

Your Name
Course & Number
Project #1
Date

Communication Analysis

Part I: Background

I have worked for a small long-term care facility for the last two years. I am currently the Unit Manager for a 60-bed ward with 25 staff. We provide twenty-four hour staffing. While most of my communication is verbally face-to-face, I occasionally leave notes for the weekend or overnight shifts. Most of my notes are directions regarding a specific task; however, I occasionally leave an educational piece or memo.

I am sure there are more miscommunications than successful ones, thanks in part to our “grapevine.” This informal method of communication is often full of misunderstandings, incomplete information, and innuendo. Below is a list of what I saw to be our most glaring communication problems.

Part II: Communication Inhibitors

- ✚ **PERSONAL FILTERS:** Those sending messages have trouble in getting the message across clearly because of the receiver’s own personal bias toward the message or the receiver.
- ✚ **PERSONAL CENSORS:** Those receiving a message choose not to hear the intended meaning or even the message itself.
- ✚ **NOISE:** This may be real noise, such as loud noises or background voices. Noise may also be semantic noise, which occurs when the receiver of the message misunderstands the sender based on not understanding the words or having difficulty reading a document.
- ✚ **FAULTY DIRECTION:** The communication is sent in the wrong direction or to the wrong person. Instead of from administration downward to subordinates, it may have been sent upward from subordinates to administration, or it may have been sent laterally as in one department head to another department head.
- ✚ **CULTURAL BARRIERS:** Groups inside an organization whose defining characteristics prevent each other from being properly understood. The subcultures may be based on ethnicity, socioeconomic status, education, department, longevity, beliefs or habits.

- ✚ **MOTIVATIONAL BARRIERS:** These refer to the lack of desire of the sender or receiver to give or receive information, understand the information, and utilize the information.
- ✚ **NONVERBAL BARRIERS:** Body language is the best-known nonverbal barrier in communication and includes body position, gestures, eye contact, or vocal characteristics.

Part III: Application of Inhibitors

Communication	Inhibitor	Application
<p>A new employee received her schedule and was told that the schedule would follow a continuous pattern, meaning she would have the same days off every week. At the end of the first two weeks of work, she returned looking for another schedule. Again, the scheduling coordinator and I explained the pattern to her. Three days later, she went to the Director of Nursing because she still did not understand the schedule. She was upset that a new schedule had not been posted or provided to her. We ended up writing the schedule for the next month on a calendar.</p>	<p>Personal Censor and Filters, Experiential Barriers, Motivational Barriers</p>	<p>Her previous employer had publicly posted a schedule every two weeks due to frequent changes. Our process was new to her and she needed time to learn the process. Over time, it became clear that her true motivation was to change the schedule to suit her personal needs. She wanted to be off every Friday as she had been at her previous job.</p>

Part IV: Assessment of Communication Effectiveness