



Non-verbal communication

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Workshop Reflective Practice

What is Communication

- Communication is the sum of verbal communication and non-verbal communication
- 35% of our communication is verbal
- 65% of our communication is nonverbal

Verbal communication

- The spoken word
- Gives the hard facts

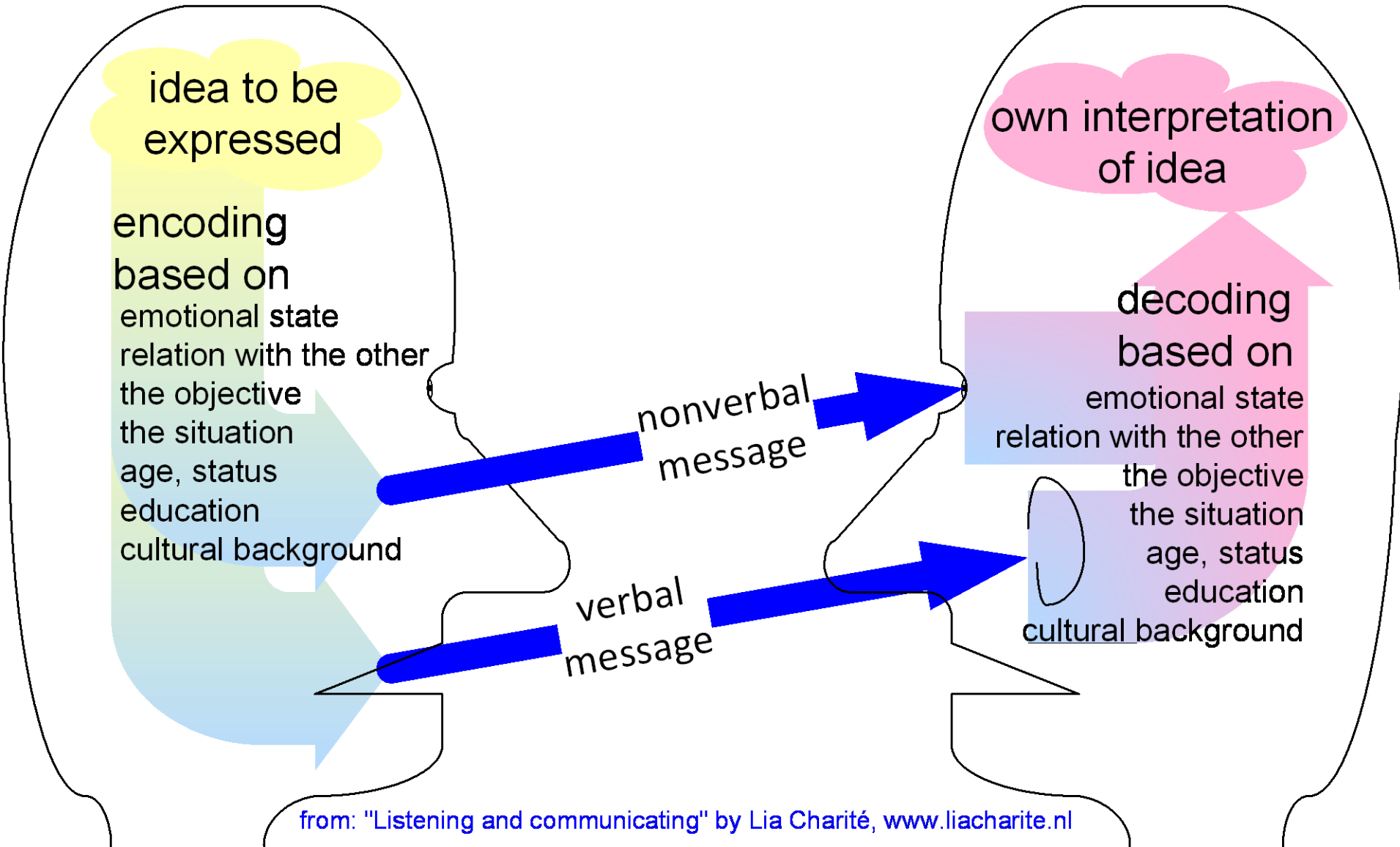
What is non-verbal communication

- Behavior without words or oral sounds
- Like the spoken word a way to give information
- It supports the spoken word

Other terms:

- Non-verbal behavior
- Non-verbal signals
- Body language
- Tells (thoughts, feelings, intentions)

The two heads



The expressions of body language

We express our body language via:

- The face
- Gestures
- When we touch people
- Our movement
- Attitudes
- Even in the volume of our voice

We observe for instance feelings of mourning, joy, shame, anxious, despise, aggression

Characteristics of body language

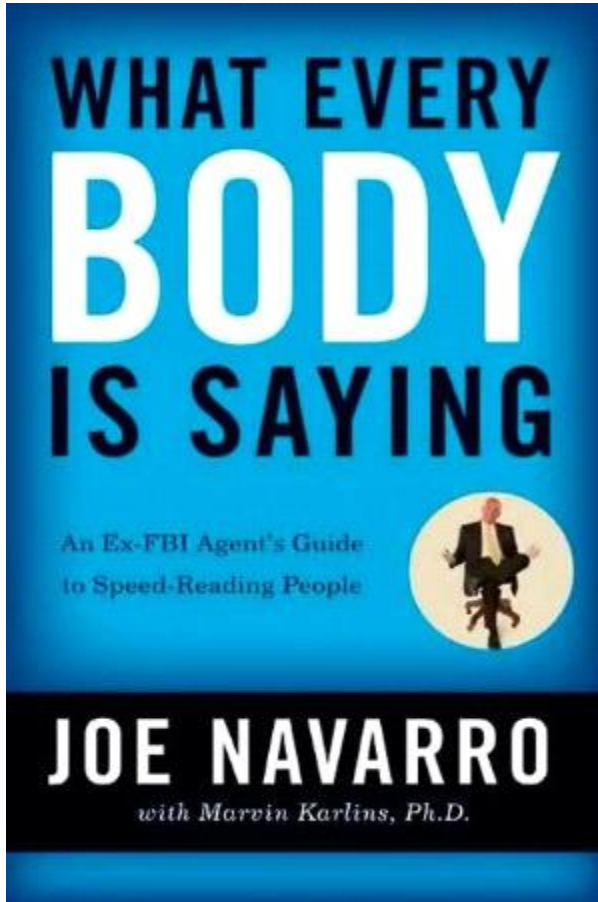
- Honest (Limbic system)
- Universal (childhood, individual body language)
- We can't communicate without body language
- We are sensitive for body language

- Example at work
- Research: people who can read body language are more successful in life.

Examples of body language

- Face
 - Hands,
 - Arms and legs
 - Feet
 - Mouth
 - Teeth
 - Combination of signals
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- Warning:
 - Not only the gestures tell the mood of a person. It is the sum of the verbal and non-verbal communication.
 - Courses (managers)

Further Reading



What Every BODY is Saying:

An Ex-FBI Agent's Guide to Speed-Reading People

by Joe Navarro and Marvin Karlins

William Morrow Paperbacks, 2008

Book Joe Navarro

- FBI agent and expert in reading body language
- Combine signals
- Example of investigating a murder
- Accreditation

- Negative tells: are often going down
- Positive tells: are often going upward