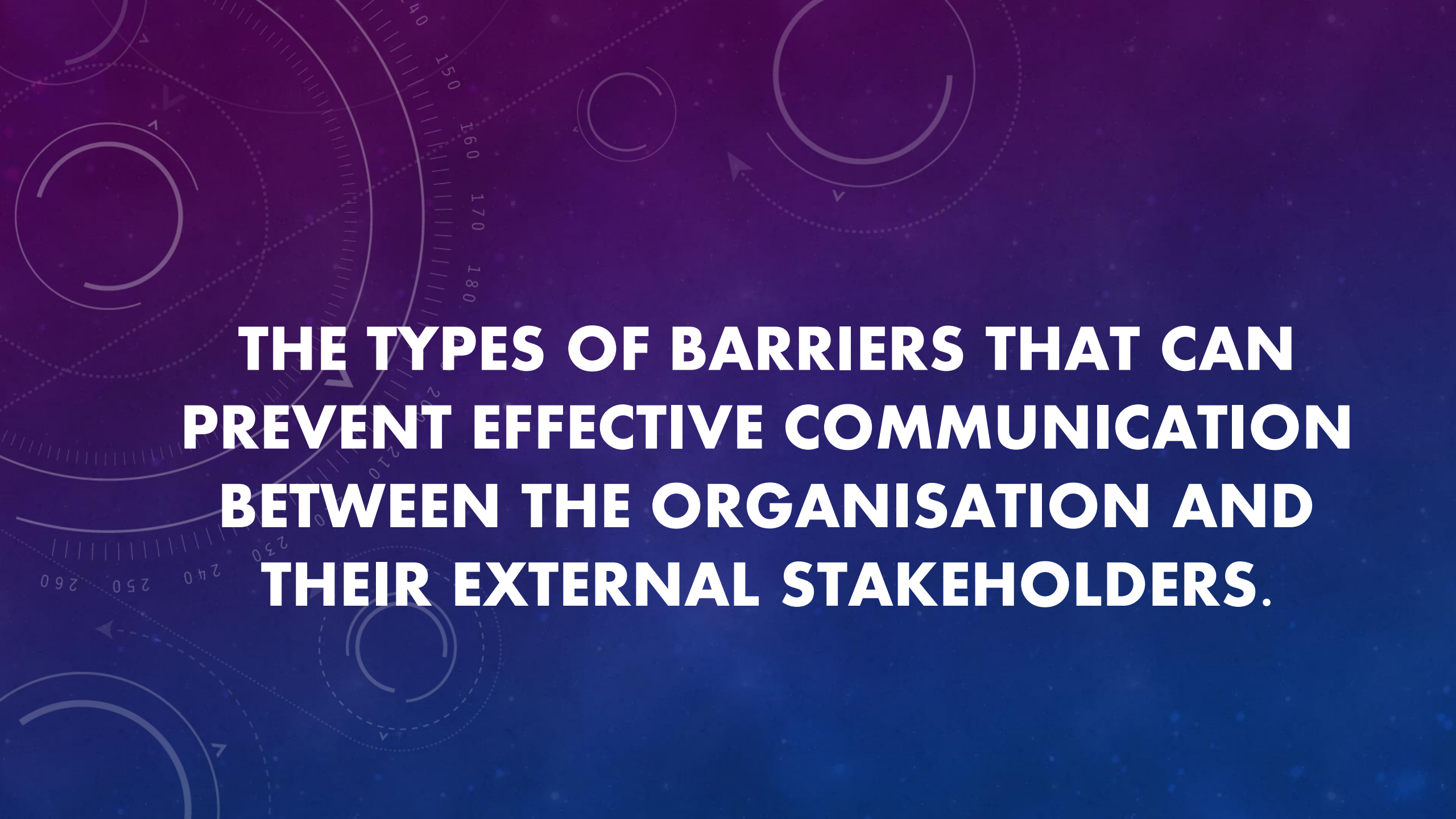


The background is a gradient of dark blue and purple. On the left side, there are several concentric circles and arcs, some with degree markings (40, 150, 160, 170, 180, 190, 200, 210, 220, 230, 240, 250, 260) and arrows indicating a clockwise direction. The text is centered on the right side of the image.

