

BARRIERS IN COMMUNICATION

- I**— Identify the problem
- F**— Find the barrier/ cause/ reason
- W**— Work out the different solutions
- O**— Opt for the best solution
- F**— Follow up till the problem is solved

7 Cs for Effective Communication

Completeness— Communication should be complete in every sense. The message should convey all the facts.

Conciseness— The message should be as short as possible. This saves times. It is cost effective, makes the message interesting and easily understandable.

Consideration— The sender should keep the receiver in mind while sending the message. The background, education level, thinking, views and mind-sets of the receiver should always be considered while sending a message.

Clarity— The message should be clear so that it can be easily understood by the receiver/ audience. In order to send a clear message, one must be clear in one's thoughts. When the mind is clear, correct words can also be used to put the point across.

Concreteness— Communication, if it has to be effective, has to be limited to the particular subject being talked about. One should be clear and specific while giving facts and figures. This way the sender can be trusted and the message cannot be misinterpreted.

Courtesy— The sender should always respect the receiver. She/ he should be polite, sensible, thoughtful and full of enthusiasm. This results in a positive atmosphere and the communication becomes more effective.

Correctness— The message conveyed should be correct in every sense. There should be no doubt in the facts and figures. During written communication, the sender should make sure that there are no grammatical mistakes.

Listening

Listening is a very important component/ part of communication. If one can speak well/ be a good orator to communicate, one also has to listen well to be able to understand the message in totality. Listening is very different from hearing.

Hearing

1. We hear many sounds.
2. We do not try to understand the significance of all sounds.
3. Noises are never assimilated.

Listening

We listen to only certain sounds.
We try to realize the importance of the sounds we hear.
Relevant noises and sounds need to be understood properly for the proper interpretation of the message.

Listening carefully and properly is the first step towards effective communication. In order to give proper feedback, one needs to listen attentively. Proper listening can result in clear feedback, thus making communication effective.