

**Half the world is filled with people who have
something to say and can't say it**

AND

**the other half, of people who have nothing to
say and keep on saying it.**

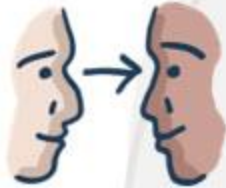
- Robert Frost

The 8 Components of Non-verbal Communication



Gestures

How your hand & body movements express information



Eye Contact

How & how long you hold someone's gaze



Physical Distance

How much space you give to others

Facial Expressions

How you use your face to communicate



Posture

How you sit, stand and move



Paralanguage

How your non-speech sounds make meaning

Touch

How you use or avoid physical touch

Appearance

How your fashion, style and hygiene communicate

Non-verbal communication is a language worth learning!

Consider the audience & their requirements

Concrete
Be definite & specific, not vague



Courtesy
Think about the receiver, their viewpoint & be respectful



VERBAL AND NON-VERBAL

Verbal Communication	Basis	Non-Verbal Communication
Verbal communication uses oral or written words.	Use of Word	Nonverbal communication does not use any oral or written words.
Verbal communications are of two types: oral and written.	Types	Nonverbal communications have many various types: visual, audio, silent, etc.
Easy to understand.	Understand	Difficult to understand.
Verbal communications are highly structured.	Structured	Nonverbal communications lack formal structure.
Less possibility of distortion of information.	Distortion of Information	High possibility of distortion of information.
Verbal communication begins and ends with words.	Continuity	Nonverbal communication continues until the purpose is achieved.
Verbal communication gives less and delayed feedback.	Feedback	Nonverbal communication gives a lot of feedback.

Types of Verbal communication

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graph TD; A[Types of Verbal communication] --- B[Public Communication]; A --- C[Small group Communication]; A --- D[Intrapersonal Communication]; A --- E[Interpersonal Communication];
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Public Communication

