

definition

All forms of communication are either verbal or nonverbal.
Verbal messages uses words to convey information to other people. They are either vocal or nonvocal.

Verbal Communication

Vocal – spoken language
Nonvocal – alternatives to vocal language, e.g. written words, sign language or finger spelling, Braille

People interpret messages in different ways

Depending on communicators':
-relationship
-cultural values
-background/orientation
-beliefs

Nonverbal to verbal communication

Contradicts
Augments
Replaces
Repeats
Complements
Regulates
Substitutes

human communication

Sender: • Thinking • Encoding • Transmitting
Receiver: • Perceiving • Decoding • Understanding

Nonverbal Communication

Nonverbal communication entails transmission of messages without the use of words. (nonlinguistic)
Uses gestures, body movements, facial expressions, etc.

Types of Nonverbal communication

Body movement (Kinesics)
Social/physical space(Proxemics)
Touch (Tactile)
Time (chronemics)
Paralanguage
Silence
Physical appearance & Clothing (artifacts)
Eye behavior/movement (Occulesics)

Nonverbal cues are especially important:

– For identity management
– In defining our relationships (e.g., level of intimacy)
– For expressing emotions we don't want to express, can't express, or don't know we're feeling

Nonverbal Messages:

Present in all communications
Mean different things
May be intentional or unintentional
Provide information
May contradict verbal message
May outweigh verbal message
Depends on the total environment
May have positive or negative effects



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