

Chp. 3 Communication Barriers

Ans.1. The two factors responsible for causing interpersonal barriers during communication are:

- Cultural differences due to varying social interactions in different culture.
- Sometimes the receiver may be too excited or tired, or the topic of conversation may not be interesting for receiver, leading to a lack of attention to what the sender is stating.
- Poor listeners do not attend carefully to all the information being given by the speaker, i.e., both verbal and non-verbal signals, including intonation and body language.
- The receiver may not look at the things the same way as the sender. This causes communication gaps because there is disagreement between the sender and the receiver.

Ans.2. Overcoming communication barriers is crucial for effective communication, leading to better understanding, stronger relationships, and improved efficiency in various settings. It ensures that messages are clear, avoiding misunderstandings, and fostering better collaboration and productivity.

Ans.3. When providing feedback, it's crucial to be mindful and intentional. Focus on specific behaviors, offer constructive suggestions, and ensure the feedback is timely and delivered in a private, respectful manner. It's also important to balance criticism with appreciation and encourage a two-way conversation.