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## ***LAB 3 : VERBAL AND NON-VERBAL COMMUNICATION***

### **VERBAL COMMUNICATION**

1.What according to you is communication?

→ Communication is simply the act of transferring information from one place, person or group to another. Communication is the act of giving, receiving, and sharing information in other words, talking or writing, and listening or reading. Good communicators listen carefully, speak or write clearly, and respect different opinions.

2.What are the basic yet important elements of the communication cycle?

→ Communication may be defined as a process concerning exchange of facts or ideas between persons holding different positions in an organization to achieve mutual harmony. The communication process is dynamic in nature rather than a static phenomenon.

Communication process as such must be considered a continuous and dynamic inter-action, both affecting and being affected by many variables.

Seven major elements of communication process are: (1) sender (2) ideas (3) encoding (4) communication channel (5) receiver (6) decoding and (7) feedback.

3. In the first round why were your team mate and you not able to achieve the goal of drawing the image?

→ The main reason for us to fail to achieve the goal of the drawing the image is that, we all fail to get in proper communication with each other. Even though everyone were working hard to draw the image .

4. Who is ultimately responsible for the right message?

→ We are only responsible for the right message in the end .

As we should follow these things while conveying right message:

- 1) Keep the message simple, but deep in meaning
- 2) Use the discipline of a framework.
- 3) Make the necessary investment.
- 4) Tell Facts and figures .

5. Name five different barriers in communication.

→ There are many barriers to communication and these may occur at any stage in the communication process. Barriers may lead to your message becoming distorted and you therefore risk wasting both time and/or money by causing confusion and misunderstanding.

Effective communication involves overcoming these barriers and conveying a clear and concise message.

The five different barriers in communication are as follows :

- Physical Separation Barrier
- Status Differences

- Gender Differences
- Language
- Cultural Diversity

## **NON-VERBAL COMMUNICATION**

1. What according to you is the difference between verbal / non-verbal communication? Which one is stronger and why?

### **→ VERBAL COMMUNICATION:**

Verbal communication involves the use of words or speech or auditory language to express emotions or thoughts or exchange information.

Communication Type: Formal as well as Informal

Impact of the Message: Very impactful as it is documented.

Communicates: Precise information.

Conveyed Through: Emails, letters, notes, reports, i.e. Anything in written and oral format where words are used.

Transparency Status: Clear and Concise.

### **NON-VERBAL COMMUNICATION:**

Non-verbal communication involves the use of visual or non-verbal cues such as facial expressions, eye or body movements, gestures, and many more without speaking.

Communication Type: Informal

Impact of the Message: Very comprehensive as it shows the actual emotions of the person

Communicates: Required and at times more information.

Conveyed Through: Through Body posture, gestures, eye contacts, face expressions i.e. any form of expression.

Transparency Status: Complex and sometimes confusing.

*Verbal and Non-verbal communication* is ways to convey messages or pass information with diluting the facts.

Both, *Verbal and Non-verbal communications* hold great importance as at times certain things can't be passed using the structured methods of verbal communication and need to use non-verbal communication methods.

Also, at times a person needs to restrict themselves to structured methods of verbal communication.

Thus, both offer different values in different scenarios. Hence one must understand the difference between Verbal and Non-verbal Communication to converse well.

## 2.What are the elements of non-verbal communication?

➔ Nonverbal communication includes a number of elements are as follows:

**1. Eye contact.** The effective nonverbal instructor tried to make eye contact with each student throughout the presentation; the poor nonverbal instructor looked at the PowerPoint and minimally glanced at the students.

**2. Voice fluctuation.** The effective nonverbal instructor varied his vocal pattern throughout the presentation; the poor nonverbal instructor kept a moderately monotonous vocal range.

**3. Position in the room.** The effective nonverbal instructor used a PowerPoint clicker and walked around the front of the room; the poor nonverbal instructor stood behind a podium and used the desktop computer mouse to navigate the PowerPoint.

**4. Facial expressions.** The effective nonverbal instructor used a variety of enthusiastic facial expressions; the poor nonverbal instructor kept a moderately flat expression.

**5. Hand gestures.** The effective nonverbal instructor continually showed the palms of his hands during gestures; the poor nonverbal instructor kept his hands on the surface of the podium.

### 3. Are there any benefits of non-verbal communication?

➔ The benefits of non-verbal communication are as follows :

**1. Complementary:** Non-verbal cues complement a verbal message by adding to its meaning. You can pat someone you offended at the back as you say sorry to him or her.

**2. Easy presentation:** Information can be easily presented in non-verbal communication through using visual, audio-visual and silent means of non-verbal communication.

**3.Substituting:** Non-verbal messages may substitute for the verbal message especially if it is blocked by noise, interruption, long-distance, etc. for example; gestures-finger to lips to indicate need for quiet, facial expressions- a nod instead of a yes.

**4.Accenting:** Often used to accent a verbal message. Verbal tone indicates the actual meaning of the specific words.

**5.Attractive presentation:** Non-verbal communication is based on visual, picture, graph, sign, etc. that can be seen very much attractive.

**6.Reducing wastage of time:** The message of non-verbal communication reached the receiver very fast. For this reason, it reduces the wastage of valuable time of the communicator.

**7. Quick expression of message:** Non-verbal cues of communication like sign and symbol can also communicate some messages very quickly than written or oral messages.

4. Observe your own body language and write three aspects that you need to improve on.

➔Referring my body language there are many aspects that I feel that I could do it better to improve my communication skills .

- 1) EYE CONTACT
- 2) HAND GESTURES
- 3) FACIAL EXPRESSION

5. Eye-contact is important during oral communication – what is your interpretation of this statement?

➔ The old saying that “eyes are a reflection of your inner self” holds true in most cases. There are a lot of meanings to eye contact. Our eyes also reflect our sincerity, integrity and comfort when communicating with another person. Eye contact is a form of body language which is important during communication. Practicing good eye contact is an essential skill for effective communication.

The skill of eye contact is indispensable but goes mostly unnoticed, which makes it a perfect skill to hone. Practicing eye contact is one of the best investments you will ever make .