

## **Handout 7: Non-verbal Language**

### **Increasing our awareness of non-verbal communication (45 min.)**

Discuss the following in small groups. Can you associate any of the nonverbal cues you describe with a particular culture?

In conversation:

- 1 Which messages are conveyed by eye contact/lack of eye contact?
- 2 Which messages does smiling transmit?
- 3 Think of some messages transmitted by different postures.
- 4 How can you see that the person you are talking to is disturbed by your proximity?
- 5 How do people end conversations nonverbally?
- 6 Describe some gestures that replace oral communication.
- 7 Think about your personal reactions to being touched (in conversation).
- 8 Can you think of any other nonverbal messages conveyed in conversation?

Finally, what conclusions can you reach with regard to nonverbal communicative awareness in cross-cultural meetings? How should we behave? Which strategies can we use in order to cope with the unknown or the misunderstood?

Summarise your conclusions and present them in a whole group.