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| Non-verbal Communication (NVC) : KEY CONCEPTS  Understanding the meaning of NVC |
| Non-verbal communication is telling others what we are thinking or feeling or planning by some recognised body movement. It can be conscious (we are aware of doing it) or unconscious (we are unaware we are doing it). It is claimed that during face-to-face conversation only 7 per cent of the message is conveyed through your words, while 38% is revealed by the tone of your voice and 55% coming through your gestures, facial expressions and posture. |
| Body Language a form of non-verbal communication |

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| 1. Gestures | 1. Posture | 1. Facial Expressions |
| Gestures are body signals – actions that send a visual message to someone who is watching, or just nearby. What matters is not what signals we think we are sending, but what signals are actually being received. For example, a sneeze is a gesture. It tells us about the state of the person (i.e. they have got a cold or perhaps hay fever). There are also some very special coded gestures, such as sign language for deaf people.  thumbsuphttp://t0.gstatic.com/images?q=tbn:ANd9GcRyd21xyaQejC9RFRx9R-64QoqeDn-twR6gBY3KGvuqrsmSl9zoWHQFcNg:www.clker.com/cliparts/1/d/b/8/1217082907693891487hand%2520a%2520ok.svg.hi.png | Posture is how we communicate feelings about ourselves or others by the stance we adopt (the way we position ourselves) or how we move or twist our body. Movements of the head, hands, legs and feet can all tell others what is going on in our mind, such as our mood or our attitude. For example, slouching may suggest the individual is bored.  http://t0.gstatic.com/images?q=tbn:ANd9GcS5fOrY0MNnVrzDXlDAlSWB7r__B97BU5C8I5KQZ_x6CUHAIR6H00fR_w:imageenvision.com/450/19389-sick-or-depressed-business-man-slouching-while-sitting-at-a-computer-desk-at-work-clipart-by-djart.jpg | The face is probably the most important part of your body in conveying information, especially about feelings and attitudes. For example, raised eyebrows a dropped jaw and horizontal wrinkles appearing across the forehead may indicate the individual has been caught by surprise.  http://t0.gstatic.com/images?q=tbn:ANd9GcTWnm879SuJyvEAlF7QlYXHnkcU3-T0vA-PkKUA4PId0ZfSJMtzKX-MNQE:www.michellehenry.fr/facial-expressions.jpg |
| Past Exam Questions | | |