

## **Week 3-** Non-Verbal Communication

CSE1016Y

### Recap – Last Week

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- ▶ We explained why communication skills are important
- ▶ We discussed about the various types of oral communication at the workplace
- ▶ We described the six stages of listening
- ▶ We discussed about the barriers to effective listening
- ▶ We elaborated on the different types of communication
- ▶ We briefly discussed on the various types of non-verbal communication



## Learning outcomes for this week

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After In this lecture you will be able to:

- ▶ describe various types on non verbal communication traits
- ▶ understand the importance of interpreting these non verbal communication traits



## Agenda

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- ▶ Non-Verbal Communication
- ▶ Non-verbal communication traits
- ▶ Importance of reading non verbal communication traits
- ▶ Increasing confidence level



## Non- Verbal Communication (1)

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- ▶ In face-to-face encounters, non-verbal communication is just as important as verbal communication
- ▶ Often considered as Body language
- ▶ At times used unconsciously
- ▶ Add impact to meaning
- ▶ Combine to provide instant impression in a way that written communication cannot



## Non- Verbal Communication (2)

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- ▶ Posture
- ▶ Facial Expressions
- ▶ Gestures
- ▶ Eye Contact
- ▶ Touching



## Non- Verbal Communication - Posture

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- ▶ The way people stand or sit say a lot about how the person feels



Good Posture/Upright Chest  
Extending hand for handshake



person who is slumping  
and slouching :  
lacks confidence and is  
unsure about himself to  
take up a certain  
responsibility



## Non- Verbal Communication - Facial Expressions

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Pursed lips and a tight-lipped smile are clear indications that a person is upset and trying to hide something



A smile conveys good  
humour. 😊



## Non- Verbal Communication - Gestures



A firm handshake is a sign of a confident person.



Nail biting, along with forced laughter, biting one's lips, and teeth grinding are all an indication of a person being nervous, restless, uncomfortable and tensed.



## Non- Verbal Communication – Eye Contact

If a person maintains direct eye contact, it is indicative of the fact that the person is completely focused on what the other is saying and that he is interested in what is being said.



## Non- Verbal Communication - Touching

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Conveys warmth,  
reassurance, support,  
encouragement and comfort.

- ▶ Norms of behaviour may change according to age, status, cultural background etc
  - ▶ Should be cautious about contentious issue such as sexual harassment
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### Activity 1

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- ▶ Identify at least one more example for each type of non-verbal Communication just discussed



## More Information on Non-verbal Communication

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- ▶ For more information about “*Reading people by body language*” check the following website:
- ▶ <http://www.buzzle.com/articles/reading-people-by-body-language.html>



## How to improve non-verbal communication skills

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- ▶ Be honest, especially when communicating emotions
- ▶ Use a firm, friendly handshake when meeting people
- ▶ Maintain eye contact with your entire audience
- ▶ Reinforce your words with tones and gestures
- ▶ Be aware of your posture
- ▶ Use appropriate gestures to support your point
- ▶ Imitate the posture and appearance of people you want to impress
- ▶ Show respect for speakers and listeners
- ▶ Touch people only when appropriate and acceptable
- ▶ Smile genuinely, as a fake one will be obvious



## Activity 2

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- ▶ Make a list of all your accomplishments
- ▶ List all the skills you've developed on the way – include everything... sports... extra curricular activities....meals you've cooked...etc



## Extra Activities – Increasing confidence

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- ▶ Among friends
  - ▶ Make a list of all your activities and values as a human being
  - ▶ Ask: what's distinctive about me?
  - ▶ Ask 3 or 4 friends to say what they think makes you who you are
- ▶ Personal
  - ▶ Imagine yourself as being a brilliant presenter and exactly as you wish. Play this positive picture story regularly in your mind specially before sleeping





## Summary

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In this lecture we have seen:

- ▶ Non-Verbal Communication
- ▶ Non-verbal communication traits
- ▶ Importance of reading non verbal communication traits
- ▶ Increasing confidence level

Next week we will focus on Oral Presentation



## References

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- ▶ TAYLOR, S., 2005, Communication for Business – A Practical Approach , 4<sup>th</sup> ed. Harlow:Longman
- ▶ Reading people by body language, Availabe @ <http://www.buzzle.com/articles/reading-people-by-body-language.html>, [Accessed 13 August 2013]

