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## **Introduction**

The aim of this report is to analyse how we can improve communication in our own work place and to overcome communication barrier.

Communication is the process to transfer information from one person to another. This information could be ideals, thought and emotions.

Communication at work place could be judgemental or unfavourable. It is important to communicate effectively with colleague and services user at workplace. It fundamental to practices effective communication at work place, it is essential for the administrators to put in place the effectiveness of good communication skills

Communications can also be in forms of theories model and methods. To analyse how we feels. Schramm's model of communication 1954 emphasize that communication is not complete unless the receiver gives a feedback. This model shared important of communication, in other to understand, the sender need to respond back. Schram believed that communication is actually a two-way process between the first party and the second party. Schramm's model also specifies that coding and decoding are two ways to effective communication.

## **Why Communication is important in the workplace**

Communication in work workplace is important for both the staff and the organization. Good communication help to build up goals and collaboration with other partners. Having effective communication in the workplace, prevent conflict, it creates responsibility, positive culture and purposes for the organisation. Communication can also be in form of verbal, nonverbal and writing.

**Verbal communication** is the language use to communicate with other. For verbal communication to be effective, the message we convey with co-worker need to be clear, accurate and honest. As a professional, you must make effective use of your language skills and improve your abilities to interpret other people's messages. Robinson and Robinson (1982).

**Non-Verbal Communication** is the way we communicate without words. The literature that support the effectiveness of a nonverbal communication as a tool for convey thoughts, attitudes, perceptions, and meaning. (Lavan,2002). It vital in the workplace to practices effective communication. The behaviour, facial expressions body movement must indicate positive attitude. Where there is negativity, it brings conflicts and slow down teamwork and productivity. For example, if a colleague at workplace appears with a wrong facial expression

the co-worker will read a meaning to it. So, it is essential to practice effective nonverbal communication in the workplace.

**To improved effective communications at work place:** There are ways communications can be transfer, for example There are some keys to have good communication at work place, this includes,

**Innovation:**

Communicating freely at workplace can bring ideas that can improve the organisation and bring innovation. When staff are given open line of communication with the administrators, they are encouraged to bring creative ideas which can bring innovation. However, when there is no open communication there will be lack of active listening and collaboration of staff.

**It brings growth:**

Effective communication is essential in an organisation. Having strong line of communication both internally and externally brings growth and produces good delivery of projects and speeds up the process of policies. Having good skills of communication brings promotion to internal staff who are looking forward to get to the next level. For example, staff may have the knowledge of becoming a supervision. The manager can notice this skill as a result of effective communication.

**It enhances skill at workplace**

Good communication at workplace builds trust and loyalty to organisation. It encourages staff and administrator to have open ideas and new innovation at workplace. It creates job satisfaction and feedback. Good communication enhances skill and brings success at workplace. For example, support work that is level 2, might be notice by the manager for hard word and good communication skill. Through conversation, the manager will identify the skill and this will lead to promotion.

**Good communication brings less conflict**

Open communication prevents conflict at workplace in organisation where different personalities work good communication skills is without limit. It prevents misunderstanding of staff and the administrator. Resolving conflict create good understanding and this can lead to personal and professional growth.

**Good relationships:** open communication brings good relationships with staff and employers. It builds up growth and productivity it creates good environment, friendly relationship with clients, staff, and management. It brings loyalty between the organisation and the employers. When there are good relationships the employees are trusted and feel comfortable to get on with their job. For example, a staff with the skill of IT can be easily promoted to a different department as result of open communication with the administrators

**Barriers to effective communication.**

There are some elements in which we communicate, according to Shannon Weaver model of communication 1948. Explained how the sender encodes the message through channel like

telegraph, the receiver decodes the message before understanding it. The sender may hear but still not understand the message due to the noise at the background which will cause a barrier and affect the communication process like environment and personal barriers.

Communication barriers is when people of difference personalities show misunderstand to one another. To have effective communication at work place the staff and administration need to understand the ways to prevent barriers at work place

There are some types of barriers to effective communication, these includes

Attitudes, cultural, languages, behavioural and environment.

### **Attitude barriers:**

This normally occurs in the workplace and can cause a malfunction to staff and administrator staff being judgmental, showing different attitudes, treating people differently in the workplace for instance, the manager has power to dismiss staff just because he/she has power over the staff, the manager can discriminate staff or be judgmental and just not showing interest in staff. Manager can stereotype you, because of your behaviour or who you represent. To improve attitude barrier at workplace is to be open, respect others decisions, do not discriminate others, and to get to know them or understand their personalities.

