Chapter 4
NON-VERBAL COMMUNICATION

- **Lecture 1:** OVERVIEW OF THE CHAPTER – WHAT DO YOU NEED TO KNOW? (NOTE-TAKING)
  - Take notes on the overview slide –focus on active listening.
  - Think about how to answer the follow-up questions on the overview slide.
  - At home, prepare for the next lesson. Look at the task that needs to be completed.
- **Lecture 2:** PRACTICAL ACTIVITY – HOW THE CHAPTER WORKS IN PRACTICE (GROUP/PAIR WORK)
  - Look at the tasks that need to be completed. Complete it with someone next to you.
  - Create the chapter mock exam assessment questions on AI. Try to answer the questions without using the answer key.
- **Lecture 3:** LAB ASSIGNMENTS GRADED (individual WORK)
  - Make sure you have a device, or you use the university computers in the lab
  - Log onto your Online Account.
  - Access the assignment during the class time. This is a review of the chapter.
  - Keep note of the deadline and complete the rest at home.
- STUDENT RESPONSIBILITY: READING CHAPTER– (ONLINE COURSEBOOK + EXTERNAL READINGS)
  - Take notes on the overview slide –focus on active, independent reading.
  - Complete the weekly **CHAPTER** assignments on McGraw Hill Connect

Ms. Hannah Sarjeeq

(A) You should be able to **define** 'non-verbal communication', and how it differs from verbal communication using the language from the course book.

What is non-verbal communication?

_____

_____

_____

How is it different to verbal communication?

_____

(B) You should be able to **explain the relationship between COVID-19 and why non-verbal communication was challenging.**

Why was it harder to use noon-verbal communication during COVID-19?

_____

_____

_____

What was online communication like?

_____

_____

_____

(C) You should be able to explain how Verbal and Non-verbal communication are related.
(complete an in-class matching activity)



(D) You should be able to **define** 'non-verbal codes', explain our bodily movements and facial expressions as described by Paul Ekman and Albert Mehrabian. To do this, you should watch the video and complete the worksheet with the missing phrases. (Make sure you have your private earphones and the downloaded video.)

Task 4: Next Slide



(E) You should be able to **define** 'physical attractiveness', and how it is a subjective concept. You should be able to summarize the relationship between culture and beauty according to Naomi Wolf and Heather Widdows.

What is non-verbal communication?

_____

_____

_____

How do cultural ideals of beauty reflect societal power structures (Wolf & Widdows)?

_____

_____

_____

(F) You should be able to **define 'physical space', and defining 'proxemics',** and its relationship with communication according to **Edward T Hall's categories** AND their measurements. Also, what the meaning of **'chronemics'** and **'tactile communication'** have to do with communication skills esp. difference between men and women.

1. Territoriality:_____
2. Proxemics:_____
3. Intimate Distance = _____" or less.
4. Personal Distance = _____" to _____ft
5. Social Distance = _____ft to _____ft
6. Public Distance = _____ft or more.
7. Chronemics: The study of _____
8. Tactile communication: _____

You may want to use this slide to take extra notes

(E) You should be able to **define TEN (10) different types of vocal cues (paralinguistic features) and why they are important.**

1. Pitch _____
2. Rate_____
3. Inflection_____
4. Volume_____
5. Quality_____
6. Non-word sounds_____
7. Pronunciation _____
8. Articulation _____
9. Enunciation = Pronunciation + Articulation
10. Silence_____

(F) You should be able to **define and explain** the relationship between **clothing and artIfacts and the importance in what they communicate to people using examples from your life – this is known as 'objectics'.**

- Objectives:_____
- Clothing:_____
- ArtIfacts:_____
- Self-expression:_____

(G) You should be able to explain why non-verbal codes are 'ambiguous'.

