

ID 11473.

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Communication skills.

Q1

There are many barriers to communication and these may occur at any stage in the communication process. Barriers may lead your message becoming distorted and you therefore risk wasting confusion and misunderstanding.

Effective communication involves overcoming these barriers and conveying a clear and concise message.

### Barriers to Communications.

- Use of jargon.
- Emotional barriers and taboos.  
(Some people may find it difficult to express their emotions and some topics may be completely "off-limits" or taboo.)
- Lack of attention, interest, distractions or irrelevance to the receiver.
- Differences in perception and viewpoint
- Physical disabilities such as hearing problems or speech difficulties.
- Physical barriers to non-verbal communication.

- Language differences and the difficulty in understanding unfamiliar accents.
- Culture differences

Q2

(3)

Internet changed most of the paradigms that helped us to describe and understand the public communication ecosystem.

The digital age arrives with a set of big communication challenges for traditional mainstream media, new relations with audience, new languages. This media revolution not only changes the communication landscape for the usual players, most importantly it opens the mass communication system to a wide range of new players.

As far as enterprises, institutions, administrations, organizations, groups, families and individuals start their own online presence, they become "media" by their own, they become also "source" for traditional media, and in many cases, they produce strong "media criticism".

Blogs and social media (47) represent the ultimate challenge for the old communication system because they integrate both: the new features of the digital world and a wide democratization in the access to media with a universal scope.

Thus the digital age can completely change the process of communication.

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Q3 Dealing with all different age groups. Knowing a correct way to communicate. Kids, Pre-Teens, Teenagers, Middle Age - Elderly. Communicating about certain issues with the different ages that come into the office or that you face while helping them.

Working with kids you should not talk to them like adults. Using their language and almost making things fun and a game will help them with feeling comfortable to be in the office.

Greeting the patient is one of the most important first steps to take. Proper posture, smiles, offering them help. Being polite and letting patient talk about why they are there and not interrupting them, and using empathy so the patient see that you understand and are going to help as much as you can.

Using words in the correct and not ~~was~~ over expressing the way you communicate to the other person. Can help with discomfort and making them feel nervous or anxious.

There are many times a person uses non verbal communication and would not even know it. When the opposite person sees this they could possibly feel like they are not being listened to or that you don't want to communicate with them.

Selective listening could be a very big part of a conversation that a person could get stuck on. I think this could be done easily if a patient was explaining their concerns and you stuck to only one concern and not looking at other problems they are discussing.