

Business English

Semester : 2

ID : 16174

QUESTION : 1

Barriers of communication:

Barriers of communication is define as all those factors that interfere with our abilities to communicate with others or block the way of communication.

Following are some factors that blocks in the way of communication.

1 LACK OF PLANNING

Planning is the most important factor of communication. It is also called as the soul of communication. One should plan before writting or communicating .If communication is done without planning it will not bring out the desired results. Planning before communicating gives the person confidence to deliver his/her message.

2 LANGUAGE PROBLEM

Language is the base of communication. When we choose the words for our message , it represents a specific language which indicate that we are a member of particular group. Our language and words may impose its own barriers in our message. For example the lauguage of a doctor differs from an accountant , the language of musician differs from a business man e.t.c.

3 INFORMATIVE OVERLOAD

Excess information leads to lack of interests . Too much information is very bad because in that case the important messages are buried. People facing informative overload sometimes tend to ignore the important messages as well as lack of interests. They have less time to cope with each message. It also diverts the mind from the main topic.

4 COMPLEX MESSAGE

People nowadays refer easy and simple communication and when we send a message , we communicate both as an individual as well as representative of a society so we must adjust our own ideas and style into a simpler and easy way so that it

could be acceptable to our receiver.

5 INCORRECT CHOICE OF MEDIUM

Proper medium is required for proper communication. If we have an incorrect medium of communication so our message will be distorted. We should choose a medium keeping in view the receiver and the nature of the message.

6 POOR LISTNING

Its the most common barrier that causes a lack of interest in communication. People likely to loose focus when the information is difficult to understand. Listning is a very important factor of communicating and if it is difficult to understand so it ruins the communication.

7 DIFFERING BACKGROUNDS

When our receivers life experience differs heavily from ours, communication becomes more difficult. Age, education, gender, social status, economic position, cultural backgrounds, temperment, beauty popularity, religion and political beliefs e.t.c. Make understanding different.

8 PHYSICAL DISTRACTION

Physical barriers also play a very important role in disturbing the communication. Poor sound system and noise can completely block an effective message. A receiver may also be distracted by an uncomfortable chair, poor lighting, poor sound system e.t.c. the receiver hearing may also be a barrier.

QUESTION : 2

Although there are many modern ways of communication that has made the world a global village and that's why nowadays it is very easy to communicate with people living in every corner of the world but it has changed communication skills to a certain level. It has decreased the quality of interpersonal communication.

On one hand it has increased our range of communication enabling the people to connect from all over the world. There are many communication websites such as Instagram, Twitter, Facebook, Snapchat e.t.c that helps people to share their memories, to reconnect, to plan events and to communicate almost instantaneously but on the other hand it has affected our relationship with people and has affected our communication skills. People

use a short version of words while communicating through these application. It has developed the use of slang terms people forget the beauty of their language and try to deliver their message as quickly as possible.

Nowadays people are more indulge in their phones and computers rather than spending time with friends and family. They prefer using their phones in order to express themselves and avoid live social interaction.

we cannot deny the fact that social media is very helpful in providing us news and updating about every single event occurring in the world but it has also changed the lifestyle, making the language lazy and people uninterested in talking. It has eliminated the chances of meaningful conversation thus social media is dominated over our communication skills.

QUESTION : 3

PRINCIPLES OF COMMUNICATION AND THEIR ASSES ON AGE GROUP AND COMMUNNITIES

For effective communication we must apply certain communication principles. These principles provides guidlines regarding purpose, style, receiver e.t.c.

There are several principle of communication which are listed below we will describe each and every principle and how they ases different age groups and communities respectively.

1 Clarity

Clarity means communicating the exact message on the first reading. Clarity makes the readers job easy. A clear message is always easy to understand.

It asses the communication skills in different age group. Like the teenagers use the short version of language to communicate that is only clear to a teenage group. Any adult or oldage groups needs more clarity to communicate with them.

In the same manner it also asses different communities like for business people their way of understanding is far different from medical staff. Different communities have their own way of interacting with one another. So every community have different ways of clarity or clearing their thoughts that is only understandable to the respective member of the same community.

2 Conciseness

A concise message safe time , money , effort of both

parties that are contributing in a communication. Concise messages are short and clear.

In case of different age groups the conciseness varies such as the old age group they need more explanation to express their thoughts as compared to the youngsters, they use perfect and short as well as clear messages and also expect such messages from the receiver.

When we go through different communities, this principle also varies. If we take sports community their way of expressing their thoughts are far more different than the educational community. The educational communities express their messages with brief explanations while that of sports, they are concise and perfect.

3 Completeness

Our communication is complete when it contains all facts the reader needs. Completeness offers many benefits complete messages bring the desired results without the expense of added messages. They can also build goodwill.

This principle also varies in different age group as well as different communities.

4 Consideration

Consideration means preparing a message with the receiver in mind. Try to put yourself in his place. The sender is aware of the receiver's desire, problems, circumstances, emotions and reactions.

In case of age group, the teenagers never think before they speak they don't consider a message in their mind and their language and communication is only understandable to their own age group hence every age group has a different way of consideration. Same goes for different communities.

5 Correctness

It is the greatest quality of a message. People require correct and perfect messages. Everything in a letter should be correct so that it could be understandable.

So for teenage group they have their own value of correctness as compared to adults or old age group.

Same goes for different communities, every community has its own value and rules of correctness like an education community has far different rules of correctness as compared to sports community.

6 Courtesy

Courtesy show politeness, love and respect for the reader. Courtesy makes life pleasant. A letter written in courteous way seem to be smiling . Please and thank you are courteous words.

This principle is mostly related to a person nature. A quite and calm person is usually courteous. Different agegroups also varies in case of courtesy and same goes for different communities.

7 concreteness

Concreteness means choosing words that show definitely what you mean. Concrete and specific information is not only more informative but also more convincing.

Hence every age group have different communication skills and it effects them accordingly, same goes for different communities.

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