



SKYLARK FOUNDATIONS ARTS, SCIENCE & COMMERCE COLLEGE

Khed Shivapur, Tal. Haveli, Dist. Pune - 412205

ID No. : PU/PN/ACS/346/2009

Recognized by Govt. of Maharashtra

Affiliated to Savitribai Phule Pune University

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Project Report

Verbal Communication and Non-Verbal Communication

Teachers name – Dalvi N.H

Duration- 1 Day

Period –2019 September 20

Introduction

Effective communication is the foundation of any successful organization, relationship, or interaction. Communication can be broadly classified into two categories: verbal and non- verbal. Verbal communication involves the use of words, language, and tone of voice to convey messages, while non-verbal communication involves the use of body language, facial expressions, and other visual cues to convey messages. In this report, we will explore the importance of both verbal and non-verbal communication, their key elements, and provide examples of each.

Verbal Communication

Verbal communication involves the use of words, language, and tone of voice to convey messages. The key elements of verbal communication include:

1. **Clarity:** The message should be clear and concise, avoiding ambiguity and confusion.
2. **Tone:** The tone of voice can convey emotions and attitudes, and should be appropriate for the message and audience.
3. **Language:** The language used should be simple, clear, and free of jargon and technical terms that may be unfamiliar to the audience.
4. **Feedback:** Verbal communication involves feedback, which can be verbal or non- verbal, and helps to ensure that the message has been understood.



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Examples of verbal communication include:

- Face-to-face conversations
- Phone calls
- Video conferencing
- Presentations
- Meetings

Non-Verbal Communication


Non-verbal communication involves the use of body language, facial expressions, and other visual cues to convey messages. The key elements of non-verbal communication include:

1. **Body Language:** Posture, gestures, and eye contact can convey confidence, interest, and attention.
2. **Facial Expressions:** Facial expressions can convey emotions and attitudes, and can reinforce or contradict verbal messages.
3. **Eye Contact:** Eye contact can convey interest, attention, and sincerity.
4. **Proximity:** Physical proximity can convey intimacy, interest, and attention.
5. **Touch:** Touch can convey comfort, support, and empathy.

Examples of non-verbal communication include:

- Body language
- Facial expressions




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- Eye contact
- Proximity
- Touch
- Appearance and dress
- Paralinguistic cues (e.g., tone of voice, pitch, volume)

Conclusion

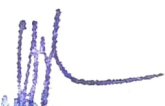
Effective communication involves both verbal and non-verbal elements. Verbal communication involves the use of words, language, and tone of voice to convey messages, while non-verbal communication involves the use of body language, facial expressions, and other visual cues to convey messages. By understanding the key elements of both verbal and non-verbal communication, individuals can improve their communication skills, build stronger relationships, and achieve greater success in their personal and professional lives.

Recommendations

1. **Practice Active Listening:** Pay attention to verbal and non-verbal cues, and respond thoughtfully.
2. **Be Aware of Non-Verbal Cues:** Pay attention to body language, facial expressions, and other visual cues.
3. **Use Clear and Concise Language:** Avoid ambiguity and confusion by using simple, clear language.
4. **Provide Feedback:** Encourage feedback and respond thoughtfully to ensure that messages are understood.

By following these recommendations, individuals can improve their communication skills, build stronger relationships, and achieve greater success in their personal and professional lives.




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Date :

Name of Program: Verbal Communication and Non-Verbal Communication

Name of Speaker: Dalvi N.H

Time:

Date: 20 September 2019

Place: Arts science commerce college khed-shivapur.

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VERBAL-TO NON VERBAL COMMUNICATION,




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