Small group
Communication

Intrapersonal
Communication

Interpersonal
Communication

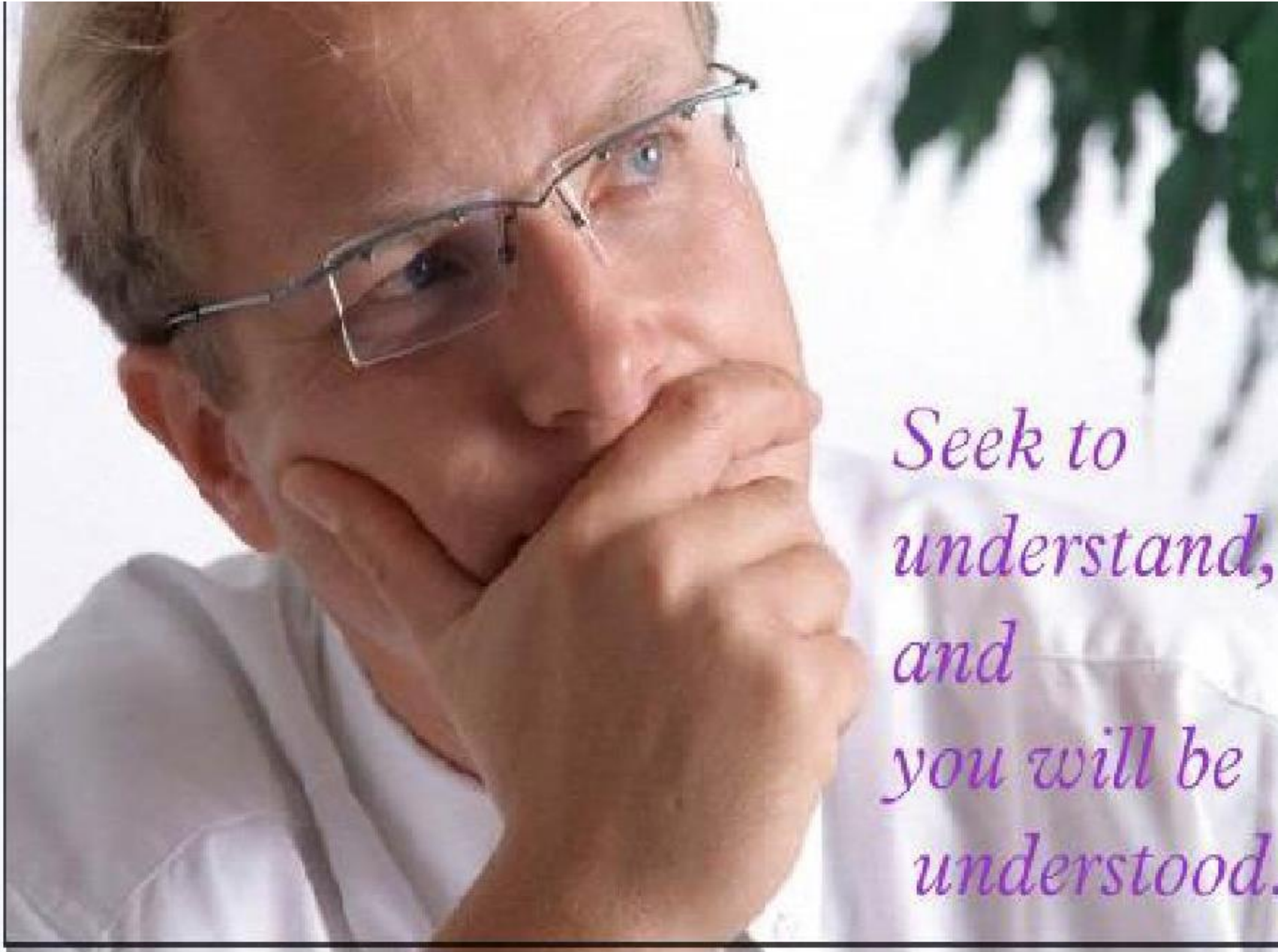
Verbal Communication Skills



