Non-verbal Communication[3]

It is important to communicate well at work. You often send messages through your tone of voice, facial expressions or body language.

Your Turn!

Read the following situations and write down what you think are the possible messages that are being sent.

1. A customer approaches the counter where you are standing. You greet the customer by smiling and saying, "Good morning." The customer does not look at you or respond to your greeting.

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2. As you approach a table of two in your restaurant, you notice one of the customers looking at his watch. His movements appear hurried and he is talking very quickly.

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3. You greet your boss and she smiles back at you.

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[3] *Ready to Work North Workbook* (p.137)

4. You ask a customer how her meal was and she says, "OK," with a strange look on her face.

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5. Four customers are sitting at the bar laughing and talking loudly.

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6. You come in late for work and you say hello to your boss. He grunts a quick greeting and then returns to his work.

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7. You forgot to turn off a valve at work. Your co-worker comes in and turns off the valve and then grins and shrugs his shoulders.

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LIVEWORKSHEETS