

# PENANG SANGAM HIGH SCHOOL

## YEAR 9

### OFFICE TECHNOLOGY

#### WORKSHEET 23

#### LESSON NOTES AND ACTIVITY

<b>STRAND</b>	OT 9.3 Office Administration
<b>SUB-STRAND</b>	OT 9.3.3 Communication.
<b>LEARNING OUTCOME</b>	<ul style="list-style-type: none"><li>• Differentiate between verbal and non-verbal communication.</li><li>• Examples of verbal and non-verbal communication</li></ul>

#### VERBAL AND NON VERBAL COMMUNICAITON

##### Verbal Communication

- Verbal Communication comes in form of words.
- It can be spoken words between two or more people, or written words in letters, memos and messages.

Some forms of verbal communication are written and oral communication.

##### **Examples of Written Communication:**

- Letters
- Texting
- Emailing

##### **Examples of Oral Communication:**

- Face-to-face conversations
- Speech
- Radio

##### Non Verbal Communication

- The message is sent by any means other than words or graphics.
- As the saying goes 'Action speaks louder than words.'
- Non Verbal communication can be just as important as verbal communication.
- It can be
  - a.) Facial expressions;
  - b.) Body movement;
  - c.) Posture or dress,
  - d.) The way you speak – implying something – on the telephone or in the reception.

## Activity

1. Act of moving one's body parts, usually arms, hands, legs, as a means of expression
  - A. Gestures
  - B. facial expressions
  - C. vocal distractions
  - D. fluency
  
2. The following are all examples of \_\_\_\_\_ cues: gestures, eye contact, posture, facial expressions, and physical appearance.
  - A. Verbal
  - B. Environmental
  - C. Physical
  - D. non-verbal
  
3. All are examples of communicating non-verbally expect...
  - A. Gestures
  - B. Voice
  - C. Posture
  - D. Touch
  
4. Nonverbal communication is?
  - A. sending and receiving wordless messages
  - B. exchange of information using words
  
5. What is Body Language?
  - A. Postures, gestures, and facial expressions.
  - B. The exchange of information through the use of words.
  - C. Speak from your point of view.
  - D. Your words say one thing but your body language says another.

THE END 😊