Communication is easy- anytime, anywhere and anyhow.

BUT

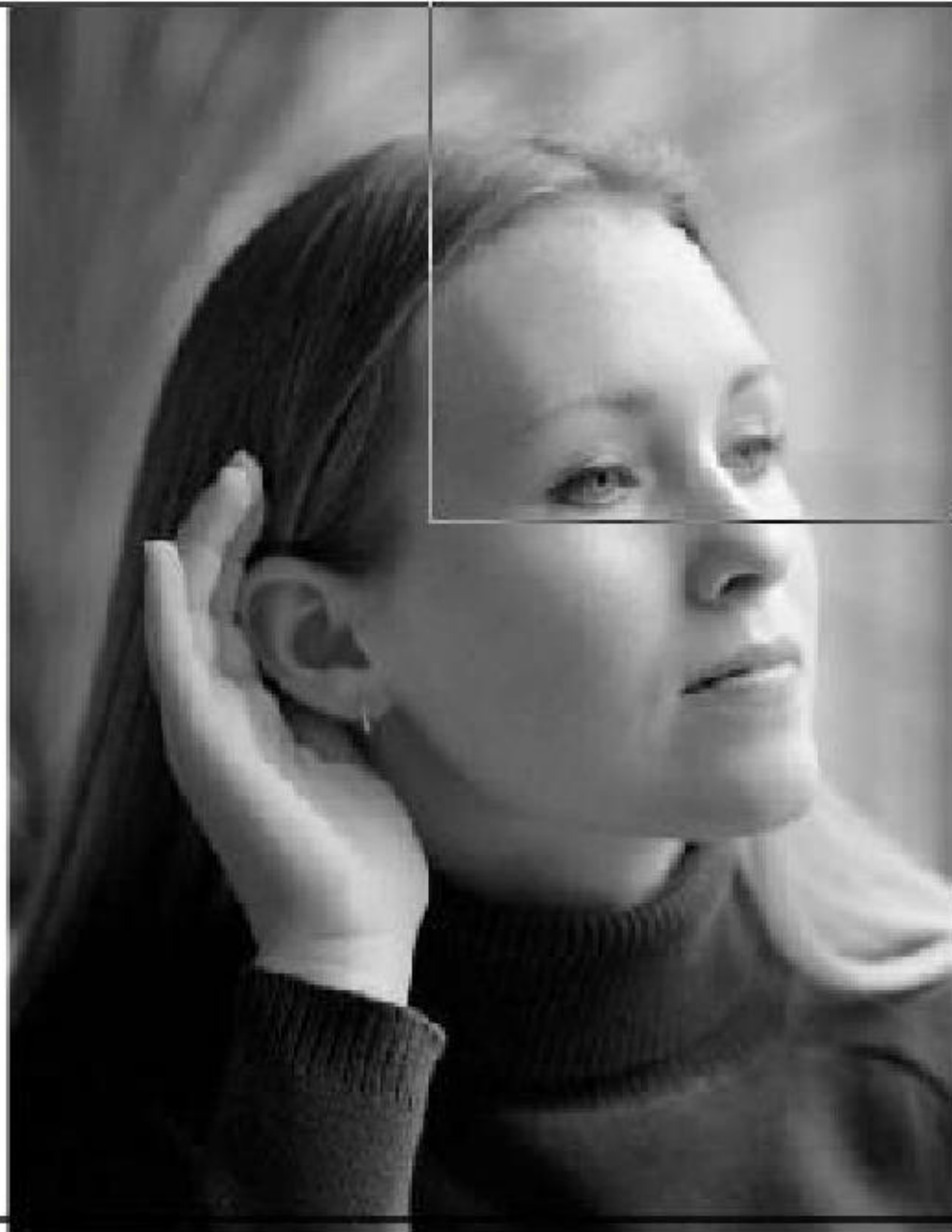
is it always effective???

