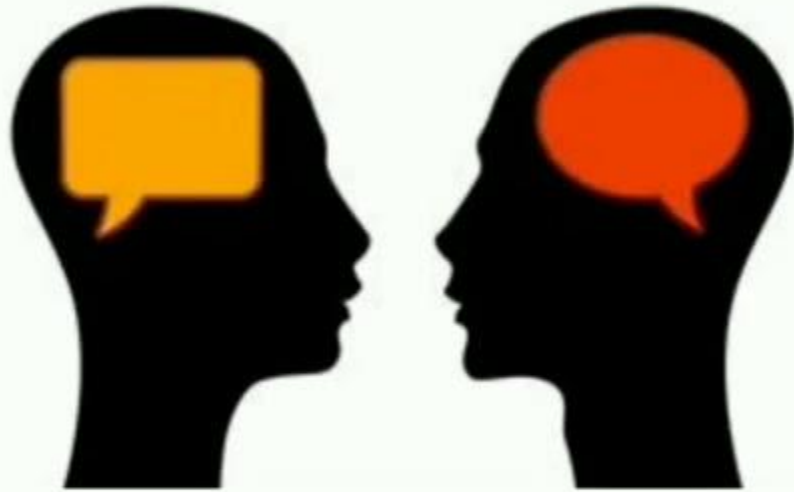




VERBAL AND NON VERBAL COMMUNICATION

Verbal



Vs

Non-verbal

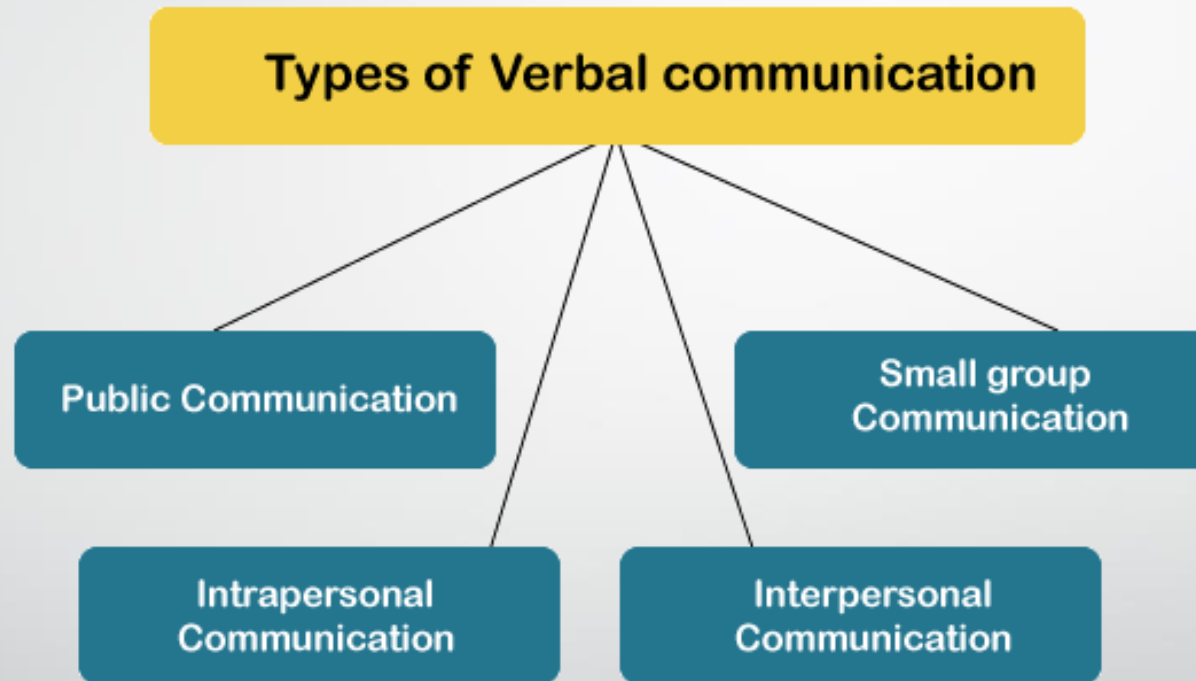


Communication

- Verbal communication is defined as communication to express our views, information, and ideas in the form of sound and words. The spoken part usually involves face-to-face communication.
- Communication through radio, television, or mobile phones is also called verbal communication.
- The series of words and grammar rules define the language. Two or more persons can quickly communicate if they are aware of their languages. It might be difficult for people to communicate without a common known language. For effective communication, there must be a common language, which everyone present can understand.
- Effective verbal communication encompasses good relations at the workspace and home.



