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| **Situation** | **How is this situation affected by verbal communication?** | **How is this situation affected by non- verbal communication?** |
| **Giving a presentation to the class** | Formal situation   * Speak clearly so that everyone understands * Don’t use jargon * Ask questions * Answer questions | * Be enthusiastic * Be confident * Have good posture and stance * Give eye contact * Facial expression |
| **How did the behaviour affect the outcome** | Using verbal communication in this situation will give people a positive impression.  Being able to ask and answer questions will enable the audience to understand the presentation. | Having good posture and stance will lead people to believe that the person giving the presentation is confident.  Being enthusiastic will encourage the audience to engage.  Giving eye contact and using facial expressions will put the audience at ease and they will be more likely to answer questions |
| **Attending a family party** | Informal situation   * Making conversation with others * Asking and answering questions * Using good manner | * Thoughtfulness * Consideration for others * Awareness of personal space * Appropriate dress for the occasion * Kindness |
| **How did the behaviour affect the outcome** | Using positive verbal and non-verbal communication in this situation will ensure that the people at the party will enjoy the occasion. |  |
| **Learning a new task at work** | Formal Situation   * Clarity of speech * Asking questions * Tone * Appropriate language * Avoiding Jargon | * Effort * Determination * Punctuality * Dress appropriately * Gestures * Facial expressions |
| **How did the behaviour affect the outcome** | Using positive verbal and non-verbal communication in this situation will communicate how you feel about your job. Giving a positive and professional image of you. It will make learning a new task easier and quicker. |  |

**Worksheet**

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| **Situation** | **How did your behaviour affect the outcome?** |
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