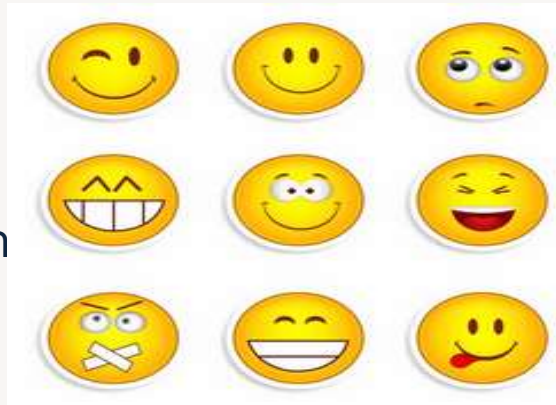


# COMMUNICATION SKILLS

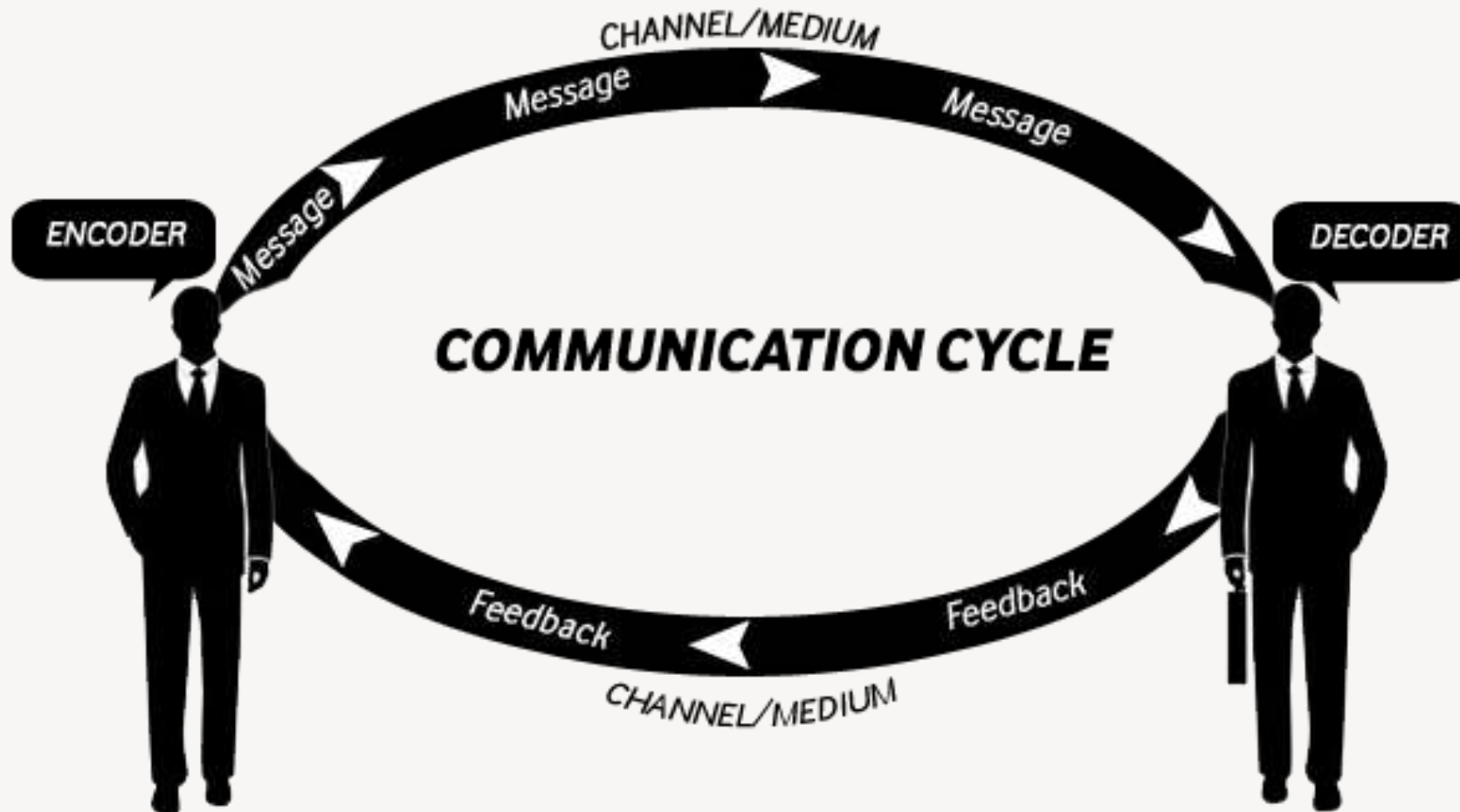
