**Barriers to Effective Communication – Answers**

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| **Type of Barrier**  | **Description** | **Methods to Overcome** |
| **Problem with Sender** | Too much technical language is used. | Avoid technical language.*(Wow! That was difficult).* |
| Speaks too quickly or unclearly. *(Mr. Nelson?)* | Feedback should be given –ask sender to repeat. |
| Message sent to wrong person. *(email?)* | Don’t send message to wrong person! Check! |
| Message is too long or dull. | Summary of main points needed. Don’t use oral communication? |
| **Problems with Medium**  | Message is lost. | Ensure all messages have feedback. |
| Wrong method or channel selected. | Look at benefits of each method; important? Use verbal **and** written.  |
| Long Chain of Command. | Delayering, Use email or staff meetings. |
| Feedback is essential, but not received. | Use verbal, not written communication. |
| ICT System breaks. *(Studywiz!)* | Ensure you have a skilled ICT department, who can fix problems quickly.  |
| **Problems with Receiver** | May not be listening. | Ensure message is not dull *(assembly)*, ask for feedback. |
| **Problems with Feedback** | Feedback is too slow. | Don’t pass message through a long Chain of Command, use direct communication.  |