

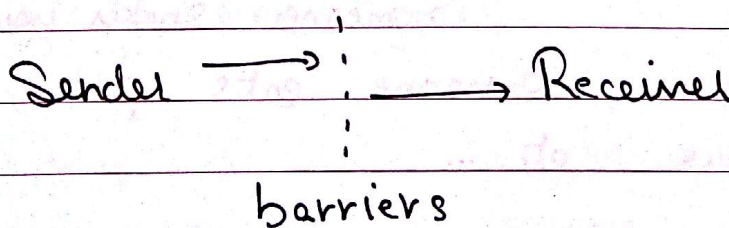
Communication Skills

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 hurt, to humiliate and to humble.

Winston Churchill

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Types of Barriers

Physiological
Language
Emotional

Physical
Interpersonal

Cultural
Psychological

Physiological Barriers:

Individual's personal discomfort

Ill health

Bad eye-sight

Hearing difficulties

Negative personality

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

Physical Barriers:

Doors, walls, noise, distance
(yes, it's that easy)

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Cultural Barriers:

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

Language Barriers:

