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TEAMWORK SKILL

Chapter 4:

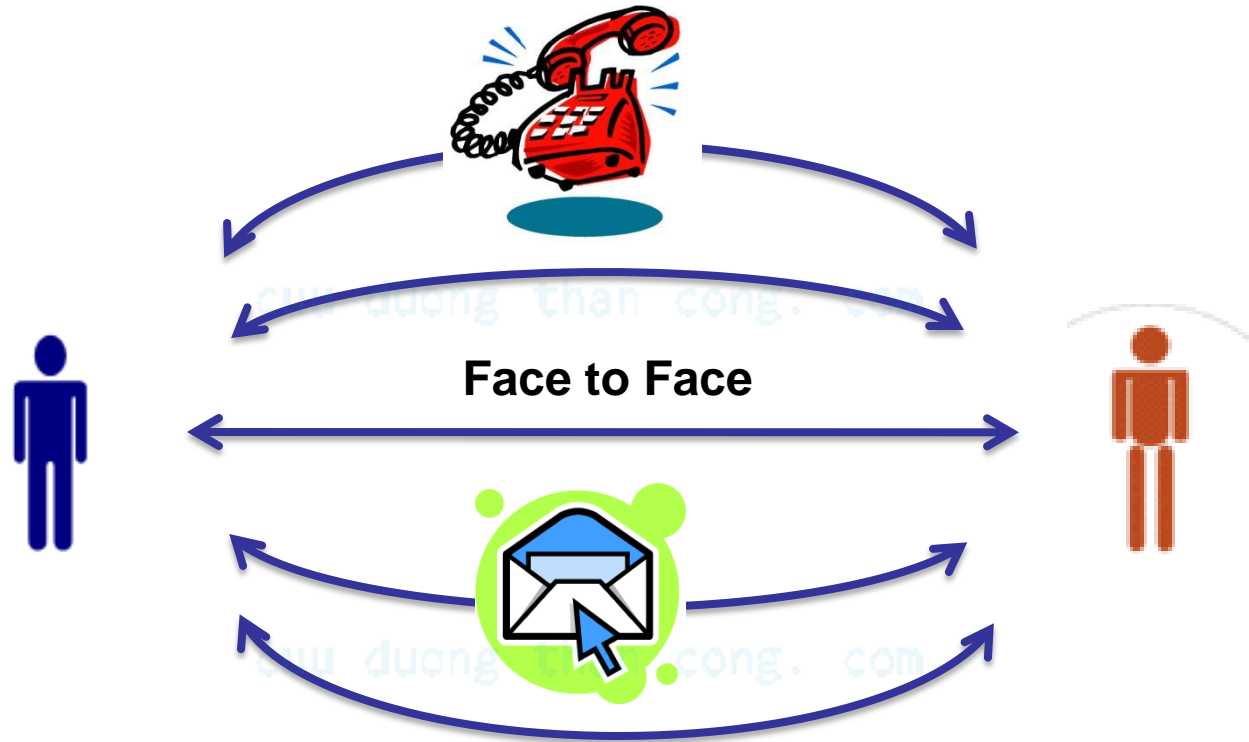
VERBAL AND NONVERBAL COMMUNICATION IN TEAMS





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CHAPTER 4: VERBAL AND NONVERBAL COMMUNICATION IN TEAMS





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1. VERBAL COMMUNICATION IN TEAM

- Use ***We, us and our*** more than ***I***

Ex:

+ We should have a break for a while, many members look tired.

+ I feel bored and tired – I have to quit now



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1. VERBAL COMMUNICATION IN TEAM

- Express ***shared*** rather than ***individual needs***

Ex:

- + *We need to find specific solutions for this problem*
- + *I don't want to hear such things, I need a solution*



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1. VERBAL COMMUNICATION IN TEAM

- Speak in a specific and active voice

Ex:

+ I have met Tung and he have not finish his job

+ I have met Tung and he has something to say

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1. VERBAL COMMUNICATION IN TEAM

- Ask both ***Why*** and ***Why not?***
- Make fewer – ***It is so difficult*** and ***We can't do it***

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1. VERBAL COMMUNICATION IN TEAM

- If you are in positions of leader:
 - + *refrain to speak*
 - + *ask more questions*
 - + *control the communication*
 - + *encourage positive communication*



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1. VERBAL COMMUNICATION IN TEAM

- Ask both ***Why*** and ***Why not?***
- Make fewer – ***It is so difficult*** and ***We can't do it***

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1. VERBAL COMMUNICATION IN TEAM

- Use appropriated tools of communication

(face to face, talk through telephone, write email...)

- Use appropriate style of communication

(speak the way you talk, not the way you write...)



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2. NONVERBAL COMMUNICATION IN TEAM

Nonverbal communication refers to the behavioral elements of messages other than the actual words spoken.

Ex: your appearance, posture, facial expressions, vocal expression, physical expression.....

