

Developing Soft Skills and Personality
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Lecture - 32

Barriers to Communication: Arising out of Sender/Receiver's Personality

Hello every one, welcome back to the NPTEL MOOC course on Developing Soft Skills and Personality. This is week 6, module number 2, and lecture number thirty two, this week I have been focusing on communication skills and in this module in particular I am going to focus on barriers to communication. And in specific I am just going to focus on the barriers which arise because of sender or receivers personality. Before I start as usual I would like to get back to the last lecture.

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Highlights Focussed on Effective Communication

An effective communicator will always leads. People will be happy if they are able to communicate effectively.

Communication is a complex interactive process involving shared assumptions and unspoken agreements. Frequent miscommunications are possible! Effective communication is your ability to cause the intended and desired response.

Basic communication process: *Who sends what to whom through which channel with what effect?*

Components: *Conciseness & Clarity, Conviction & Confidence, Genuineness & Interest, Empathy and Timing Sense, Brevity and Effectiveness.*

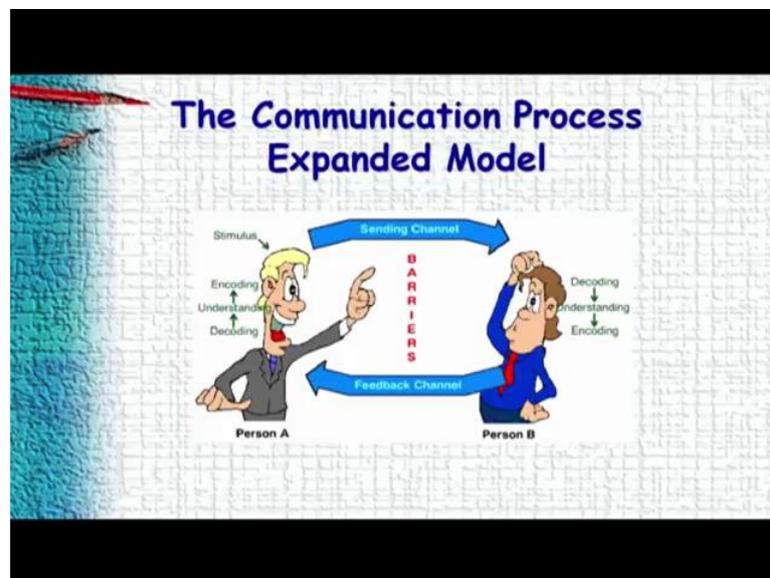
In the last lecture, we focused on effective communication and while talking about effective communication, I highlighted the point that effective communicator is somebody who will always lead, and then people will be happy to follow this effective communicator. People will be also be happy if their able to communicate effectively or unhappiness we found out that is coming because a person is not able to communicate effectively, communicate whatever is felt in the heart is not been expressed.

Communication is a; however, very complex interactive process and we found that it inverse sad assumptions and unspoken agreement. So, if these assumptions and

agreements are not very clear, then there will be misinterpretations misunderstandings and frequent miscommunications are possible effective communication. Over all is your ability to cause the intended and desires response, and then I discussed with you about the basic communication process which you can easily remember if you ask 5 wh questions which involves, who sends? What to? Whom? Through which channel with what effect and towards the end I discussed specifically on the various components which will contribute to effective communication. I focused on 5 aspects, starting with conciseness and clarity, then conviction and confidence genuineness and interest empathy and timing sense brevity and effectiveness.

So, this are aspects if you try to implement in your day today life, which will you take you to becoming an effective communicator. Now in this one despite your best efforts to become an effective communicator that could be some barriers something that actually prevents to you communicate effectively sometimes, it is you and your personality sometimes it is coming out of you not your personality, but it is because of the receiver.

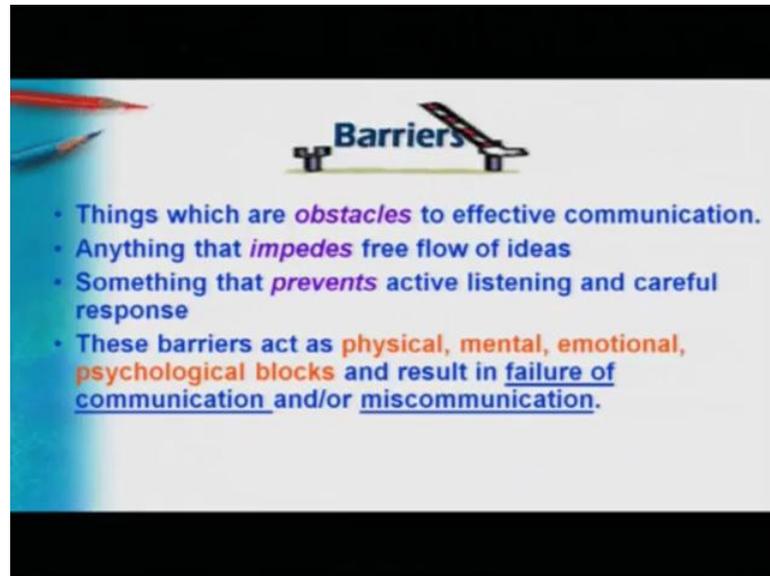
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Remember this communication process expanded model which I discussed in the previous one. So, even when you are trying to involve yourselves in the process of encoding decoding and understanding the message that you are sending. The other person is trying to decode encode and understand. There is something in between which is acting as a kind of obstacle, and those are what I call as barriers.

