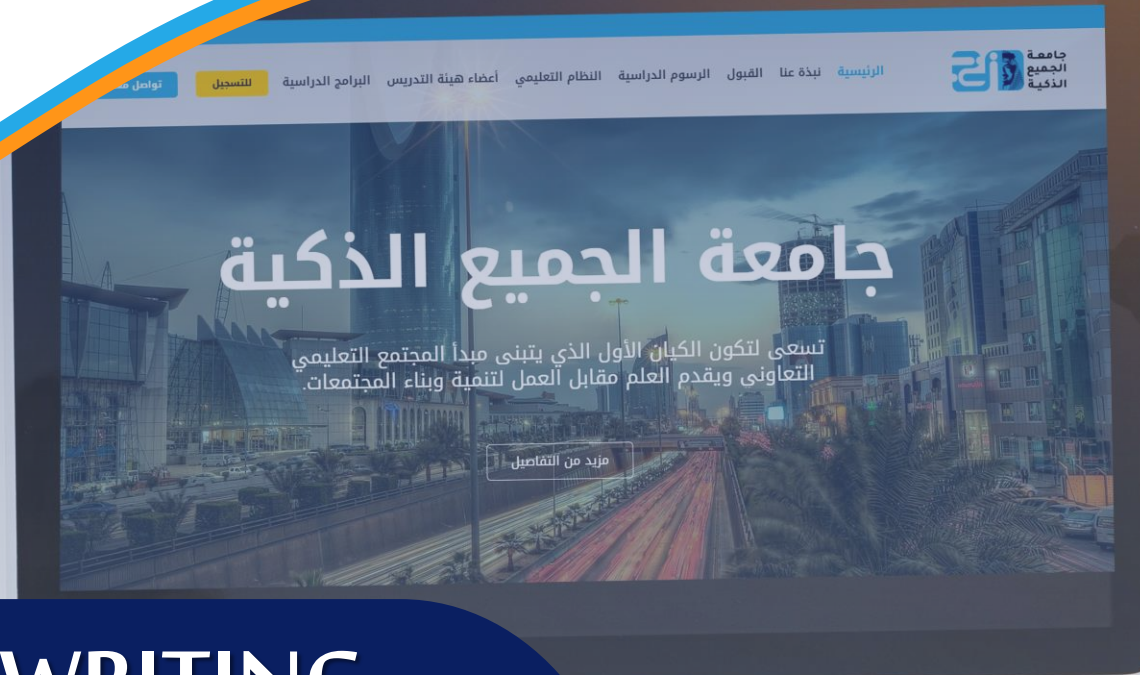




جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY



PRESENTATION AND WRITING SKILLS

lecture No. 6

BY **Dr. Manal El-Sayed**

MGM223



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lecture No. 6

Categories of nonverbal messages and business Etiquette in the online communication

Lecture 6

Test your knowledge for the previous lecture

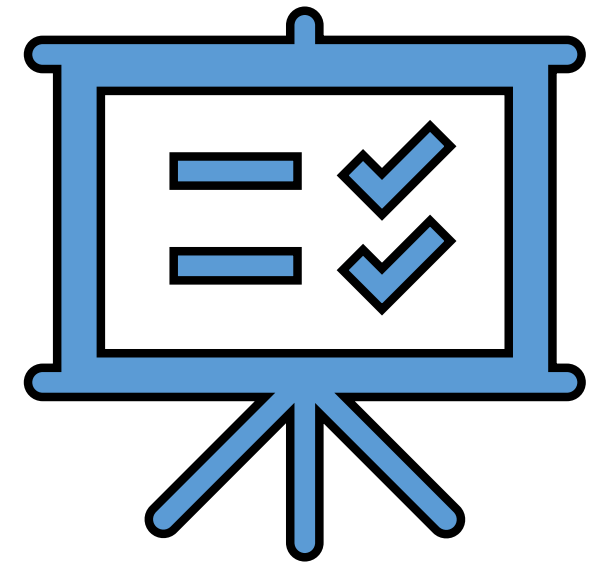
- ☐ how to improve your listening skills
- ☐ Who are the effective listeners.
- ☐ Know about the listening process.
- ☐ Determine the listening process barriers.
- ☐ Improving nonverbal communication
- ☐ know nonverbal signals
- ☐ Develop your presentation skills.



Lecture 6

Learning objectives

- ☐ Categories of Nonverbal Communication
- ☐ Identify nonverbal signals.
- ☐ Gestures and postures
- ☐ Misreading and Faking
- ☐ Developing Your Business Etiquette.
- ☐ How to communicate online.



