



## Bay Club Diversity Task Force

# DIVERSITY & INCLUSION EDUCATION SERIES

### May 2021: Communication Barriers

The Bay Club Education Series was created to provide resources and tools on important topics related to Diversity, Inclusion, and Belonging, as well as provide a space for dialogue.

This month, we are talking about Communication Barriers. A communication barrier can be anything that gets in the way of a message being received or understood. Although we may speak different languages, or the same, there are multiple ways in which we can work to communicate more universally and more effectively. Becoming a more effective and compassionate communicator is an essential step towards being a better ally, team member, and human being.

Join the conversation as we explore ways to overcome communication barriers that sometimes limit us from connecting with others and learn to engage in more effective communication.

**Questions? Contact:**



#### LEARN ABOUT IT

“Communication Barriers”  
begins May 2021



#### TALK ABOUT IT

Leadership Discussion  
Coffee Chats



#### GO ABOUT IT

Communication Barriers  
Quiz in *The Buzz*

#### PURPOSE

- Understand the importance of effective communication within our organization.
- Learn how to overcome communication barriers that sometimes limit us from connecting with others.

#### OBJECTIVES

- Identify the variety of ways communication barriers impact our day-to-day interactions.
- Explore ways we can become more effective and compassionate communicators.



Associates with questions about the Education Series or content are encouraged to first contact their immediate supervisor or Club's Task Force team member. In the event this is not the most logical option, you may direct questions or concerns to the Diversity and Inclusion Team at [listening@bayclubs.com](mailto:listening@bayclubs.com), or the Human Resources Department at [HR@bayclubs.com](mailto:HR@bayclubs.com) or 888.830.7160. Please note that this is an anonymous Human Resources number.

## Learn About It

We communicate daily with people from various backgrounds and experiences. Strong communication can be one of our greatest tools. It can help build a greater sense of accomplishment, connection, and ultimately more effective teams. However, there are barriers that can interfere with our communication. Can you recall a moment where you did not speak the common language or had trouble getting your message across to someone? Communication barriers can include anything that prevents or disables individuals from delivering their intended message to the right person at the right time or a person from receiving the intended message at the right time. Identifying these barriers and committing to overcoming them will elevate the level of acknowledgment, acceptance, and respect we have for one another, effectively repurposing what once was a barrier into a newfound connection and appreciation. 🧠



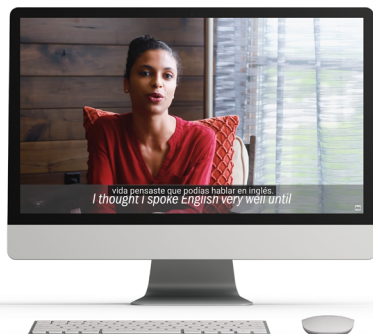
### KEY WORDS & DEFINITIONS

- **Communication** is the successful conveying or sharing of ideas and feelings.
- **Non-verbal Communication** refers to the transfer of information using body language including, posture, facial expressions, eye contact, gestures, and more.
- **Culture** is the characteristics and knowledge of a particular group of people, encompassing language, religion, cuisine, social habits, music, arts, etc.
- **Idiom** is an expression whose figurative meaning does not relate to the literal meaning of its words.
- **Communication Barriers** can be anything that prevents us from receiving and understanding messages used by others to convey information and their thoughts or ideas. Communication barriers can block or interfere with the message you are trying to send.
- **Active Listening** is the ability to focus entirely on a speaker, receive their message, understand the information, and thoughtfully respond.



### RESEARCH RESOURCES

- Read: [What is Business Communication?](#) — Management Study HQ
- Read: [11 Ways to Communicate Better Across Language and Culture Barriers](#) — Oxford Royal Academy
- Watch: [The Language Barrier “EP. 3”](#) — We the People



This video can be viewed with subtitles in over 100 languages. Click on the settings gear icon on the bottom right to select a language, or [follow these instructions](#).

## Talk About It

Join in on the conversations as we hold monthly discussions, chats, and calls about the topic of the month.

### LEADERSHIP DISCUSSION

### COFFEE CHATS

### ZOOM CALLS



*“Communication works for those who work at it.”*

— John Powell

