



CONTINUING EDUCATION

Course Outline

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

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/Continuing Education Unit (CEU) 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 Course Completion/Continuing Education Unit (CEU) letter **after the final session of your course**. You must attend* 80 percent of the course (or 100 percent of a single-day course) to qualify for the letter. You can [request a Course Completion/CEU letter online](#).

Certificates of Completion for Certificate Programs

To receive a Certificate of Completion for the Workplace Excellence Certificate, you must take all seven required courses and attend* 80 percent of the entire certificate (calculated by total number of sessions). If you complete a certificate program by taking courses individually (not through a series), you can [request a Certificate of Completion online](#).

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

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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. Green River College is an equal opportunity educator and employer. Learn more at www.greenriver.edu/accessibility.