
Handout 12-1**Emotion Word Slips (Structured Experience 12-6: Nonverbal Nonsense)**

HAPPY

DISPLEASED

IMPATIENT

APPREHENSIVE

DISBELIEVING

SURPRISED

WORRIED

THOUGHTFUL

SKEPTICAL

AMUSED

ANGRY

FEARFUL

SAD

ANXIOUS

DISAPPOINTED

DISGUSTED

CURIOUS

AWED

LOVING

HORRIFIED

FRANTIC

CONTENTED

EXHAUSTED

BASHFUL

FRUSTRATED

LAZY

FREE

EAGER

PROUD

UNSURE

RELIEVED

CONFUSED

ANNOYED

ALARMED

PAINED/INJURED

ASHAMED

Handout 12-2**Cultural Differences in Nonverbal Communication (Structured Experience 12-7: Culture Shock)****Cultural Differences in Common Nonverbal Communication**

1. **Handshake.** Although generally adopted around the world, Southeast Asians press hands together; Japanese bow; while Middle Easterners and many Asians favor a gentle or loose grip.
2. **Direct Eye Contact.** Asians, Puerto Ricans, West Indians, some African Americans, and Native Americans consider it to be rude, disrespectful, or intimidating, or it may also be considered to have sexual overtones.
3. **Waving.** This means “no” to most Europeans. Europeans raise the arm and bob the hand up and down at the wrist.
4. **Beckoning.** Europeans and Asians raise the arm, palm facing down, and make a scratching motion with fingers. In Australia and in Indonesia, curling the index finger is used for beckoning animals.
5. **V for Victory or Peace.** In England, having the palm face inward toward the face is an obscene gesture.
6. **The OK Gesture.** In France, it means zero. In Japan, it means money or coins. In Brazil, Germany, and the former Soviet Union, it is an obscene gesture.
7. **Thumbs Up.** In Nigeria, this is a rude gesture. In Australia, if pumped up and down it is an obscene gesture. In Germany and Japan, it’s the signal for *one*.
8. **Whistling.** Throughout Europe, whistling at public events is a signal of disapproval, even derision.
9. **Nodding and Shaking Head.** This has the opposite meaning (*no*) in Bulgaria, parts of Greece, Yugoslavia, Turkey, Iran, and Bengal.

Universal Hand Gestures

| Meaning | Hand Gesture |
|---|---|
| I am tired. | Pressing the palms together and resting the head on the back of the hand while closing the eyes as if sleeping. |
| I am hungry. | Patting the stomach with the hands. |
| After eating, I am full. | Taking the hand and making a circular motion over the stomach. |
| I am cold, or it’s cozy, or a sign of eager anticipation. | Rubbing the hands together. |

Source: Axtell, Roger E. *Gestures: The Do’s and Taboos of Body Language Around the World*. New York, NY: John Wiley & Sons, Inc., 1991.

Handout 12-3**Argument Analysis (Structured Experience 12-8: Fact or Fiction?)****Argument Analysis**

Read through each statement below and answer the three questions that follow with a partner. Be prepared to share your insights with the large group.

1. The athletic boosters held a cake auction to raise money. We should have a cake auction too.
 - A. Is there enough information to support the statement?
 - B. Is the relationship between the statement and the support logical?
 - C. What other information about this situation would be helpful to know?
 2. If Dave hadn't laughed so loudly, I wouldn't have spilled my coffee.
 - A. Is there enough information to support the statement?
 - B. Is the relationship between the statement and the support logical?
 - C. What other information about this situation would be helpful to know?
 3. Jenny seems really organized, and she's good at doing work with a lot of detail to it. She'd be a great project manager.
 - A. Is there enough information to support the statement?
 - B. Is the relationship between the statement and the support logical?
 - C. What other information about this situation would be helpful to know?
 4. Bill was late to work again today. He's so irresponsible.
 - A. Is there enough information to support the statement?
 - B. Is the relationship between the statement and the support logical?
 - C. What other information about this situation would be helpful to know?
 5. All four of those candidates for the job are graduates of State University. They have such high-quality programs that I'm sure any of them would do well.
 - A. Is there enough information to support the statement?
 - B. Is the relationship between the statement and the support logical?
 - C. What other information about this situation would be helpful to know?
 6. Our profits were up last year by 7 percent and up by 5 percent the year before that. We should certainly have higher profits again this year.
 - A. Is there enough information to support the statement?
 - B. Is the relationship between the statement and the support logical?
 - C. What other information about this situation would be helpful to know?
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Handout 12-4

Feedback Role-Play Scenarios (Structured Experience 12-12: Fun With Feedback)

Scenario A (Round 1)

Amy, an experienced IT Specialist, was supposed to finish a project by noon for Kim, the IT Director. At 10:00 a.m., Amy told her IT Manager, John, that she would not be able to make her deadline. When John asked for an explanation, Amy said she has had to be out of the office a lot recently tending to her mother, who is ill, and she was relying on help from Steve, the new Network Administrator, who didn't get her some information she needed on time. Amy also shared that she worked three hours of overtime last night and came in early this morning, but she was still not able to complete the project on time. Amy also feels like she's lacking in some of the skills needed to get the work done.

Feedback Role Choices (Select one set of characters to play):

1. John provides feedback to Amy
2. Kim provides feedback to John
3. Amy provides feedback to Steve

Scenario B (Round 2)

Dave, a new customer service representative for a commercial airline, has been in violation of the organization's dress code policy since he started with the company one month ago. He shows up to work in tattered jeans and t-shirts, and appears generally unkempt. The policy clearly states that the dress code is business casual. When any of his co-workers make a comment to Dave about his clothing, Dave's response is typically to question why it matters since he just sits at his computer and is on the phone all day. One such co-worker, Pam, has tried to talk to Dave about it, but she doesn't want to push too hard, since he is of the opposite gender and she is not Dave's boss. Jack, Dave's supervisor, has heard other employees talk about Dave's appearance and question why he is getting away with dressing so poorly. Jack knows he should do something, but is hesitant, and there are other things to worry about. Julie, the Human Resources Director, has received a couple of complaints regarding Dave and is concerned about the policy being followed in the interest of fair play.

Feedback Role Choices (Select one set of characters to play):

1. Jack provides feedback to Dave
2. Julie provides feedback to Jack
3. Dave provides feedback to Pam

Scenario C (Round 3)

Kelly is a high-performing manager for an insurance firm. Lately, however, she has been dominating the discussion in team meetings and hardly lets anyone else in the group speak or express his or her opinion. This is intimidating to Scott, a new agent, and others

continued on next page

Handout 12-4: continued**Feedback Role-Play Scenarios (Structured Experience 12-12: Fun With Feedback)**

in the group, and the situation does not allow for open conversation, exchange of ideas, or teamwork. People are hesitant to be critical of Kelly because of the strong relationships she has with clients and her high level of production and policy sales. Scott tried to talk to Carrie, Kelly's supervisor and team leader, about Kelly's behavior in meetings, but it was hard for him to think of what an appropriate approach would be and he dislikes going over people's heads. Earlier in the week, Kelly mentioned to Paul, another team member, that everyone seems to be clamming up lately in meetings and she seems to be the only one making a contribution. Scott seems especially quiet to her. Paul just stayed quiet, not wanting to disrupt things with the team.

Feedback Role Choices (Select one set of characters to play):

1. Paul provides feedback to Kelly
 2. Scott provides feedback to Carrie
 3. Kelly provides feedback to Scott
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