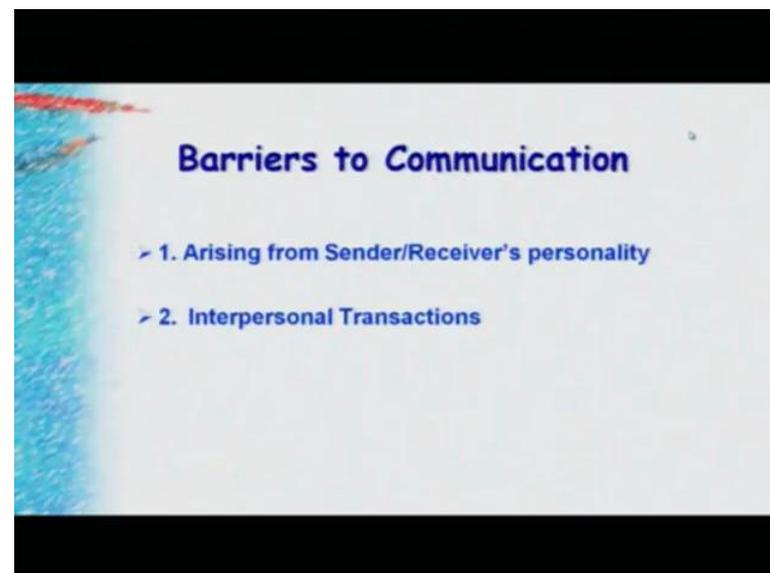
Now, in this lecture will try to identify what are barriers and then how they affect communication and how we can overcome some of these barriers. Barriers are things which are obstacles to effective communication.

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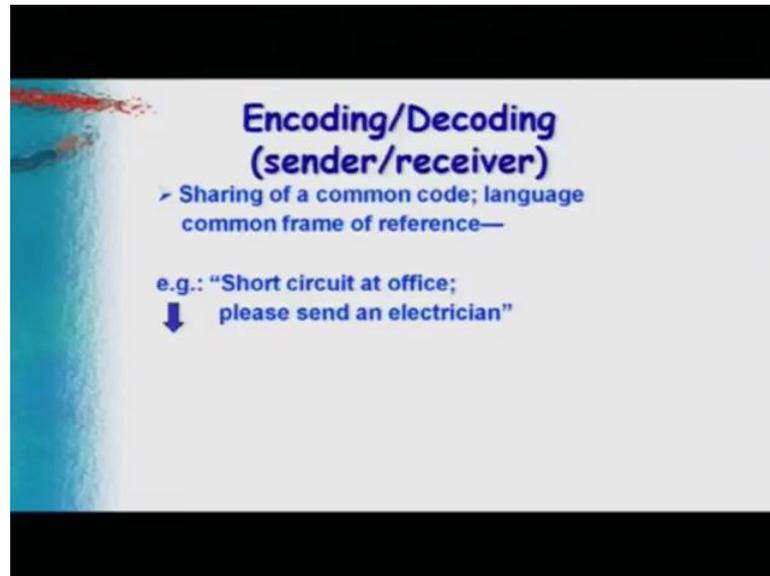
Barriers are anything that impedes free flow of ideas barriers are something that would prevent active listening and careful response and these barriers act as physical mental emotional psychological blocks and result in failure of communication and or miscommunication.

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In this lecture particularly, we will focus on one of the two basic barriers, the first one arising from sender or receiver's personality. In the next lecture we will focus on interpersonal transactions.

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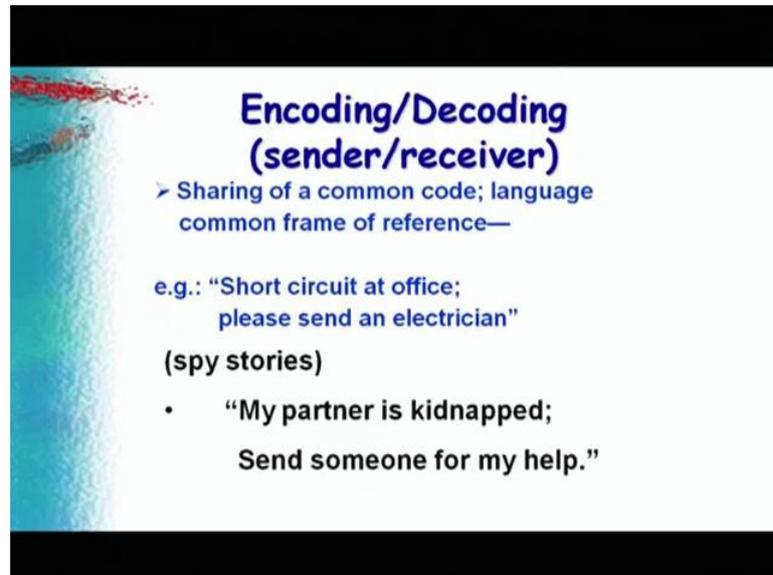


Now, look at how the barrier can arise even at the encoding decoding level and idea that gets encoded and decoded by the sender and receiver. If they do not share a common code, if they share common language, if they do not have a common frame of reference, then the meaning will be not be understood it will be not interpreted correctly.

