean without becoming sarcastic.
- If you want something from others, ask, don't command.



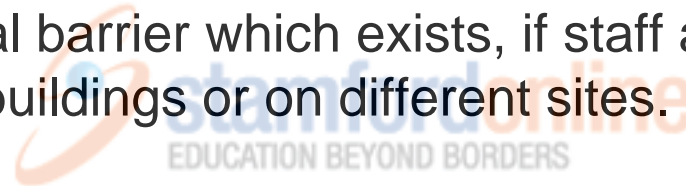
- Give the other person a chance to speak, don't slip into 'railroading'.
- Explain why something needs to happen, don't threaten.
- Don't give advice or opinions if people don't ask for it.
- Be to the point, avoid vagueness at all cost.
- Don't talk down or up to others; avoid diverting the conversation to trivial matters.



Barriers of Effective Communication

- **Physical Barriers**

- Often due to the nature of the environment. For example, the natural barrier which exists, if staff are located in different buildings or on different sites.



- **System Design**

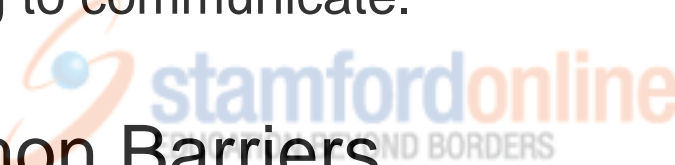
- Refers to problems with the structures or systems in place in an organisation. Examples might include an organisational structure which is unclear and therefore makes it confusing to know who to communicate with.

- **Attitudinal Barriers**

- Results from problems with staff in an organisation. These may be brought about by such factors as poor management, lack of consultation with employees, personality conflicts which can result in people delaying or refusing to communicate.

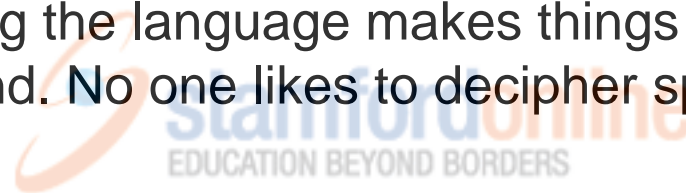
- **Other Common Barriers**

- Psychological factors
- Different languages
- Individual linguistic abilities
- Physiological barriers
- Presentation of information



Overcoming Communication Barriers

- Use simple words to convey the message
 - Simplifying the language makes things easier to understand. No one likes to decipher spoken words.
- Learn the Art of Listening
 - Attentive and proactive listening requires the use of asking questions while the other is speaking. This will ensure that the conversation is in the right direction.



- **Keeping composure while communicating**

- There must be a healthy balance of showcasing emotions when communicating. Expressing empathy may show genuine compassion but keeping a calm outlook will also project professionalism.



- **The importance of constructive criticism**

- Feedback is perhaps the best sign that you are communicating with the other person on a more personal level. Feedback can be used as a tool to ensure effective communication.