Communication

**Verbal** : Grammar,vocabulary and pronounciation.

**Non verbal:**

Tone.

Accent.

Intonation : changing the emotions seamlessly.

Pace.

Emphasize.

Importance in percenrtage:

* 55%-Body Language
* 38%-Tone and intonation
* 7%-words

3 take aways from yesterday’s class:

* No emotions in business communication.
* No assumptions.
* Ask the right questions