Take this example a sentence like this, short circuit at office please send an electrician. So, this comes as an SMS and then the other person receives it. Now what does it mean? So, for the normal man, if I ask you how would you interpret this. So, you would say that some kind of electricity is failure in your office. So, you want an electricians help ok.

So, this is one common frame of reference, but the common frame of reference could change, depending on the persons who are using it depending on their professions. For example, if this as to happen in a spy story imagine this is something that James Bond is sending to m is boss. What could be the interpretation? He is not; obviously, asking for an electrician could it be something more than this.

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**Encoding/Decoding
(sender/receiver)**

- Sharing of a common code; language common frame of reference—

e.g.: "Short circuit at office;
please send an electrician"

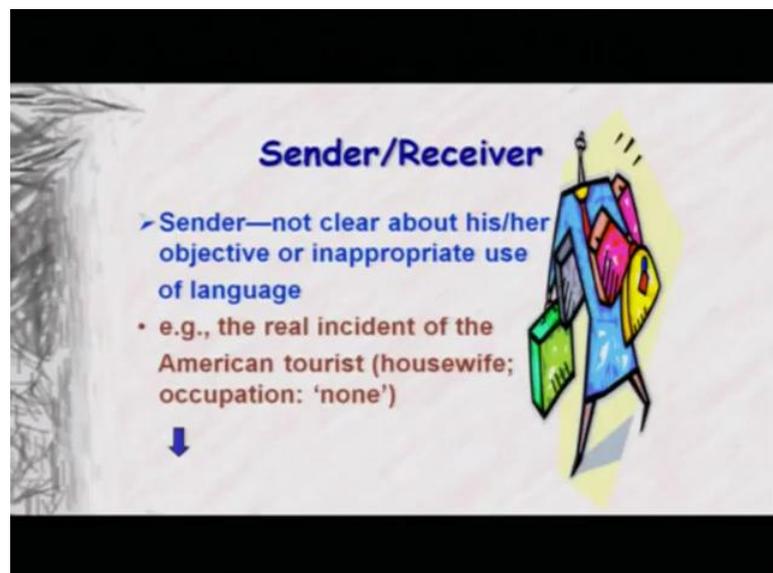
(spy stories)

- "My partner is kidnapped;
Send someone for my help."

It could mean short circuit at office could mean, my partner is kidnapped or in some different context it could also mean my partner is killed. Please send an electrician can mean please send someone for my help not actually an electrician, but actually it is somebody who can assist him. So, the message is encoded decoded and put in a common frame of reference only the concerned person can easily understand

If you do not understand this common frame of reference then there will be problem, look at another example that happens between sender and receiver.

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Sender/Receiver

- Sender—not clear about his/her objective or inappropriate use of language
- e.g., the real incident of the American tourist (housewife; occupation: 'none')

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In this case the sender who sends the message one lady is not clear about her objective or uses and inappropriate use of language which is actually causing this miscommunication. This is a story of real incident of an American tourist go ahead travel to. So, many places and then returned and she is about to take connective flight to another place.

Now, at the airport the officer who is checking everybody he just asked her what is her occupation now instead of saying that she is just house manager she is at house? So, she just said that none. So, the officer looked at items she is being carrying. So, there were. So, many baggages there were lot of things in her hand bag very costly jewelry some diamond studded hair clip. So, very expensive items purchased throughout the places that she is being traveling and then and then, we are not sure what occurred in the mind of the officer. So, he went her and when he started checking he checked all her baggage he checked her, hand bag he the even took her to private place and then her they took her shoes they cut and they check something.

Then after about two hours they said fine ma'am, you can go then the lady became furious she said is it like you just stop people at random and then you just check them, just for your fun and now I missed my connecting flight and then you do all these things and then you say that everything is fine and then you just go like that. So, the officer was puzzled and then he said ma'am when I asked for your occupation you said none. So, we are quite surprised. So, she actually did not get the point but.

