

Quick Question-Teacher

Describe some non-verbal communication messages students send. What's the behavior; what's the message?

Name: _____

Worksite Reflection

What was something that happened at work this week? (an event, a problem, an interaction, a success, etc.)

Administrative Questions

Is your phone number the same? YES NO
 Do you have active phone service? YES NO
 Is everything at work satisfactory? YES NO
 Are you getting enough hours? YES NO
 If you selected NO, explain:

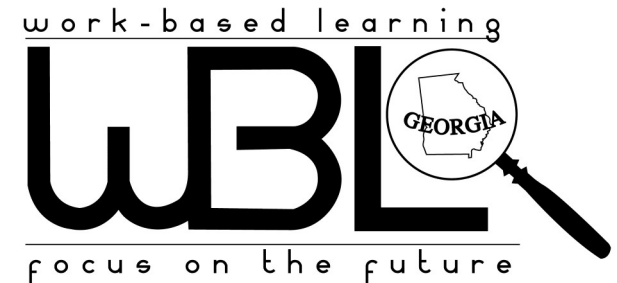
	POINTS	EARNED	On time	Late
Journal	5		Date turned in:	
Scenario	5		Weeks late (points off):	
Question	5		Final Score:	
Reflection	3			
Admin	2			

Nonverbal Communication During An Interview

- Make eye contact with the interviewer for a few seconds at a time. Don't be creepy; don't be shy.
- Smile and nod (at appropriate times) when the interviewer is talking, but don't overdo it. Don't laugh unless the interviewer does first.
- Be polite and keep an even tone to your speech. Don't be too loud or too quiet.
- Don't slouch.
- Do relax and lean forward a little towards the interviewer so you appear interested and engaged.
- Don't lean back. You will look too casual and relaxed.
- Keep your feet on the floor and your back against the lower back of the chair.
- Pay close attention to the interviewer. Take notes if you are worried you will not remember something.
- Listen.
- Don't interrupt.
- Stay calm. Even if you had a bad experience at a previous position or were fired, keep your emotions to yourself and do not show anger or frown.
- Not sure what to do with your hands? Hold a pen and your notepad or rest an arm on the chair or on your lap. Don't let your arms fly around the room when you're making a point.
- Before leaving the interview, be sure to give the interviewer another handshake and smile. On your way out, say goodbye to anyone else you spoke to during the interview.



Non-Verbal Communication Skills



Types of Nonverbal Communication

A large portion of our communication is nonverbal. Every day, we respond to nonverbal cues including postures, expressions, eye gaze, gestures, and tone of voice. From handshakes to hairstyles, nonverbal details show who we are and how we relate to others.

Facial Expressions

Facial expressions are responsible for a huge amount of communication. Lots of information can be given with a smile or frown. The look on a person's face is often the first thing we see, even before we hear.

Gestures

Movements are an important way to communicate meaning. Common gestures include waving, pointing, and using fingers to indicate numeric amounts.

Para-linguistics

Para-linguistics, vocal communication that is separate from actual words, includes tone, loudness, inflection, and pitch. Tone can have a strong effect on the meaning of a sentence. A strong tone shows approval and enthusiasm. A hesitant tone conveys disapproval and a lack of interest.

Body Language and Posture

Posture and movement can also send a great deal of information. Crossing arms shows aggression. Slouching shows lack of care. Make sure your posture indicates interest.

Proxemics

People need "personal space." The distance is influenced by things like social norms, cultural expectations, situational factors, personality, and level of familiarity. The amount of space needed for a casual conversation varies between 18 inches to four feet.

Eye Gaze

The eyes play an important role in nonverbal communication, such as looking, staring and blinking. When people see things they like, blinking increases and pupils dilate. The eyes can show all sorts of emotions including hostility, interest, and attraction.

Haptics

Communicating through touch is another nonverbal behavior. Touch can be used to communicate affection, familiarity, sympathy, and other emotions.

Appearance

Our choice of color, clothing, hairstyles, and other factors are also a means of nonverbal communication. Different colors can evoke different moods. Appearance can also change physiological reactions. Think of all the judgments you make based on someone's appearance. First impressions are important, which is why job seekers should dress appropriately for interviews.

Artifacts

Objects and images communicate nonverbally. On an online forum, for example, you might select an avatar to show who you are and the things you like. Uniforms can transmit a huge amount of information. A soldier will wear fatigues and a doctor will wear a white lab coat. At a glance, these outfits tell people what a person does for a living.



DID YOU KNOW?

According to 'Factorialist', Nonverbal communication accounts for as much as 55% of our understanding, with tone taking up to 38% leaving around 7% for words.

Journal

Describe a time in which you were able to see that someone's words did not match their non-verbal language. What were they saying? What were they doing? (Does not have to be work-related)

Worksite Scenario

Jalen had missed a few days of work for his grandmother's funeral. When he returned his boss asked how he was doing, but while he was talking, she proceeded to look at her phone like she was texting someone. How would you feel? How should he handle this?