(a) Example of how one code can communicate a variety of meanings
Example:_____

(b) Example of how a variety of codes can communicate the same meaning.
Example:_____

(H) You should be able to explain the SEVEN (7) ways you can improve non-verbal communication using examples from your own life:

1. Establish eye contact:_____
2. Different use of chronemics (time)_____
3. General Time management skills_____
4. Time management and interactions with others: _____
5. Professional norms and tactile communication: _____
6. Dress: _____
7. Avoid Being Dramatic: _____

(I) You should be able to **explain the differences in non-verbal communication between different cultures.**

1. Americans + personal distance_____ _____
2. Americans + verbal messages_____ _____

(J) You should be able to explain how to solve problems in interpreting nonverbal codes through a four-step process:

1. Consider all the variables in each communication context.
2. Adapt your nonverbal communication to the audience with which you are communicating.
3. Consider all the available verbal and nonverbal codes.
4. Use descriptive feedback to minimize misunderstandings.

You may want to use this slide to take extra notes



Relationship Between Verbal and Non-Verbal Communication (1)

(1)_____ : Sending the same message both verbally and nonverbally. Verbal and nonverbal messages align, like saying "excited" with a smile and animated gestures. Saying "I love you" while giving a kiss on the cheek, since 'kiss' = 'love' it is repetitive.



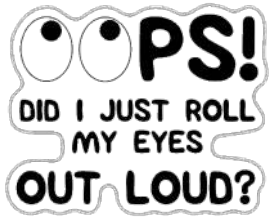
Relationship Between Verbal and Non-Verbal Communication (4)

(4)_____ : Sending verbal and nonverbal messages that conflict. When words and actions do not match, accidently in truth such as saying, "I'm not upset" with crossed arms and a frown; or on purpose in humour or sarcasm such as saying, "I absolutely love broccoli" with a disgusted facial expression and shaking your head dramatically.



Relationship Between Verbal and Non-Verbal Communication (2)

(2)_____ : The use of nonverbal cues to strengthen verbal messages. Making your message stronger by combining words with actions, such as hugging a friend to show care while saying the words "I missed you!". Since a hug can have different meanings, it acts not as repeating but as _____. Likewise, patting a friend on the back while saying "Great job! You really aced that presentation!" (Since a pat on the back can also mean "not to worry", it acts as emphasising in this scenario).



Relationship Between Verbal and Non-Verbal Communication (5)

(5)_____ : Using nonverbal codes instead of verbal codes. When someone you think might be lying, you might roll your eyes and shake head instead of saying "I don't believe you." You might shake your head to mean, 'No'. instead of verbally saying it. In this context you are NOT speaking the words but using non-verbal communication in its place.



Relationship Between Verbal and Non-Verbal Communication (3)

(3)_____ : Using nonverbal and verbal codes to add meaning to each other and to expand the meaning of either message alone (not simply repeating). To give an example, while you are on the phone to someone, you might raise the palm of your hand to another person present to emphasize 1. that you are talking and 2. that you want them to stop interrupting you. The content of the phone conversation and the gesture are not related, they are independent, but they complement each other by adding meaning – the call is important.



Relationship Between Verbal and Non-Verbal Communication (6)

(6)_____ : Using nonverbal codes to monitor and control interactions with others. Nodding and maintaining eye contact can be used to to encourage someone to continue speaking during a discussion while turning away and avoiding eye contact to signal disinterest or disagreement, discouraging someone from continuing to speak during a discussion.


WATCH VIDEO

What is 'KINESICS'?



KINESICS - NON-VERBAL CODE TYPES (VIDEO)



Mehrabian's Categorization of Bodily Movement (1)

[1] _____

How do I show that I like someone through body language?

Example:

- Lean forward Stand face-to-face
- Stand or sit close in proximity
- Increase touching
- Open arms
- Open body display
- Positive facial expression
- Direct eye contact



Mehrabian's Categorization of Bodily Movement (1)

[3] _____

How is status in society displayed in body language?

Example:

- Large gestures
- Forceful gestures during conversation
- Relaxed posture
- Infrequent eye contact



Mehrabian's Categorization of Bodily Movement (1)

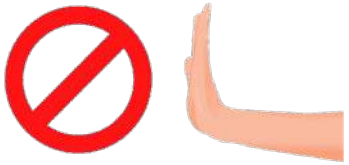
[2] _____

How is responsiveness displayed in body language?

