

Wrong communication

Recognise aspects of wrong communication, like preconceptions/prejudices and stereotypes. Practice an intercultural dialogue.

Aims:

- Recognise aspects of wrong communication, like preconceptions/prejudices and stereotypes.
- Practice an intercultural dialogue.

Theory concerning causes of wrong communication

Communication is very easy if we understand each other immediately well. That we understand each other not well has several reasons.

Why don't we understand each other?

- something is hard to explain
- don't say what you mean
- the other doesn't hear what you mean
- different interpretation
- different language
- no attention

Something is hard to explain.

You know this kind of situations: You feel that your something wants to get clear, but you haven't found the right words or images. The consequence is that you can't communicate immediately.

Don't say what you mean.

In some situations people know what they mean in fact, but they say something else. You define for example a term incompletely or you use the wrong words.

The other doesn't hear what you mean.

This form of wrong communication is related with perceiving. Perceiving we do with all senses: hear, see, smell, taste and feel. If the other makes contact with you (communicates), you perceive that. You hear what someone says

and you catch non-verbal signals. There is already the first problem: You can't perceive everything. Our perceptions are incomplete. As a result, everyone observes several things.

Besides we observe different things, we observe the same things also different. This is the second perception problem. Finally there is still a third perception problem.

Sometimes we perceive things that aren't in the situation, for example by witness declarations after accidents.

Summarised we can say that the three human perception errors are incomplete perception, difference in perceiving and perceiving incorrectly.

Different interpretation.

What you observe assesses you different. The idea or image that arises during communication can be for the recipient complete differently than the sender has meant.

Different language.

Everyone expresses himself the best in its mother tongue.

If you aren't a native speaker, that can lead to communication problems.

Sometimes you don't understand words and expressions or the meaning in a certain context. In an interview for a job, Azra is asked: 'what commissioned you most in your previous job, and what it less?' Azra answers: 'generally a nail trouser, sometimes a skirt.'

No attention. Wrong communication can also arise if you can't give attention to each other. For example, if you are busy with something else such as reading, watching television or you are concentrated to work.