Communication Skills
Lecture 02

Words are the singularly most powerful force available to humanity. We can use this force constructively with words of encouragement, or destructively using words of despair. Words have energy and power with the ability to help, to hinder, to humble, to humiliate and to humble.

Winston Churchill

Sender → Receiver

barriers

Types of Barriers

Physiological  Physical  Cultural
Language  Interpersonal  Psychological
Emotional
Physiological Barriers:

- Ill health
- Bad eye-sight
- Hearing difficulties
- Negative personality

Individual's personal discomfort

Can best be handled by working on developing a true perception as certain physiological features contributing to barriers may not be curable.

Physical Barriers:

Doors, walls, battery, distance

(yeah, not that easy)

Cultural Barriers:

Someone shakes your hand,
someone bows, someone eats pork, someone eats cows, etc...

Language Barriers:

Bonjour

Hola