EFFECTIVE TEAM WORKING AND COMMUNICATION

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MODULE CODE: BMSW4002



**THE TYPES OF BARRIERS THAT CAN
PREVENT EFFECTIVE COMMUNICATION
BETWEEN THE ORGANISATION AND
THEIR EXTERNAL STAKEHOLDERS.**

WHAT ARE BARRIERS TO COMMUNICATION?

The word barrier means an obstacle, a hindrance or simply a problem that comes in the way of transmission of a message and blocks the process, either completely or partially (Febriantini, et al, 2021).



NATIONAL CULTURE

National culture is the difference in people's beliefs. It is important to be culturally aware when communicating with healthcare professionals because people from different cultures have different norms and values.

Why is it important to acknowledge national culture?

In modern day society, it is very common to have people from different origins within one company (dewaele & stavans, 2014). In the recent years aneesh (2012) found that many foreigners have migrated all over the country in hopes of finding work. The recent statistics also reflect this as there are now more intercultural workplaces and social diversities have increased.

How can we overcome culture barriers?

- Ensure clear and polite communication.
- Learn about different cultures.
- Work towards accommodating cultural difference.
- Share knowledge.
- Employ diversity training.



LANGUAGE

Patients, residents or service users , may have varying abilities with communicating in English. We should always establish how good an individuals English is so we can implement translation services. English as an additional language or advocacy is available for those entitled to it under the Mental Capacity Act 2005 (Shah, Rahman, and Khashu, 2007).

How can we overcome language barriers in the workplace?

Within the workplace there are many ways to overcome language barriers. The most important one is workplaces making an effort to hire more bilingual staff to assist with translation services, or implementing translation services (Onea, 2013). For example, [Lancashire and South Cumbria NHS Foundation Trust](#) is one of the UK healthcare providers using [Pocketalk](#) real-time [language translation](#) devices, to overcome language barriers during the Covid-19 pandemic.