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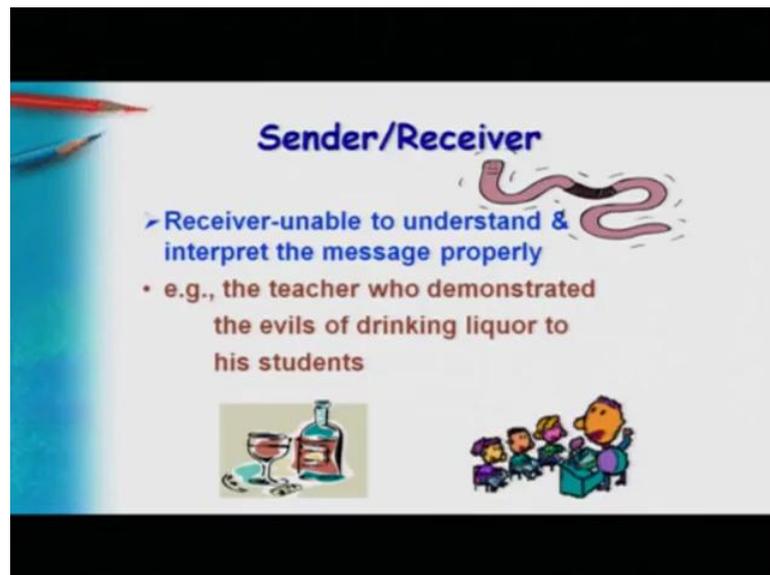


When the officer heard this as none he thought of you nun normally we call as sister.

So, he thought that if she is a sister if she is a nun why she is carrying. So, many costly items and then why is she is not looking simple is she trying to cheat me the sound is the same none nun the meaning on letters are different. So, all though the people who are speaking English where involved in this, they were not able to clearly get what one person is sending what the other person as received.

So, when they are not clear in their objective and they do not use the inappropriate or appropriate language. So, then it becomes a problem; obviously, you know it could be over come if they sort clarification if you really asked her ma'am you really a none if she asked what do you mean that if you explained or you associated with some church and then you are doing some service to church it could have become very clear.

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But somehow as I said language real fun we play games and then, we have our own assumptions and we assume that people try to understand on that look at another interesting example between sender and receiver this time the receiver is unable to understand and interpret message properly. The example is of a teacher who wanted to demonstrate the evils of drinking liquor to his students the teacher went to the class and then he had one liter bottle and in the bottle he had arrack liquor. So, that smells very bad. So, he wanted to show them it is very bad to drink this, but he wanted to give them a demonstration and then on the other hand one small transparent bottle he had fresh earth

worms picked from the garden and they were just struggling. So, he ask the students can you see this they said yes sir what is it they said that sir it is arrack. So, it is liquor how do you know that sir you also pasted it there and then it also smells so bad.

So, we can understand that is arrack then he asked them what about this one sir they are earth worms are they alive they, said yes sir, they are alive sir; we could see moving they are moving here and there. So, then he said.

Now, you see what happens. So, he took an earth worm and then dropped inside the arrack bottle. So, the earth worm started wriggling very fast moving here and there try to surface out, but it went it fell flat and then it died then, everybody were very curiously looking at it and they showed their sympathy and they said what is happening and then they are very eagerly looking at it then again he took another earth worm and put it then he said what is happening dying. So, he put one by one all the worms and all the worms died finally.

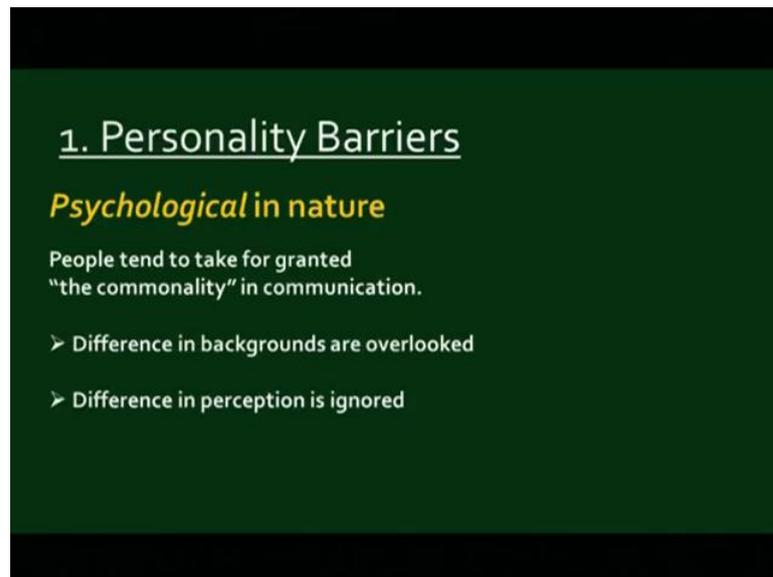
Now, he showed them the bottle again and then, asked them have got the message clearly then the guy from the last one he just raised his hand and said yes sir, yes sir, I got the message clearly I have understood it very clearly said please get up and then explain it to the other students.

The smart student who raised hand, he got up and then lot of enthusiasm he said sir; if we take liquor it will kill all the worms in our stomach. So, sir I think we should take liquor as much as possible. So, that our stomach keeps purified especially at least after each meal it will kill all impurities and keep our system clean.