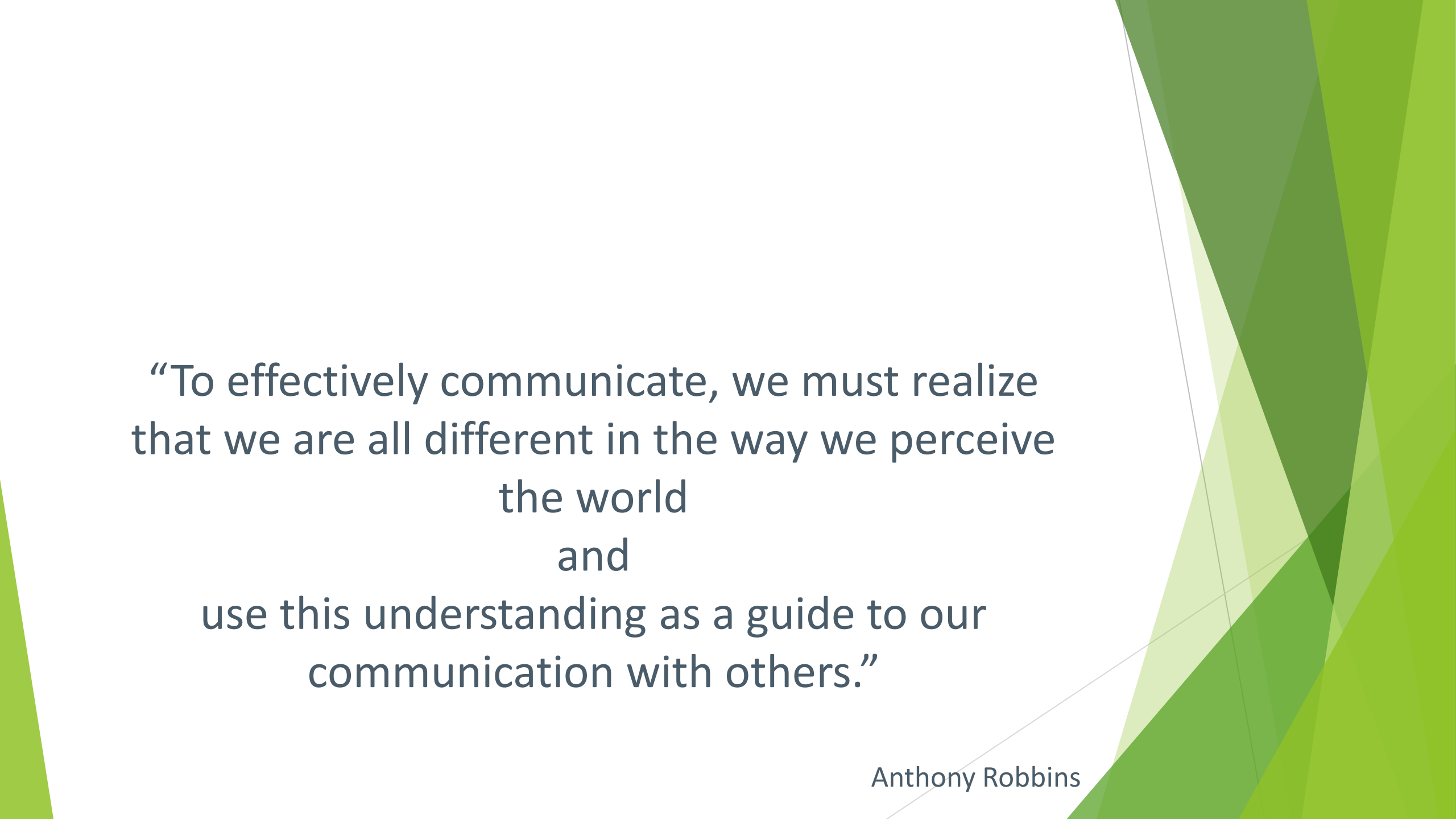


*Seek to
understand,
and
you will be
understood.*



*Listen,
and your voice
will be heard.*



The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the slide, creating a modern, layered effect.

“To effectively communicate, we must realize
that we are all different in the way we perceive
the world
and
use this understanding as a guide to our
communication with others.”

Anthony Robbins

You can have brilliant ideas, but if you can't get them across, your ideas won't get you anywhere.

Lee Iacocca

“The five essential entrepreneurial skills for success are concentration, discrimination, organization, innovation and communication.” - Michael Faraday



Get help - where possible include individuals in your presentation who can assist with input or in presenting additional information. Where external resources are used such as marketing companies or resource suppliers ensure that they are represented and can supply meaningful input.

Keep it light - Set the tone with ice breakers or humour (Depending on the audience) and keep topic points short and relevant. If details are needed then the audience will indicate a need for more information. Don't over simplify the facts, have enough information presented to clearly show a topic but keep more detail handy if needed.

Use visuals and props - make use of visual presentations and flip charts to keep focus on the subject and discussion points. This gives you time to gather your thoughts and prepare

them where possible in preparation and updating of project briefs and information. Your audience will be more patient and receptive if they had a part in the details being presented.

Know your subject - having a strong understanding of the information being presented will automatically calm your nerves and give you confidence in what is being presented. Prepare for questions by having relevant facts and figures available.

Stay on topic - maintain control on the discussions and keep all points relevant to the topic being discussed. Prior to the meeting enlist the assistance of a senior manager or subject specialist to intervene and maintain the theme of the meeting.



Passive Style: Summary

- ▶ Too intimidated to express thoughts and feelings
- ▶ Forfeits his/her rights or freedoms
- ▶ Gives in to demands so he/she will be accepted
- ▶ Avoid confrontation at any cost
- ▶ Often feels used and taken advantage of
- ▶ Driven by anxiety

Assertive Style: Summary

- ▶ Recognizes and stands up for own rights while respecting the dignity of others
- ▶ Focuses on specific issues and problems, without belittling self or others
- ▶ Expresses opinion without violating others' rights
- ▶ Minimizes opportunities to be taken advantage of by others



