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SUBJECT : COMMUNICATIONS
SKILLS

DEPT : B-TECH(E)

Communication Barriers:

There are many reasons why interpersonal communication may fail. In many communications, the message may not be received exactly the way the sender intended and hence it is important that the communicator seeks feedback to check that their message is clearly understood. The skill of active listening, clarifications, and reflection, which we will discuss shortly, may help but the skilled communicators also need to be aware of the barriers to effective communication. There exist many barriers to communication and these may occur at any stage in the communication process. Barriers may lead to your message becoming distorted and you therefore risk wasting both time and/or money by causing confusion and misunderstanding. The effective communication involves overcoming these barriers and conveying a clear and concise message.

Active Listening:

Active listening is a skill that can be acquired and developed with practice. However, this skill can be difficult to master and will, therefore, take time and patience. 'Active listening' means as its name suggests actively listening. That is fully concentrating on what is being said rather than just hearing the message of the speaker.

Active listening involves listening with all senses. As well as giving full attention to the speaker it is important that the active listener is 'seen' to be listening. Otherwise the speaker may conclude that what they are talking about is uninteresting to the listener. By providing this feedback the person speaking will usually feel more at ease and therefore communication more easily open and honest.

There are both verbal and non-verbal cues that convey active listening. Non-verbal signs include smiling (if appropriate), making eye contact, nodding at appropriate times and avoiding distraction. These non-verbal cues convey the message that you are interested in what the speaker has to say, and that your attention is fully invested. Offering verbal signs of active listening can be useful. Reflection on something the speaker has said by asking a clarifying question is a terrific way to do this. Paraphrasing involves finding slightly different words to repeat the main idea of the speaker, and it is also a great way to show active listening.

Use Simple Languages:

It is important to remember the audience that you speaking to and use language that can be easily understood. Avoid using medical terminology or jargon when speaking to client and their families. People are often intimidated by such language, and can be afraid to admit that they don't understand the message being delivered. An important tool use when speaking is to pause occasionally and ask question to ensure that your message is being understood and intended. You may also allow the listener to ask question to clarify and point.

Gives Constructive:

Remember that feedback was part of the communication chain we looked at on the first page. While the feedback that you give the speaker/sender may occasionally be negative it is important that it is be constructive in nature. The intent of the feedback should be to further the abilities of the feedback should be further the abilities of the speaker. This will strengthen the interpersonal relationship, and enhance future communications.

Barriers of Communications:

Language Barriers: Clearly, language and linguistic ability may act as a barriers to communication. However even when communicating in the same language the terminology used in a language may act as a barriers it is not fully understood by the receiver(s) e.g a message that include a lot of specially jargon and abbreviation will not be understood by a receiver who is not familiar with the terminology used. As nurses we are especially prone to making this mistake. We must remember to use language that can be understood by the receiver.

Psychological Barriers:

The psychological state of the receiver will influence how the message is received. e.g if someone has personal worries and is stressed, they may be preoccupied by personal concerns and not as receptive to the message as if they were not stressed. Stress management is an important personal skill that effects are interpersonal relationship. Anger is another example of a psychological barriers to communication. When we are angry it is easy to thing that we may later regret

and also to misinterpret what other are saying. More generally, people with low self-esteem may be less assertive and therefore may not feel comfortable communication - they may feel shy about saying how they really feel, or lead negative subtexts into message they hear.

Answer No 2:

1) Listen: Good communication is never one way it's way no like one being stuck with uncle priston at the family BBQ because he'll breathlessly tell you, again in excruciating detail how he fixed his lawnmower that one time. Without giving you a chance to say a word, that will launch him into another story about story about the types of birds he's seen in this yard this summer. And it goes on and on.

2) Stay Organized: When starting out create a cohesive high level outline that includes your goal, your main point(s) to get across and the main way you're going to illustrate them for your audience. stay focused on this plan. be methodical in your research and avoid scope creep.

3) Adjust To your Medium: Context about where and how your communication is being consumed is a vital factor to consider. e.g you would stay certain things through written communications because the tone and inflection of the spoken word isn't there. In the same vein you would communicate differently on the phone than face to face because the other person can't see your face hand gestures or body language.

4) Be Clear: Begone jargon farewell wordiness Adios spelling mistakes! Keeps your writing clear and concise. Moreover, explicitly state what you're arguing, keep it as short as possible avoiding long words when a short one will do and generally keep your sentences below 30 words. Usually, this just requires going through a few round of editing to take out all that's unnecessary.

5) Less is More: Your audience is likely busy, so don't waste your (or their) time with irrelevant tidbits. Repeated information or details that may be related but don't help you with your main communication goal. It will lead to disengagement, less information being retained and take away from the effectiveness of your efforts. When in doubt, err on the side of clarity.

6) Be Curious: Finally, resolve to always be learning. While something remains the same, the how and what we communicate is constantly evolving. Read lots, talk to mentors and never assume you know everything when it comes to good communications. For your individual efforts, test different formats and style to see what work best when connecting with your unique audience and always be open to feedback.

7) Be Stories: Another way to connect with your audience and communicate your ideas is with relevant illustrative stories. People are naturally story tellers and listeners. This inborn trait sketches across cultures and for men is especially evident with how kids are so quickly drawn to story books.

