Chapter 4
Verbal and Nonverbal Messages

Chapter Outline

- Verbal Messages
- Nonverbal Communication
- Sexual Harassment

Communication Channels

<table>
<thead>
<tr>
<th>Types of Communication</th>
<th>Vocal Communication</th>
<th>Nonvocal Communication</th>
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<tbody>
<tr>
<td>Verbal Comm</td>
<td>Spoken words</td>
<td>Written words</td>
</tr>
<tr>
<td>Nonverbal Comm</td>
<td>Tone of voice, rate, pitch, sights, filled pauses, volume, etc.</td>
<td>Gestures, movement, appearance, facial, etc.</td>
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Verbal Messages - Meanings are in People

[Diagram showing the relationship between User (Reference), Word (Symbol), and Thing (Referent)]
Verbal Messages

Clarity and Ambiguity

- Use unequivocal terms to avoid misunderstandings
  - Equivocal terms
    - Differing interpretations
    - Differing cultural values

- Use lower-level abstractions
- Avoid relative terms

- Choose the optimal degree of powerful language.
  - Tag questions
  - Hesitations
  - Qualifiers
  - Intensifiers
  - Questions
  - Apologizing
Nonverbal Communication Defined

- “Oral and nonoral messages expressed by other than linguistic means.”

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Nonverbal Communication

Nonverbal Characteristics

- Always has communicative value
- Is powerful
- Is ambiguous

Nonverbal Communication

Nonverbal Characteristics

- Primarily expresses attitudes
- Affects career success
- Is culture-bound
Nonverbal Communication

Types
- Voice
  - Paralanguage

Nonverbal Communication

Types
- Appearance
  - Attractiveness
  - Clothing
    - Choosing work wardrobe

Nonverbal Communication

Types
- Face and eyes
  - Facial expression
  - Eye contact
- Posture and movement
Proxemics (Distance)

Refers to the zones/rings around the body used to protect one from physical/emotional threats.

- Personal space & distance
- Physical Environment
  - Allocation of space
  - Furniture arrangement

Nonverbal Communication

Types
- Time
  - Use of time
  - Variations in culture
Nonverbal Communication

Improving Nonverbal Effectiveness

- Monitor your behavior
- Demonstrate interest in others
- Be positive
- Observe conventions

Sexual Harassment

- Defined:
  - "Sexual harassment is a combination of verbal and nonverbal behavior that has been recognized as illegal and inappropriate in the workplace."

Sexual Harassment

- Types
  - Quid pro quo
  - Hostile work environment
Sexual Harassment

Responding
- Consider dismissing
- Tell harasser to stop
- Keep notes
- Write letter

Sexual Harassment

Responding
- Ask for 3rd party intervention
- Use company channels
- File legal complaint