Nonverbal Communication

BACKGROUND

Many people believe what they say is all they are saying. In actuality, your body language can say more than the words that are being spoken.

According to [www.businessdictionary.com](http://www.businessdictionary.com) the definition of nonverbal behavior is, “Behavior and elements of speech aside from the words themselves that transmit meaning.” Non-verbal communication includes pitch, speed, tone and volume of voice, gestures, facial expressions, body posture, stance, and proximity to the listener, eye movement and contact, and dress and appearance. Research suggests that only 5 percent effect is produced by the spoken word, 45 percent by the tone, inflexion, and other elements of voice, and 50 percent by body language, movements, eye contact, etc.

WHAT TO DO

Activity:

- Break into groups of two. Pass out cards to each person with the actions on them.
- Have members act out the scenarios on the cards with the other person in the group.
- Then have them discuss how the situation made them feel. Did the words match the body language?
- Act out another scenario and discuss, etc.
Sources:
- [www.businessdictionary.com](http://www.businessdictionary.com)

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**TALK IT OVER**

**Reflect:**
- How did the other person make you feel?
- Did the spoken words match the nonverbal communication?
- How does, what is being said and the nonverbal cues effect how you react to another person?

**Apply:**
- Pass out handout and discuss how to use or not some of the nonverbal cues on the wheel.

*Please take time to complete the Participant and Facilitator evaluations, found online at go.osu.edu/TeenLeadership20.*
<table>
<thead>
<tr>
<th><strong>Smile while saying I really didn’t like the way you just talked to me. While having your arms crossed.</strong></th>
<th><strong>Smile while saying great job but looking down at the floor while talking.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sit with your legs crossed and have your arms crossed while telling the other person that he/she is your favorite person.</strong></td>
<td><strong>Smile and look directly at the other person and tell them he/she is your favorite person.</strong></td>
</tr>
<tr>
<td><strong>While standing, put your hands on your hips and ask why they chose to come to today.</strong></td>
<td><strong>Get very close to the other person without touching them and ask how their day has been.</strong></td>
</tr>
<tr>
<td><strong>Stay back about an arm’s length and ask the other person how their day has been.</strong></td>
<td><strong>Roll eyes while asking the person’s name and standing straight.</strong></td>
</tr>
<tr>
<td><strong>Greet the other person with a smile, shake hands and ask their name.</strong></td>
<td><strong>Greet person while talking on phone or texting and ask their name.</strong></td>
</tr>
<tr>
<td><strong>Talk to the person while picking your nails or clicking your pen.</strong></td>
<td><strong>Frown and ask the other person how their day was.</strong></td>
</tr>
<tr>
<td>Use the nonverbal communication sheet to act out your own scenario</td>
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<tr>
<td>Frown and get very close and ask why they are here. While sitting on the edge of the chai</td>
<td>Smile and ask why they are here while leaning back in the chair.</td>
</tr>
<tr>
<td>Ask the person how their day is going and then look down as if texting or reading something on your phone.</td>
<td>Greet person and look away and cross your arms while they are answering.</td>
</tr>
</tbody>
</table>
non-verbal communication/body language

- ways of talking (e.g. pauses, stress on words)
- posture (e.g. slouching)
- appearance (e.g. untidiness)
- head movements (e.g. nodding)
- hand movements (e.g. waving)
- eye movements (e.g. winking)
- facial expression (e.g. frown)
- body contact (e.g. shaking hands)
- closeness (e.g. ‘invading someone’s space’)
- sounds (e.g. laughing)