8) Visual are important: When communicating with an audience variety can go a long way. Humans comprehend new information in a number of ways but many are primarily visual people. In fact you can comprehend visual data in as little as 13 milliseconds. According you can more effectively connect with your audience by using compelling visual to draw in your audience and explain your point in addition to just text. Visuals can also help you appeal to your audience emotion side.

Q 3 Non Verbal Communication

- it is the Type of Communication
- in this Type of communication the Transmission of message through nonverbal Platform. Such as :-
 - eye contact
 - facial expressions
 - gestures
 - Posture
- it is the method of communicating with out words.

↳ Different Types of Nonverbal communication

- (a) facial expression :-
 - Person face is the first thing we see and we can understand to what they have to say

(b) - facial expressions help in to understand the happiness, sadness, anger and fear without words.

(b) Gestures :->

it is a deliberate movement and signals.

(c) Body Language and Posture

-> they also convey a great deal of information

-> there are many different types which is mention below

(1) ~~Proxemics~~ Proxemics

(2) eye Gaze

(3) Haptics

(4) Touch

(5) Space.

Answer No 4 ::

Listening :: Listening is the ability to accurately receive and interpret messages in the Communication Process.

Listening is key to all effective Communication without the ability to listen effectively messages are easily misunderstood. As a result Communication breaks down and the Sender of the message can easily become frustrated or irritated.

If there is one Communication Skill you should aim to master, then listening is it.

Listening is so important that many top employers provide listening skills training for their employees. This is not surprising when you consider that good listening skills can lead to better customer satisfaction, greater productivity with fewer mistakes.

Advantages of Good Listening:

Respect:- when you listen with full attention, you are communicating respect. By offering speakers respect you are likely to gain theirs in return. By being respectful while someone is speaking it also demonstrates to others around you your leadership style and that you value people by giving them your full attention.

Information

Attentive listening helps you learn more about others knowing more about people is helpful in your professional life as well as personal life. Imagine the benefits when you understand your colleagues, manager, customers, partner, friends and family members better.

Greater Clarity: Careful listening helps you clearly understand what people are trying to say and therefore assists to avoid some of the confusion misunderstandings and potential conflicts that are common in conversations. Careful listening offers an opportunity to really understand. As Covey said - "Most people do not listen with the intent to understand they listen with the intent to reply." So forget about the reply, just listen and seek to truly understand what the person is saying.

Increased Likability :- People want to do business with people they like you may also find that as you listen to people more you find more in common, really understand their views and actually you like them more.

Better Relationships:

Listening creates a feeling of respect, connection and goodwill in personal and professional relationships. Improve your relationships by listening non-judgmentally to what others have to say. The more you listen without judgment, the more freedom speakers have to find their own solutions to problems.

As with most social skills to master listening, practice is required. Luckily, the world is full of people who have a story to tell and would welcome the opportunity to share it with you.

Answer 5: How to Improve your Listening Skills.

Having effective listening skills means being able to display interest in the topic discussed and understand the information provided. In today's society, the ability to communicate effectively is becoming increasingly important. Although the ability to speak effectively is a highly sought-after skill, developing effective listening skills is often not regarded in the same respect.

I) Face the speaker and give them your attention:

It is difficult to talk to someone who is constantly looking around. Make sure to face the speaker, maintain eye contact, and give them your undivided attention. In western cultures, eye contact is necessary for effective communication. Although shyness, uncertainty or cultural taboos may inhibit eye contact, know that they have your full attention.

II) Active Listening:

Active listening shows the speaker that you're interested and is an important business communication skill. Using active listening techniques helps to ensure that you correctly understand what is said.

Active listening techniques.

- Paraphrasing back to the speaker what was said to show understanding.
- Nonverbal cues (nodding, eye contact etc.)
- Verbal affirmations ("I understand" "I know", "Thank you," etc.)
- Demonstrating concern and establishing rapport

The Importance of listening:

Effective listening is a skill that is frequently undervalued in our society. Good communication skills require both effective speaking and listening. By being an attentive listener, you can understand more and improve relationships.

Make Make Sure to :

- Maintain eye contact and face the speaker to give them your attention
- Don't be judgmental while listening.
- "Don't" interrupt the speaker.
- Employ active listening techniques.
- Think about what the other person is saying and not what you should respond with.

Just Listen. Create a mental model of the "information" whether it be a picture or an arrangement of abstract concepts. Listen to keywords and phrases and do not rehearse what you are going to say after the speaker is done talking. Think about what the other person is saying rather than what you are going to respond with. It is difficult to think of what you are going to say while also listening to the speaker. Be attentive and relaxed - don't get distracted by your own thoughts and feelings.

Keep an open mind

Do not judge or mentally criticize what the speaker is telling you. So you can compromise your ability to take in what is being said. Never exhibit judgmental behaviour, as it compromises your effectiveness as a listener. You can evaluate what was said after the speaker is finished talking but don't do so while you are still listening to them.

Let the speaker finish what they are saying and don't be a sentence-grabber.

Interrupting the speaker or prohibiting them from finishing what they are saying can indicate disrespect to the speaker and often interrupting their train of thought and can easily destroy a productive conversation.