



GOOD & BAD Verbal & Non-Verbal Communication



ESLDO - Unit 2



GOOD VERBAL COMMUNICATION:

- Speaking clearly and articulately
- Asking questions
- Asking for help
- Using appropriate language
- Listening actively, without interrupting
- Responding on time
- Paying attention to the pitch and tone of voice



“Hello! It is very nice to meet you!”

GOOD NON-VERBAL COMMUNICATION:

- Sitting or standing tall
- Maintaining good posture
- Maintaining eye-contact
- Smiling
- Nodding your head
- Relaxing the muscles in your face
- Relaxing your shoulders
- Keeping your body “open”

BAD VERBAL COMMUNICATION:

- Mumbling your words
- Saying “uh” or “umm”
- Speaking too loudly or too quietly
- Saying inappropriate words
- Not paying attention to your tone of voice
- Having no response or a delayed response

BAD NON-VERBAL COMMUNICATION:

- Slouching your shoulders when sitting or standing
- Having poor posture
- Avoiding eye-contact
- Not being aware of your facial expressions
- Not being responsive
- Misinterpreting spacial cues
- Being tense in your face and body
- Keeping your body “closed”
- Fidgeting (tapping your leg, biting your lip or fingernails)