Example:

- Lean forward
- Spontaneous gestures proximity
- Shifting your posture and position
- Facial expressions

KINESICS & NON-VERBAL CODE TYPES (VIDEO)



Ekman's Categorization of Movement (1)

[1]_____

Nonverbal movements that substitute for words and phrases. **Example**: An open palm of hand held up to mean stop.



Ekman's Categorization of Movement (2)

[2]_____

Nonverbal movements that accompany or reinforce verbal messages. **Example**: Stroking your stomach when you are hungry.



Ekman's Categorization of Movement (3)

[3]_____

Nonverbal movements of the face and body used to show emotion. **Example**: Clenching the fist as a threatening move when you are very upset with someone but don't really want to fistfight.



Ekman's Categorization of Movement (4)

[4]_____

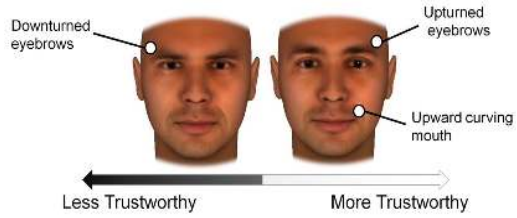
Nonverbal movements that control the flow or pace of communication. **Example**: A regulator like nodding during a conversation indicates agreement or encouragement for the speaker to continue, thus managing the flow of communication.



Ekman's Categorization of Movement (5)

[5]_____

Nonverbal movements that usually involve the unintended touching or manipulating of our bodies or artifacts to fulfil some physical or psychological need. **Example**: An example of an adaptor that students commonly use is tapping a pen or pencil on a desk or table of shaking a leg while studying or thinking deeply. This kind of behaviour often signals nervousness, restlessness, or concentration.



Ekman's & Friesen's Categorization of Facial Expressions (6)

Smiling: People who smile are rated as the most positive.

Neutral Expressions: People with a neutral expression are not rated as highly as people who smile.

Angry expressions: People pay more attention to someone with an angry expressions and even children have this bias. too.

USING AI TECHNOLOGY: GROUP OR PAIR WORK

Please help me create a quiz using the following keywords: [insert your list of keywords]. The quiz should be in an exam-style format and include the following types of questions:

1.True/False Questions (T/F):

1. Create 5 statements (one per keyword).
2. Ensure each statement is clear and unambiguous.
3. DO NOT Indicate whether the statement is True or False.

2.Multiple Choice Questions (MCQs):

1. Write 5 questions (one per keyword).
2. Provide 4 answer options for each:
    1. One correct answer.
    2. Three plausible distractors (incorrect answers).
3. DO NOT mark the correct answer.

3.Situational Multiple-Choice Questions (MCQs):

1. Write 5 realistic scenarios based on the keywords.
2. For each scenario, ask a question that tests understanding of the keyword.
3. Provide 4 answer options:
    1. One correct answer.
    2. Three plausible distractors.
4. DO NOT mark the correct answer.

4.Short Answer Questions (Fill-in-the-Gap):

1. Create 2 sentences with a blank where students must write the correct keyword or phrase.
2. DO NOT indicate the correct answers in brackets.

5.Essay Question:

1. Write 1 question describing a communication or situational problem involving one or more keywords.
2. Include 3 sub-questions that require thoughtful analysis or application of the concepts.

Answer Key Page:

•Provide all correct answers on a separate page at the end of the document.

•The answer key should include answers for:

- True/False Questions
- Multiple Choice Questions (MCQs)
- Situational MCQs
- Short Answer Questions
- Essay Question answer in 200 words only

Output Requirements:

•Format: The quiz must be created in an exam-style layout and saved as a Word document.

•Answer Key Placement: The answer key must appear only at the end of the document.

Key Terms

Adaptors
Affect displays
American Sign Language (ASL)
Articulation
Artifacts
Chronemics
Complementing
Contradicting
Emblems
Emphasizing
Enunciation
Illustrators
Inflection
Kinesics
Nonverbal codes
Nonverbal communication
Nonword sounds
Objectics
Paralinguistic features
Physical attractiveness
Pitch
Pronunciation
Proxemics
Quality
Rate
Regulating
Regulators
Repeating
Silence
Substituting
Tactile communication
Vocal cues
Volume

