

Nonverbal Communication Notes

Overview:

- **What is nonverbal communication?**

- **Definition** → transfer of _____ from one person to another _____ the use of words or spoken language
- **Simplified** → involves that way we _____ and _____ to others without using words

- **Convey Messages:**

- With _____ language, the way you _____ conveys a certain message
 - Confidence, nervousness, uncertainty, etc
- With _____ language, the way you _____ conveys certain messages as well
 - Confidence, nervousness, uncertainty, etc

- **Used Often:**

- Approximately _____% of all human communication is _____
 - That means communicating with _____ is only _____% of all human communication!

- **Peter Drucker:**

- Peter Drucker is an Austrian-American _____ and _____
- He said, "The most important thing in communication is _____."
 - What do you think he means by that? _____

Actions:

- **Proximity** → references _____

- Humans take _____ seriously
- The appropriate amount of distance during interactions could vary, depending on many factors
 - Culture, business, social, relationships, friendly, personal preferences
- **Intimate Space** → close proximity with physical contact up to about _____ inches of space
 - Typically share between people in an _____ relationship

- **Haptics** → communication by _____

- Powerful because emotion drives it
- Physical contact at a young age improves _____ skills when older
- Women use touch to convey care and concern; men more use touch to convey _____

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- **Appearance** → how someone _____
 - Something that is noticed _____
 - Hairstyle, clothing, tattoos, piercings, body shape, posture all give off cues
 - People tend to make snap _____ based on people's appearances
 - This is why people say "dress to _____" and "first impressions matter"
- **Chronemics** → the role _____ plays in communication
 - How people interpret time can be personal, cultural, or have to do with their power/status
 - Examples:
 - How do you feel when a friend is late to meet up? _____
 - Do bosses get treated the same when they're late? _____

Body:

- **Kinesics** → the _____ that people consciously make
 - Ex: waving, pointing, thumbs up, motioning with hands, etc.
 - Someone's _____ typically determines what gestures are socially acceptable and which are considered rude
 - Western Countries: glancing at your watch suggests _____
 - Middle East: glancing at watch is considered _____
 - They believe a conversation should continue until it ends naturally
- **Posture:**
 - Can tell a lot about how someone is _____ but is often misunderstood
 - _____ and quite _____
 - Arms crossed can mean _____
 - Slouching can mean _____
 - Angled away can mean _____
- **Physiology** → _____ signs sent out by body that are nearly impossible to control
 - Ex: sweating when nervous, blushing when embarrassed, tearing up when happy or sad

Facial Communication:

- **Facial Expressions** → the _____ on an individual's face is often one of the first things we see
 - The smile, frown, grimace usually tells a lot about their _____ and how the following _____ will go
 - Expressions of happiness, sadness, anger, and fear are _____ emotions and key forms of nonverbal communication
 - **Universal emotions** → _____ emotions that show distinct facial expressions
 - Sometimes they're easy to see
 - Other times it's a quick flash called _____

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- **Gaze:**
 - Eye contact is a _____ form of nonverbal communication
 - Eye contact gives _____ to how we are feeling
- **Micro Expressions** → facial expressions that occur within a _____ of a second
 - They are _____ emotional leakage
 - Exposes a person's _____
 - _____, meaning the person doesn't realize they're making them
 - The 7 base looks of micro expressions are: _____

REFLECTION:

- What is something interesting you have learned during this presentation? _____

- What are you going to improve about your own nonverbal communication? Why? _____

- Why is nonverbal communication so important in life? _____

