

V. Nonverbal Communication Discussion

- What are the different aspects of Nonverbal Communication?
 - Facial expressions
 - Body language, posture
 - Gestures
 - Eye contact
 - Touch
 - Space
 - Voice (not what you say, how you say it)
 - Other things?
- How important is Nonverbal Communication? How important is it at work?
 - “One study at UCLA indicated that up to 93 percent of communication effectiveness is determined by nonverbal cues. Another study indicated that the impact of a performance was determined 7 percent by the words used, 38 percent by voice quality, and 55 percent by the nonverbal communication.”
http://humanresources.about.com/od/interpersonalcommunication1/a/nonverbal_com.htm
- Roles of Nonverbal Communication
Nonverbal communication cues can play five roles:
 - **Repetition:** they can repeat the message the person is making verbally.
 - **Contradiction:** they can contradict a message the individual is trying to convey.
 - **Substitution:** they can substitute for a verbal message. For example, a person’s eyes can often convey a far more vivid message than words and often do.
 - **Complementing:** they may add to or complement a verbal message. A boss who pats a person on the back in addition to giving praise can increase the impact of the message.
 - **Accenting:** they may accent or underline a verbal message. Pounding the table, for example, can underline a message.

Source: *The Importance of Effective Communication*, Edward G. Wertheim, Ph.D.
http://www.helpguide.org/mental/eq6_nonverbal_communication.htm

VI. Determine your Communication Style

Have participants complete one (or both) of the following assessments to learn more about their own communication style and the communication styles of other people in the group. Discuss what they learn and whether or not they agree with the assessment. How will understanding your communication style help you communicate more effectively? How will understanding other communication styles help you communicate more effectively?

- Director, Socializer, Thinker, Relator <http://occonline.occ.cccd.edu/online/klee/CommunicationsStyleInventory.pdf>
- Aggressive, Passive, Assertive http://www.au.af.mil/au/awc/awcgate/sba/comm_style.htm OR http://trainingpd.suite101.com/article.cfm/communication_styles