



SNS COLLEGE OF NURSING
Saravanampatti (po), coimbatore.

DEPARTMENT OF NURSING

COURSE NAME : BSC (NURSING) II YEAR

SUBJECT : CET

UNIT I : REVIEW OF COMMUNICATION

TOPIC : BARRIERS OF COMMUNICATION



PHYSIOLOGICAL BARRIERS



- Lack of attention
- Poor retention due to memory problems
- Discomfort due to illness
- Poor sensory perception
- Hearing problem
- Poor listening
- Information overload
- Gender physiological differences





HOW TO OVERCOME



- Pay attention during the sharing of information
- Ensure each other comfort
- Keep in each other's retention & recollection abilities
- Ensure the intractness of sensory perception
- The limitations of hearing abilities must keep in mind
- Active listening



ENVIRONMENTAL BARRIERS

- Due to background noise
- Poor lighting
- Uncomfortable settings
- Unhygienic surrounding & bad odours
- Very hot or cold room
- Long distance





HOW TO OVERCOME



- Good lighting must be ensured to facilitate nonverbal communication
- A comfortable seating arrangements
- A hygienic & odours free
- Place must be free from noise
- Must be proper ventilated room



PSYCHOLOGICAL BARRIER



- Emotional disturbances
- Distrust & unhappy emotions
- Misperceptions & misunderstanding
- Psychotic or neurotic illness
- Worry & emotional disturbances
- Fear, anxiety & confused thinking





HOW TO OVERCOME



- Should not harbour negative emotions
- Happy & trustworthy manner
- Avoid feeling of prejudice, resentment, antagonism
- Free from fear, anxiety, confusion.

SOCIAL BARRIER

Difference in

- Social norms
- Values
- Behavior
- Social taboos
- Different social strata





HOW TO OVERCOME



- The difference in social norms, values, behaviour must be give consideration.
- Social beliefs must be kept in mind.



CULTURAL BARRIERS

- Ethics
- Religious
- Cultural differences
- Cultural traditions
- Values
- Behaviour



HOW TO OVERCOME

- Consider cultural differences
- Consider cultural tradition, values, behaviour



SEMANTIC BARRIERS

- Faulty language translation
- Language barriers
- Individual differences in expression & perception
- Post experiences of an individual failure to listen





HOW TO OVERCOME



- Use of same language.
- Considered difference in expression of message, perception of message

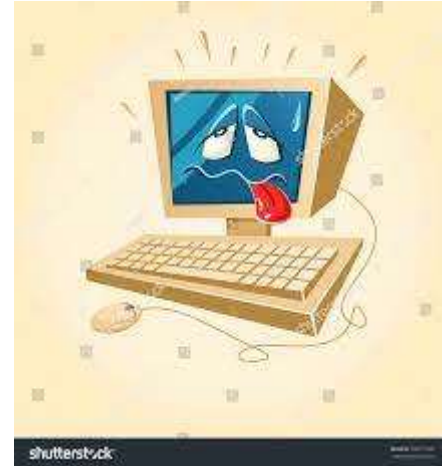




ORGANIZATIONAL BARRIERS



- Organizational policy, rules & regulations
- Technical failure
- Time pressure
- Complexity of organization structure due to hierarchy
- Size of the organization





HOW TO OVERCOME



- Organization structure must be simple & noncomplex
- Considered policy, rules, regulations
- Large organization must be divided into smaller subsets.

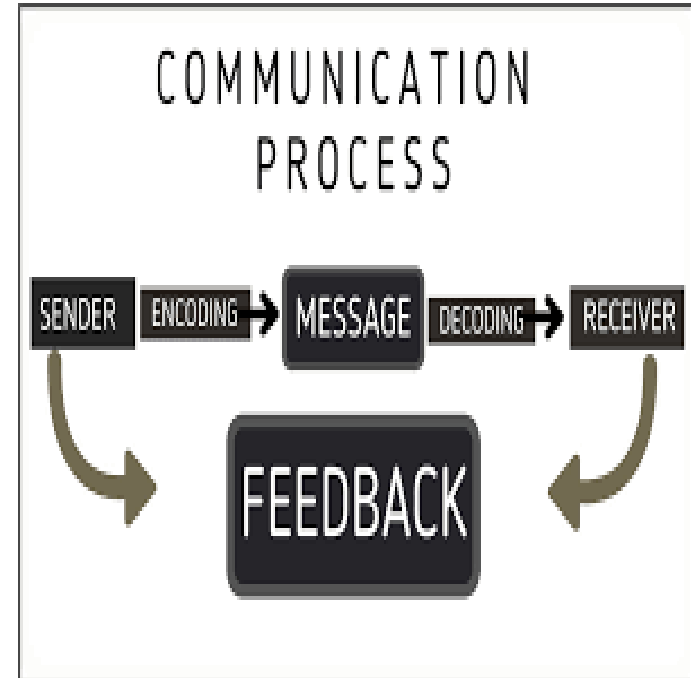




COMMUNICATION PROCESS



- Lack of poor feedback
- Unclear messages
- Conflicting messages
- Stereotypical approaches
- Inappropriate channels





HOW TO OVERCOME



- An appropriate channel must be used
- A stereotypical approaches must be avoided in communication
- The message must be clear & non-conflicting
- Proper feedback must be ensured by the recipient.



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*Thank
you*