Name:

Date:

Unit 13 Personal Behaviour for Success

LO 2 Know how own behaviour impacts on others

2.1 Describe how verbal communication influences given situations 2.2 Describe how non-verbal communication influences given situations

During lesson we discussed how verbal and non-verbal communication influences situations.

We use verbal and non-verbal communication to expresses ourselves in different situations.

* Talking to our friends
* Giving a presentation
* In a job interview
* Going to the shops
* Attending family occasions
* At work

High light **verbal** and **non-verbal** communication using different colours

* Active listening - showing empathy
* Body language
* Considering others
* Politeness/manners – turn taking
* Stance
* Clarity of speech – how fast or slow speech is
* Tone – the way you say something
* Facial expressions
* Eye contact
* Using appropriate language – not swearing/using dialect/jargon
* Gestures
* Passing on messages accurately – remember Chinese whispers?
* Volume – how loud or quiet you are
* Awareness of personal space