Now, you can understand the sender the teacher actually wanted the receiver the students to understand that drinking liquor is very bad. It will actually kill the person eventually it will first start with killing the stomach and then, slowly it will kill all organs which are like earth worms and they will be killed, quickly

Now, the student got the different message he thought that it will kill only the warms in the stomach and completely he got the negative meaning. So, this happens when the receiver is unable to understand and interpret the message properly teacher say something the receiver received in a different manner and give a different interpretation. So, you have to be very careful when this kind of messages are being passed.

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1. Personality Barriers

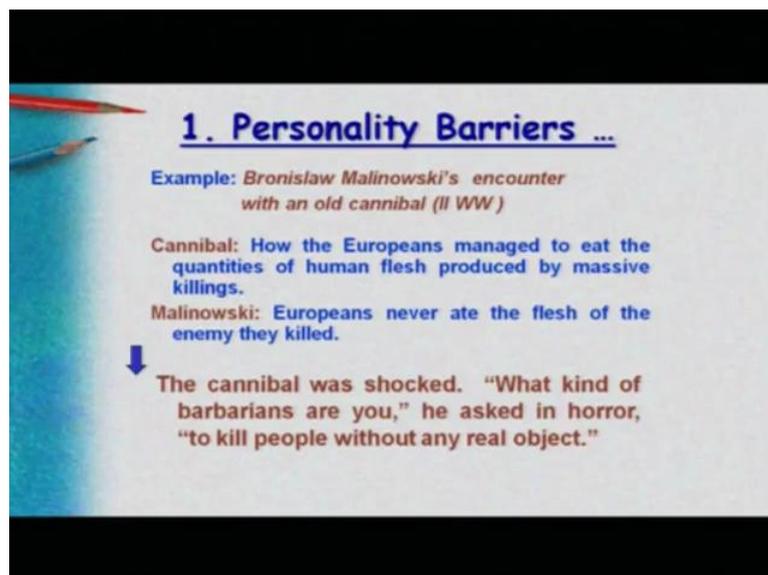
Psychological in nature

People tend to take for granted
"the commonality" in communication.

- Difference in backgrounds are overlooked
- Difference in perception is ignored

Let us look more on personality barriers the personality the barriers are mostly psychological in nature it happens in the mind it is stood with the mind set and then, people tend to take for granted the commonality in communication for instance they overlook the differences in back grounds difference in perception is also ignored remember we spent one complete lecture on perception.

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1. Personality Barriers ...

Example: *Bronislaw Malinowski's encounter with an old cannibal (II WW)*

Cannibal: How the Europeans managed to eat the quantities of human flesh produced by massive killings.

Malinowski: Europeans never ate the flesh of the enemy they killed.

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The cannibal was shocked. "What kind of barbarians are you," he asked in horror, "to kill people without any real object."

Look at another example here where way the people perceive things are completely different it is a famous example of the experienced and anthropologist at during his

encounter with an old cannibal and this anthropologist Bronislaw Malinowski and during the Second World War. He went and then interviewed lot of cannibals. He wanted to know about their life style and he wanted that to publicized to the civilized people at the end of the interview and then when he was about to leave the leader of the cannibal. So, cannibal, I hope if you know or man eaters they can eat human beings, but the leader also Malinowski's there. So, he can recognize he is a friend.

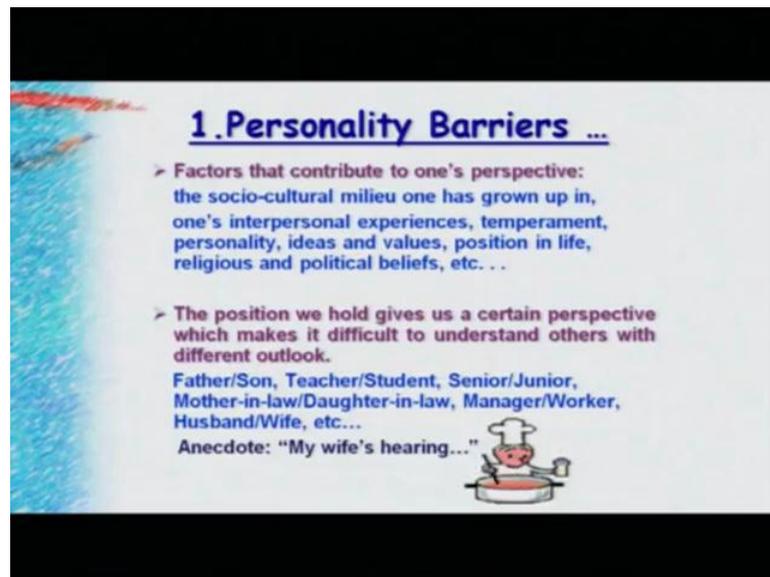
So, they have not done any harm and then the leader asked him about the world war he had a question he asked him how the Europeans manage to eat the quantities of human flush produced by massive killings. So, during the second world they killed. So, many people and then the bodies were lying he asked, how did they manage eat all of them then Malinowski told him Europeans never ate the flesh of the enemy they killed.

