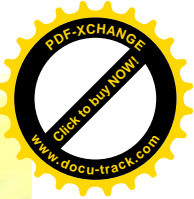
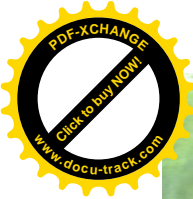




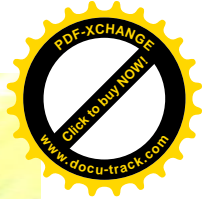
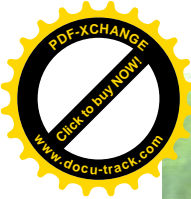
DEFINING NON-VERBAL COMMUNICATION

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Functions of Non-Verbal C.

1. Support verbal communications
2. Express emotions
3. Express personality
4. Express interpersonal attitudes
5. (also) As the alternative main-tool for communicate



Types of Non-Verbal C.

1. Facial Expression

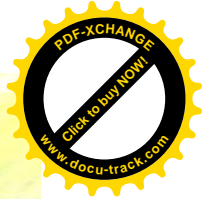
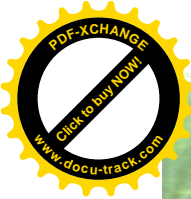
2. Gesture and Touching Behavior

3. Vocal Characteristics

4. Personal Appearance

5. Use of Time and Space

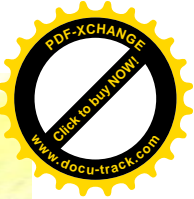
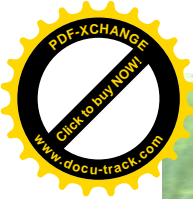




Improving Non-Verbal C.

A. Pay close attention to non-verbal signals

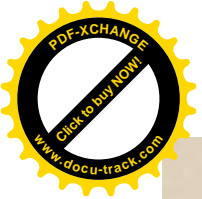
- ∅ Avoid giving conflicting signals
- ∅ Try to be honest as possible in communicating your emotions
- ∅ Smile genuinely
- ∅ Maintain the eye contact your audience expects
- ∅ Be aware of the gestures you use
- ∅ Try to use appropriate vocal signals
- ∅ Respect your audience's comfort zone
- ∅ Adopt a handshake that matches your personality and intention
- ∅ Use touch only when appropriate



Improving Non-Verbal C.

B. Interpret non-verbal signals carefully

- ∅ Be ware that people may give false non-verbal cues
- ∅ Remember, few gestures convey meaning in and of themselves
- ∅ Consider non-verbal signals in the context of situation and culture



THANK YOU