Assertive Style: Summary

- ▶ Open, tolerant, and considerate of other's feelings
- ▶ Can overcome fear to confront issues that require resolutions
- ▶ Can communicate feelings of anger diplomatically, without putting others on the defensive



Aggressive Style: Summary

- ▶ Intimidates others to gain control of their thoughts and actions
- ▶ Manipulates, accuses, fights
- ▶ Little or no regard for other's feelings
- ▶ Driven by anger



Passive-aggressiveness

- ▶ Hostility expressed through inaction; inertia used as a weapon
 - ▶ Silent treatment
 - ▶ Dragging your feet
 - ▶ Always being late
 - ▶ Never saying what they want to do, then sulking about it
 - ▶ Lamé excuses
- ▶ Plausible deniability is key



Assertiveness Skills

- ▶ Know your rights
 - ▶ Say no and not feel guilty
 - ▶ Change your mind about anything
 - ▶ Take your time to form a response to a comment or question
 - ▶ Ask for assistance with instructions or directions
 - ▶ Ask for what you want
 - ▶ Experience and express your feelings
 - ▶ Feel positive about yourself under any conditions
 - ▶ Make mistakes without feeling embarrassed or guilty
 - ▶ Own your opinions and convictions
 - ▶ Protest unfair treatment or criticism
 - ▶ Be recognized for your significant achievements and contributions

From Davis, Eshelmann, and McKay (1988)

