

Chapter 5 Review: Nonverbal Communication

Define the Following

Nonverbal communication

All forms of communication except for words

Range

The variations possible for a speaker to reach

Ambiguous

Open to interpretation and often confusing

Inflection

The rising and falling of pitch

Rate

How fast or slow an individual speaks

Pitch

The highness or lowness in the sound of a voice

Tone

A specific vocal quality

Kinesics

The use of body in communication

Artifacts

Articles of adornment you use to decorate yourself or your surroundings

Tension

Shows your comfort level in situations

Answer the following

What are the three categories of nonverbal communication?

Sounds, body language, environmental cues

What are the two main functions of nonverbal communication?

relates to verbal and conveys emotional/relationship dimensions of a message

How does nonverbal communication relate to verbal communication?

It reinforces, contradicts, substitutes

What are the four characteristics of voice?

Pitch, Inflection, Volume, Tone, Rate/Tempo

Describe Intimate distance-

up to 18 inches from you, very personal

Describe Personal distance-

18 inches - 4 feet, friends + family in this space

Describe Social distance-

4 - 12 feet, appropriate distance for interpersonal + small group interaction

What is body talk?

visual messages we send with our physical presence

What are examples of body talk?

Dress, grooming, posture, muscle tone/tension, movement (gait) gestures, (

Define Poise-

sends out the message that you are in control of your communication

Define immediacy-

being perceived as approachable, friendly, and open.

What are the 4 characteristics of Nonverbal Communication?

Subconscious, Contextual, Ambiguous, Cultural

Of those above, which level do we most often send messages on?

Subconscious

Of those above, which level does it depend on the situation?

Contextual

Of those above, which are open to interpretation?

Ambiguous

Of those above, where do we process, interpret, and respond to nonverbal messages to others?

Subconscious

What are the FOUR cues that accompany speech?

Pause, silence, laughter, vocalizations

SILENCE can be used to express approval, disapproval, or total apathy. It can also demonstrate courtesy, respect, or profound emotion.

What does laughter convey? (6) What is the key to using laughter?

humor, friendliness, acceptance, good feelings, cruelty, sarcasm.
The key is appropriateness.

Define vocalizations. Give Two examples.

When you make sounds without forming words with meaning.
Ex: sighing, whining

What are the characteristics of a positive professional image? Briefly explain each

Confidence - strong voice, attentive/positive attitude

Poise - sends a message saying that you are in control of the situation

Assertiveness - strong sense of purpose, confident in yourself

Immediacy - perceived as approachable, friendly, + open

Why is eye communication important?

It is often viewed as a sign of honesty and credibility

What is the most noticeable and important aspect of nonverbal communication?

Facial Communication

Which environmental cue associates a certain meaning or feeling?

Color

Which environmental cue is a direct link to emotion center of brain?

Fragrance / odor