Non Verbal Communication



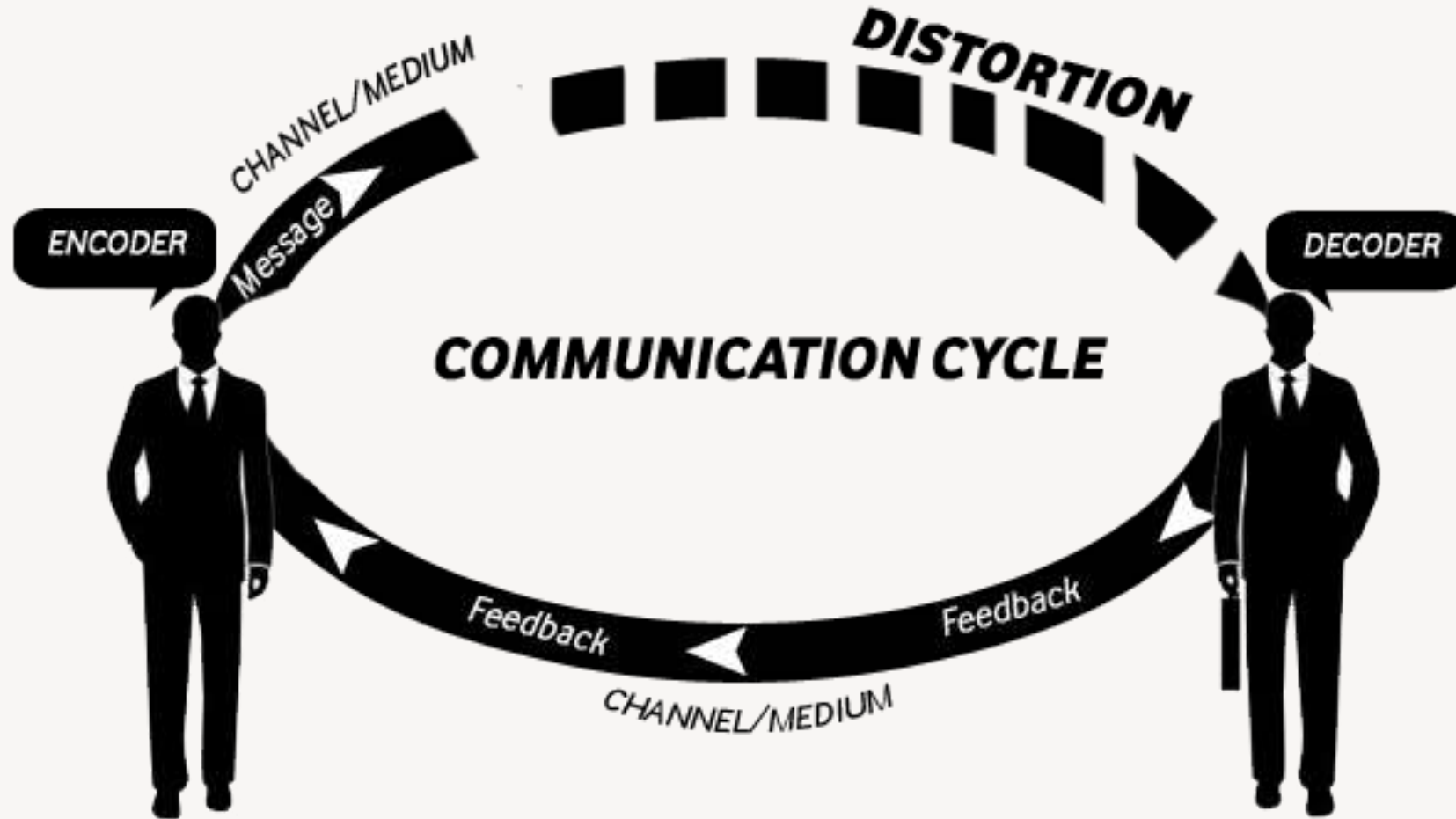
**What are your expectations from  
this program?**