Types of Verbal Communication



Public Communication

- The public communication is defined as the communication of a person with the public.
- It involves a massive assembly of people. For example, the Prime Minister addressing the public about the multiple developing projects; Other examples include elections, campaigns, public speeches, etc.

Small-Group Communication

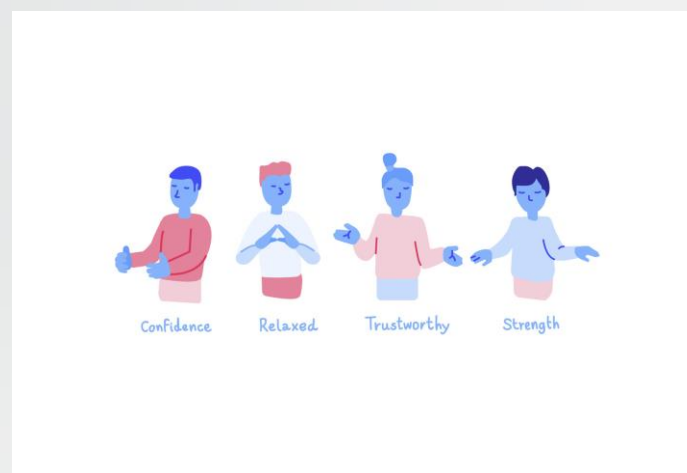
- The small group communication is defined as communication within two or more people.
- The number of people participating in such communication is enough to have a good interaction with each other; For example, school meetings, board meetings, press conferences, office meetings, team meetings, family gatherings, etc.
- Sometimes, such conversations can become chaotic due to some issues being discussed.

Intrapersonal Communication

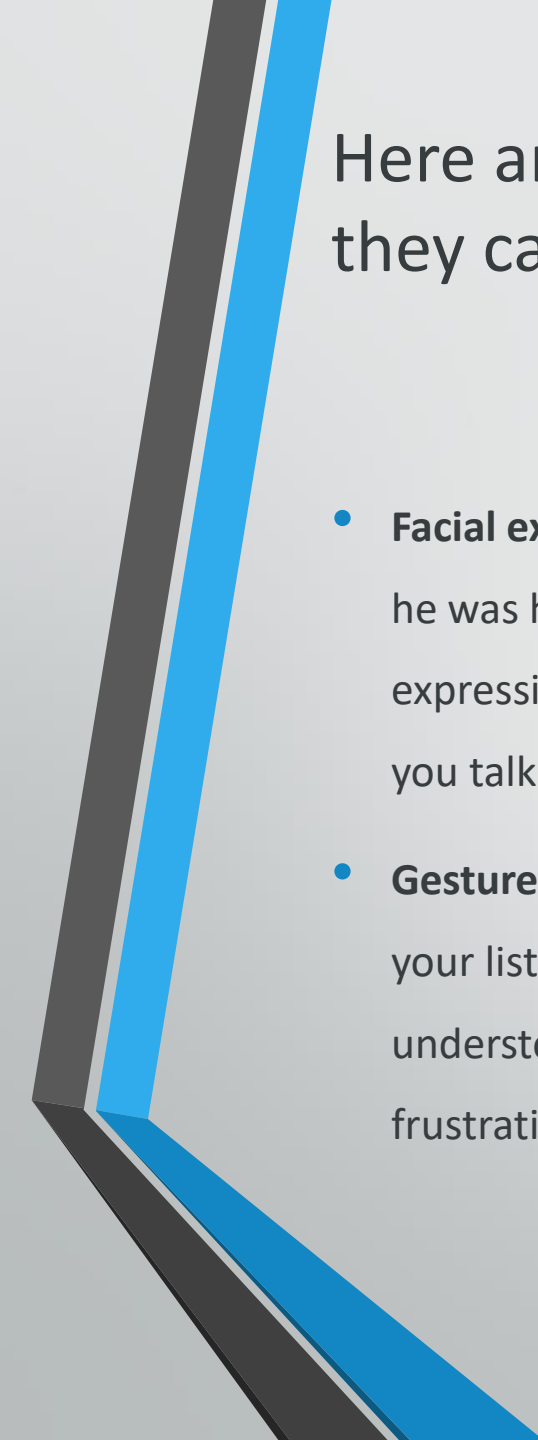
- Intrapersonal communication is communication within us. It is also called as internal communication. It includes self-thinking, analysis, thoughts, assessments, etc. associated with the inner state of mind.
- The person's internal thoughts or feelings play a vital role in intrapersonal communication. It also includes various activities, such as solo speaking, solo writing, solo dancing, concentration, and self-awareness.

