**Chapter 2: Verbal and Nonverbal Communication**

**Video and Multimedia**

**LO 2.1.** Define verbal communication

**Video 1:** [Small Business Communication Skills: Importance of Communication Skills for Small Business](https://www.youtube.com/watch?v=psTFOHO5SZg)

**Description:** This video discusses the importance of properly creating the communication process in business communication.

**Audio 1:** [The Racially Charged Meaning Behind the Word 'Thug'](https://www.npr.org/2015/04/30/403362626/the-racially-charged-meaning-behind-the-word-thug)

**Description:** An audio exploring the origin or creation of a word and the changing of the meaning of the word

**Web 1:** [Business Communication and Building Critical Skills](http://smallbusiness.chron.com/business-communication-building-critical-skills-3166.html)

**Description:** This article identifies skills that are critical for successful business communication.

**LO 2.2.** Define nonverbal communication

**Video 2:** [Nonverbal Communication: Regulating Conversation](https://www.youtube.com/watch?v=sZOfrwF7wHU)

**Description:** An entertaining video that provides numerous tips that can be used in personal and business situations

**Audio 2:** [A Poker Player's Tells Are in the Hands As Much As the Face](https://www.npr.org/2013/04/14/177204411/a-poker-players-tells-are-in-the-hands-as-much-as-the-face)

**Description:** An interview with a researcher looking for a real-life example of the way our internal choices influence our behavior whether we want it to or not

**Web 2:** [How We Communicate Through Body Language](https://www.psychologytoday.com/blog/subliminal/201205/how-we-communicate-through-body-language)

**Description:** The article shares how nonverbal communication bestows advantages in both personal and business life.

**LO 2.3.** Appraise your verbal and nonverbal communication skills

**Video 3:** [8 Ways to Improve Your Communication Skills](https://www.youtube.com/watch?v=pNDa6c7_mpM)

**Description:** The video challenges viewers to practice solid speaking skills.

**Audio 3:** [Doctors' Communication Skills](https://www.npr.org/templates/story/story.php?storyId=1145347)

**Description:** An audio news story discussing how doctors will soon be required to test his or her communication skills and demonstrate that ability

**Web 3:** [How Good Are Your Communication Skills?](http://www.mindtools.com/pages/article/newCS_99.htm)

**Description:** This article provides a short test to help the reader analyze his or her communication skills.

**LO 2.4.** Discuss examples of how verbal and nonverbal communication are related

**Video 4:** [Cecilia Rose: The Difference Between Verbal and Nonverbal Communication](https://www.youtube.com/watch?v=b_5Bbb7h2jA)

**Description***:* The speaker defines the interrelationship of verbal and nonverbal communication.

**Audio 4:** [Soldier: Wartime Stress Often Ends Marriages](https://www.npr.org/templates/story/story.php?storyId=15278871)

**Description:** An audio interview with a formerly deployed soldier whose marriage ended because of communication challenges

**Web 4:** [Similarities Between Verbal & Nonverbal Communication](http://www.ehow.com/list_7453682_similarities-between-verbal-nonverbal-communication.html)

**Description:** The article discusses the difference between verbal and nonverbal communication and also some unique similarities.