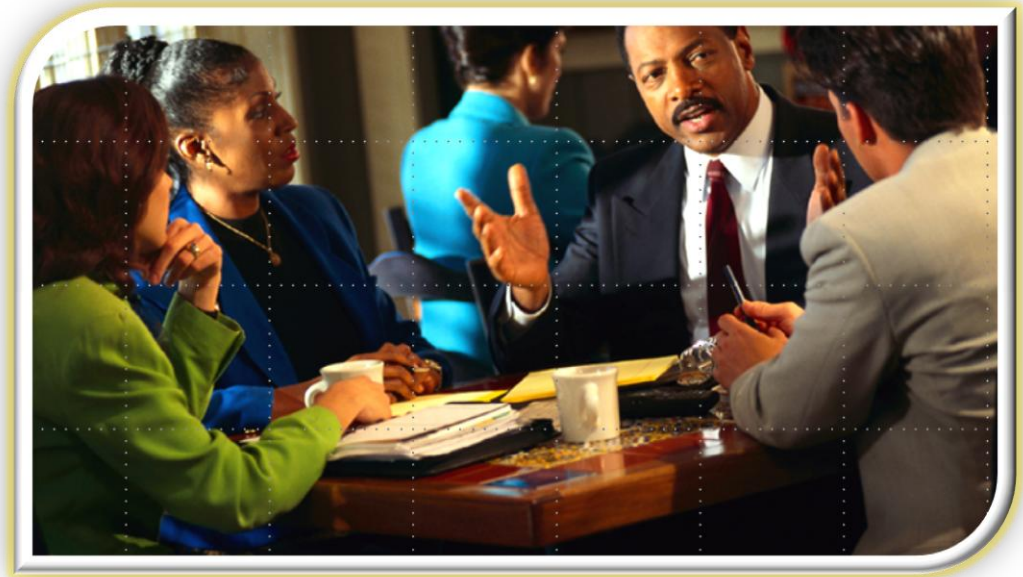


Verbal and Non-verbal Communication



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Verbal and Non-verbal Communication

Topic Objective

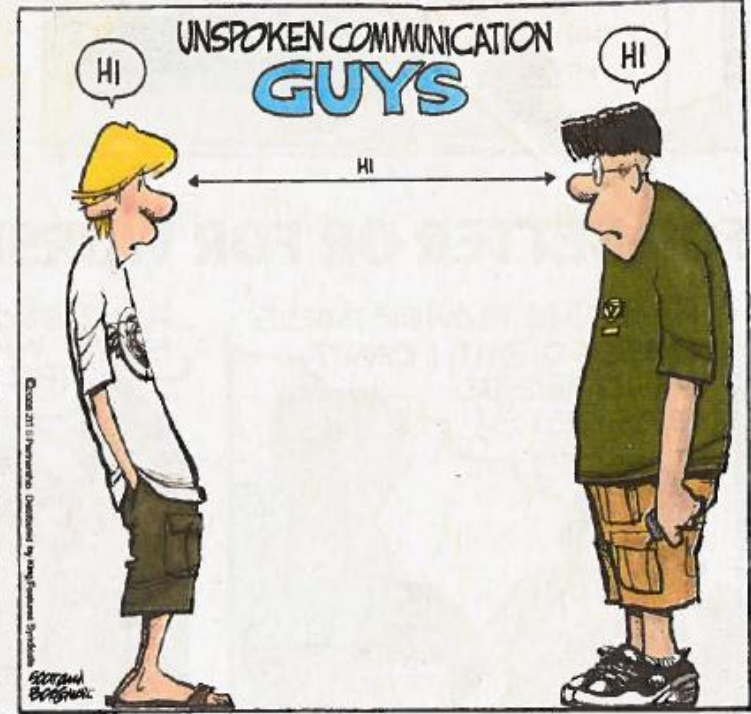
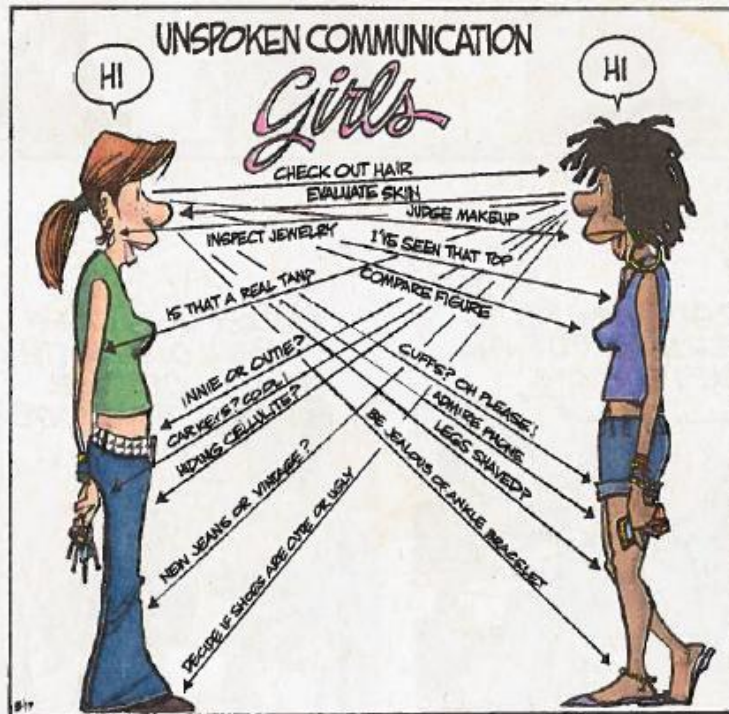
Describe verbal and non-verbal communication and the barriers that can interfere with effective communication



Verbal and Non-verbal Communication

ZITS

By JERRY SCOTT & JIM BORGMAN



Verbal Communication

- **What is Verbal Communication?**
- **A type of communication that consists of the oral expression of thoughts, opinions, and emotion through words**
- **Elements of Verbal Communication**
 - *Voice quality (a speaker's tone of voice)*
 - *Style (a combination of vocal pitch, speed, and volume)*
 - *Word choice*
 - *Adaptation*

Non-verbal communication

- **What is Non-verbal Communication?**
 - A type of communication that consists of body language and the use of time, space, and touch
- **Categories of Non-verbal Communication**
 - **Stationary**
 - Orientation, proximity, posture, and physical contact
 - **Active**
 - Facial expressions, gestures, and eye contact

Non-communication

- **Common Barriers to Communication**
 - *Language*
 - *Stereotyping*
 - *Emotions and feelings*
 - *Noise and distractions*
 - *Poor listening skills*

Lesson Summary

- **Verbal & Non-Verbal Communications**
- **Non-Communication**