



## COMMUNICATION SKILLS NON VERBAL COMMUNICATION

### BODY LANGUAGE

The process of communicating non-verbally through conscious or unconscious gestures and movements.

#### **'The body never lies.'**

We all communicate with body language any time we interact with others – and our body language often communicates our meaning better than the words we use, although we are often unaware of it. The ability to interpret the body language of others is an essential skill in a professional environment.

Try to express yourself without speaking and take turns having your partner guess what you are 'feeling'.

bored

angry

frustrated

anxious

nervous

impressed

defensive

sarcastic

excited

pleased

interested

dominant

confident

embarrassed

confused

desperate

# NON VERBAL COMMUNICATION

## AUDIO

### ROLE-PLAY

Read the following script with a partner. How has Marvin's performance been lately?

Mary: (walks into the room) You wanted to see me Katy?

Katy: Yes, Mary. I want to talk to you about your performance at work lately.

Mary: I know, Katy, I know - I was late this morning because the bus I was on broke down...

Katy: I didn't know you were late today! That's not what this is about.

Mary: Oh really? Ok, it must be the websites - somebody else must have been using my computer!

Katy: That's not it either.

Mary: Ahh, the meeting yesterday, then - I'm sorry, I didn't mean to tell the client her idea was ridiculous.

Katy: Actually, the client was impressed with your honesty. And you contributed with some great ideas. I would like to offer you a promotion and a 5% raise.

Mary: A promotion?? Really??

Katy: I was considering it - but now I'm having second thoughts....

Mary: Katy, I was only joking about that website stuff! You have to believe me!!

Katy: Let me think about all this, I'll let you know tomorrow.

Mary: Thank you Katy!! I know you'll make the right decision.

Katy: We'll see...

Mary: And I won't be late EVER again.

Katy: Ok, Mary, please leave my office now, I have work to do.

Mary: I'm gone! (leaves room)



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