

NON-VERBAL CUES

Communication Series - Lesson #4

GOAL:

- To learn non-verbal cues as a listener.

MATERIALS NEEDED:

Flipchart, markers, pencils, for each participant copies of *Verbal and Non-Verbal Communication Inventory* and *Non-Verbal Cues Summary Sheet*, pictures of people displaying a variety of emotions.

METHOD:

Ask each participant to report to the group on their action plan from last session.

Explain how we communicate non-verbally (without words), as well as verbally (with words).

Warm up: People Pictures

Post pictures around the room. Divide the group into two teams. Give each team a list of emotions to find. The first team to complete the task gets to present their results to the group.

The list of emotions may include the following:

comfort, embarrassment, happiness, determination, concentration, love, anger, interest, boredom, confusion, sadness.

Exercise 1: Non-Verbal Cues to Listening

Use two staff members to role-play a situation depicting poor listening skills.

Flipchart the poor listening behaviours (non-verbal cues).

Questions to consider:

- How did we know that the person was not listening?
- What role does body language play in giving a message?

Discuss non-verbal cues in context (e.g. Just because I look away briefly, does not mean I'm not interested in what you are saying to me).

Discuss tone of voice (saying the same thing in different ways can give new meaning).

Have staff members role-play the situation again, this time using good listening skills (eye contact, nodding head appropriately, etc.). Flipchart the good listening skills.

Exercise 2: Expression of Feelings

Distribute a copy of the ***Verbal and Non-Verbal Communication Inventory*** to each participant. Divide the group into two. Give each group one or more situations (depending on time), and ask them to discuss amongst themselves how they would respond verbally and non-verbally.

In the total group, ask participants to discuss the exercise.

Exercise 3: Action Plan

Distribute copies of the ***Non-Verbal Cues Summary Sheet***. Instruct participants to have a conversation with someone about their interests or a current event and report to the group next session.

EVALUATION:

CREDIT:

Heather Campbell, The Salvation Army Bathurst Industries.

VERBAL AND NON-VERBAL COMMUNICATION INVENTORY

Situation	Using Words	Without Using Words
<p>1. When you feel bored with what is going on in a discussion, how do you usually express your feelings?</p> <p>2. When you feel very annoyed with another person with whom you want to build a better relationship, how do you express your feelings?</p> <p>3. When another person says or does something to you that hurts your feelings deeply, how do you express your feelings?</p> <p>4. Someone repeatedly asks you to give them money. You don't want to give them any money. How would you express yourself?</p> <p>5. You feel affection and fondness for someone but at the same time you can't be sure the other person feels the same way about you. How do you express your feelings?</p> <p>6. Your close friend is leaving town for a long time and you feel alone and lonely. How would you express your feelings?</p>		

NON-VERBAL CUES SUMMARY SHEET

We communicate non-verbally (without words), as well as verbally (with words). Some of the ways we communicate to others non-verbally are through:

Body Language

Facial Expression

Eye Contact

Often we give very definite messages to others without saying anything. These messages can be either positive or negative. Try where possible to give **positive** messages.

- Look at the other person
- Smile (when appropriate)
- Look interested in what they have to say

An important point to remember.

An individual's personal space is important to them. Respect this, and don't get too close when speaking to someone.