



Verbal and Non-Verbal Communication

Color Index

IMPORTANT

NOTES

GOLD

EXTRA

OBJECTIVES

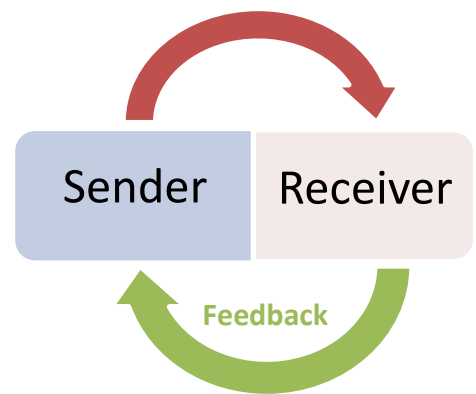
- To understand the meaning of Verbal and non-verbal communication cues.
- To recognize the important of verbal and non-verbal communication.
- To be able to practice an effective verbal and non-verbal cues.

DONE BY

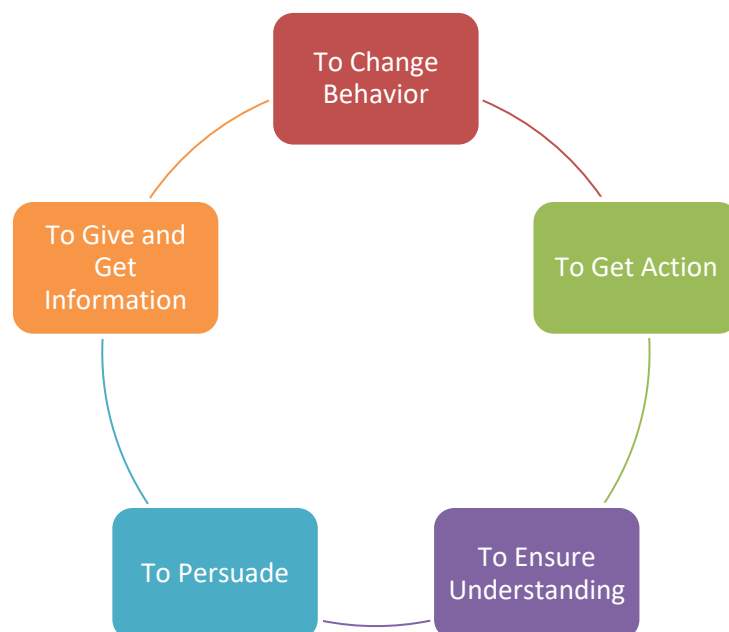
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Sources	Drs Slides and Notes

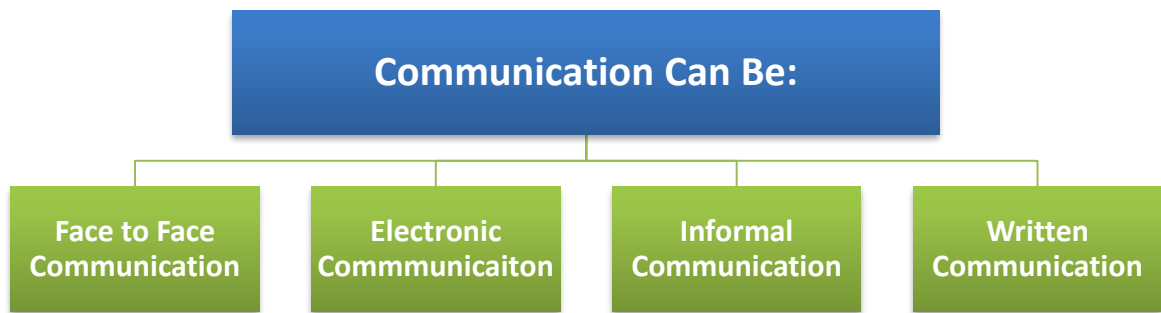
The Process of Communication

- **Communication** is a process that involves the transmission of meaningful information from one party to another through the use of shared symbols.
- **Communication is successful when meaning is understood.**