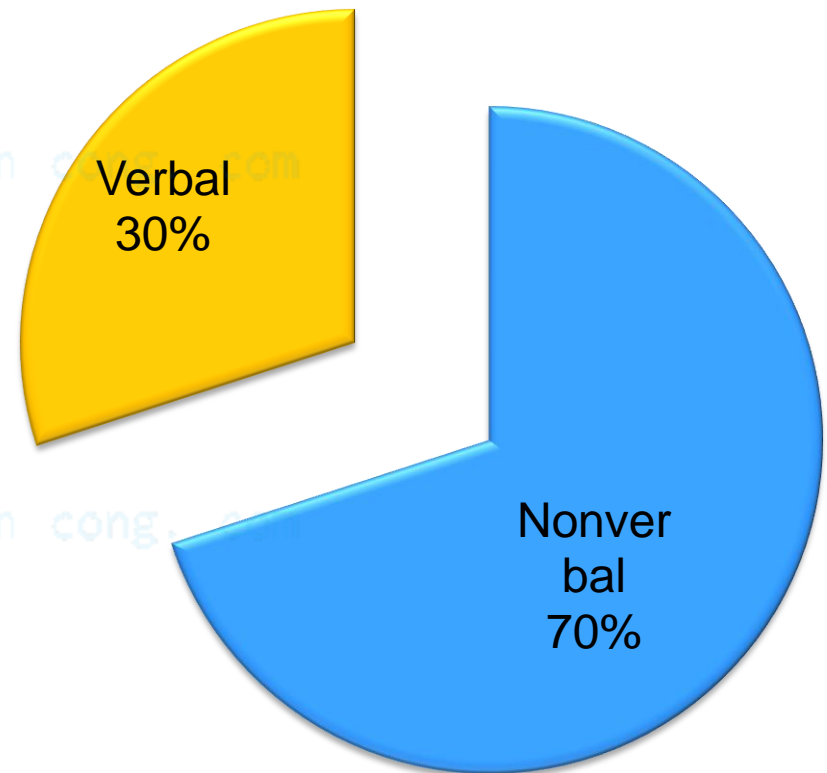


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2. NONVERBAL COMMUNICATION IN TEAM

People understand what you mean not only on what you say but also on what you do





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2. NONVERBAL COMMUNICATION IN TEAM

Personal Appearance

- *Create first impression*
- *Send message to team members*





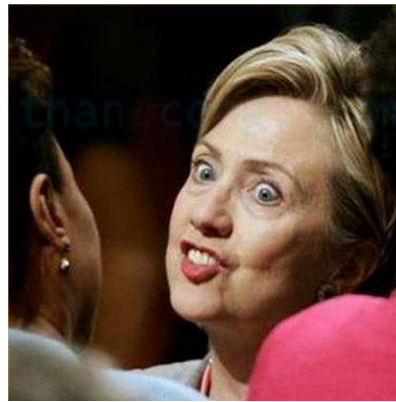
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2. NONVERBAL COMMUNICATION IN TEAM

Facial Expression

- *Face and eyes contact*
- *Send more messages to other members*





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2. NONVERBAL COMMUNICATION IN TEAM

Vocal Expression

- *It the way you say a word rather than the word itself.*
- *Including:*
Pitch, Volume, Rate, and Word Stress.





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2. NONVERBAL COMMUNICATION IN TEAM

Physical Expression

- *Emphasize or stress parts of a message*
- *Help ease the mental effort for communication*
- *Convey mood and emotion*





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2. NONVERBAL COMMUNICATION IN TEAM

Nonverbal communication and Culture

***Learn about partners'
communication culture
before communicate with them***





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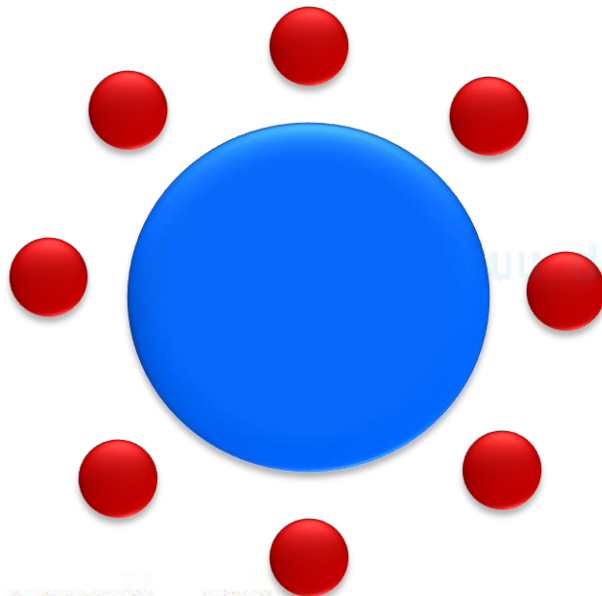
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3. NONVERBAL ENVIRONMENT

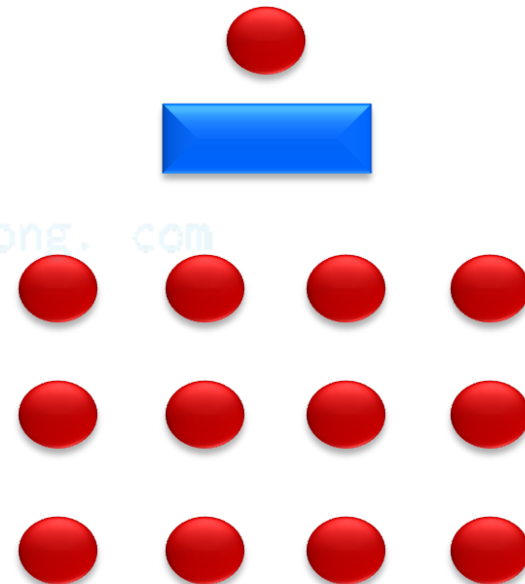
Arrangement of Space

Affect members' interaction

More interaction



Less interaction



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3. NONVERBAL ENVIRONMENT

Arrangement of Space

Affect members' cooperation

More cooperation

More Competitiveness





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*When verbal and nonverbal behavior
REINFORCE and COMPLEMENT each other,
communication is ENHANCED.*

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WHEN YOU SAY NOTHING AT ALL

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