### **Cultured Barriers**

This is a common course of communication in the workplace. Working with different personalities with cultural background leads to barriers. People values, beliefs can change, and people think differently of other for example, co-worker dressing and the social background different from other can prove barrier. To improve cultural barriers is to show respect to one's culture, trying to understand others beliefs and values, show empathy and establish effective communication with one and another. And the organisation should educate staff on cultural differences.

### **Language Barriers:**

This can lead to conflict in the workplace. co-worker misunderstand one another or when giving a task to work in team and employee with different personalities, speak different languages, barriers will occur. when staff raise their voice when speaking or use slang or jargons that the other person do not understand can prove a barrier. To improve this barrier staff and employers must have effective listening, respect others from a different race, and practise appropriate verbal communication, or get staff to take online English courses that can help with English language.

### **Behaviour Barriers:**

This occurs in the workplace when staff stereotype others, because of their view of that person, their beliefs and social background of that person. For example, staff view may come from one beliefs and appearance. This could develop conflict in the workplace, having

on staff or service users can create barrier. To improve behavioural barriers, respect individuals, have open communication understanding and respect people for what they are.

### **Environmental Barriers:**

This occur when noise in the background becomes a barrier in the workplace. such as physical noise. For example, a service user may request for a drink and staff bring her cake because the noise at the background has caused a misunderstanding. To prevent this barrier, make sure service users are in a quiet environment and listening effectively when communicating and make sure you understand. Turn off anything that can cause distractions.

### **There are keys that could contribute to Environmental and Physical Barriers.**

**Time:** This barrier often occurs at workplace. For example, when staff are late to work the communication process is broken, working into the room during Handover course a noise that proved to be a barrier. So, for communication to be effective individual need to arrive on time at work place.

**Space:** this is essential at workplace. creating space for the service user at the communal area can be effective. when communicating. Space can eliminate noise from the other person. Noise create barriers that can affect the conversion between staff and services user.

Our relationships with others, power and status, and our cultural backgrounds determines how physically close we get to others and how close we let others get to us. (burgoon and Jones,1976)

**Place:** The area or environment can create noise pollution and this can be a barrier to effective communication. For example, noising area where there is building site or road work can affect effective communication in the work place and can course misunderstanding between manager and co-worker.

**Medium:** The process of effective communication is vital. The channel in which communication is taking place should be clear and accurate. For example, communication can be in forms of written, Orel, audio, formal, informal. When this process is not done properly this can proved a barrier.

### **How to overcome communication barrier in workplace.**

#### **Eliminating Deference in perception:**

It is fundamental for organisation to looked into employee qualifications skills and knowledge when recruiting. To eliminate perception and attitude that employee practice at work place. Organisation should put in place work polices and communication skills training in other for individual to have effective communication skills.

#### **Communicate in simple Language:**

When communicating at work place it is vital for individual to communicate in a simple language in other to get understanding. Use of words like slang or jargons should be avoided, when simple and clear language are applied there will be less confusion and this will break barrier to effective communication.

#### **Good listening:**

When having conversation at work place it is important to listen to one and other to have understanding of what is being said and to ask questions. To break barriers to effective communication there should be an understanding of both parties, and can eliminate conflict at work place and bring positive attitude. being a good listen can prove effective communication at work place.

### **Avoid work overload:**

It is essential at work place for individuals not to overload themselves with work. It good to work accordingly to hours in other to create good environment and effective communication. Working accordingly to hour managers can established effective communication with subordinate and this can prove good team work and productivities.

### **Positive feedback**

It is vital for the organisation to give positive feedbacks to employers and co-workers. Given a positive feedback in the workplace can prove effective communication. Feedback should be in good manners with positive words. Negative feedback can create a barrier at workplace. to break barrier to effective communication positive feedback should be constructed in a good manner either verbal, nonverbal or in written communication.

### **Conclusion**

This assignment has explored how we can improve communication in our own workplace. It is important to established effective communication in the workplace, the organisation, the employees and subordinate must have the awareness of communication. This report has discoursed the theories of communication, why communication is important, the barriers and how to overcome barriers. To established effective communication in the workplace is vital, to understanding the channel of communication, the important of sender and the receiver. Having awareness of effective communication in the workplace create strong leadership and productivities.

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