So, this was very surprising to the cannibal and then rather shocked and then he just in is a shock and surprised asked him what kind of barbarians are you he asked in horror to kill people without any real object. So, the perspective of Malinowski is that the Europeans are civilized and then the cannibals are uncivilized the perception of the cannibals that, if you kill human beings for nothing and then, if you are not going to eat them. So, then you are really barbarians you are the one whose uncivilized.

So, this is like way you look at the cup whether you look at it and say it is half empty or it is half full. So, you can completely take two different perceptions look at other aspects factors, which are contribute to one perspective often the Socio-cultural believe, that is the environment Socio-cultural environment the back ground one is grown up in.

So, that gives a perspective once interpersonal experiences almost all of us have our own unique experiences and then once temperament the way the person is developing once moved.

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1. Personality Barriers ...

- Factors that contribute to one's perspective: the socio-cultural milieu one has grown up in, one's interpersonal experiences, temperament, personality, ideas and values, position in life, religious and political beliefs, etc. . .
- The position we hold gives us a certain perspective which makes it difficult to understand others with different outlook.
Father/Son, Teacher/Student, Senior/Junior, Mother-in-law/Daughter-in-law, Manager/Worker, Husband/Wife, etc...

Anecdote: "My wife's hearing..."



The personality as search ideas and values position in life religious and political beliefs etcetera actually gives a person the personality a kind of perspective which may concur with other perspectives or it may also contradict it is interesting to note that even the position hold gives us a certain perspective and it makes it very difficult to understand others with different outlook. Take for example, father son the different positions they have the son, while growing up gets a feeling that father never understands and father always says it is like his generation was always better.

But the son grows up he says the same complaint that his father was telling about his son, teacher student the student has a different kind of perspective as a student, but when he grows as a teacher. So, then the perspective is reversed.

Similarly, senior and junior for example, seniors the second year students third year students even the final year students, when the new students juniors join they say for example, ragging they will say it is a necessary evil you have to rag them. So, they will come of out of shell.

So, they will be very expressive and open. So, they have to rag them when you ask the junior and their parents they will say no-no, no ragging is bad it is a evil and it as to be contain and it as to be reported anybody does it he or she should be severely punished. Now the same parents when the students become senior. So, they will say that no it is now they are matured children. So, if they are ragging somebody it is fine now the same

parents who wanted them to be protected from the first year they say that it is when they reach second year.

So, the position one takes the other interesting thing on which. So, many serials as been made is the positions which mother in law and daughter in law they would take in the serials daughter in law always complaints, about the mother in law and always feels that the mother in law is not understanding the mother in law is very insensitive mother in law is cruel and all that.

So, mother in law always says that the daughter in law is not up to her expectations. So, she should improve she is not working she is lazy and all that. Now when the same daughter-in-law grows evolves as mother-in-law then the position changes and when she gets another daughter-in-law, expects rare cases many of them again give the same kind of complaints which they received when they were daughter in laws.

Now, same thing happens between manager and worker husband and wife, let me give you one interesting anecdote about husband and wife one very loving and caring husband when to the doctor and then he told the doctor that; doctor I think my wife is suffering from hearing deficiency and then I want her to be cured I love her. So, much I do not want her to even know that I am aware of it. It might hurt her, but you help me to get her cured of this hearing deficiency and by which our communication will improve. So, the doctor said fine let me understand how difficult the level of her hearing deficiency is.

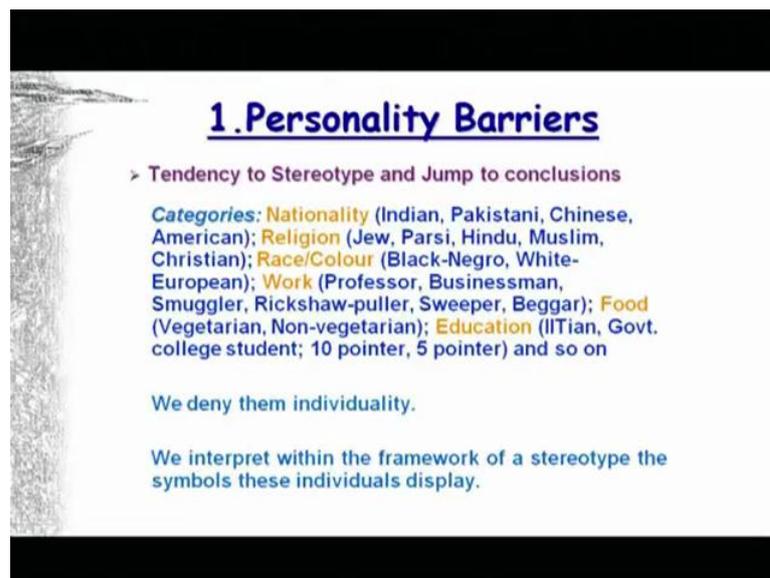
So, he said you do one experiment when, you go home how is your home he said my home is like there are four doors and then, it is in a kind of compartment one room after one. So, he said fine. So, when you go the first room you ask her something and then you go the second room, you ask third room, you continue forth room, you continue and then the place where she is able to respond and the rough distance that you have just come and report to me I will be identify where she is exactly not able to hear you. What is her level and I can treat her accordingly.

