

CHAPTER-5

NON VERBAL COMMUNICATION



IMPROVING YOUR NON VERBAL COMMUNICATION SKILLS

- Nonverbal communication is the process of sending and receiving information, both intentionally and unintentionally, without using language.
- Nonverbal signals can convey a significant amount of information, but disregard any claims you might have heard about them conveying a specific percentage of message content.
- Nonverbal communication is complex: Not all signals are controllable, and signals don't always mean what people think they mean.

TYPES OF NONVERBAL COMMUNICATIONS

- Facial expressions.
- Vocal Characteristics.
- Gesture and Posture.
- Personal Appearance.
- Touch.
- Time and Space.

USING NONVERBAL COMMUNICATION EFFECTIVELY

- Examine the Environment.
- Observe the Communicators.
- Observe Body Language.
- Listen for Vocal Cues.
- Observe Touching

DEVELOPING YOUR BUSINESS ETIQUETTE

Etiquette, the expected norms of behavior in any particular situation, is essential to every aspect of interpersonal communication and team collaboration.

DEVELOPING YOUR BUSINESS ETIQUETTE



BUSINESS ETIQUETTE IN THE WORKPLACE

- Respect other people's time, such as showing up for work and meetings on time.
- Don't interrupt people in conversations or in meetings.
- Watch your language. You might be comfortable with profanity in casual conversation, but it is out of place in a professional environment.
- Pay close attention to cleanliness, and avoid using products with powerful scents, Many People are bothered by these products, and some are allergic to them.
- Avoid eating at your desk if possible, particularly in open-plan offices. Some foods have strong smells, and no one wants to listen to you eat.