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Chapter 8 Forum

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Perception is the procedure of choosing, organizing, and interpreting information. Therefore, the perception screen comprises individual factors that every person has during interpersonal communication. Individuals have varying perception screens, which may affect communication. For instance, age may result in communication distortion because an older adult cannot communicate with youth. Other factors are cultural influences, past experiences, beliefs, and gender.

The defining features comprise understanding feelings, personal and responsive. Reflective listening is a communication method that includes two critical processes; the first is to understand the other parties' views then provide the perception to a speaker. This response is made to ensure the information is understood. This type of listening intends to rebuild what another person is feeling and thinking.

Communication skills for effective managers and supervisors are expressing their thoughts, feelings, and ideas. The other skills are to have the capacity to utilize reflective listening by being empathetic to respond to challenges brought to them by employees. Also, they need to be sensitive to issues raised to them by providing criticism in a constructive way (Askari et al., 2018). Another communication skill is the ability to persuade and inspire employees to attain the results and finally, is to ensure their workers are well-informed by suitably presenting the information.

Both one-way and two-way communication have receivers to ask ideas or questions. Also, in both communication strategies, the message needs response or feedback and those who are content with battle or unclear questions.

The best method of overcoming physical communication barriers is communication media through either telephone service or the internet. On the other hand, status-based communication barriers can be overcome through active listening, decreasing noise, and eliminating perception variations (Kapur, 2018). Cultural communication barriers can be overcome by learning about different cultures and employing diversity training and linguistic barriers through interpreters and other translation services (Kapur, 2018).

References

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