Pay attention that:

- ❑ Nonverbal signals are powerful, they aren't infallible . غير معصومة من الخطأ .
- ❑ The range and variety of nonverbal signals is almost endless.
- ❑ you can understand the basics by studying six general categories.

Categories of Nonverbal Communication



1 Universal Gestures

- ❑ the following gesture consists of pulling the sides of the mouth upwards and usually showing the teeth.
- ❑ This gesture is universally known as Smiling and is recognized by just about anyone from any culture.



Universal Gestures

- ❑ It is therefore easily recognized regardless of factors such as culture, language, education or nationality.
- ❑ Recognition of universal gestures greatly increases the efficiency of
- ❑ our communications.



Misreading and Faking

When reading body language, always beware of misinterpretations



Misreading and Faking

- ❑ A person might feel tired and use certain signals that should not be interpreted as bored or disinterested.



Misreading and Faking

- ❑ A person might be wearing tight clothing that limits his or her movements and the kind of gestures they can make.



Facial Expressions

Your face is the primary site for expressing your emotions; it reveals both the type and the intensity of your feelings. However, **facial signals** can vary widely from culture to culture.



Gesture Description

Lips are puckered in a rounded shape and eyebrows are sometimes squeezed in.

Meaning

- Disagreement
- Calculated thought
- Sending a message of dissent

Used When

- A person is unsure of the content she is hearing, wants to hide her feelings about it and is still skeptical.

How to Break the Gesture

- If you see this gesture when you are in a position that you need to convince others, it means you need to work harder or present your case from a different angle.



Gesture and postures.

المواقف والإيماءات

Many gestures—a wave of the hand, for example—have a specific and intentional meaning. Other types of body movement are unintentional and express a more general message.

Open gestures VS Closed gestures

An important quality of gestures is whether they are open or closed.

Open gestures

are encouraging, inviting and non-aggressive.

Gesture Description

Open palms, open body, open legs

Meaning

- I didn't do it
- I am open to ideas
- You can trust me

Used When

- You want to show that you are open and mean no harm

How to Break the Gesture

- Observe and make decisions accordingly



are defensive and can easily be interpreted as aggressive. They may show that you feel you are under attack..

Gesture Description

Arms are crossed over the chest and the expression shows concern.

Meaning

- Arms used as a barrier to defend against others
- Feeling vulnerable
- I disagree
- I am not happy about this

Used When

- You want to disagree with others

How to Break the Gesture

- Give them something to hold in their hands. This could be a cup, to open up.



Hands Clenched

Gesture Description

The hands are clenched together in front of the body. The hands might be placed below or above waist.

Meaning

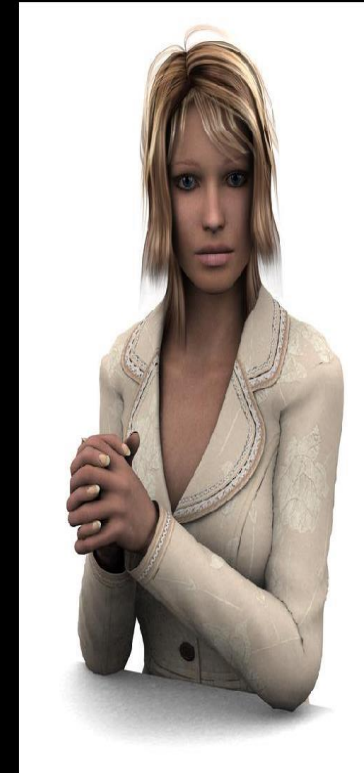
- Anxious, restraint and negative behavior despite other signals showing confidence.
- Frustrated, especially when used in negotiations
- A common misinterpretation is that this gesture is read as a sign of confidence, especially if the person is smiling.

Used When

- A person wants to hold back his anxiousness while still showing his confidence. In general, the closer the clenched hands to the face, the more frustration experienced.

How to Break the Gesture

- Similar to solutions to closed body positions, you need to offer them something so they are forced to physically change their gesture and unclench their hands.



Lecture 6



4

Vocal characteristics.

- ❑ Your voice also carries both intentional and unintentional messages.
- ❑ Your tone and volume, as well as your accent and speaking pace say a lot about who you are, your relationship with the audience, and the emotions underlying your words.



Vocal characteristics.

- ☐ People respond to others based on their physical appearance,
- ☐ sometimes fairly and other times unfairly. Grooming, clothing, accessories, style—you can control all of these.
- ☐ If your goal is to make a good impression, adopt the style of the people you want to impress.

Touch.

- ❑ Touch is an important way to convey warmth, comfort, and reassurance. Touch is so powerful, in fact, that cultural customs govern touching behavior.

