

Professional Communications



Communication Process: Nonverbal Strategies & The Listening Process

Nonverbal Communication



- **Nonverbal Communication:** a system of symbolic behaviors that includes all forms of communication except words.

Example: body language

- “The most important thing in communication is to hear what being said.”

- Peter F. Drucker

Austrian writer and editor



Nonverbal Communication



- All the ways we convey messages and feelings without words.
- Organized into three categories:
 - Sounds (tone of voice, laughter)
 - Body Language (movement, posture, eye contact)
 - Environmental factors (touch, distance, objects, etc.)

Functions of Nonverbal Communication



- Expands verbal communication by:
 - Reinforcing a message
 - Contradicting the message
 - Substituting for messages
- Conveys emotional and relationship dimensions of a message.



Characteristics of Nonverbal Communication



- **Subconscious:** nonverbal communication is often sent and received on a subconscious level. We are usually not aware of the messages we send nonverbally.



- **Contextual:** nonverbal communication depends on the situation in which it occurs.
- **Ambiguous:** the meaning is open to interpretation and often confusing.
- **Cultural:** nonverbal communication has a distinct cultural nature.

Nonverbal Communication & Professional Image



A positive professional image is important to your success in professional and social contexts.

Through nonverbal communication you can create a professional image that projects

- confidence
- poise
- assertiveness
- immediacy



Types of Nonverbal Communication



Voice

- pitch
- inflection
- quality
- laughter
- vocalizations
(um, er, mm-hmm?)
- range
- volume
- tone
- duration (rate and tempo)
- pauses and silence

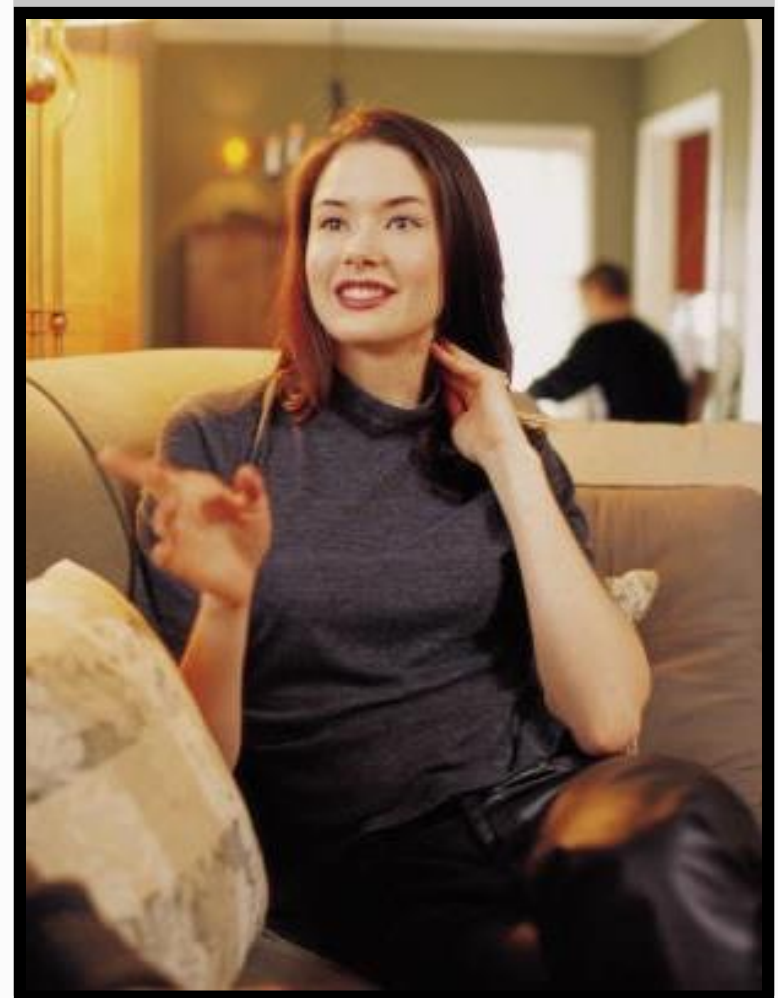


Types of Nonverbal Communication



Body Talk

- dress and grooming
- posture
- muscle tone and tension
- movement and gesture
- facial communication
- eye contact



Types of Nonverbal Communication



Environmental Cues

- space and distance
- territory
- touch
- time
- artifacts and objects
- color
- fragrance and odor



Listening

The background of the slide features two black silhouettes of people in conversation. On the left, a person is shown in profile, facing right, with their mouth open as if speaking. On the right, another person is shown in profile, facing left, with their hand near their ear as if listening. The silhouettes are set against a light, reddish-pink background.

- Listening: a physical and psychological process that involves acquiring, assigning meaning, and responding to symbolic messages from others.
- The primary reason for listening is to acquire oral messages from others.

Importance of Listening



Many important aspects of your life are influenced by your listening skills – or lack thereof. Areas in life directly affected by your effectiveness as a listener include:

- school
- relationships
- social groups
- the workplace
- organizations
- public dialogue

The Listening Process

Listening is more than hearing sounds or understanding language. Listening involves four active steps that build upon one another:

- Acquiring
- Attending
- Understanding
- Responding



Acquiring



Acquiring is picking up some stimulus through such as hearing.



the act of type of the senses,



Attending

Attending is the act of choosing, consciously or subconsciously, to focus your attention on verbal or nonverbal stimuli.

Understanding

Understanding is a complex mental process that involves decoding the symbolic message received from others and then interpreting and assigning personal meaning to that message.



Responding

Responding is important to clarify and convey to the speaker that you are listening. Responding can take several forms.

- **Reflect** the speaker's words (paraphrase).

"What I heard you say was..."

- **Ask** questions to clarify.

"When you said _____, did you mean _____?"

- **Summarize** the speaker's points.

Factors that Affect The Listening Process



- **Noise:** anything that interferes with a message.
- **Barriers:** any obstacle that blocks communication.
- **Memory:** the process of retaining or recalling information.

