

## Feature Article

### Recognizing and Overcoming Communication Barriers

Learning the barriers to effective communication will not only help improve your communication, but also your overall quality of life. Below are some common communication barriers to learn and avoid:

#### Preconceived Notions

These are the preconceived ideas, feelings, motives, and prejudices that we bring into a conversation. Due to the complex nature of our opinions, these preconceived ideas can actually affect what you hear. For instance, if you realize that the way a person speaks reminds you of an irritating acquaintance, be on guard for reacting to that person the way you would react to the acquaintance.

You don't have to try to completely rid yourself of these preconceived issues; what you want to do is recognize them when they come up, and then do your best to set them aside and listen and connect with the person in the conversation.

#### Bringing Expectations to a Conversation

When we bring expectations into a conversation we set ourselves up for disappointment. These expectations can include how the person will respond to us or how the conversation will transpire. By focusing on what we expect to hear or encounter, we cast a shadow over the conversation and convolute what is actually said. Further, by going into a conversation with preconceived expectations, you close yourself off to any new and interesting information. If you focus on keeping an open mind and reducing expectations for an interaction, you can fully engage in and learn from what is really being said:

When listening, try not to judge how well the person conforms to your standards or other expectations. Listen with an open ear. You may be in situations where you think you have already heard what's going to be said. This may or may not be so. The only way you will be able to tell is if you drop your expectations and listen.

Do you think the speaker is going to take a particular stance on a subject before the person opens his or her mouth? This can inhibit you from listening effectively; chances are you can't completely predict how a person will respond.

#### Physical Barriers to the Other Person

Body language can often speak louder than words. It's important when communicating with another person, that you take note of the physical characteristics of effective communication. For the best

communication, follow the tips below and make sure:

- You can see the other person.
- You both engage in eye contact. Wearing dark glasses or not making eye contact can prohibit active listening.
- You sit at a reasonable distance to the other person. When listening to a speaker, try to be in an area where you can see his or her body language.
- You remove objects between you. Sitting behind a desk and communicating with a person isn't always best. Try to sit next to the person when chatting.
- You talk to the person in-person. E-mailing and phoning can be barriers to effective communication, as through these two means, you'll miss the body language of the other person. Tone of voice, enunciation, facial expressions, and other physical keys all give indications of what is really being said.

#### Busy Settings

Try to speak with others in a quiet place. Noise, activity, and other people may all cause enough distraction to make conversation ineffective. By being in a quiet, safe, and non-distractive setting, you can better focus on the person and his or her words and body language.

Written by Dr. Delvina Miremadi-Baldino © 2020





## This Month's Webinar: How to Have a Professional and Respectful Workplace

In any work setting, unprofessional, disrespectful and disruptive behavior creates a milieu of negativity at the workplace which impacts morale, productivity and job satisfaction. Everyone must establish professional respectful relationships with colleagues and supervisors. In this webinar, we will focus on what it means to be a professional and address negative behaviors. We will discuss how to respectfully communicate with one another.

Watch this webinar any time throughout the month of March when you log in to IMPACT on the Web at [www.MyImpactSolution.com](http://www.MyImpactSolution.com).

### Monthly Highlights



#### National Awareness Topic: Nutrition Month

About 500,000 Americans die from cancer each year. Many of these deaths could be prevented if people changed their diets and started eating with cancer prevention in mind. Log on to the Impact website to view healthy recipes.



#### Training Center on the web

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Visit [www.MyImpactSolution.com](http://www.MyImpactSolution.com)  
Forgot your login information?  
Give us a call at 800-227-6007.

### Eldercare Spotlight

#### Life Doesn't Always Have to be This Hard: Solutions for Millennial Caregivers

In many situations, it is easy to identify problems, but far more difficult to identify possible solutions. What can millennial caregivers actually do to ease their daily burden?

1. Play to your strengths: Think about how to capitalize on the values and strengths of your generation, such as collaboration, connection and self-care.
2. Recognize that you are not alone: No one is fully prepared for caregiving. Connecting with others to build a caregiving community, whether in-person or online, can help ease the loneliness.
3. Structure your time: Talk with your supervisor or HR manager about conflicting demands on your time. Recognize that it is important to create time for yourself, too.
4. Stop striving for elusive "balance": Let go of the pressure to be "perfect" so that you can focus instead on a strategy that works for you.
5. Embrace planning: Planning can ease the sense of crisis, improve good decision-making and reduce caregiver stress. Take advantage of employee benefits like BRI Care Consultation™ to connect to programs and services that fit your needs.

Contributed By: Benjamin Rose Institute on Aging

Information in IMPACT on Wellness is for general information purposes only and is not intended to replace the counsel or advice of a qualified health professional.

You can contact IMPACT Solutions for professional counseling and guidance 24 hours a day at 800-227-6007.

## Online Learning



### FEATURES AVAILABLE

- **Online Training Center**  
Access to a library of courses on Communication, Personal Development, Leadership, Work/Life Balance, Child & Eldercare Planning, Interpersonal Skill Development, and more...
- **Monthly Webinars**  
Live webinars featured each month by a field expert on a variety of subjects. Archived webinars stored in your Webinar Center for future viewing.
- **Easy Registration**  
In order to view content, you may need to create an individual account by clicking on "My Advantage" in the top right corner on our home page. This allows you to store personal information such as your history, favorite content, courses, certificates, and assessments.

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