

Instructional Scenario

Non-Verbal Communication



Course/Duty Area: Principles of Business and Marketing/Developing Communication and Interpersonal Skills

Scenario: Chase is in a new department at work. He feels pretty confident about his ability to do the job, but he is very nervous about getting to know his coworkers. They have all been working here longer than he has, and they seem to have their own routines in the breakroom and when opening and closing their shifts. When he enters the breakroom, he is not sure where to sit, so he avoids going there. He is worried he seems aloof when he really wants to make friends. What should he do?

Big Question: How does non-verbal communication affect others' perception of a person, and how can one improve those skills?

Focused Questions:

- How can non-verbal communication be open to interpretation based on an individual's perception?
- How does body language play a role in workplace settings?
- Does non-verbal communication impact first impressions?

Student Project or Outcome: Activity that allows students to role-play various scenarios related to non-verbal communication in the workplace.

Project-Based Assessment: Students will act out role-play scenarios regarding various non-verbal workplace communication prompts. After this activity, students will create their own scenario in the form of a storyboard.

Teacher Resources: [Google Slides Tutorial](#), [Canva Template](#)