

## Ex. 2: Careful -- Your Non-Verbals are Showing!

Communication begins long before the speaker says hello!

“To ensure our success as a communicator we must constantly be aware of the non-verbal messages and signals we are sending out. Whenever there appears to be a conflict between the speakers verbal and non-verbal message, the audience will always believe the non-verbal message.” Dr. Albert Mehrabian, UCLA

Visual impact: \_\_\_\_\_%

(Physical elements which include gestures, posture, clothing, etc.)

Voice/vocal impact: \_\_\_\_\_%

(Our voice, volume, pitch, rate, etc.)

Verbal impact: \_\_\_\_\_%

(The words we use and the ease at which the ideas flow.)

\_\_\_\_\_ % of our total impact as communicators is based on what we convey non-verbally.