Interpersonal Communication

- Interpersonal communication is the communication between us and others over the channel. The communication can be online, face-to-face, video conference on mobile, etc.
- Interpersonal skills are essential, whether we are a manager, employee, or looking for work. Such skills are also known as soft skills that determine how well a person can communicate, behave, and relate to others.

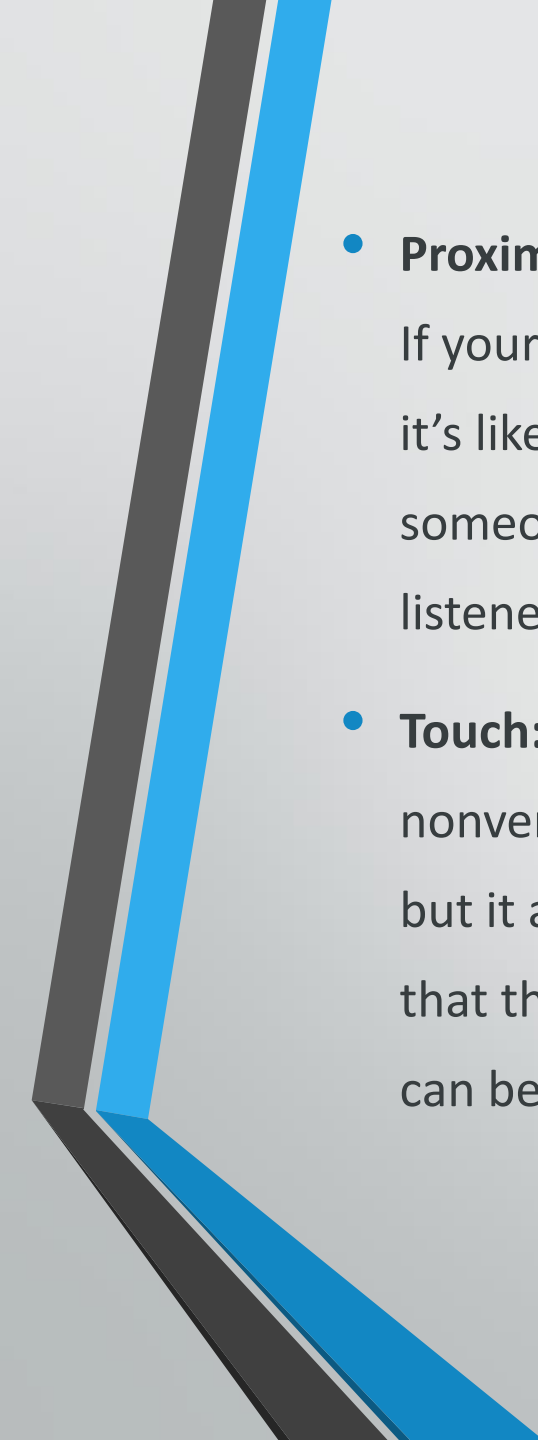


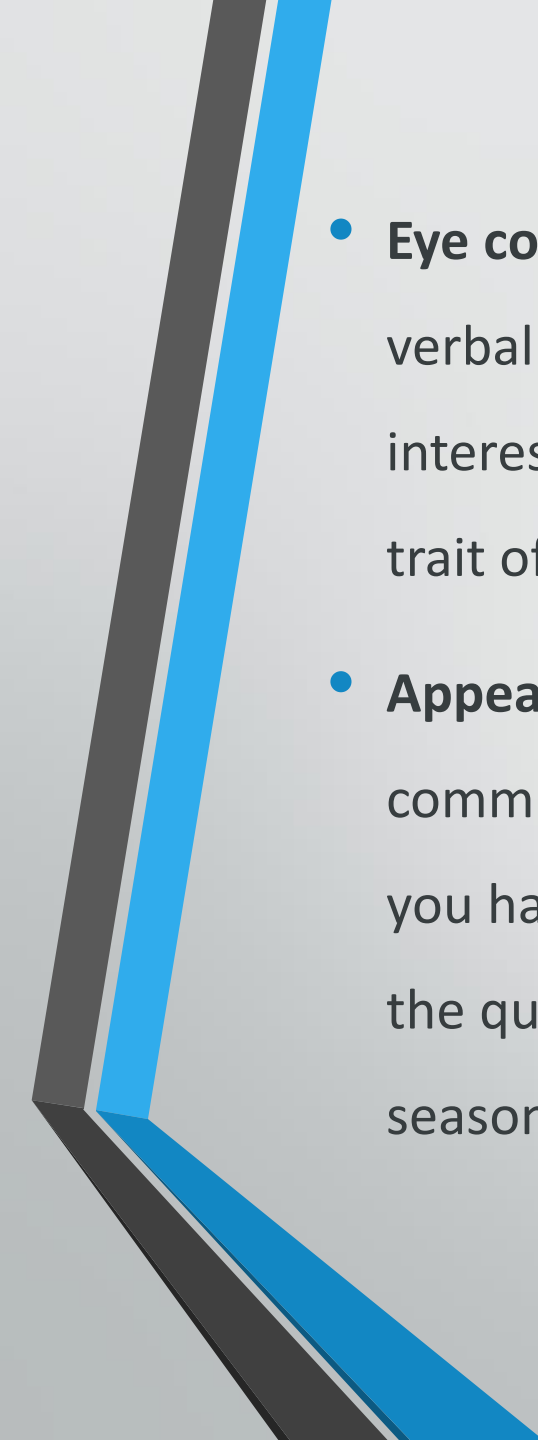
- **Nonverbal communication (NVC)** is the transmission of messages or signals through a nonverbal platform such as **eye contact**, **facial expressions**, **gestures**, **posture**, and the distance between two individuals.
- It includes the use of visual **cues** such as **body language (kinesics)**, distance (**proxemics**) and physical environments/appearance, of voice (**paralanguage**) and of touch (**haptics**).
- It can also include the use of time (**chronemics**) and eye contact and the actions of looking while talking and listening, frequency of glances, patterns of fixation, pupil dilation, and blink rate



Here are some types of nonverbal communication and the effects they can have on the success of your communication:

- **Facial expressions:** Your teenage cousin we referred to at the beginning of this section might have told you he was happy, but his apathetic facial expression may have communicated different information. Facial expressions—happy, sad, angry—help you convey your message. Be aware of your facial expression when you talk and particularly when you listen, which is when it's easy to forget.
- **Gestures:** When you speak, a gesture can make your message stronger. Pointing out something you want your listener to look at more closely is an example of nonverbal communication that makes your message understood. Motioning warmly toward a coworker who deserves special recognition, making a fist to show frustration or anger, such gestures help further engage your audience when you speak.

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- **Proximity:** How close you are to your audience when you speak sends a nonverbal message. If your size is imposing and you leave a very small distance between you and your listener, it's likely your nonverbal communication will be a bit threatening. On the other hand, giving someone too much space is an awkward nonverbal communication that might confuse your listener.
