

Title of Project: Non-Verbal Communication in the Workplace

Target Audience: Working Professionals

Directions for Reviewer(s):

- Please give feedback about whether or not you would like to see more on-screen text.
- Please give feedback on video length and whether you would like it shorter or longer.

Video Title:		
Audio Script:	Text on Screen:	Animations / Images:
1) No audio 2) Welcome! Today you will learn about non-verbal communication – more importantly, how to harness the power of non-verbal communication in the workplace. 3) Did you know that about 93% of communication is nonverbal? We are constantly monitoring the people around us for feedback, and most of the time we are not even aware of the many gestures and facial expressions that we get that feedback from. 4) There are many forms of non-verbal communication: a) Gestures: the way we move our hands says a lot; whether someone's hands are balled up in a fist or gesturing openly and in a relaxed manner gives us a lot of information about the person we are speaking to. In addition, we tend to be suspicious when people hide their hands. When having a conversation with others in the workplace, it is important to keep your hands relaxed and where people can see them. People trying to convey	1) Non-Verbal Communication in the Workplace 2) [no text - just audio] 3) 93% of communication is nonverbal 4a) Gestures 4b) The eyes. 4c) Posture. 4d) Expression. (Thought Bubble 1): Man, this is a waste of time. (Thought Bubble 2): I can't believe this meeting is still going. (Thought bubble 3): I could have been home by now! 4e) Vocal Tone 4f) Personal Space.	1) Background music only; text flies in and out 2) Video clip of two women talking in the workplace. 3a) Video of a guy talking to someone else during a meeting. 3b) Video of a group of people talking and smiling around a table during a meeting. 4a) INTRO - 5 seconds: Picture of a guy talking and gesturing. Title text will fly in and out with background music fading out. Video of two women talking during a meeting and gesturing. Fade into another video with a group of people in an informal meeting with a guy talking and gesturing. Fade into a third video of people talking at a meeting and the talker gesturing to her heart as she is talking. 4b) INTRO - 5 seconds. Text (The Eyes) will fly in and out with background music fading out over a picture of people shaking hands at a meeting and making eye contact. Fade into video of three people at a meeting with the speaker making good eye contact with the other two. Fade into second video with a man listening to a woman talk. He is nodding and using

earnestness tend to gesture from the heart. We are often not aware that we do it. It is an involuntary gesture that says, "Trust me."

- b) The eyes. The eyes are commonly called "the window to the soul," and a person's eyes are often the first way that we try to make a connection with someone. People tend to be suspicious when others hide their eyes or avoid eye contact. For example, that is a common tactic that children use to avoid getting in trouble when they've done something they shouldn't have. We gauge how well people are listening through their eye contact. However, avoid being a creepy starrer. Intermittent eye contact is best.
- c) Posture. We judge how others feel based on their posture. If someone walked by slowly and a little slumped over, we might make several assumptions: they're tired, they're not feeling well, or they are feeling depressed. When someone is actively listening to another, their body is angled toward the person speaking. Sitting up straight and not resting your hand in your hands will also convey good listening posture.
- d) Facial expressions. Have you ever heard the saying, "Oops, did my face just say that out loud?" Our face is often the first place where we reveal

intermittent eye contact. Fade into third video of people in a meeting all making good eye contact with one another and being attentive.

4c) INTRO - five seconds with background music that fades out. Picture of two people talking and looking one another in the eye. They are both sitting up straight and fully invested in the conversation. Fade into video of meeting between two people; both people are sitting up straight and using good eye contact. Fade into second video of men around a conference table with good listening body posture. Fade into third video of a man resting his head on his hand and looking quite bored.

4d) INTRO - five seconds. Text will fly in and out. Background music will fade out. Picture of a woman resting her head in her hand and looking really annoyed. Fade into video of a man listening to someone off camera and not hiding his annoyance. Three thought bubbles should pop up during the length of the video. Fade into second video of woman losing her temper during a meeting and throwing papers in a man's face.

4e) INTRO - five seconds. Text will fly in and out. Background music will fade out. Fade into video of a 911 operator talking calmly to someone. Fade into 2nd video of a woman on the phone and completely annoyed. Fade into third video of woman talking at the camera and clearly agitated.

4f) INTRO - five seconds. Text will fly in and out. Background music will fade out. Picture is of two people shaking hands. Fade into video of two men talking and keeping a respectful distance. Fade into two people

emotions: disgust, anger, sadness, happiness, annoyance, etc. However, in the workplace, there are situations where it may not be prudent to show every emotion that you are feeling.

- e) Voice tone. Imagine having an emergency, calling 911, and having the operator on the other end match the excitement and fear in your voice. How would that escalate how you were feeling at that moment? When people get agitated or excited, their voices get louder and higher. In addition, people make judgments about others by their voice: the tone, inflection, and volume. Being aware of how you are controlling your voice can help steer a conversation in a positive direction, especially in high-pressure or high-emotion scenarios. There's a reason that 911 operators go through extensive training in order to maintain a calm vocal tone even though the person on the other end of the phone is agitated.
- f) Personal space. Every individual has a specific comfort level when it comes to proximity and touch. Before invading someone's personal space, be sure that you know their personal preferences well enough so you don't make them feel uncomfortable. Not everyone welcomes

talking in the workplace.

4) Video of people clapping and looking happy. Fade into video of people talking in a meeting and looking very engaged with the conversation. Fade into concluding text: Thank you for learning with us today!

handshakes, and no one likes a close talker.

4) It is important to understand that what we say is not nearly as important as how we are saying it or how we are showing interest. Given the fact that the majority of information that we are taking in from other people is non-verbal, being aware of your own body language can help conversations be more productive and can possibly help avoid conflicts. Thank you for learning about non-verbal communication in the workplace with us today!

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