



Unspoken Communication in the Workplace

Since over 50 percent of our communication is non-verbal, it's important to recognize the powerful role body language plays in workplace communication. Positive and negative opinions are formed by those around us without speaking a word. In this course, discover the messages you convey through non-verbal communication; gain tips for changing messages that may be perceived as negative; recognize the non-verbal cues of others; practice active listening; and learn how to respond in ways that maximize communication effectiveness.

Who Should Take This Course?

This course is designed for anyone that is interested in engaging in more meaningful and influential conversations. These skills are essential for everyone in the workplace.

Course Objectives

- Identify signal clusters, body positioning, muscle tension, and gestures and how they can be interpreted
- Evaluate how unspoken communication impacts communications in the workplace
- Develop body language habits that help build rapport and increase communication effectiveness and personal impact

Course Info

- Length: 3 hours
- Format: Classroom instruction, demonstration and exercises
- Prerequisite: None

Course Content

Identify signal clusters, body positioning, muscle tension, and gestures and how they can be interpreted

- Understand how to read responsive, reflective, fugitive, rejection and combative nonverbal cues in clusters
- Recognize the significance of muscle tension and body angulation in body language analysis
- Engage in small group sessions to practice skills learned.

Evaluate how unspoken communication impacts communications in the workplace

- Recognize personal body language habits and how they impact other's perceptions.
- Understand the elements of first impressions.
- Practice utilizing nonverbal body language to communicate confidence, active listening, and audience engagement.



CONTINUING EDUCATION Course Outline

Develop body language habits that help build rapport and increase communication effectiveness and personal impact

- Identify personal body language habits and how the habits impact communications
- Apply various methods of nonverbal body language when approaching common communication situations
- Demonstrate skills learned through real-life scenario based exercises

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Continuing Education Unit (CEU) letter, **after the final session**. You must attend 80 percent of the course to qualify for the letter.* To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given at the end of the certificate program to those who have registered for a certificate program series (or after Part 2 of the series, when applicable) as long as attendance* and other program requirements have been met. If you complete a certificate program by taking courses individually (not through a series), please stop by the front desk and complete a Certificate Request Form. Attendance requirements for certificate programs vary by certificate and can be found by visiting [Certificate Programs & Certifications](#) on our website.

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is the students' responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit www.greenriver.edu/student-affairs/disability-support-services.htm. The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided.

This syllabus is available in alternate formats upon request.

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