 - **Touch:** Shaking an audience member's hand, putting your hand on his shoulder: these are nonverbal cues that can affect the success of your message. Touch communicates affection, but it also communicates power. In fact, when women touch a listener, it's often assumed that they're being affectionate or conveying empathy, but when a man touches a listener, it can be taken as a sign of communicating power or even dominance.

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- **Eye contact:** Making and maintaining eye contact with an audience when you're verbally communicating or listening communicates to the other party that you're interested and engaged in the conversation. Good eye contact often conveys the trait of honesty to the other party.
 - **Appearance:** Your clothing, hair, and jewelry are also a part of nonverbal communication. If you put a dachshund pin on your lapel each morning (because you have a pet dachshund), that says something about you as a person. Similarly, the quality and condition of your clothing, how it fits, if it's appropriate for the season—all of these things speak nonverbally about you as a communicator.

Category	Verbal Communication	Non-verbal Communication
Meaning	It is defined as the exchange of information with the use of words, either spoken or written.	It is defined as the exchange of information without the use of words.
Communication medium	It uses words, voice, language, and sentences to communicate with others.	It uses facial expressions, body language, eye movement, etc. to communicate with others.
Decoding level	Verbal communication is easy to understand if we know the words and language. We need to pay attention to the person who is speaking.	Decoding in non-verbal communication is complicated as compared to verbal communication. We need to pay attention to various factors, such as body language, facial expressions, etc.
Awareness	It includes more awareness because a person needs to think and analyze before speaking.	It does not require thinking deeply while expressing his/her views non-verbally.
Medium	Verbal communication requires a single medium to communicate.	Non-verbal communication requires multiple mediums.
Examples	Face-to-face communication, audio or video recordings, loudspeakers, etc	The communication takes place through hand movements, expressions, eye movement, etc. between two people who can see each other.