So, he went and stood on the front door and then he could see on the forth room that is kitchen. So, you can see her back and she is cooking something. So, he shouted and then called her honey my dear what are you cooking for today. So, no response then he just moved to the next room then again he shouted he asked honey what are you cooking for

today no response, again he went to the third one honey what are cooking for today no response. So, he went close forth room is the kitchen.

So, just he stood next to her and then he asked honey what are you? Cooking for today she said chicken and I am shouting this for the fourth time chicken, and I am shouting this for the fourth time meaning you might have understood now, the hearing deficiency is not with the wife it is with the husband. So, whenever he shouted she had been responding and he was not able to hear her, but because of the position that is husband and he is flour less he cannot make any mistake and it is a wife who will always make the mistake he is not able to see through his own limitations. So, that was an eye opener for the husband and he realized that it is his personality his position that is giving him the problem not his wife.

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1. Personality Barriers

- > Tendency to Stereotype and Jump to conclusions

Categories: Nationality (Indian, Pakistani, Chinese, American); Religion (Jew, Parsi, Hindu, Muslim, Christian); Race/Colour (Black-Negro, White-European); Work (Professor, Businessman, Smuggler, Rickshaw-puller, Sweeper, Beggar); Food (Vegetarian, Non-vegetarian); Education (IITian, Govt. college student; 10 pointer, 5 pointer) and so on

We deny them individuality.

We interpret within the framework of a stereotype the symbols these individuals display.

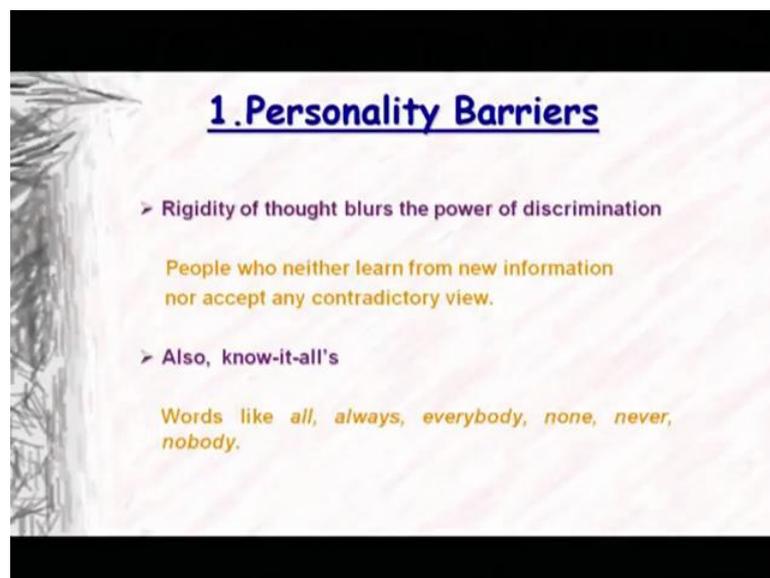
So, put yourself always in the other person side and then, you try to understand whether there is problem with you before you try to identify what is with the other person, there are other reasons like the tendency to stereo type and jump to conclusions stereo types are the kind of conclusions be make images. That we make just because somebody at some point did something wrong we will always think that that kind of person will always to the same thing.

So, one servant stole money, you caught him and you will think that all servants are like this they will always steal money. So, there may be 10 other honest and sincere people,

but you form as stereo type when you jump to conclusions it happens under various categories nationality. So, Indians, Pakistani, Chinese, American, So, different people think that they are behaving differently religion wise Jew, parse, Hindu, muslin, Christian race color black or negro white European and then, we have brown which are Indians and then yellow the South Asians in terms of work we have stereo types professor, businessman, smuggler, rickshaw puller, sweeper, beggar in terms of food again we have stereo types vegetarian people are like this we have some qualities non vegetarians are like this in terms of education.

So, if you are from IIT. So, we associate some kind of brand elitism quality, if you are a government college student then, we think that you are never attend a class you are always lazy insincere student and. So, on within IIT you are 10 pointers. So, you say that oh you must be really working hard you are really brilliant you are a genius if you are five pointer. So, then you say that you are an average guy useless fellow and so on.