Time and space.

- ❑ Time and space can be used to assert authority, imply intimacy **العلاقة القوية**, and send other nonverbal messages.
- ❑ Keep in mind that expectations regarding both time and space vary by culture.

Developing Your Business Etiquette

Developing Your Business Etiquette

In the Workplace

In Social Settings



Developing Your Business Etiquette

In the Workplace



1

First Impressions

- ☐ From business lunches to industry conferences, you represent your company when you are out in public.
- ☐ Make sure that your appearance and actions are appropriate to the situation.
- ☐ First impressions last a long time, so get to know the customs of the culture when you meet new people.



Personal Appearance

- ☐ Your personal appearance often has considerable impact on your career success.
- ☐ Pay attention to the style of dress where you work and adjust your style to match.

Personal Appearance

- ☐ In addition to your clothing, grooming **الهيئة** affects the impression you give others in the workplace.
- ☐ Pay close attention to cleanliness and avoid using products with powerful or perfumed scents.

Personal Demeanor

السلوك الشخصي

- ☐ is a vital element of workplace harmony.
- ☐ No one expects you to be artificially upbeat **يصطنع** every second of the day, but a single negative personality can make an entire office miserable and unproductive.



Personal Demeanor

السلوك الشخصي

- ❑ Every person in the company has a responsibility to contribute to a positive, energetic work environment.

4

Phone Skills or Habits

- ☐ Phone skills will have a definite impact on your career success.
- ☐ Like every other aspect of communication, your phone habits say a lot about how much respect you have for the people around you because phone calls lack the visual richness of face-to-face conversations,



4

Phone Skills or Habits

- ☐ you must rely on your attitude and tone of voice to convey confidence and professionalism.
- ☐ Cell phones are a contentious point of etiquette in today's workplace.
- ☐ Don't be surprised if you encounter policies restricting their use in offices or meeting rooms.



Developing Your Business Etiquette

In Social Settings



2

Personal Introductions

- ☐ When introducing yourself, include a brief description of your role in the company.
- ☐ When introducing two other people, speak both their first and last names clearly, and then try to offer some information (perhaps a shared professional interest) to help these two people ease into a conversation.

Business Meals

- ☐ knowing the basics of dining etiquette will make you more effective in these situations.
- ☐ Choose foods that are easy to eat while you are trying to carry on a conversation.
- ☐ Leave business papers under your chair until entrée plates have been removed; the business aspect of the meal usually doesn't begin until then.

3

Business Meals

- ☐ Finally, remember that business meals are a forum for business, period.
- ☐ Avoid topics that are likely to stir up emotions.
- ☐ Do not complain about work, avoid profanity تجنب الألفاظ النابية, and be careful with humor.

4

Cellular Phones

- ☐ Misuse of cell phones in restaurants and other public places is a common etiquette blunder خطأ.
- ☐ When you use your cell phone in public, you send the message that people around you are not as important as your call and that you do not respect your caller's privacy.

- Electronic media seem to be a fertile ground for poor etiquette.
- Making mistakes in online behavior can hurt your company or your career.
- Here are some guidelines to follow whenever you are representing your company while using electronic social media

- Avoid personal attacks
- Stay focused on the original topic
- Do not present opinions as facts
- Use good grammar and punctuation
- Use updated virus protection
- Ask permission before chatting

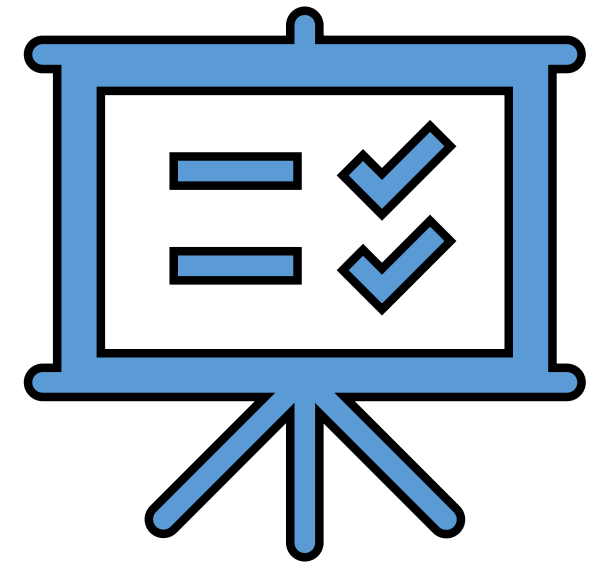


- Control language and emotions
- Avoid multitasking and IM
- Never assume privacy
- Avoid “reply all” in email
- Do not waste other people’s time
- Respect boundaries

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