

## GBS Day22+23

Fill in the blanks.

**Answer Key:** 1. hierarchy 2. simmer 3. irreversible 4. cutlery 5. dice 6. slurp

**LEAD-IN** True or False?

**Answer key:**

1. **T.** There are nonverbal differences across cultures that may be a source of confusion for foreigners. Let's look at the way people express sadness. In many cultures, such as the Arab and Iranian cultures, people express grief openly. They mourn out loud, while people from other cultures (e.g., China and Japan) are more subdued. In Asian cultures, the general belief is that it is unacceptable to show emotion openly (whether sadness, happiness, or pain).
2. **T.** Nonverbal communication expresses meaning or feeling without words.
3. **F.** Nonverbal communication includes much more than body language, such as use of voice, touch, distance, and clothing.
4. **T.** First impressions are lasting impressions.
5. **T.** Eye contact is important because insufficient or excessive eye contact can create communication barriers.
6. **F.** It's not ideas but feelings that are best conveyed through nonverbal messages.
7. **T.** Gestures are specific body movements that carry meaning.
8. **T.** An individual's clothing style can demonstrate their culture, mood, level of confidence, interests, age, authority, values/beliefs, and their sexual identity.
9. **F.** When you communicate with someone from another culture, you encode your message using the assumptions of your own culture. However, the audience will decode your message using the assumptions of their culture.
10. **T.**

➤ Listen and answer the following questions.

**Answer key:**

1. Body language, paralinguistics, and object language.
2. Body language includes gestures, body postures, facial expressions, eye movement and eye contact, the use of space and touch.
3. It relates to all aspects of the voice.
4. Object language refers to clothing and physical appearance like hairstyles.

### **Business Etiquette Tips**

**Answer key:**

A professional's body language can affect the success rate of client encounters, meetings and presentations. The following etiquette tips are modeled upon Global Standards in business.

1. Posture  
The posture or bodily stance exhibited by individuals communicates a variety of messages whether good or bad.
  - Do stand straight and tall, keep shoulders relaxed.
  - Don't put your hands in your pockets. It can send a message that you lack confidence. (Picture 2)
  - Don't cross arms. It may indicate that you are uncomfortable with your appearance, or just trying to hide something on your shirt. (Picture 3)

2. Movement
  - Do move purposefully and with a deliberate stride
  - Don't drag your feet
3. Smile
  - Do smile when appropriate
  - Don't smile too much in an effort to obtain approval
4. Eye Contact
  - Do look at people when you speak to them
  - Don't stare
5. Do avoid
  - Clicking pens (Picture 4)
  - Biting fingernails (Picture 5)
  - Tapping feet (Picture 6)
  - Drumming fingers (Picture 7)

➤ Choose the best answer from the four options given.

Answer key: 1 – c, 2 - d

**Match each definition (A – T) with today's vocabulary word (1 – 20)**

**Answer Key:**

A-13; B-14; C-1; D-10; E-2; F-16; G-3; H-20; I-12; J-17; K-19; L-6; M-8; N-18; O-5; P-11; Q-15; R-4; S-7; T-9

Fill in the blanks.

**Answer Key:** 1. implying 2. intuition 3. involved 4. cue 5. stable