

Meaning of verbal communication

When messages or information is exchanged or communicated through words is called verbal communication verbal communication may be two types: written and oral communication.

Verbal communication takes place through face-to-face conversations, group discussions, counseling, interview, radio, television, calls, memos, letters, reports, notes, email etc.

Verbal communication

We may think that, having good communication skills
Is all about the ability to speak well.....

Or

All about SPEAKING

But

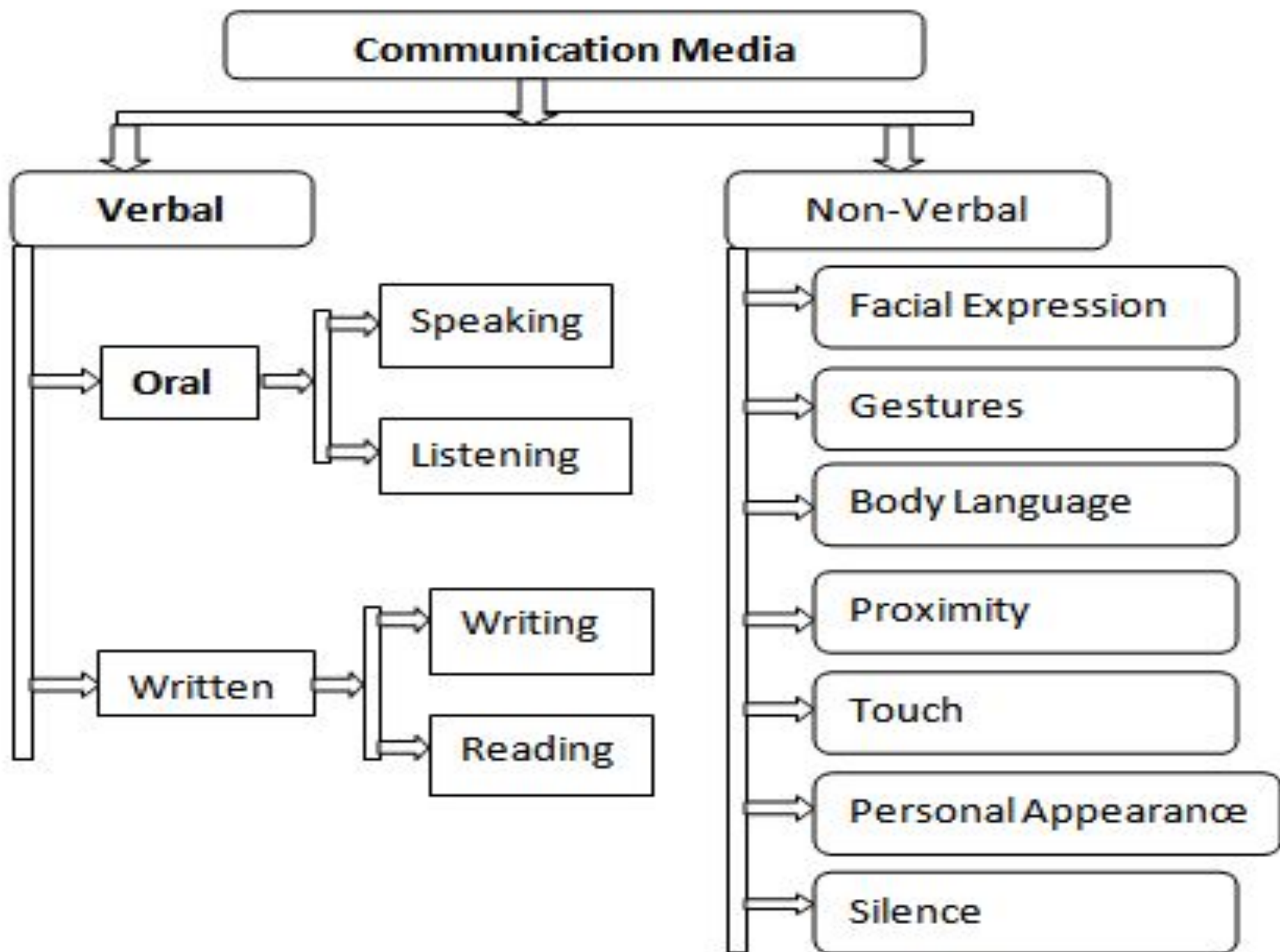
Verbal Communication has another very important
part..... LISTENING

Speaking

+

Listening

Is Verbal Communication



Verbal communication

Words are used to exchange information, this can be in person or by telephone and can be written or oral

Written

Reports

Memos

Email

Fax

illustrations

Types of oral

Face of face

Telephone

conversation

Dictating letters

Group discussions

Meetings

Speech

Meaning of non-verbal communication

When messages or information is exchanged or communicated without using any spoken or written word is known as nonverbal communication. Non-verbal communication is usually understood as the process of communication through sending and receiving wordless messages.





The OK gesture a variety of good and bad things according to the country you are in.

Australia: Usually means zero rather OK, not common.

Canada , Greece, Ireland ,Italy, Spain, United Kingdom and the US- OK, alright, good.



In **France** it means two

In **Russia** it is used to denote Victory, but is not commonly Used, while.

In **Turkey** it is not used at all.
In the US it generally means Peace or two.



In the US and most of western Europe, the thumbs up means OK, cool, good job or go ahead.

In Iran, Iraq and Thailand the thumbs up is a very obscene and offensive gesture.