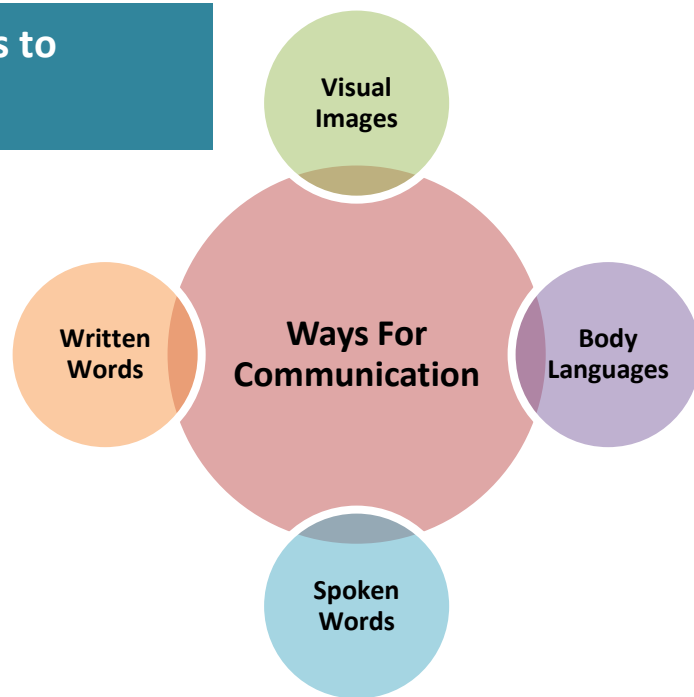


The Goals of Training Communications





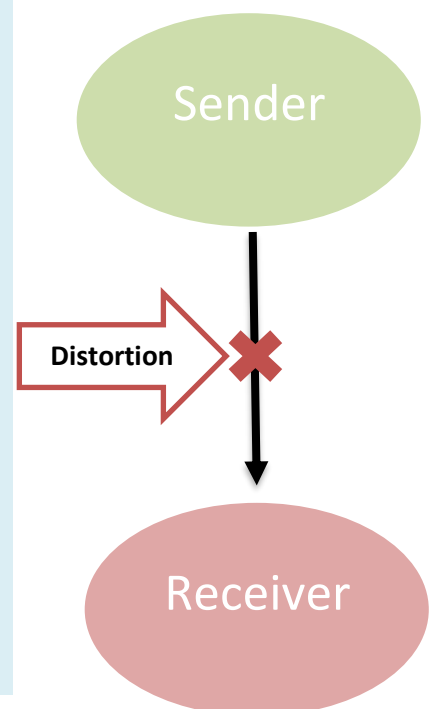
What are the most common ways to communicate?



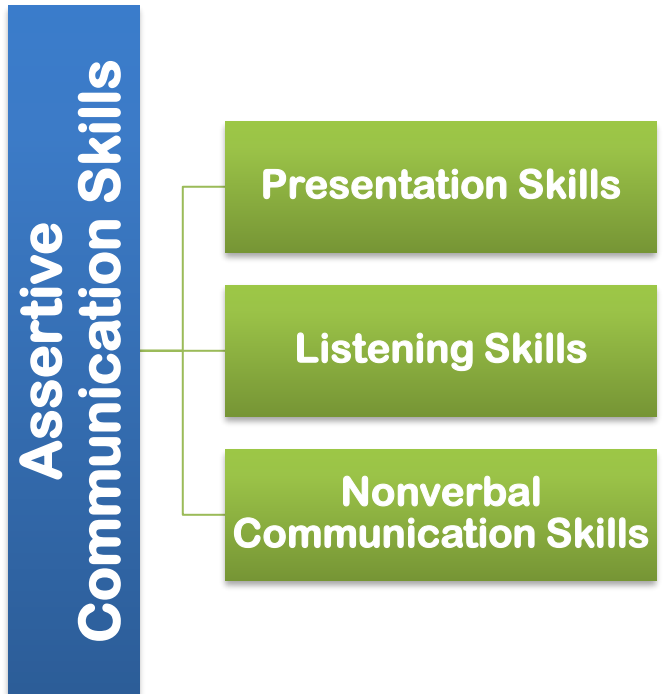
All messages do not reach the receiver due to “Distortion”

What causes distortion or the barriers to understanding/listening?

- Perceptions
- Language
- Semantics
- Personal Interests
- Emotions
- Environment – noise
- Preconceived expectations
- Wordiness
- Attention span
- Physical hearing problem
- Speed of thought
- Inflections



Skills for Managing Communication



Verbal Communication

- **Verbal communication** is more important in non-face to face communication
- All communication methods are important, but our emphasis will be upon the spoken word since **70 % of our communication efforts are:**
 - misunderstood, misinterpreted, rejected, disliked, distorted, or not heard (in the same language, same culture)!

SHARE your ideas – a model

- State the main point of your message
- Highlight other important points
- Assure the receiver's understanding
- React to how the receiver responds
- Emphasize/summarize your main ideas

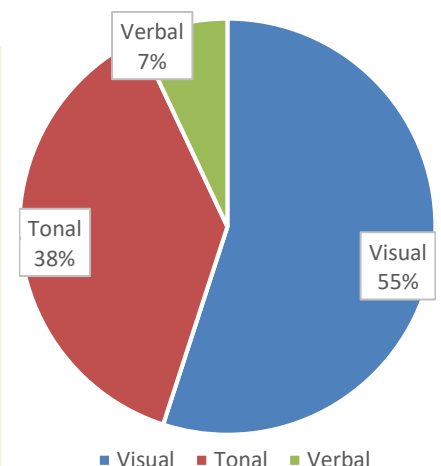
Nonverbal communication

- 60% of all Communication is non verbal
- Nonverbal communication is sending and decoding messages with emotional content.
- More important with language barrier and communication with deaf.
- The whole of the body is used in non-verbal communication
- The most expressive part of the body is the face, which can convey any different emotions and feelings.
- NON-VERBAL symbols are four times more effective than VERBAL ones
- **Dimensions of nonverbal communication:**
 - Body movements and gestures
 - Eye contact
 - Facial expressions
 - Tone of voice
 - Appearance
 - Touch
 - Hand movements

Body Language

- Body language is the language transmitted by gestures and postures.
- All individuals have some knowledge of the vocabulary of body symbols.
- Only those persons who live in awareness of their body will be able to maintain sensitive contact with their surroundings.
- **Body movements include:**
 - Facial expression.
 - Eye movement.
 - Hands.
 - Feet.
 - Whole Body.

