


Decoding non-verbal communication

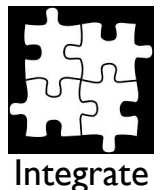
When it comes to communication, some people focus primarily on the words used, the sentences constructed, and the vocabulary employed. While these elements are essential, nonverbal and paraverbal elements are at least as important and, in certain situations, such as emotional ones, take on a much greater significance. Hence the importance of developing the ability to decode and use them in order to convey more impactful message.


What is in it for me in this workshop?


 Discovering how non-verbal communication helps convey messages more efficiently



 Being able to decode some facial expressions, gestures and postures



 Knowing how to use voice parameters in order to strengthen our messages

 Understanding fields where the abilities reinforce our communication



Decoding non-verbal communication - Agenda

DAY I

 The notion of territory


 The notion of interaction zone

 Clusters, context, culture, base-line, congruence

 Postures

 Gestures - Emblems, illustrators

 Gestures - Manipulators, regulators

 Facial expressions - Universal emotions

 6 voice parameters - Intonation, volume, speed

 6 voice parameters - Accentuation, silence, diction

 Putting it all together



Subgroup Discussions



Role Plays/ Exercises



Tools, Models, Methods



Illustrative Videos



Role Plays/ Exercises