Unit 4 Assignment

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Verbal communication involves sounds and words for expressing self. Accurate verbal communication suggests giving a clear answer to a person receiving it. For example when someone asks for a coffee, the verbal response would be to say ‘yes’ or ‘no’.

Two principles of verbal communications are semantic rules and contextual rules. Semantic rules focus on interpreting the meaning of the words. For example, when someone uses the terminology, ‘sarcasm’, the receiver would try to search for the word’s meaning. Contextual rule suggests interpreting the meaning of the word according to context or social customs. The receiver would try to find meaning, beyond definition. For example, if someone says “she always meet her deadlines” the receiver will search the meaning according to customs.

Non-verbal communications involve facial expressions, gestures and body language. It represents the physical distance among people who are interacting. Non-verbal signals act as clues for the receiver which they use for interpreting a message. For instance, when a patient visits the nurse, non-verbal communications plays a vital role in building an interpersonal relationship. The smile of a nurse or anger reflects her feelings and impact her relationship with the patient. She does not express her delight or anger in words; however, the patient reads her facial expressions and body gestures.

First principle states that non-verbal communications contain both intentional and unintentional messages because they are fast. Example: a person exhibits expressions intentional and unintentionally. Second principle states that non-verbal communications can replace verbal communications. Example: a person can express anger from his face without even speaking.

Non-verbal cues are; facial expressions: A smile on face expresses good nature of a person. Eye contact: Speaker looking in the eyes of listener maintains interactive relationship. Touch: When a person shakes hands he transmits a positive feeling.

Symbols and words are used positively for influencing interpersonal communications; 1) For example when a nurse uses a proper voice and pitch the likelihood of patient’s understanding improves. 2) For example a teacher using proper words such as saying “everyone must participate” builds emotional bonding with children.

Reference

Vallotton CD, Ayoub CC. Symbols Build Communication and Thought: The Role of Gestures and Words in the Development of Engagement Skills and Social-Emotional Concepts during Toddlerhood. *Soc Dev*. 2010;19(3):601–626.