# THE COMMUNICATION PROCESS

The communication process has five components



**ALL MESSAGES DO NOT REACH THE RECEIVER  
DUE TO “DISTORTION”**



## WHAT ARE THE MOST COMMON WAYS WE COMMUNICATE?

### VERBAL (7%)

- Spoken Word
- Written Word

### NON – VERBAL (93%)

- Visual Communication/Tone of voice (38%)
- Body Language (55%)

# EFFECTIVE COMMUNICATION

Effective communication is about more than just exchanging information; it's also about understanding the emotion behind the information.

**All communication methods are important in training but our emphasis will be upon the non verbal communication... since**

**93%** or all our communication efforts are:

- Misunderstood, misinterpreted, rejected, disliked, distorted, or not heard (in the same language, same culture)!



# Non Verbal Communication



# Introduction

When we communicate things that we care about, we do so mainly using nonverbal signals.

Wordless communication, or body language, includes facial expressions, body movement and gestures, eye contact, posture, the tone of your voice, and even your muscle tension and breathing.

The way you look, listen, move, and react to another person tells them more about how you're feeling than words alone ever can.



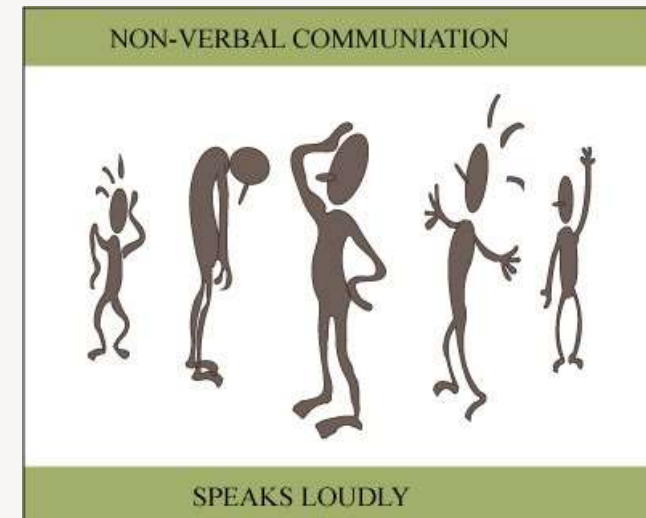
# BODY LANGUAGE

- Eye contact
- Balanced head level
- Chin parallel to floor
- Sitting posture straight without slouching
- Stand with both feet on the floor
- Maintain personal space of 1½ - 2 feet
- Walk with grace & ease
- Always smile



# BODY LANGUAGE – INTERPRETATIONS

- Brisk, erect walk
- Standing with hands on hips
- Sitting with legs crossed, foot kicking slightly
- Sitting legs apart
- Arms crossed on chest
- Hand to cheek
- Pulling or tugging at ear
- Biting nails
- Looking down, face turned away
- Stroking chin
- Tilted head
- Patting/ fondling hair
- Tapping/ drumming fingers



## BODY LANGUAGE – INTERPRETATIONS (Continued)

- Touching, slightly rubbing nose
- Rubbing the eye
- Locked Ankles
- Head resting in hand, eyes downcast
- Open palm
- Pinching bridge of nose, eyes closed



# TIPS FOR IMPROVING HOW YOU READ NONVERBAL COMMUNICATION

- Practice observing people in public places
- Be aware of individual differences
- Look at nonverbal communication signals as a group



# TIPS FOR IMPROVING HOW TO DELIVER NONVERBAL COMMUNICATION

- Use nonverbal signals that match up with your words
- Adjust your nonverbal signals according to the context
- Use body language to convey positive feelings even when you're not actually experiencing them.





**Thank you!!**