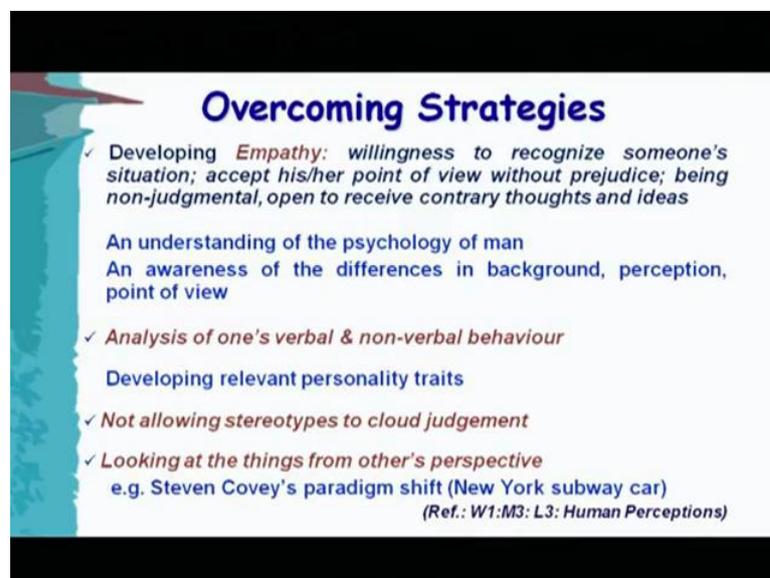
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Now, by doing this stereo typical way of looking at people we denied individuality we do not see them as different people do not give them in weakness we interpret within the frame work of a stereo type the symbols this individual display which is actually incorrect apart from this two other things which our associated with personality one is this rigidity of thought that blurs the power of discrimination.

So, there are people you might have come across them neither learn from new information nor accept any contradictory view a very rigid in that thinking also we can turns some people as know it all you go and tell them, that this a new article that I had write they will say, I know. I know I have read this a this is just publish today yeah, but I know I have heard of it I read somewhere, they will never make you believe that they dint know anything any new thing anything that you share they will say I know it, I know it and this people can be easily identified when they use words, like all always everybody none never nobody when you this terms actually they are acting as barriers to your own personality in communication.

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Overcoming Strategies

- ✓ Developing *Empathy*: willingness to recognize someone's situation; accept his/her point of view without prejudice; being non-judgmental, open to receive contrary thoughts and ideas
 - An understanding of the psychology of man
 - An awareness of the differences in background, perception, point of view
- ✓ *Analysis of one's verbal & non-verbal behaviour*
 - Developing relevant personality traits
- ✓ *Not allowing stereotypes to cloud judgement*
- ✓ *Looking at the things from other's perspective*
 - e.g. Steven Covey's paradigm shift (New York subway car)

(Ref.: W1:M3: L3: Human Perceptions)

Let us look at some quick strategies for overcoming this barriers the most important thing is to develop empathy that is you have to put yourselves into the shoes of the others willingness to recognize someone situation.

Now, husband is supposed to take the wife for a movie or a party that evening and the wife is dressed and ready, which very eager and she is being preparing herself for the past 3 hours husband comes. So, late and then the moment she opens the door she just shouts at him throws things on him. She expresses an anger like anything without knowing the fact that the husband met with an accident and then fortunately he was saved he was given some first aid and then, it was a miracle he reached even home

because of some flock he escaped she dint even see some first aid that was given to him anger actually ha completely closed arise.

Now, that is the willingness to recognize someone situation. So, before getting angry at someone important to realize that, why that person might actually come late, despite the fact that the person who is very well that it is important for him or her to take me out. So, accept is his or her point of view without prejudice we non judgmental, one should be open to receive contrary thoughts and ideas one should not have the rigidity of thinking of if one has one should try to that consciously and understanding of the psychology of man how human beings function that also helps and awareness of the differences in background perception point of view each point of view is to be respected although it can vary from at our own points of views analysis of one's verbal and non verbal behavior.

So, when we go to non verbal behavior I will talk more about that you, but you should be able to even look at the non verbal clues given by the other person and then developing relevant personality trait is, if somebody angry as I was said before you should do not become aggressive. So, appropriate personality trait not allowing stereotypes to cloud judgment and then, looking at the things from other perspective remember the story I told you from Steven Covey about the paradigm shift that happen in his mind in the new York subway car. So, remember this first week module 3, lecture, 3 on human perceptions where he says that you should try to understand this first before you want them you to be understood seek to understand before you want yourself to be understood.

Now, at the concluding point I want you to understand that empathy after all the most important one, if you are able to empathize will be able to resolve lots of issues in communication and vey famous code from Kahlil Gibran. He says that keep me away from the wisdom which does not cry. Which means you may say that you are a very wise and intelligent person.

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Use Empathy/Be Expressive

"Keep me away from the wisdom which does not cry,
the philosophy which does not laugh
and the greatness
which does not bow
before children."

~Kahlil Gibran

But if you cannot be moved to tears he says that I do not want that kind of knowledge or wisdom the philosophy which does not laugh. So, you are a philosopher, but you keep the face all the time serious. So, he says if you are not able to laugh and the greatness which does not bow before children.

So, you may be a very great person, but if you cannot recognize the innocence of the children and if you cannot respect that he says that I do not consider that a greatness. This means like you need to empathy at all points of view your life and that will help you to develop you as an effective communicator.

So, I conclude with this thought I will get back to you with more barriers to communication and how we can overcome in the next lecture.

Thank you for watching this video and have a nice day.