



BARRIERS IN LEARNING ENGLISH LANGUAGE AND COMMUNICATION SKILLS

Dr. JAVED KHAN

Assistant Professor, Department of English, Government Post Graduate (Lead) College, Sheopur

District, Sheopur.

Email: javed07.jk01@gmail.com



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Abstract

Communication can be defined as when two or more people communicate in same language is called communication. There are different kinds of communication like verbal communication and nonverbal communication. Not only man possesses a language to communicate but animals too have a language to communicate but the language of animals cannot be understood by men. Since men have developed different languages to communicate it has become the only way to express our thoughts, feelings and emotions. If we take it more slightly, communication is the process by which feelings, emotions, facts and figures are exchanged by using common set of symbols. In a society every human being share their thoughts, feelings and emotion by using at least on language and that is common otherwise the process of communication will not take place and it will hinder the process of communication. In a process of communication there are certain elements like sender, message, encoding, channel, receiver, decoding and feedback.

Keywords: English Language, Communication Skills, Barriers of Communication

Introduction to Communication

As far as English Language Communication is concerned; there are certain body parts which send a signal when people talk with each other. Like head, it plays a vital role when people communicate, so it can be understood easily when people nod their head in the process of communication means they are listening each other attentively. When people appearing in interviews, meeting and in conferences if people are holding their head positively it means speaker and listener both are paying attention to each other and are interested with each other, another part for non verbal communication is face, it is said that face is the index of mind and it is the another part of body language. So it can be said that facial expression, gestures and postures are an

essential part of non verbal communication. If the communication is interesting and people are taking interest in conversation then, the facial expression and gestures of the face will be positive and face expression like smiling and laughing will be the sign of effective communication. Every face expression is an important sign during the process of non verbal communication. Facial expression like lining on the forehead, smiling on our lips and the movement of our eyebrows can be read easily and these expressions will be louder than words. So it is very necessary for us to have positive facial expressions while attending meetings, group discussion and interviews. We need to control our negative feelings, emotions, gestures and postures while having communication. The process of

communication starts with the sender because it sends the message to one person or a group sender can be called as transmitter and encoder. Message is a physical form of feelings, emotion and thoughts are gained by human sensory receptors. Encoding is the meaning of the message which encoded by sender or encoder for having a proper communication the set of symbols should be common between sender and receiver. Channel can be described as medium by which message is sent like e-mail, telephone, fax etc. receiver can be explained as the person who receives the message. Decoding means putting the meaning to the message and feedback is called the reversal of the communication process like smiling, asking question and Calling further explanation. With the advancement of science and technology men has developed a various means of communication like e-mail, fax, telegram, mobiles, and telegram etc. "Communication is an exchange of facts, ideas, opinions or emotions by two or more than two persons." in the process of Management

Barriers to communication

When process of communication takes place there may be chances that some barriers may occur and hinders the process of communication. So it can be said, no any process of communication is barriers free. Following barriers to communication can be occurred:

Distance barriers: it can be understood as the sender is speaking or sending message from one city to another. So it is impossible to him communicate without using the mediums like email, fax, telephone, etc. so when two people want to communicate and both are living at different places at that moment distance becomes barriers to communication and if any effective channel is not used then it will always hinder the process of Communication.

Noise barriers: Noise barriers means the noise of fan, cooler, chirping of birds, construction work, any environmental sound can create a noise barriers. We can take the example from daily life, when two persons want to communicate and both are standing at different sides if the road. Due traffic sound they

both will have to speak loudly and to communicate each other. Then they might hear each other. That Barrier would be called noise barrier to communication.

Semantic barriers: it is called the science of meaning. It is occurred when two or more than two people want to communicate but they do not have a common language to communicate and the meaning is perceived by receiver is completely different and do not understand what message sender wants to convey.

Difference in perceptions: it is a kind of socio-psychological barrier, people perceive the things according to their experiences, knowledge, emotions that is the reason people hardly have same views over any topics and this thing creates a distance among people. Culture, society and education play a vital role to create a perception. Two people from different background will define any concept in their own and different way.

Status barrier: this is another kind of socio-psychological barrier; this barrier can be seen in society and in organizations. In a society rich would not like to take advice from the poor and in the organizations a senior employee hardly accept the suggestions from his subordinates,

Cultural variations: this is one of the most common barriers, we can observe this barrier anywhere, when the people of different cultures meet and talk, hardly take interest to know about other culture than talking and meeting with one who belongs to the same culture.

Ways to overcome from Barriers to Communication in English Language

The process of communication takes place when the receiver receives the intended message sent by sender. The barriers hinder the process of communication, for removing the barriers to communication we have certain ways by which the process of communication can work effectively and desired communication will take place.

