

# Verbal vs Non-Verbal Communication

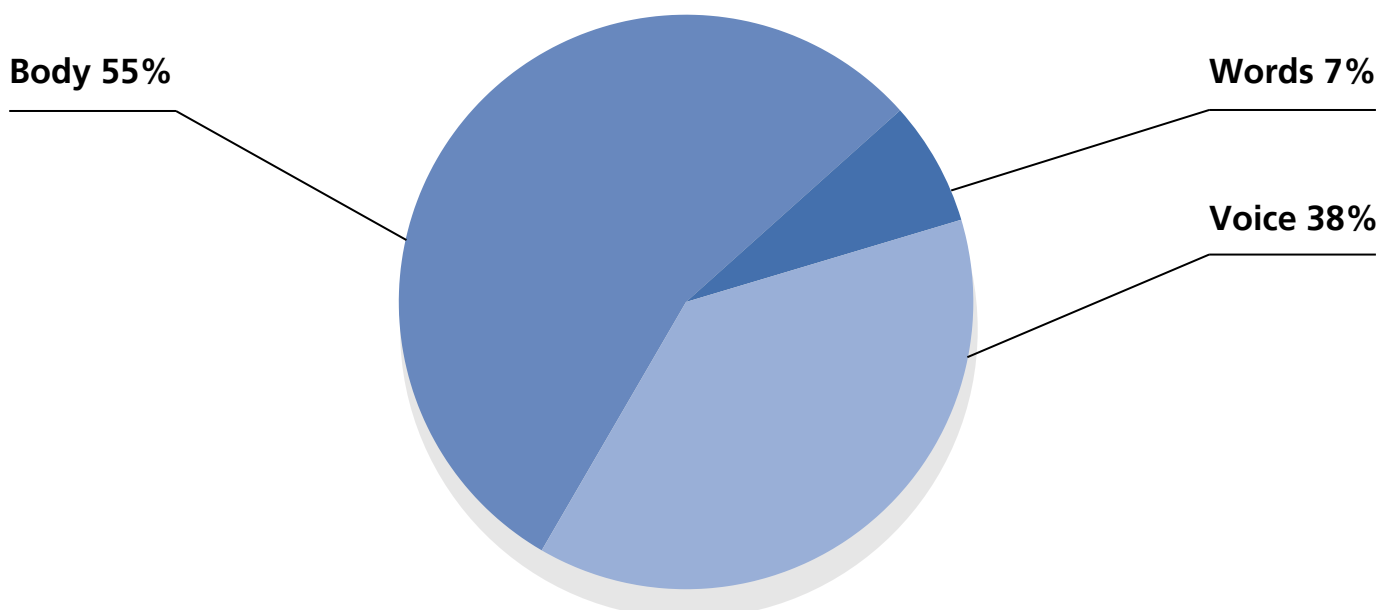
**Communication** occurs when we send or receive messages or when we assign meaning to another persons' signals.

**Effective communication** occurs when the message we intend is accurately understood by another person, who then responds appropriately.

Verbal Communication	Non-verbal Communication
<ul style="list-style-type: none"> <li>• <b>Consists of the actual words we speak</b> <ul style="list-style-type: none"> <li>▷ <b>Speech</b> - the way the words sound when we talk</li> <li>▷ <b>Language</b> - vocabulary, grammar used to express ideas and feelings</li> </ul> </li> <li>• <b>Intact hearing is necessary for effective verbal communication</b> <ul style="list-style-type: none"> <li>▷ <b>Hearing</b> - the sensory process of transmitting sound to the brain, where it is interpreted</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Consists of much more</b> <ul style="list-style-type: none"> <li>▷ <b>Facial expression and eye contact</b></li> <li>▷ <b>Touch</b></li> <li>▷ <b>Body position</b></li> <li>▷ <b>Gesture</b></li> </ul> </li> <li>• <b>Non-verbal communication can augment, substitute for, or even contradict verbal information</b></li> </ul>

## It's not always about WHAT we say!

Our non-verbal cues and body language may be our most important tools to communicate effectively.



Source: "Communication with Individuals who have Middle-stage dementia", Tammy Hopper, Associate Professor, Department of Speech- Language Pathology and Audiology, Faculty of Rehabilitation Medicine, University of Alberta, Edmonton, Powerpoint presentation.