

Name _____

Nonverbal Communication

All forms of communication except _____. It includes _____, _____, _____, and _____.

Functions of Nonverbal Communication

1. _____ to verbal communication - it often accompanies a person's words.
 - a. _____ a verbal message.
 - b. _____ verbal messages.
 - c. Acts as a _____ for a verbal message.
2. Conveys _____ and _____ dimensions of a message.

Characteristics of Nonverbal Communication

1. _____ - nonverbal communication is most often sent on this level. We are often not aware of the messages we send nonverbally. We also process, interpret & respond on this level.
2. _____ - it depends on the situation in which it occurs.
3. _____ - this means that nonverbal messages are open to interpretation and are often confusing.
4. _____ - A nonverbal message commonly used in one culture may send a completely different message in another culture.

Characteristics of a Positive Professional Image

1. _____ - Having a strong voice with an attentive and positive attitude shows that you believe in yourself and your communication skills.
2. _____ - Comes from an understanding of communication situations and a strong sense of what is appropriate and correct. It sends out the message that you are in control of your communication and the situation you are in.
3. _____ - Suggests a strong sense of purpose. It means you are confident in yourself, your opinions and beliefs and are not afraid to take a stand when necessary.
4. _____ - Being perceived as approachable, friendly and open. It is giving another your full attention.

Types of Nonverbal Communication

1. _____ - Human sound that is used to transmit language to others.

It has many characteristics:

_____ - the highness or lowness in the sound of a voice.

_____ - stressing or placing emphasis on certain words or phrases.

_____ - Level of loudness or softness in a person's voice.

_____ - A specific vocal quality.

_____ - How fast or slowly a person speaks.

_____ - brief period without sound. Helps provoke thought, develop curiosity or suspense, create a dramatic effect or raise questions.

_____ - longer period of suspended sound. It communicates a willingness to listen. It expresses approval, disapproval, apathy. It also shows courtesy, respect, or profound emotion.

_____ - conveys humor, friendliness, acceptance and good feelings. It can also convey cruelty or sarcasm.

_____ - sounds without words. Sighs, whines, throat clearing are examples. They send messages about a sender's feelings.

2. _____ - Visual messages we send with our physical presence.

It has several factors:

Personal Appearance - has a great impact on communication because of first impressions.

_____ - Your attire can add or detract from the image you want to project in social and professional contexts.

_____ - It shows others whether or not you take pride in your appearance. It also implies that you want to look and be your best.

Kinesics - refers to the use of the body in communication.

_____ - Makes your clothes fit better, but gives you the air of confidence, poise and immediacy.

_____ - Shows your comfort level in situations.

Movement and Gestures - should be controlled with purpose.

_____ - the way you walk or move from one place to another.

_____ - a movement of any part of the body that reinforces another message or acts as a substitute for speech. They are very cultural in nature.

Facial communication - one of the most noticeable and important aspects of nonverbal communication. It can display a wider range of emotions more accurately and immediately than any other form of body talk.

_____ - People use eyes to make contact with others, maintain and regulate interaction, and to provide space or distance.

Making _____ eye contact often will be viewed as a sign of honesty and credibility.

3. _____ - The way you use space, distance, and territoriality communicates messages about you and your relationships.

_____ Communication - Your perception and use of space.

_____ distance - up to 18 inches from your body. Communication in this range tends to be very personal.

_____ distance - 18 inches to 4 feet. Typically people allow friends, family members, and some coworkers to enter their personal space comfortably.

_____ distance - four to twelve feet. The most appropriate distance for interpersonal and small group interactions in professional and social contexts.

_____ distance - 12- 25 feet. Used in formal presentations.

_____ - People may identify a space or territory, claim it, and protect it as their own. Your space can send a variety of messages about you.

_____ - In recent years, rules and norms have taken a definite shift toward "Don't touch." Touching can be considered harassment and intimidation and can cause serious emotional and legal issues.

_____ communication - How you manage your time is crucial.

How you use time sends strong message about _____, your _____ of others, your relationships with them and your _____ about responsibilities.

_____ - articles of adornment you use to decorate yourself or your surroundings.

_____ - all the materials you keep in your space or take with you.

_____ - Associates a certain meaning or feeling.

_____ - The sense of smell is believed to provide the most direct link to the emotion center of the brain.