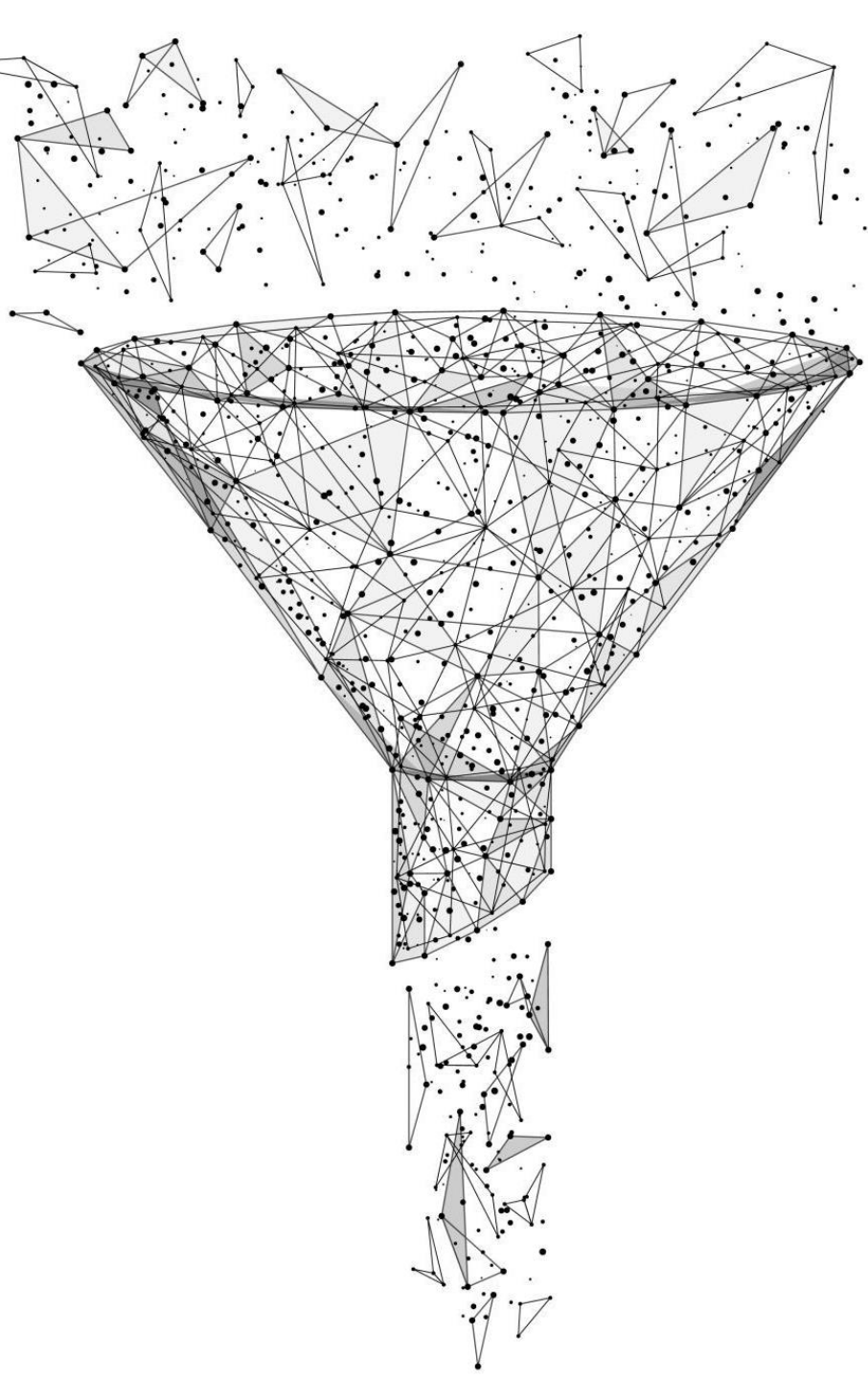


DEFENSIVENESS

Defensiveness is when a person feels threatened and refuses to cooperate or have a conversation. A person showing defensive traits would; verbally attack others, be distrusting towards you and may also make sarcastic remarks. There are certain factors that may contribute to a person being more defensive such as: stress, anxiety and medication.

How can we overcome individuals being defensive?

Within Noonan (2008) studies he found that if we want to see change in individuals being defensive we must try and find common ground and relate to each other, as this can be the "greatest leverage". We should also try to add value to conversations to improve the quality.



FILTERING

What is filtering?

Filtering occurs when information is intentionally withheld, ignored, or distorted to influence the message that is ultimately received (Noonan, 2008).

How to overcome filtering ?

Many communication problems are directly attributed to misunderstanding and inaccuracies. These problems are less likely to occur if the health care professional gets feedback, both verbal and nonverbal

EMOTIONS

How a receiver feels when a message is received influences how he or she interprets it. strong emotions may hinder effective communication. In such instances, we often disregard our rational and objective thinking processes and substitute emotional judgments.

How can we overcome emotions at work?

A professional or patient who is upset over an issue is more likely to misconstrue incoming messages and fail to communicate his or her outgoing messages clearly and accurately. Hennessey ([2011](#)) suggested, however, that if one does separate off one's emotions from practice, then one is essentially separating the relationship with the service user from the practice.



INFORMATION OVERLOAD

Information overload, is when information exceeds our processing capacity. At times, anxiety, stress, medication and pain can impact a person's ability to process information (Hennessey, 2011.).

How to overcome information overload?

it's important to make sure your actions align with and reinforce the words that go along with them. An effective communicator watches nonverbal cues to ensure that they convey the desired message.



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