Verbal vs Non-Verbal Cues



The meaning of gestures and Examples

- Gestures are the direct and unrepeatable expression of the personality



Doubt:

we raise an eyebrow.



Scratching one's nose:

Puzzled.

Posture

- Posture is not only a way of punctuating a conversation, but it is also the way individuals relate with each other when they are in a group.

Territory

- **Intimate**
 - Touching
- **Personal**
 - Close - 1½ to 2½ feet
 - Far - 2½ to 4 ½ feet
- **Social**
 - Close 4-7 feet
 - Far - 7-12 feet
- **Public**
 - Close - 12-25 feet
 - Far - 25 feet or

Three senses are used to interpret the outside world:

1. **Sight** (visual person, 55%)
 2. **Hearing** (auditory person, 15%)
 3. **Touch** (kinetic person, 30%)
- Each person has a predominant sense

Holding eye contact → Interest/curiosity

Showing the palms of one's hands → Inviting trust

Covering one's mouth when talking → Insecurity

Avoiding eye-contact when talking → Not wanting to show feelings; or lying

Body language - face

- **Face** includes:
 - Your expressions.
 - Your smile or lack thereof
 - Tilt of the head; e.g., if your head is tilted to one side, it usually indicates you are interested in what someone is saying
- *What message are you sending if someone is presenting a new idea and you are frowning?*

Body language - figure

- **Figure** includes:
 - Your posture
 - Your demeanor and gestures
 - Your clothes and accessories such as jewelry
- *What message are you sending if you are dressed casually at an important meeting?*

Body language - focus

- **Focus** is your eye contact with others
- The perception of eye contact differs by culture. For most Americans...
 - Staring makes other people uncomfortable
 - Lack of eye contact can make you appear weak or not trustworthy
 - Glasses may interfere or enhance eye contact
- *What message are you sending if you are looking at other things and people in a room when someone is speaking to you?*

Body language - territory

- **Territory** focuses on how you use space. It is also called proxemics.
- The perception of territory differs by culture. Most Americans are comfortable with an individual space that is about an arm's length in diameter
- *What message are you sending if you keep moving closer to a person who is backing away from you?*

Body language - tone

- **Tone** is a factor of your voice
 - Pitch is the highness or lowness of voice
 - Volume is how loud your voice is
 - Emphasis is your inflection
- *What message are you sending if during a disagreement you start speaking very loudly?*

Body language - time

- **Time** focuses on how you use time, it is also called **chronemics**.
 - Pace is how quickly you speak
 - Response is how quickly you move
 - Punctuality is your timeliness
- *What message are you sending if you are consistently late for meetings?*

Masking

- **Method by which we control our body so that it will not send out messages that our mind wants to hide.**

Recommendations

- The greeting: a good starting point (show openness).
- Don't blink constantly.
- Try to keep a direct look and establish eye contact with the people you are talking to.
- Don't bite your lips or moisten them with your tongue.
- Always keep your mouth shut while you are listening.
- Maintain an appropriate position and avoid constant abrupt movements.
- Control the movements of your hands and keep them visible.
- Do not allow any object to come between you and your audience.
- Try to integrate with your audience and adapt your clothing to their social, economic, and other characteristics.
- Do not cross your arms over your chest.
- Do not cover your mouth with your hand while you are speaking.
- Maintain a relaxed posture.

The type of communication you use will depend upon:

- who you are communicating with?
- what you need to communicate.
- why you need to communicate.
- the speed with which you need to communicate and whether it is immediate or can wait.

Hints for more Effective Communication

- Who is the receiver? What is your objective?, How is the climate?, Practice in advance - from their viewpoint, Communicate in their language, Ensure message is understood, Don't get defensive, Listen Carefully.

Other helpful techniques to foster communication (both verbal and non-verbal)

- Nod Your Head
- Repeat the last word or two of the prior speaker
- Keep an open body position

- Maintain eye contact.
- Make encouraging statements.
- Repeat a sentence or part of one.

QUESTIONS

QUESTIONS (1)

Communication is defined as the interchange of thoughts or opinions through shared symbols.

C) True

B) False

QUESTIONS (2)

2. The four facets of interpersonal communication are sender, receiver, information, and behavior.

B) True

B) False

QUESTIONS (3)

Student must be able to use a variety of communication techniques in order to create an environment that enables participants to engage actively in the .learning process

A) True

B) False

ANSWERS

A, B, A