

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

It's not always about WHAT we say!

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

