

**\*\*Capsule 2: 10 MINUTES TO LEARN TO COMMUNICATE BETTER: DISCOVER COMMUNICATION AND LISTENING BARRIERS - 10 MINUTES\*\***  
(Video of 9 minutes + Quiz 1 minute)

**\*\*Introduction (1 minute)**

Hello, dear students. I am Habiba Dassouli, a certified coach and trainer in personal and professional development, and today we will talk about communication and listening barriers. As you know, communication is an essential element of our daily life. We simply cannot not communicate! Yet, we often encounter barriers to effective communication, which hinders our ability to listen actively and can be a source of relational conflict. We all know how to communicate. But to communicate effectively, we must first understand that in every communication there is a sender and a receiver, and that we must learn to listen actively and overcome listening obstacles.

One of the most common barriers to effective communication is the lack of mastery of the skills necessary to communicate with impact! This is what we will see in this video. To ensure your full understanding of this topic, a quiz is given at the end of this video to which you must respond.

**\*\*Part 1: What is communication? (2 minutes)**

We can say that communication is a process through which we exchange information. It can take many forms: verbal, non-verbal, written, and visual. Communication is actually a central aspect of personal development because it forms the foundation of interpersonal relationships, conflict resolution, and effective collaboration. Thus, understanding the different aspects of communication and developing adaptive communication skills are essential for fostering harmonious interactions with others and for expressing one's own needs, opinions, and emotions in a clear and respectful manner.

Talking about the foundations of communication, we can say that at the base of all communication are understanding, active listening, clarity, and empathy. Communicating clearly involves speaking more slowly so as to choose words suitable for each situation.

Communication thus takes several forms: only 7% of our communication is through words, while 55% of our communication is non-verbal, such as gestures, posture, gaze; 38% of our communication is para-verbal, such as noise, tone of voice, breathing. Thus, understanding the other involves the ability to grasp their message in its context and meaning. This requires particular attention to the words used as well as to gestures, facial expressions, and nuances of body language. Accurate understanding ensures that the message is interpreted appropriately, thus reducing misunderstandings and potential conflicts (DeVito, 2015).

It is important to remember that in all communication there is a sender and a receiver. The sender chooses a communication channel and sends a message with words, gestures, volume of voice, breathing. The receiver captures these pieces of information and translates them into their language with their perception and emotions. They respond to the sender, also choosing a communication channel. If the feedback is positive, communication continues smoothly. If the feedback is negative, communication becomes difficult, tension

arises between the sender and receiver, and a conflict begins to emerge... Hence the importance of developing active listening.

### **\*\*Part 2: The Importance of Listening (2 minutes)**

But for communication to be effective, more than just knowing how to speak and write is required. One must also know how to listen. Listening, therefore, is an essential skill in communication. Why? Because it allows us to understand others' perspectives, show empathy, and build strong relationships. But in reality, listening is not limited to hearing someone's words. Hearing is not listening! Actively listening involves seeking to understand the complete message, including the emotions and intentions behind the words. We refer to active listening as an indispensable skill for effective communication. Knowing how to listen actively goes beyond simply hearing the words spoken by others; it involves giving total attention to what the other person is saying as well as to their facial expressions and body language.

Indeed, by listening actively, we show the other person that they are important to us, which fosters a feeling of respect for the other, but also a sense of value and consideration that the other is important to us. Thus, the work of Carl Rogers (1951) on person-centered therapy highlights the importance of this empathetic listening in the communication and helping relationship process. Respect, meanwhile, is an essential element of any human exchange. By adopting active listening, we adopt a respectful attitude while creating an environment where everyone feels safe to express themselves and be heard. This contributes to creating an atmosphere of trust and collaboration. John Gray's book written in 1992, "Men Are from Mars, Women Are from Venus," underscores the importance of mutual respect in interpersonal communication by emphasizing the behavioral and linguistic differences between each other.

But active listening also involves mastering silence. Christian Salmon in "The Art of Silence" published in 2022 shows that silence is golden! It allows us to choose the right moment to respond to the other, to choose words appropriate for the situation, to

take a step back to manage our emotions well, and thus overcome listening obstacles.

### **\*\*Part 3: Listening Barriers (3 minutes)**

Unfortunately, many obstacles can hinder our ability to listen effectively. These obstacles can be internal, such as our own biases and mental distractions, or external, such as background noise and interruptions. It is important to recognize these obstacles and seek ways to overcome them. Thus, barriers to communication can be obstacles that hinder the effective transmission of messages between individuals.

These barriers can take various forms and can be due to personal, relational, or environmental factors. This can translate into a difficulty in clearly expressing one's ideas, actively listening to others, or interpreting non-verbal signals correctly. The work of Deborah Tannen (1990) in "You Just Don't Understand: Women and Men in Conversation" explored these differences in communication styles and their implications on daily interactions. Prejudices and stereotypes are also significant barriers to communication. When we have

preconceived ideas about a person or a group, this can influence our way of perceiving and treating them and negatively impact our communication with the risk of creating a relational conflict. Recognize the thoughts and feelings of the other. Learn to make concessions if needed. Sharpen your skills in terms of awareness of the other. To communicate effectively, it is essential to let one's interlocutor talk about themselves and their interests. Give importance to their point of view, value the person to prepare them to receive your feedback.

Strong emotions can also be a barrier to communication. When we are overwhelmed by feelings such as anger, frustration, or sadness, it can be difficult to communicate in a calm and respectful manner. Authors like Daniel Goleman (1995) in "Emotional Intelligence" explored the role of emotions in communication and the importance of mastering one's emotions before engaging in communication.

Finally, physical and environmental barriers can also affect communication, such as excessive noise, frequent interruptions can make it difficult to transmit and receive messages. It is therefore important to create an environment conducive to communication. Knowing how to choose the place, the location, the moment also to ensure that the other will be listening to us.

Understanding these obstacles is essential for overcoming challenges and improving the quality of interpersonal interactions and thus the impact of effective communication. This fosters mutual understanding.

### **\*\*Conclusion (1 minute)**

In conclusion, communication is a bidirectional process that requires both speaking and listening. By becoming aware of listening barriers and working to overcome them, we can improve our ability to communicate effectively. If we can also identify the personality type of our interlocutor to facilitate interpersonal communication, this will allow us to adapt our style of communication to the needs and preferences of each individual.

Thus, Process Com, developed by Taibi Kahler, identifies six personality types, each with specific needs, motivations, and modes of communication.

For example, the empathic personality is compassionate, sensitive, and attentive to the needs of others. He takes his time to speak to ensure he uses the right words and does not hurt. He needs to be listened to and respected as a person. Do not interrupt him; he can become withdrawn.

Or the persevering personality, who is committed, devoted, endowed with the ability to judge quickly. He speaks in a precise, responsible, and direct manner. He likes to be a leader and recognized for his work. Choose the moment to talk to him, be concise and precise; he does not like to waste his time on details.

To conclude, successful communication depends on the quality of the message. For a message to have an impact, it must be clear, precise, and adapted to the personality of the receiver. The art of questioning ensures the understanding of the message (Who? Where? How much? Why?).

We will remember that communicating is an art! Active listening is its basis. Understanding the personality of the other allows the sender to synchronize with their interlocutor without judgment to effectively adapt their communication and have a positive impact on the other.

Thank you for listening to me today. I hope you found this information useful, and I encourage you to practice your listening skills in your daily interactions.

Don't forget to answer the quiz at the end of the video. See you next time!

**\*\*QUIZ (1 minute)**