

# Strategies to Avoid Communication Breakdown

# Objectives:

- Identify the reasons for communication breakdown
- Classify the examples of barriers in communication
- Practice the strategies to avoid communication breakdown





## Communication Breakdown

happens when the message is not clearly understood by the receiver

## Effective Communication

means you are able to listen, understand, and take action on what other people say.

# Barriers that May Cause Communication Breakdown:

## Emotional Barriers

You are having a bad day or you feel frustrated

## Use of Jargons

You are a scientist discussing a weather phenomenon to a clueless neighbor.

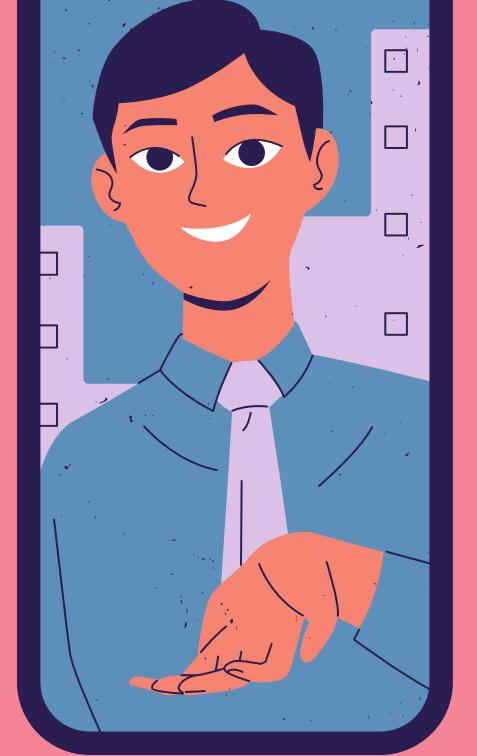
## Lack of Confidence

You are asked to share something about your day, but you are hesitant because you are shy.

## Noisy Environment

You are having a conversation with some friends when a song was played loudly.

# Strategies to Avoid Communication Breakdown







# Become an engaged listener

Listening well means not just understanding the words or the information being communicated, but also understanding the emotions the speaker is trying to communicate.

## **Apply positive self-talk and perception**

**Positivity is the best encouragement. It welcomes good vibes and pleasant outlook in all communication.**





## Use appropriate language

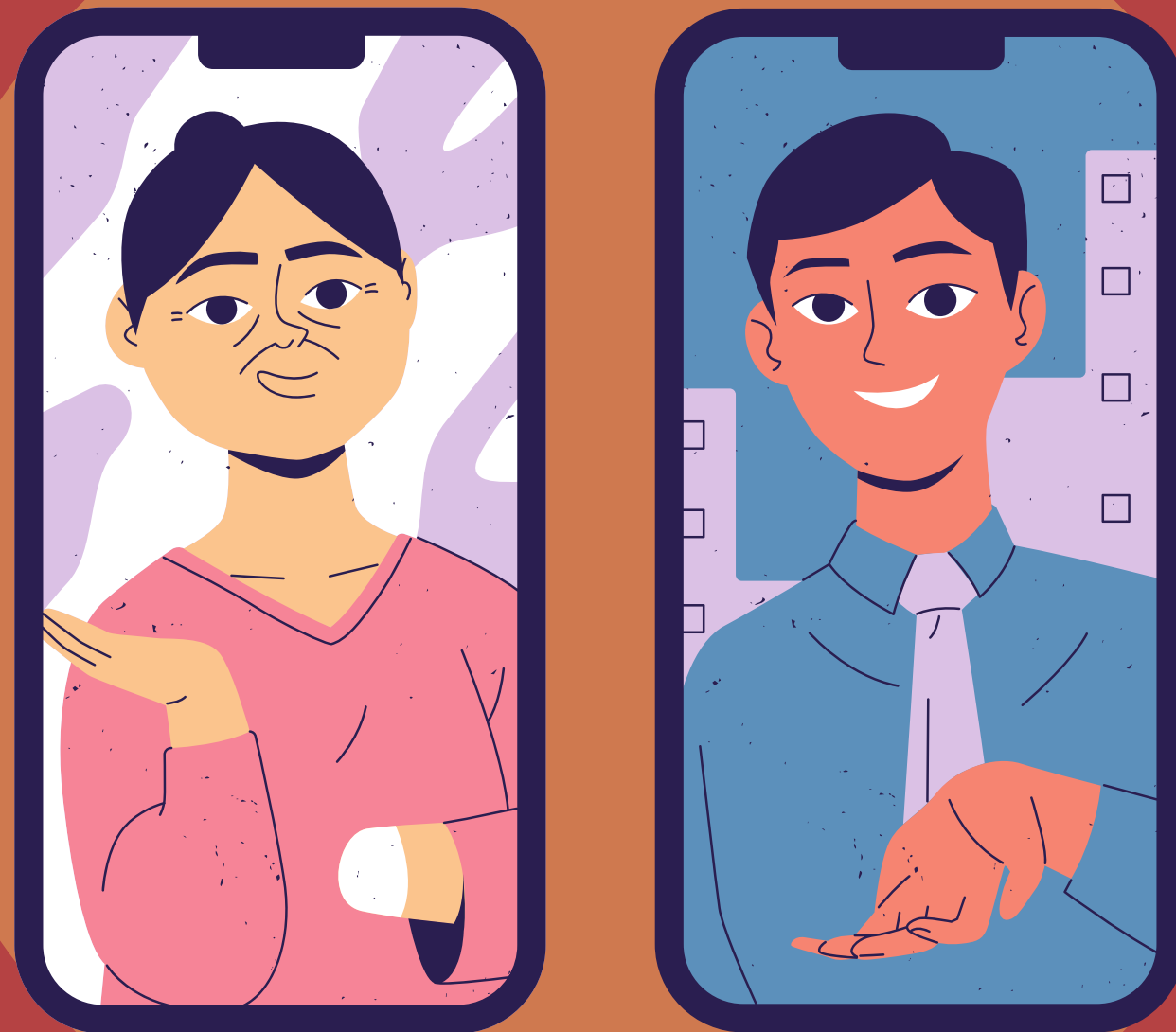
Tailor the words you will use based on your audience or listener. Keep it simple or understandable.





# Be Open

**Suspend your own judgment, ideas, and beliefs. Give the speaker time to develop and express his/her ideas or point before you conclude if the message has any value, little value, or none at all.**



# **Give and accept feedback**

Feedback keeps the communication going. Respond to what has been heard. Keep an open mind and avoid overreacting emotionally to a message or feedback.



# **Pay attention to nonverbal signals**

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# Resources

<https://www.perkbox.com/uk/resources/blog/solving-a-communication-breakdown-5-steps>