

## **Making Your Point Non-verbally: The Art of Communicating Through Unspoken Cues**

**Course Description:** One picture is worth a thousand words. So is one look, one action (or inaction) or one gesture. In this session, participants will address the subject of sending and receiving messages non-verbally. They'll examine how messages can be misinterpreted based on numerous factors ranging from time of day, to personality style, to cultural background. Strategies for effectively sending and receiving nonverbal messages will be provided.

**Learning Outcomes:** At the end of this session and when applying concepts discussed and demonstrated, participants will be able to:

- Recognize a variety of non-verbal cues
- Interpret potential meaning of unspoken signals given by others
- Identify cultural differences and interpretations of non-verbal signals

**Learning Strategies:** Small group discussion  
Lecture  
Brainstorming  
Small group activities

**Who Should Attend?** All employees

**Course Duration:** One to One and One-half (1-1 ½) days – includes a visit to a local mall, airport or similar location where large numbers of people gather to observe and discuss behavior

**Audience Size:** Twenty-four (24)

**Prerequisites:** None