Strategies to overcome from barriers to communication

- 1) **Planning of Ideas:** Before sending any message sender must plan his/her ideas, if ideas are well planned and the purpose of communication is clear, then sender will not have any doubt and communication between sender and receiver will take place smoothly and without hindrance the message will be sent.
- 2) **Effective listening:** Stuart Chase defines "listening is the other half of talking" and plays a vital role in the process of communication, if listener is willingly listens the sender and pays attention then only the desired process of communication will take place. Effective listen can be called a mental alertness, remembering and implementing message sent by sender.
- 3) **Use simple and meaningful language:** for removing the semantic barriers the sender must send the message in simple and meaningful language, so that the receiver gets the understands the whole meaning and language, then after the effective communication will take place, jargons and uncommon phrases must be avoided for proper communication.
- 4) **Use of body language:** if positive body gestures and postures followed by sender to communicate or to send any message to the receiver with oral words then receiver will get complete and desired meaning of the message sent by sender. For the selection procedures in any corporate organization, face-to-face interviews are conducted to read the personality of the candidate for the respective position.
- 5) **Nonverbal communication:** when a person sends a message by body posture and gestures for the communication is called nonverbal communication. Our body passes signal every time whether it is intended or not. Facial expression, eye contact, tone of voice etc. is the part of nonverbal communication. When we communicate with other person we wave our hands, shrug our

shoulders to send intended message more effectively is also a non verbal communication. It can be defined as sending a message without written spoken words like body movements, voice patterns, time and touch etc.

Nonverbal communication is considered more effective communication than verbal communication because it reflects on body whatever going on in our mind. Suppose during the time of interview the body gestures and postures of interviewee are evaluated by interviewer to understand the confidence level and knowledge. If an interviewee is maintaining eye contact with the interviewer while answering the questions, this is considered a positive sign. And if interviewer is looking corners of the wall or looking down is considered negative sign. During the time of interview voice pattern which is an important part of nonverbal communication is also evaluated. If voice is constant and audible means interviewer is not fumbling for words are considered positive Sign. Nonverbal communication has a lot of significance in formal and informal communication. Nonverbal communication can be understood by several ways:

- 1) It is a kind of communication which is more than words.
- 2) It uses non-linguistic means to send a message.
- 3) It is focused on body movements than written or spoken words.

Types of Nonverbal communication:

Kinesics: it is the language of body, the movement of body, facial expression, gestures and postures is called kinesics. For effective communication we do not only have voice but also have movements of body like nodding head, blinking eyes, shrugging shoulders, waving your hands and other physical movements.

Facial expressions: it is the most effective part of body to understand and read the mind of an individual, because whatever is going on inside our mind is reflected on our face like anger, happiness, sadness, etc. when people communicate each other

they emphasis over facial expression to understand the feeling and emotions of a person whether the communication is formal or informal. Only on the basis of facial expression it can be understood easily that what is going on inside the mind of a person. Undoubtedly, it can be said that face is the book of the heart.

Oculesics: it is the language of eye or in other words it can be defined as the movements of eyes during communication is called Oculesics. The movements of eye have a lot of significance during communication.

It is one of the ways to evaluate the confidence level of an individual. Because if the person maintains eye contact during the conversation it shows that he/she has enough confidence and whatever he is saying can be believed easily, during a formal conversation it has lot of significance. If a person does not maintain an eye contact while having a formal conversation, it shows that he/she is not confident enough. We can take the example of a classroom, when a teacher asks the question to student, if a student knows the correct answer, then he will be able to maintain eye contact with the teacher while answering the question, if he/she does not know the appropriate answer of the question then he/she will not make eye contact. It can be said clearly that oculusics has a lot of importance in formal or informal communication and it cannot be neglected from effective communication. In Indian culture making eye contact for long time with elders is the sign of immodest. While keeping eyes downwards during the communication with elders is the sign of modesty. During the informal communication the frequency of making eye contact shows the interest or boredom. If someone is interested in communication will maintain eye contact continuously.

Haptics: it is a language of touch; it has lot of significance in human communication. Intentions and feeling of an individual can be expressed by touch. And the relationship both positive and negative between two people can also be expressed by touch. For understanding the language of touch we need to understand that when, where and how

touch is being is used. In business relationships a person of higher authority is more likely to touch a person of lower status.

Suggestions and Conclusion

- 1) Barriers in English Language learning can be reduced by mutual interest of sender and receiver for communication.
- 2) Distance barriers and noise barriers can be eradicated completely by getting the suitable environment.
- 3) Semantic barriers can be ended with using the common words and language by sender and receiver.
- 4) Cultural and status barriers can be finished if both sender and receiver take interest to understand the different culture and status.
- 5) As far as different perception is concerned if people try to Listen each other and make effort to understand each other, then this barrier can also be reduced.

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