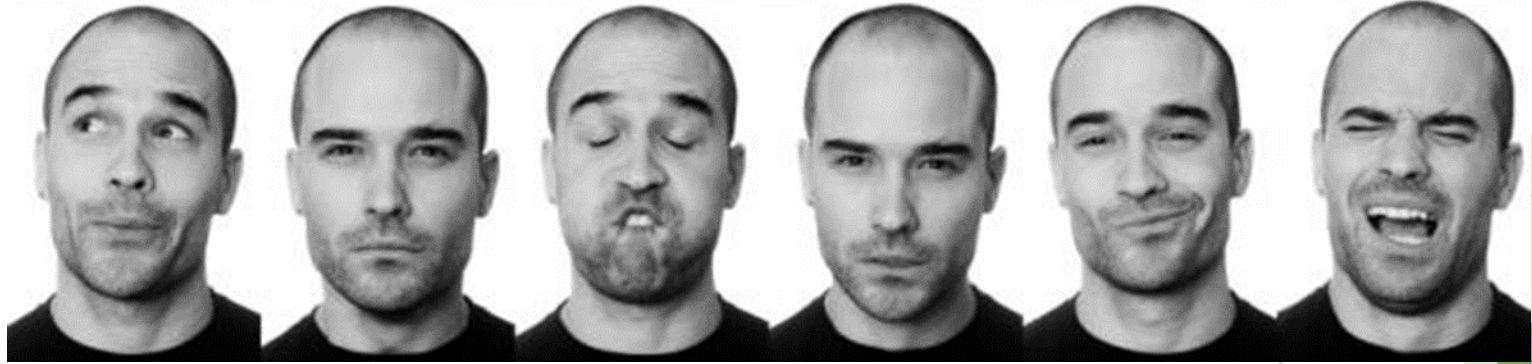
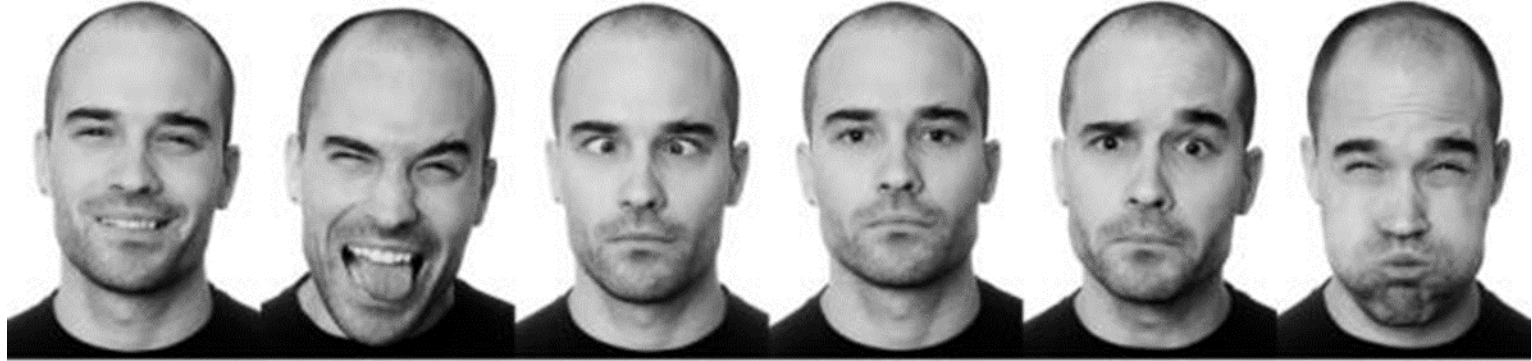
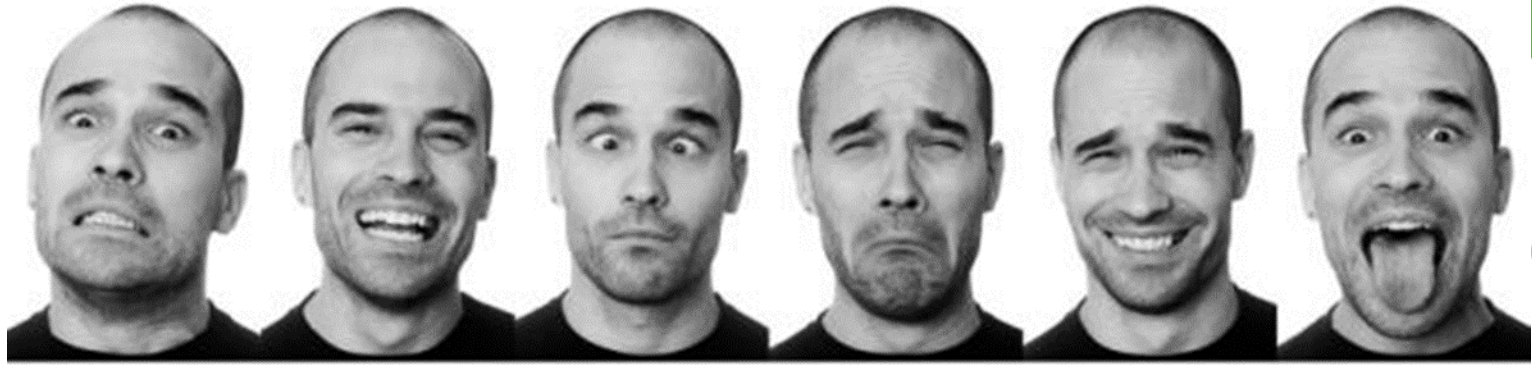
Assertiveness Skills

- Know your rights
 - ▶ Learn to say no
 - ▶ Learn to use “I” statements
 - ▶ Use eye contact
 - ▶ Use assertive body language
 - ▶ Avoid manipulation
 - ▶ Be aware of these strategies
 - ▶ Intimidation
 - ▶ Content substitution
 - ▶ Personal attacks (character assassination)
 - ▶ Avoidance

Assertiveness Skills

- ▶ Know your rights
- ▶ Learn to say no
- ▶ Learn to use “I” statements
- ▶ Use eye contact
- ▶ Use assertive body language
- ▶ Avoid manipulation
 - Respond rather than react
 - Exercise

*86% OF EXECUTIVES AND EMPLOYEES IN A SALESFORCE SURVEY SAY LACK OF TEAM COMMUNICATION SKILLS CAUSES **FAILED PROJECTS**.*





“Deep listening is miraculous for both listener and speaker. When someone receives us with open-hearted, non-judging, intensely interested listening, our spirits expand.” - Sue Patton Thoele

